



Mildmay Mission Hospital

Life in all its fullness for everyone
in Mildmay's care

International Nurses

Introduction and Guidance



Welcome to Mildmay Mission Hospital

Mildmay Nurses:

Treat everyone fairly

Act with kindness in a way that values people,
their insights, situations and experiences

Take pride in our work

Value our relationships and recognise we are at
our best when we work well with others.

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This orientation booklet is designed to assist you in your transition to living and working in the United Kingdom. It contains information on the most important questions and steps to follow when you arrive. We hope this helps you to prepare yourself in your first weeks at Mildmay Mission Hospital.

This orientation package includes information relating to accommodation, how to open a bank account, acquiring a National Insurance Number, getting registered with a general practitioner (doctor) and contact details for staff that will help you during the early stages of employment.

We hope this welcome booklet is useful for you. Read it thoroughly before your arrival and do not hesitate to get in touch should you need to.



The hospital's address is:

**Mildmay Mission Hospital
19 Tabernacle Gardens
London
E2 7DZ**

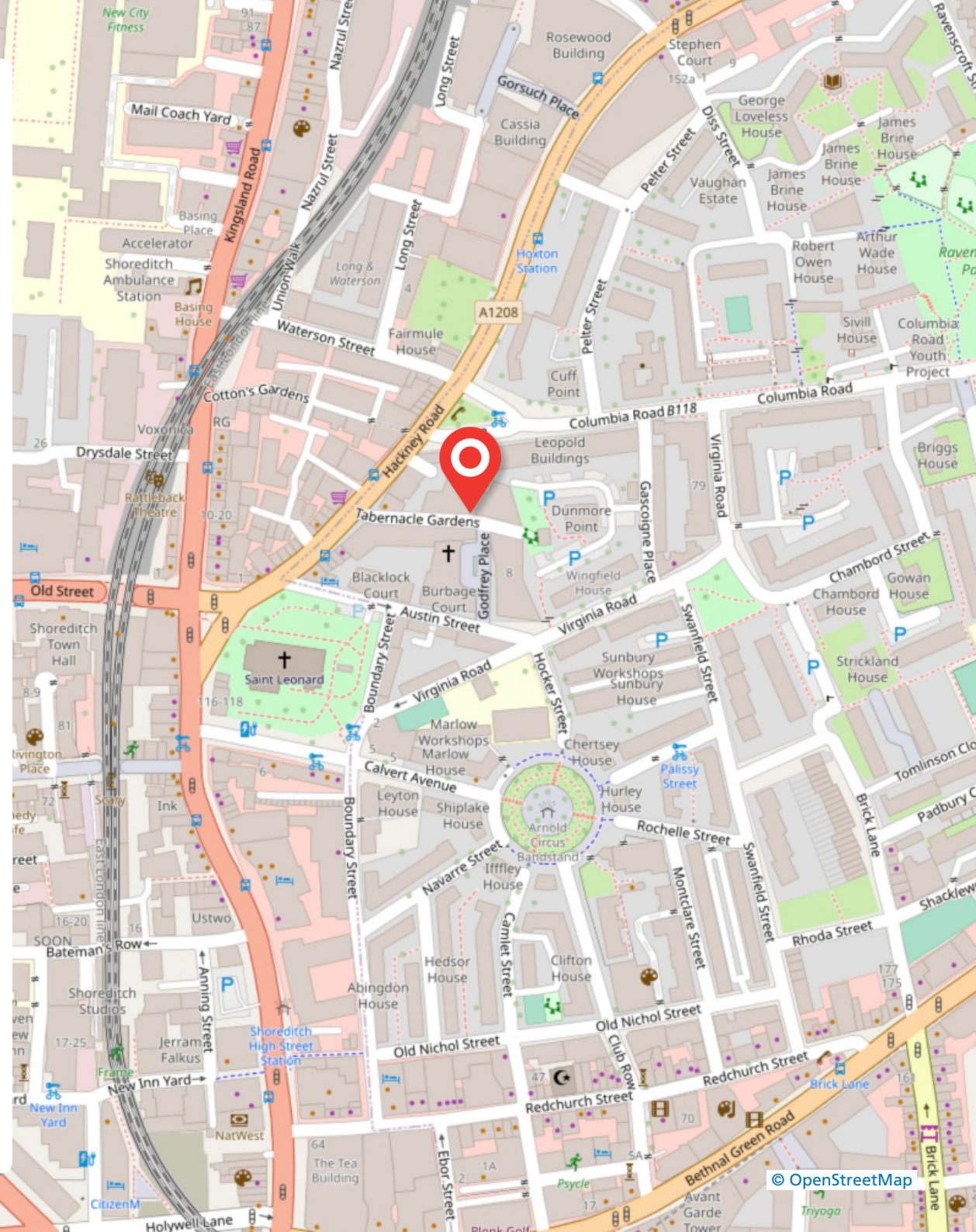
Reception telephone number:

020 7613 6300

Our websites:

For our hospital: mildmay.nhs.uk

For our charity: mildmay.org





A message to you from our Chief Executive, Geoff Coleman

Welcome to Mildmay, London and the United Kingdom. I appreciate that right now things will seem a little daunting but let me begin by saying that you are now a part of the Mildmay Family, and we want to warmly welcome you.

Over the coming weeks and months, we will get to learn about each other and whilst you will have many questions, let me reassure you that we are as excited to welcome you here as you are to be here.

My team have put together this welcome pack to try and anticipate some of the important questions that you have. That said, you are amongst the first of our team to be recruited from overseas in over a generation and so we will be paying particular attention to your questions so that we can improve this welcome pack for those that follow you.

London is without doubt one of the most exciting cities in the world and Mildmay is situated right in its heart. You will find that there is lots for you to do and whether you are looking for a church to get involved with, a movie theatre to visit or just popping down to the shops, there will always be someone you can ask. My advice to you is to take things slowly - at least at first. Be inquisitive, be curious, ask lots of questions. Before long you will begin to think of London as your new home.

I look forward to meeting you in person.

Geoff Coleman
Chief Executive Officer of Mildmay



From our Clinical Lead Nurse, Comfort Sagoe

Welcome to Mildmay Mission Hospital! You will be part of a dynamic and hardworking nursing team that utilises the art and science of nursing to support the healing of patients who are admitted here.

It will be an exceptional opportunity to practice evidence-based nursing, and experience multidisciplinary team working.

Feel at home and enjoy working here!

Comfort Sagoe
Clinical Lead Nurse

About Mildmay Mission Hospital

Mildmay is a charitable hospital located in Shoreditch. It has 28 inpatient rooms, across two wards.



HIV patients admitted to Mildmay Hospital have been diagnosed with HIV-associated Neurocognitive disorder (HAND) or with cognitive and physical impairments due to neurological opportunistic infections or other HIV-related brain pathology. They tend to have been diagnosed late with HIV infection or have had poor adherence to antiretrovirals.

Patients are assessed by a Multidisciplinary Team that includes an HIV physician, psychiatrist, physiotherapist, occupational therapist, dietitian, social worker, speech and language therapist, psychologist and nurses, who design a personalised programme of rehabilitation to meet individual needs and goals.

Since April 2020, Mildmay Mission Hospital also offers early step-down care for patients with acute HIV-related conditions and people who are homeless, as well as both HIV and homeless COVID-19 patients who are recovering and no longer infectious. This helps to release beds in acute hospitals much more quickly. These patients often have a high burden of under-treated psychiatric disorders that require advice and treatment.

Since 22 June 2020, Mildmay Hospital has been designated as London's primary facility for homeless COVID-19 patients no longer in need of intensive care. From April 2022, Mildmay was commissioned to provide step-down detox services.

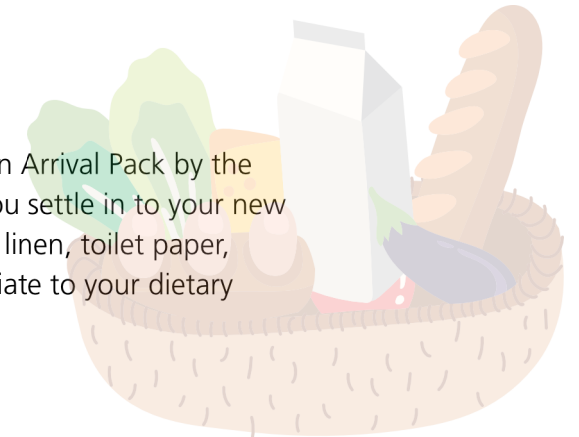
General information

On arrival in the United Kingdom

You will be picked up at the airport by the recruiting agency who will transport you to your accommodation. The agent will briefly orient you to your new space and surroundings.

Arrival Pack

You will be provided with an Arrival Pack by the recruiting agency to help you settle in to your new home. This will include bed linen, toilet paper, crockery, and food appropriate to your dietary requirements.



Your new home in the UK

There is no contractual obligation for staff to have accommodation provided for them, upon arrival in London as part of their terms and conditions.

Mildmay, however, provides key-worker accommodation for international recruits through an arrangement with St Josephs Hospice on Mare Street. All International recruits would have signed a Tenants Agreement prior to arrival.

Keys to the accommodation will be provided by the St Joseph's team on arrival. The amount of £580 per month will be deducted directly from your salary to pay for accommodation and bills. This will be clearly outlined in your payslip. Staff can stay at the accommodation for an initial period of six months and this can be extended for a further six months, if they wish to.

Key worker accommodation is only available for a **maximum period of one year**. By that time, new recruits will have settled in the country and can look for alternative accommodation.

Your National Insurance Number

The National Insurance Number (NIN) is your own personal account number. It is unique to you and you keep the same one all your life. It makes sure that the National Insurance contributions and tax you pay are properly recorded against your name. It also acts as a reference number when communicating with the Department for Work and Pensions (DWP) and HM Revenue & Customs (HMRC). If you're moving to the UK you can only apply for your national insurance number once you arrive in the UK and it is mandatory. You must have the right to work or study in the UK to get a National Insurance number.

To apply, you must call DWP:

- Telephone: 0345 600 0643
- Text phone: 0345 600 0644

Monday to Friday, 8am to 6pm

You can also find more out more about NINs - including booking your appointment, as well as other information related to setting up your residency on the Government website, [gov.uk](https://www.gov.uk).

The DWP will send you an invitation letter for an interview at one of the local job centres. They will ask you about your circumstances and why you need a NIN. In the letter, you will also be told which documents to bring with you to show them.

These are:

- Passport or identity card
- Residency permit
- Birth or adoption certificate
- Marriage or civil partnership certificate
- Driving licence



You will be told at the interview how long it will take to receive your National Insurance Number.

If you are from overseas and non-EU, you will need to collect your Biometric Residency Permit (BRP) from the Post Office. It will take from a few days, up to 2 weeks to be issued. Your National Insurance Number will be on the pack of the BRP.

Banking

You will need a bank account so that we can pay you. Most of the major banks and building societies have branches near Liverpool Street Station and Dalston.

These include:

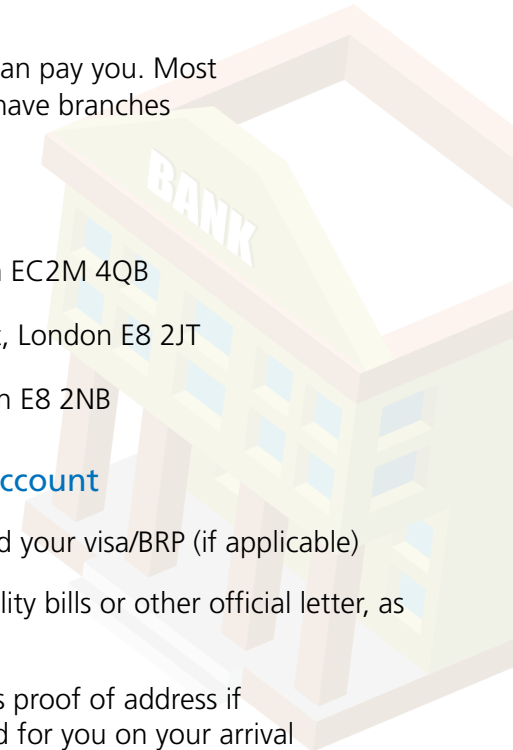
- Natwest, 226 Bishopsgate, London EC2M 4QB
- Barclays, 3-5 Kingsland High Street, London E8 2JT
- Halifax, 81 Kingsland Road, London E8 2NB

Requirements for opening a bank account

- Passport as evidence of identity and your visa/BRP (if applicable)
- One or two letters from HMRC, utility bills or other official letter, as proof of your address*
- A letter from Recruitment acting as proof of address if accommodation has been arranged for you on your arrival
- Your employment contract

*Your NIN letter will count as a proof of your address

NB. Once you have set up your bank account, you will find that most banking in the UK is done online or via ATMs



Professional Organisations and Trade Unions

The vast majority of Nurses at Mildmay join a trade union or professional organisation. This provides professional indemnity insurance for practising members, as do several private insurance companies. Unions campaign and organise members around important issues. They work particularly closely with members to improve workers' conditions and raise awareness of employment issues, locally and nationally. Relevant unions include:



Royal College of Nursing - rcn.org.uk



unison.org.uk

General Practitioner

General Practitioners (GPs) look after the health of people in their local community and deal with a whole range of health problems. You can register with a GP practice of your choice, as long as you live within its catchment area and it is accepting new patients. The GP practices nearest St Joseph's Hospice are:

- Well Street Surgery, 28 Shore Rd, London E9 7TA
- London Fields Medical Centre, 38-44 Broadway Market, London, E8 4QJ

Public Transport



An Oyster **or** bank card is needed to use public transport (buses, Overground and Underground trains). A prepaid Oyster card with £10 will be provided by the recruitment agency. When it runs out, it's up to you to add more credit.

Please note that the key worker accommodation is a 15 /20 minute walk from Mildmay Hospital. Staff who opt to come to work by bus can take bus 26 or 55 from St Joseph's directly to Mildmay Hospital. The bus stop to alight at is called **Shoreditch Church**.

Introduction to working at Mildmay

Buddy/Mentor System

The Clinical Lead Nurse will introduce you to a buddy/mentor during your first week at Mildmay. Your mentor will support you with OSCE preparation, orientation and integration. They will be your point of contact for informal issues.

Transitional period

During the first eight weeks we will set aside one day per week to help and support you with your new life in London. We will cover the following:

- Pastoral Care including accommodation and acclimatisation support
- Induction and orientation
- A tour of local area

Shadow training

As part of your training, you will be based on the ward for two days a week for up to 12 weeks, depending on when you pass your OSCE. You will get to shadow our Healthcare Support Workers as well as Registered Nurses to understand:

- Firstly, getting know your colleagues and building relationships
- Mildmay paperwork
- Mildmay systems such as how we take patient notes
- Our equipment such as taking bloods and temperatures
- Navigating the ward areas and quiet spaces

OSCE training

All non –EU nurses are expected to pass an OSCE assessment before registration with the Nursing and Midwifery Council (NMC).

The OSCE is based on UK pre-registration standards. The OSCE comprises six separate stations, each lasting between 10-17 minutes. Four stations are scenario-based and relate to four stages of the nursing and midwifery care process:

- Assessment- holistic patient-centred
- Planning
- Implementation
- Evaluation

The Clinical Lead Nurse will support you throughout this process.

The first four weeks - and beyond!

We anticipate that your first week will be taken up with orientation to the local area and completion of our organisational Induction process which will include mandatory training. The Clinical Lead Nurse supported by the Team Leader Nursing will Lead the induction process. The next few weeks are likely to look something like this:

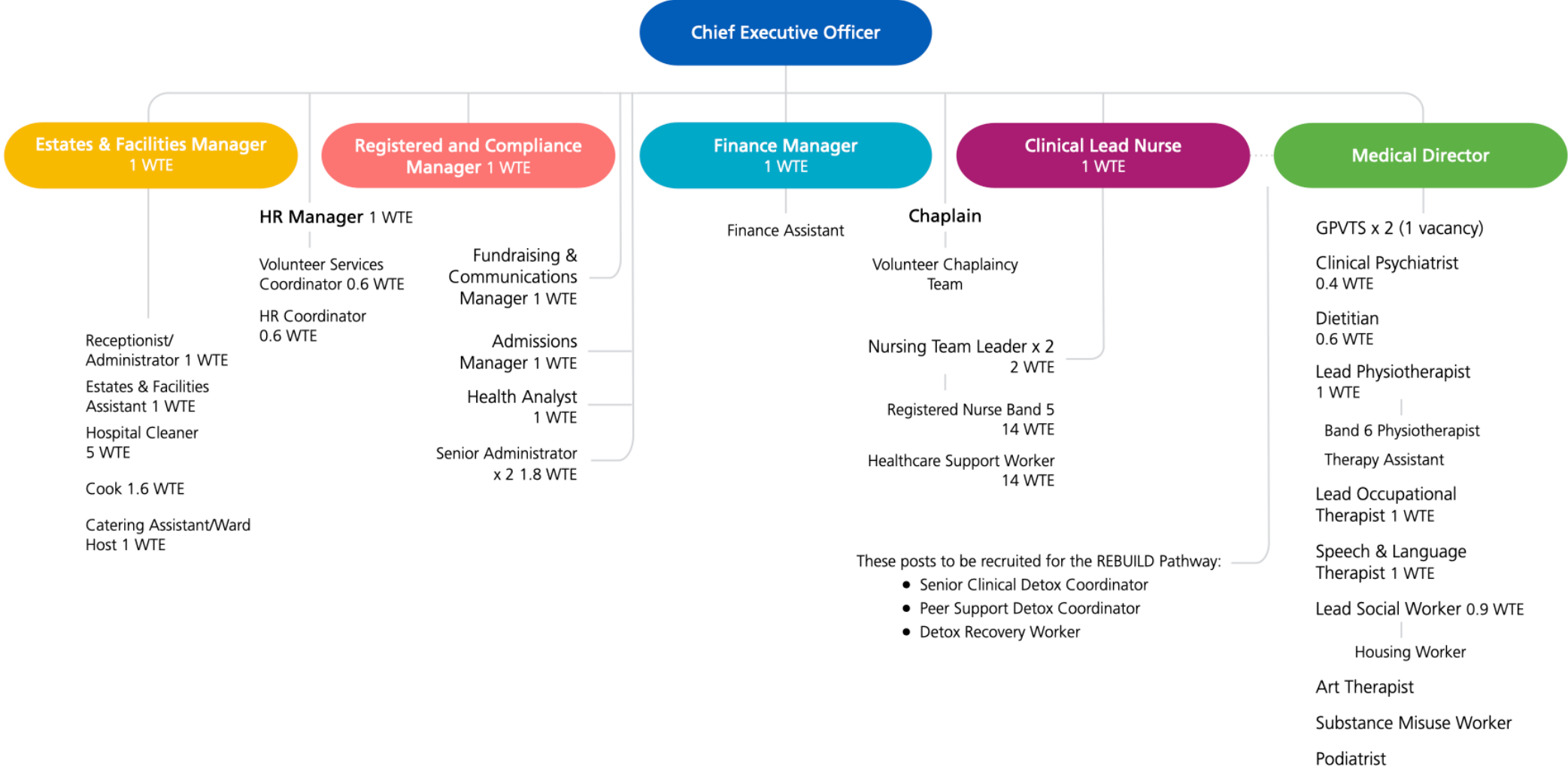
	Monday	Tuesday	Wednesday	Thursday	Friday
Week one	Organisational induction/ guide to the local area	Organisational induction/ guide to the local area	Organisational induction/ guide to the local area	Organisational induction/ guide to the local area	Nurse induction
Week two	Introduction to OSCE	OSCE practice	Clinical placement experience	Clinical placement experience	Mandatory training/e-learning
Week three	OSCE practice	OSCE practice	Clinical placement experience	Clinical placement experience	Mandatory training/e-learning
Week four	OSCE practice	OSCE practice	Clinical placement experience	Clinical placement experience	Mandatory training/e-learning

Week 5 Undertake OSCE preparation training at a designated centre

Week 6 OSCE mock examination with feedback

Weeks 7 & 8 OSCE practice and supervision and attendance at OSCE registration with the Nursing and Midwifery Council (NMC), if successful.

Your Mildmay team: organisational chart



Useful contacts at Mildmay

Reception

020 7613 6300

reception@mildmay.org

Human Resources

personnel@mildmay.org

Finance

finance@mildmay.org

Clinical Lead Nurse

Comfort Adams

comfort.sagoe@mildmay.org

Team Leader Nursing

Hellen Wambui

hellen.wambui@mildmay.org

Registered and Compliance Manager

Teri Milewska

teri.milewska@mildmay.org

Hospital Chaplain

Bernie Devine

chaplains@mildmay.org

mildmay.nhs.uk/chaplaincy-and-pastoral-care



Mildmay Hospital nursing badge from around 1934

Mildmay is an independent charitable hospital. Our purpose is two-fold:

1. To deliver better care and health outcomes for HIV & homeless patients
2. To make more efficient use of all available health resources by freeing up NHS acute beds and providing medical respite/ rehabilitation for these vulnerable cohorts, improving the likelihood of a safe and full recovery.

In the 1860s, Mildmay Mission Hospital began with a focus on the poorest communities of the East End of London.

We opened our first purpose-built general hospital in 1892, and in 1948 joined the momentous change in healthcare for the country, with the formation of the NHS.



Mildmay's first purpose-built hospital, opened in 1877

Mildmay left the NHS in the early 1980s, but we quickly found a new purpose as the need for HIV medicine rapidly evolved. For more than thirty years this has been our focus. As the calendar turned to 2020 and the number of patients being referred for specialist HIV care reduced significantly, Mildmay found its future by looking to its roots. Once again we found ourselves focussing on the poorest and most vulnerable in our community as we looked to the homeless out on the streets of London.

We recognise that our work with HIV is not yet complete, both in London and elsewhere in the world, and that there is still a need for Mildmay Mission Hospital.

If you are interested in learning about the history of Mildmay, you can find much more on our website at: mildmay.org/our-history



MILDMAY

Transforming Lives