


**nightingale
hammerson**

NIGHTINGALE
HOUSE







WELCOME



Contents

- | | |
|---|--|
| 05. WELCOME LETTER
From Jenny Pattinson | 18. INTERGENERATIONAL PROGRAMME
Apples and Honey Nightingale Nursery |
| 06. A HISTORY AND INTRODUCTION
To Nightingale House and Nightingale Hammerson | 20. OTHER SERVICES AND INFORMATION
Our facilities |
| 08. OUR CARE
Our ethos of care and what we offer | 22. OUR FOOD
For enjoyment and well-being |
| 12. OUR HOME
Our households and bedrooms | 24. OUR VOLUNTEERS
Our enthusiastic and dedicated group |
| 14. ENGAGEMENT
Our vibrant engagement programme | 26. OUR TEAM
How we value and develop our team |
| 16. OUR RELIGION
An inclusive Jewish home | 28. FEEDBACK
Listening to our Residents and their families |

Admission Enquiries

-  @NightingaleHammerson
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For more information our residents' services team will be happy to assist.

Call us on: 020 8673 3495 or send an email to: ResidentsServices@nightingalehammerson.org





JENNY PATTINSON

Chief Executive

On behalf of everyone at Nightingale Hammerson, we are delighted to introduce you to Nightingale House. Nightingale House is the only CQC rated Outstanding residential care home for the older Jewish community in the UK, and we are proud to be providing our wonderful Residents with the highest quality of care.

In the words of one of our Residents, *“Nightingale Hammerson is a beacon, not only for excellent care but also for enabling me to continue living a Jewish way of life”*. This really does encompass the values that are at the heart of all we do. We provide care in a way that celebrates the religious, cultural and social bonds that unite the Jewish community. We recognise and appreciate every individual’s needs will be different and may change over time. We ensure every Resident feels empowered to live the way they want to with access to outstanding facilities and activities to promote well-being and enjoyment every day.

However, we know it can be a hugely emotional time when considering care for yourself or your family. My team understand how you are feeling; they will guide you and support you at each step of your journey, should you choose to come to live with us at Nightingale House.

We hope this brochure will give you an insight into our wonderful community and help answer some of the questions you may have. Our residents’ services team and care professionals would also be delighted to welcome you and your wider family to Nightingale House – please do get in touch if you would like to visit.

Thank you for considering us at Nightingale Hammerson and we very much hope to see you soon.

Jenny Pattinson



[nightingalehammerson.org](https://www.nightingalehammerson.org)

History and introduction to Nightingale House and Nightingale Hammerson

Nightingale Hammerson is a charity that has served older people of the Jewish community for over 180 years.

We originated in London's East End through the formation of three small charities: the *Hand in Hand Asylum for Decayed Tradesmen (1840)* and the *Widows Asylum (1843)* which were the forerunners to Nightingale, as we know it. In around 1894, the two charities joined forces and became the *Home for Aged Jews*.

In 1904, a Jewish philanthropist, Lord Wandsworth, purchased a large building on Nightingale Lane, in Wandsworth, called 'Ferndale'. He donated the building to the charity, on the condition that they moved from the pollution and grime of the East End to the relative countryside of Wandsworth. Ferndale eventually became known as Nightingale House and over the years, Resident occupancy grew. New wings were built and the home became increasingly modernised- not least by ripping out the old dormitories to make way for individual private en-suite bedrooms.

In 2012, Nightingale House merged with another charity, Hammerson House. Sue Hammerson CBE founded Hammerson House in 1961, in memory of her late husband, Lewis Hammerson. The Home's purpose was 'to provide care for older members of the Jewish community in a real home environment'. Together, we became Nightingale Hammerson.

In 2018, the original Hammerson House building was demolished to make way for a new, modern care home. It is a real testament to the Hammerson family that we are able to continue their vision in providing a wonderful home, offering exceptional care.

The care of our Residents is at the forefront of all that we do, and we remain committed to serving the Jewish community. We are an independent charity that is proud of its humble origins and are steadfast in our continued service for many more years to come.



Asher Corren with Prince Charles



Fundraising Dinner at The Savoy in 1932



Princess Diana visiting Nightingale House in the 1980's



Mrs Helena de Niet, Matron and Mrs Rege Brewer, Lady Superintendent in the early 1930's



Our Care

The care of our Residents is always our first priority at Nightingale Hammerson. We specialise in offering different levels of care, responding to each person's individual needs. This includes residential, nursing, dementia and palliative care. We also offer respite care.

Residential care

Residential care needs are tailored for each Resident. This may vary from basic support with personal care and medication management, to more complex care needs where necessary. Residents enjoy an engaging and sociable environment at Nightingale House, which supports and enables independence. This could include inviting friends for lunch, visiting our hair salon, joining a club or simply enjoying our beautiful garden.

Nursing care

In addition to a Resident's residential care needs and support, we also offer 24 hour nursing care. This is available for Residents with more complex health and care needs where a bespoke care plan is designed to best support the holistic needs of the individual Resident.

Dementia care

All team members attend our educational programmes so they are equipped to provide the best care for Residents who are living with dementia. To support individual Residents' needs further, our engagement and therapies offering is adapted to enable Residents to live well and to ensure their best quality of life. Our facilities and households are designed to provide a dementia friendly environment.

Respite care

We offer respite care for those wishing to stay for a shorter time period. This may be due to rehabilitation, post-operative care and convalescence, or to offer rest to relatives at home. Nightingale Hammerson will design a specific care plan to meet the required care needs for the duration of their stay with us, which could vary from two weeks to a few months.

One-to-one care

One-to-one care is available, if required, for Residents with complex health and social care needs, for companionship or therapeutic reasons. One-to-one care carries an additional cost.

End-of-life care

We offer care to those who are reaching their last days of life and who wish to be looked after within a compassionate, caring environment that is homely and comfortable.



The care we offer includes but is not limited to:

- | | | | | | |
|----------|-----------------|----------|----------------|-----------------|---------|
| Dementia | Cardiac failure | Frailty | Osteoarthritis | MND & MS | Vision |
| Cancer | Parkinson's | Diabetes | Rehabilitation | Stroke recovery | Hearing |



Supporting our Care

The following additional services are available for all Nightingale House Residents.

In-house GP practice

Nightingale House has its own GP practice and the nursing and dementia households have their own, dedicated nursing professionals.

The GP or nurse will always visit a Resident within their household or in their bedroom, should they be unable to make it to the GP practice.

Therapies

Nightingale House has one of the largest in-house therapy teams in the UK, led by the Head of Therapies. The highly specialised multi-disciplinary team consists of our Occupational Therapists, Physiotherapists, a Dietitian, a Speech and Language Therapist, and a Moving and Handling Advisor. The team plays an integral role in enhancing Residents' lives, as well as supporting independence and participation.

The team works collaboratively with every Resident, providing an initial therapeutic assessment, including time to discuss what is meaningful and important to them. We offer one-to-one sessions at a location to suit each individual. This could take place on households, in our beautiful gardens or in our therapy suite. We also offer weekly exercise groups. Our aim is to enable everyone to optimise and maintain functional ability and quality of life. This can include support around eating, drinking, swallowing, communication, walking, balance, strength, cognition and emotional well-being. Our team are also experienced in recommending specialist equipment e.g. wheelchairs, standing hoists and daily living equipment as well as adapting everyday tasks and activities to make them easier. We also play an important role in health promotion and preventing complication such as falls.

Audiologist, Dentist, Optician and Podiatrist

Residents can liaise with household teams or the GP to book an appointment for any of these services.

Clinical Psychology

Our Clinical Psychologist and the team of researchers are a valued support for our Residents who may feel lonely, isolated or suffer with low mood. Despite the stigma of therapy often found within older generations, we have found that our Residents really welcome the opportunity to discuss topics, which can sometimes be challenging, in a safe space with our specialists. Group or 1:1 sessions are available to everyone, including relatives.





Our Home

Our priority at Nightingale Hammerson is the care of our Residents. It is therefore essential our Residents have a warm and comfortable home where they can dine, sleep, engage with others and live happily.

We offer different levels of support, enabling Residents to be cared for according to their specific needs. This includes residential, nursing, dementia, palliative and respite care.



We are currently in an exciting stage of modernising and redecorating Nightingale House, both upon the households and around our communal areas.

Households

Nightingale House is a home to four separate households:

- Wine household
- Osha household
- Wohl household
- Ronson household

Each household delivers a specific level of care, managed by specially trained care teams and nurses most suited to the needs of each household's Residents.

Households have between 15 and 40 en-suite bedrooms, positioned near a shared lounge, activity area, reception and dining room. Meals are served in the dining rooms but Residents have the option to dine in their bedrooms, should they wish. Households have a smaller, homely feel, where there is space for quieter activities, exercise classes or group activity with our engagement team. They are set back from the busier, sociable, ground floor areas, which are hives of engagement. Each week, a diary of events is posted on household noticeboards, so everyone can look forward to activities in the week ahead.

Bedrooms

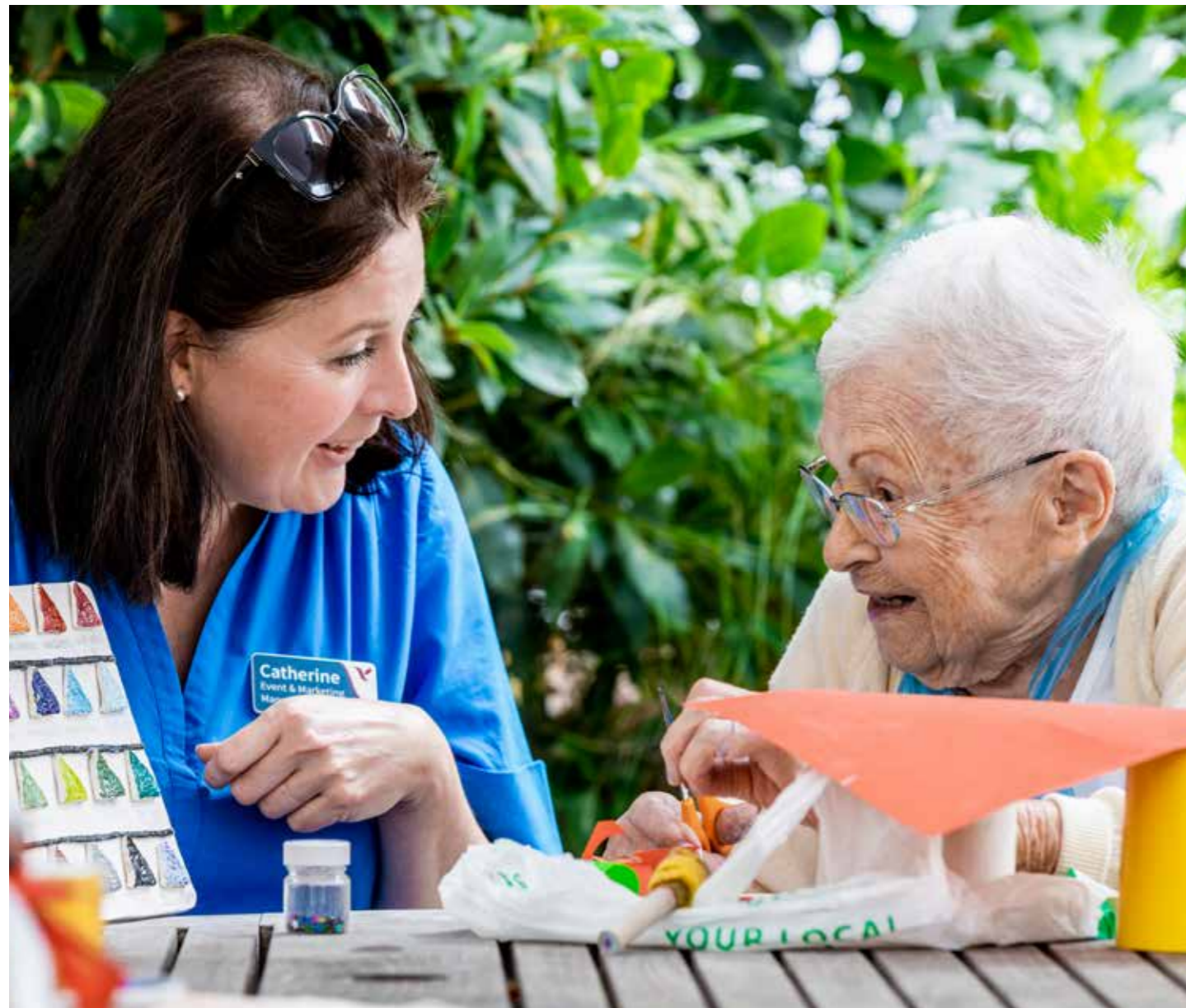
Bedrooms are furnished with a wardrobe, drawers, chair, bedside table and a bed. Specialist beds are provided within the nursing and dementia households and have built-in technology that can be modified to support a person's requirements. Soft furnishings, bed linen and towels are offered, and all bedrooms are en-suite. Residents may personalise their rooms as they wish. Our health and safety team, however, need to assess personal items of furniture and pictures for the walls. They will also help with moving and positioning everything.

TVs and telephones

Residents are welcome to bring a television into their room. Residents' services will also arrange installation of a telephone landline, although many Residents now choose to use their mobile phones. A television and telephone landline are also available for respite Residents.

Our care teams

Care teams are dedicated to their own households. This enables strong bonds to form. In this way good care knowledge and Residents' personal preferences are established. Relationships and friendships are formed with Residents, as well as with their relatives and families.



Engagement

Music in our home

Music plays a huge part in life around Nightingale House. We have collaborated with professional musicians and companies to perform in our home and for Residents to become actively involved in musical projects. Building on the positive work delivered in previous years, we continue to enjoy musical partnerships with Live Music Now, Lost Chord and the City of London Sinfonia. We also offer a very exciting troubadour programme to reach Residents who are bedbound.

We continue to sustain on-going relationships with the Central School of Drama, Goldsmith's and Roehampton Universities and offer regular piano recitals with the Royal College of Music and Royal Academy of Music.

Concert hall

The concert hall hosts larger events such as concerts, tea dances, quiz evenings, lectures and film screenings. This space can also be used for private events should Residents wish to host a birthday party or similar function.

The activity hub

A great space to embrace creativity. From pottery, painting, drawing, collage, arts & crafts, needlework, cooking, baking and even the harvesting of our honey from the Nightingale House beehives. The hub hosts tea parties, presentations or simply used as a place to gather for a cup of tea and put the world to rights.

The gardens

The gardens of Nightingale House are beautiful. The patio leads to the gardens and is a beautiful space in which to enjoy both sun and shade, surrounded by potted plants and comfortable seating. The engagement team are also on hand should anyone need a cool drink.

From here, the expanse of the gardens can be taken in, with easy paths for wheelchairs and walking. The shrubs, trees and foliage are delightful, with much to engage the senses. There is play space for visiting children, who take great delight in the covered pond that houses huge Koi carp!

The library

We have a well-stocked library which also hosts bridge and Rummikub clubs, as well as gatherings for talks and discussion groups.

Bees and beekeeping

We have three hives tucked away behind our fruit trees and bushes. Beekeeping is managed by our Head Gardener who runs many different bee and honey related activities. Honey is harvested twice a year by our Residents and nursery school children and we sell the honey in our shop; bee warned, it sells quickly!

There is always something to become involved in at Nightingale House. Our households and communal spaces are vibrant, active and sociable, where everyone can take part and enjoy a series of engagements on any given day. The engagement team is a wonderful group of creative, sociable, fun and kind individuals. They make sure everyone is included, supporting each Resident to become involved in something they enjoy.



The activities we offer includes but is not limited to:

- | | | | | |
|--------------|------------------|---------------------|-------------|------------------------------|
| Bridge club | Exercise groups | French conversation | Quizzes | Intergenerational engagement |
| Reminiscence | Singing | Arts club | Gardening | Jewish festivals |
| Knitting | Flower arranging | Cookery | Men's group | |



Spiritual Care

Nightingale House is a Jewish home, respecting everyone's religious traditions, as well as those who consider themselves non-religious, cultural Jews. We are inclusive and welcome everyone in the Jewish community.

Our Spiritual Care Lead supports Residents on many levels, offering companionship, listening to any worries or being available if a Resident is in need. He also manages Shabbat and Festival services and is always available for families and friends.

Our synagogue

Our beautiful synagogue is open to all, whether celebrating Shabbat or Festival services, talks and gatherings or as a space for quiet contemplation.

For those who wish to join our services on Friday nights, we light candles and say Kiddush to welcome Shabbat. Services are structured to meet the needs of our Residents, many of whom would find it hard to sit through a full-length service. For Residents unable to make the journey to the synagogue, our Spiritual Care Lead will always come to the households to conduct a shorter service or visit Residents in their room.

We incorporate many Jewish themes in our engagement and reminiscence programmes, and we actively encourage friends and family to join us.

Bereavement support

Our bereavement support team is always available for families who are going through a bereavement, providing both practical and emotional support to those in need. Should anyone need support, please contact Lorraine on lcardozo@nightingalehammerson.org or Alastair on aaddison@nightingalehammerson.org



INTERGENERATIONAL PROGRAMME

Apples and Honey Nursery, Nightingale

The Apples & Honey Nightingale Nursery was the first of its kind to be set within a care home and is recognised as an international leader in its field.

The nursery is a wonderful corner of joy and a privilege to have as part of our community and home. The intergenerational programme is thriving, and Nightingale House is the ideal location to nurture an intergenerational early years setting.

Residents and children enjoy a huge number of activities and celebrations and have a lot of fun together whilst doing so. From ballet with Brian, baking, French club, board games, arts & crafts, Residents helping the children to read, harvesting our honey to performing shows and concerts for the Residents – the weeks are certainly jam packed.

Residents gain an enormous amount of enjoyment and fulfilment from being with our younger community. The importance for the young and old to spend fun, sociable times together cannot be overestimated for both generations alike.

In partnership with the nursery, Apples and Honey Nightingale has created an education and training centre which welcomes visitors from all over the world to learn about our programme, enabling us to spread the intergenerational vision far and wide, remaining at the forefront of the field and developing even more varied and stimulating sessions for the Residents.



Our Residents reported that interacting with the children transported them to another place, where they were no longer seen as the object of care.





Our Services

Nightingale House is set within beautiful grounds, which are open for everyone to enjoy when living and working at Nightingale Hammerson. Our home provides a range of important services, which are available to all Residents.

The communal area

Is a hive of activity, full of sociable spaces and things to do. It is a great area to enjoy spending time with family or friends and is separate to the surrounding households, which have a smaller and more homely feel.

The lobby

Our friendly and welcoming reception team, based at the entrance to Nightingale House, are always on hand to assist both visitors and Residents. The team also manage our switchboard, deliveries and ad hoc requests such as ordering a taxi. The 24 hour security team are based next to reception and are also available to support visitors and Residents.

Additional care support

The in-house GP and therapies team visit Residents on households or in bedrooms. The therapies team also meet with Residents within the therapy suite for specific exercise and to use the specialist equipment. Appointments are booked via the household teams. To find out more, please see 'supporting our care', page 11.

Residents' Safekeeping Account (RSK)

Many of our services do not accept cash. Instead, we organise a 'Residents' Safekeeping Account' (RSK), which Residents can use to pay for items and services within Nightingale House. Some services accept credit/debit cards, such as the shop or café.

Garden café and terrace

Residents and visitors are welcome to visit the garden café and terrace. The café opens onto a sun terrace, with beautiful views of our gardens. The café serves freshly cooked, dairy food and offers a variety of teas, coffees, soft drinks, deli items and sweet treats.

The shop

Next to the garden café is our shop, managed by our welcoming volunteers. The shop sells a range of toiletries, confectionery, small gifts, greetings cards and stamps.

Synagogue

Our synagogue welcomes Residents, and their family & friends, to weekly Shabbat and Festival services. Services are shaped to meet the needs of Residents. If they are not able to travel to the synagogue, our Spiritual Care Lead will always go to the households or visit Residents in their bedrooms. The synagogue is also used for gatherings and talks. We regularly welcome local school children to teach them about Judaism and our cultural traditions.

Hair salon

Our on-site hairdressing salon is an extremely popular venue, allowing everyone to enjoy a little pampering and a catch up with friends. If a Resident is unable to visit the salon, the hairdresser will visit a Resident in their room.

Laundry

The laundry team is based at Nightingale House and laundry is collected daily. Laundered items are returned directly into Residents' drawers and wardrobes.

Post

Post is delivered daily to Residents' rooms. The household team will post items for Residents and there is also a post box located on the ground floor.

Newspapers

Newspapers can be delivered daily to Residents' rooms.



Our Food

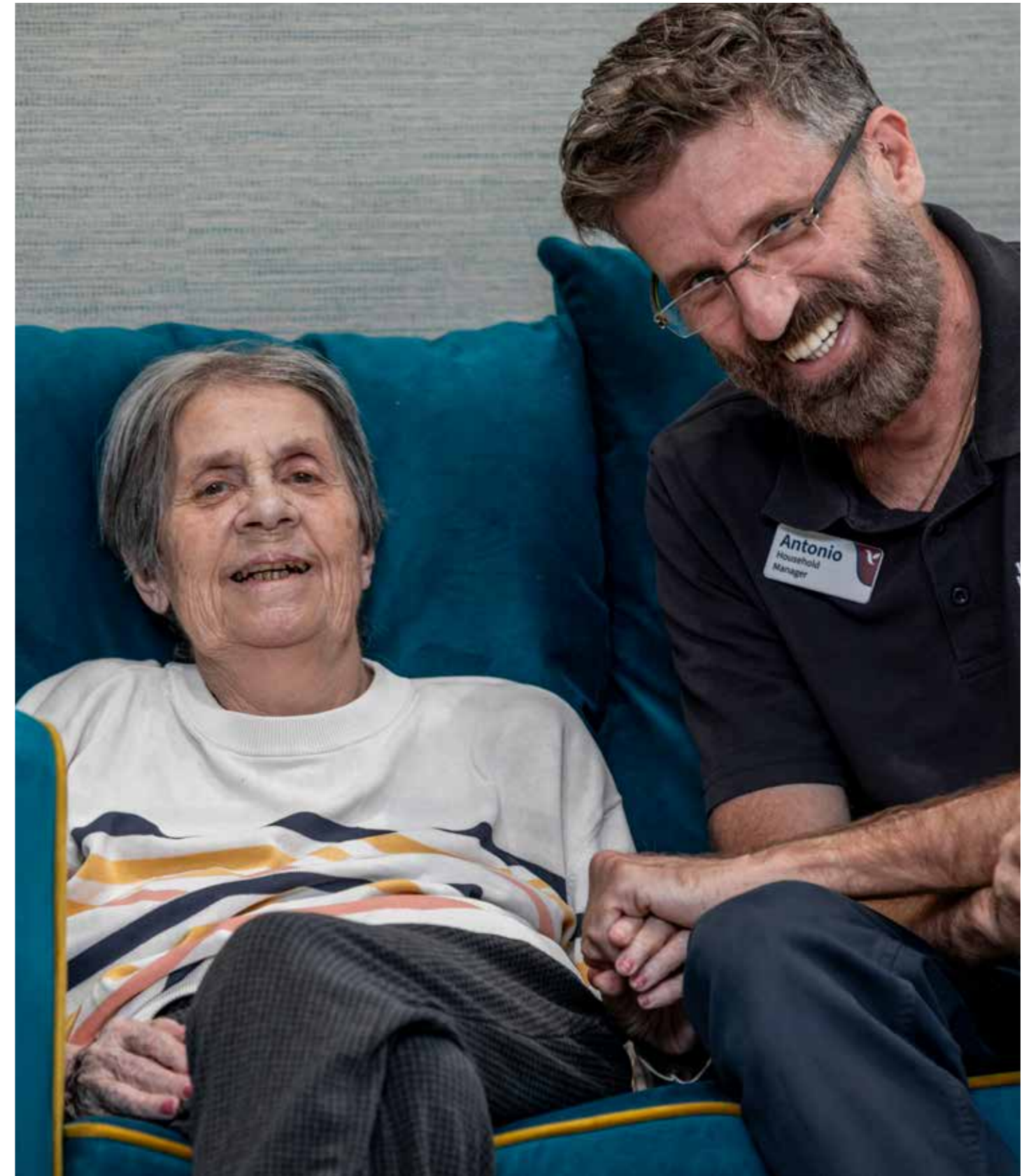
Good food is important at Nightingale Hammerson, not only because we take nutrition and hydration seriously but also because of the enjoyment that food can bring. Choice, varieties of taste, texture and presentation, as well as the social benefits that meal times offer, are vital for well-being.

Residents' meals are served in the dining room of their household. Should a Resident not wish to eat in their dining room, they will always have the opportunity to order room service, if they wish.

A seasonal menu, including vegetarian alternatives, are offered at lunch and dinner. There are plenty of opportunities for a snack or a drink during the day. We encourage Residents to have an input into designing the menus throughout the year.

Shabbat and Festival menus are always a popular highlight, as are our fine dining experiences.





Our Volunteers

Nightingale Hammerson's enthusiastic and dedicated group of volunteers brings expertise and much enjoyment to Residents' lives at Nightingale House.

Not only do they dedicate their time, they infuse interest and passion to a subject or activity they wish to share with others. They also bring friendship to many, and we value their input and dedication enormously.

Each volunteer will have a regular, usually weekly, role at Nightingale House. This could be leading a gardening or bridge club, running weekly baking activities, befriending or helping the engagement team during an outing.

Following a structured application and interview process, each volunteer will go through specific and bespoke training. This is so they may carry out their area of expertise in a safe and dignified manner and in line with CQC guidance.

To find out more, please contact our Volunteer and Development Manager, on volunteering@nightingalehammerson.org or 020 8772 2309.

How we value and develop our team

Nightingale Hammerson is a charity that develops and enables our diverse team members to make a real difference to every person in our care. As a provider of care, we respect the responsibility this brings. Accordingly, our teams matter and we are here to support them throughout their career with us.

Education and development is key and ensures our teams have the required skills to deliver outstanding care. Our ethos is to become a centre of excellence, working alongside our vision to be a care home education centre. We have seen many benefits through investing in the education of our team members, including many taking on specific roles as care champions, as well as progressing in their careers. The education of our staff and ensuring we induct each new team member is essential to our sustainability and for the delivery of excellent care.

Our learning environment supports the education and development of team members. Research from specialists within our field is always shared, and this drives our delivery of compassionate care. We provide excellent training and learning facilities, whether face-to-face, in-situ or online.

Each team member is annually appraised, as set within our performance management framework. We are therefore able to respond to and support professional development at Nightingale House. Each team member undertakes annual training, in addition to identifying training for individuals to support their own specific development. Our care teams complete relationship-centred care training, which supports their engagement with Residents. We also have specialist team champions who lead colleagues with relationship-centred care, Namaste, safeguarding, palliative care, infection control and tissue viability.

We value our team members in many ways and we want them to know that they and their work are valued. We recognise and reward achievements, including annual and monthly awards. We also hold annual and monthly health and well-being events.



A spotlight on some of our recent awards:

Intergenerational Ambassadors Award

Judith Ish-Horowicz, Director and Co-founder of Apples & Honey Nightingale Nursery

National Care Awards November 2023

Celebrating two finalists, Nuno Santos Lopes and Mark Panto. The Sara Berrio Care Champion Award was also awarded to Mark for his contribution and dedication to both Nightingale House and Hammerson House and for all he does to support our Residents and their families.

Nursing Times Workforce Summit & Awards:

Roshni Shah, Practice Development Lead
Recognising Roshni Shah from Nightingale Hammerson as the winner in the non-clinical category of its Workforce Summit & Awards.

JVN Awards 2024

A special congratulations to our nominated volunteers at the JVN Awards!

- Volunteer of the Year – Marilyn Pyser
- Lifetime Achievement Award – Judy Wiseman
- Team of the Year – Coffee Morning Social Team at Hammerson House

Chief Nurse for Adult Social Care - Gold Award

An incredible achievement as Clemence Muchingaguyo, Registered Manager of Nightingale House, was awarded the prestigious Chief Nurse for Adult Social Care Gold Award by the Chief Nurse for Adult Social Care, Professor Deborah Sturdy CBE.

Chief Nurse for Adult Social Care Team Award for 'Outstanding Services to Social Care.'

This award highlights the importance of the nurse-led care delivered in our homes, supported by an expert multi-disciplinary team. Alongside our commitment to delivering outstanding care, we support multiple clinical student placements, endorsed education programmes and we invest time and leadership into research to support continual improvement for the whole social care sector.

Professor Deborah Sturdy CBE said of the Nightingale Hammerson Team, "Shining lights are people like you. The phenomenal contribution you make to the people you look after is acknowledged in this award – you stand tall amongst your peers for achieving so much".

Markel 3rd Sector Care Awards 2024

We're thrilled to share that Nightingale House's Head Gardener, Phil White, won the Compassion Award at the 3rd Sector Care Awards. Phil's exceptional compassion, extending far beyond his role, touched hearts and earned him this well-deserved recognition.

At the same awards, we were proud to also have been announced as finalists for the Dementia Care Award and End-of-Life Award, standing out among hundreds of entries.

- National Dementia Care Awards 2024
- Finalist: Clinical Psychology Team
- Finalist: Celebrating Arielle Rostant, Nightingale Hammerson Engagement Lead





Listening to our Residents and their families

Nightingale Hammerson's team will always be available to talk. Whether it is a small concern or a bigger worry, you will always be heard.

During the pre-admissions assessments, we ask Residents about their main priorities and the goals they wish to achieve during their stay in our care.

This can be anything from improving their mobility to making new friends or taking up a new hobby. We focus on what is important to the individual and our care team will work towards the Resident's priorities.

This helps us to support our Residents and put a plan of action together for a shared goal. Working together, with a common aim to enhance a Resident's well-being, is very much part of our relationship-centred care ethos.

To ensure we provide the best possible care and to be innovative within our field, we listen to our Residents and their families. We record both compliments and complaints, are open to suggestions for improvement and learning is always shared.

We actively encourage feedback from Residents, families and friends. In order to listen in greater depth, we carry out audits and hold satisfaction surveys. Our Chief Executive holds regular, interactive forums with Residents and families, particularly when new to Nightingale House.

Families and friends are a huge part of our community and are always welcome at Nightingale House. We are also very happy to support families with hosting birthday parties and other celebrations in our home. The household team can put you in touch with our catering team who will help to make plans and agree costs.

Should you wish to discuss anything regarding our care offering please contact residents' services on residentsservices@nightingalehammerson.org





Admission Enquiries

For more information our residents' services team will be happy to assist.

Call us on: 020 8673 3495 or send an email to: ResidentsServices@nightingalehammerson.org



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