



ANNUAL IMPACT REVIEW  
2024



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“

I am very happy to  
live here, I really am.  
The care is marvellous.”

RESIDENT,  
HAMMERSON HOUSE



## LETTER FROM THE CHIEF EXECUTIVE

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**I am delighted to share with you our 2024 Annual Impact Review. During the last two years leading this incredible charity, I remain exceptionally privileged by the opportunity to spend time with our Residents and care teams every day.**

The teams that provide care across our homes are the heart of our charity. Their compassion, love and care shown to Residents, families and each other is humbling to experience and I am filled with pride to see so many of them recognised for the exceptional care they provide by the numerous prestigious awards they have received. The highlight for me was when the whole team at Nightingale Hammerson achieved the Gold Award for Social Care Excellence from Professor Deborah Sturdy CBE, the Chief Nurse for Social Care.

The wider adult social care system continues to experience significant challenges particularly around funding and managing increasingly complex needs. During this time, it is critical that we work together with other care providers to support the shaping of the social care sector to continue to meet the needs of the most vulnerable in our communities. I represent Nightingale Hammerson on the Board of Care England, voicing the needs of the social care sector and working alongside other providers to share best practice and support innovation and shared learning. Engaging in research and understanding how we can continually improve is important to us. As is sharing our skills and expertise with the wider community.

We are therefore very proud to introduce a new venture as part of our mission to provide care and support to the wider Jewish community. Reach by Nightingale Hammerson is an initiative to support people to live better for longer at home, through education, research and community engagement. We are also incredibly proud to host the 4th Care Home Research Forum.

Engagement continues to be central in supporting our relationship-centred care. This year our wonderful gardener, Phil, was recognised for his incredible compassion at the Third Sector Care Awards. Phil's remarkable relationship with Colette,

a Resident at Nightingale House, brought the whole audience to tears at the awards ceremony. Phil uses his knowledge and skill in the garden to support Colette, who has lost her sight, to hear, smell and to feel the garden and its sensory benefits. Phil is the perfect example of our teams going the extra mile every day to ensure our Residents' quality of life is the best it can be.

Phil is also instrumental in supporting our intergenerational care model. Apple's and Honey Nightingale's 70 young children spend their days at Nightingale House, enjoying their time at nursery alongside our Residents, learning together. They bring a different kind of joy to the lives of all of us who live and work at Nightingale House. We have just worked with the nursery to refurbish a larger area within the home so the children can enjoy more space within Nightingale House and Residents can benefit from shared experiences which are easily accessible to all.

We continue to be busy managing refurbishment works across Nightingale House, with the first floor of the beautiful new Wohl building fully occupied and the ground floor almost complete. We know that 2024/5 will continue to be filled with events and activities that bring joy to the people we care for, their families, friends and the whole Nightingale Hammerson community.

Finally, do enjoy a snapshot of life in our homes through reading this Annual Impact Review which showcases much more of what we do, including an interview with our wonderful Resident, Mary, who will be celebrating her 107th birthday this October.

I look forward to welcoming you in one of the homes soon.

**JENNY PATTINSON**  
CHIEF EXECUTIVE



“

The Residents are at the heart of all Jenny's decision making and direction for the work we do. She ensures our teams work together, in a supportive and kind environment, with our values leading everything that we do. We are delighted Jenny is leading our charity in the provision of outstanding care for older people.”

TEAM MEMBER



“

The care here is excellent, so much better than my previous care home. I thought that was what care homes were meant to be like. But when I came here, I realised how much better it was.”

IVOR,  
HAMMERSON HOUSE

## OUR VISION

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Our vision is to be the leading provider of outstanding care and support in the Jewish community, through research, continual development and innovation.



## OUR MISSION

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Our mission is to be the leading charitable organisation recognised for providing the best relationship-centred care in the UK and to widely share our knowledge, skills, and expertise.



In developing the strategic priorities for our community, feedback from key stakeholders was sought. This included a workshop with the Senior Leadership Team (SLT), Head of Departments (HoD's), education and development group, HR and volunteer team.



## OUR STRATEGIC PRIORITIES ARE:

01

Those we support will be at the heart of all that we do.

04

We will be a great organisation to work within.

02

We will support and embed a culture of innovative care practice, research & education across the organisation.

05

We will demonstrate our commitment to providing exceptional care by extending our skills and expertise to the wider community.

03

We will embed strong financial stewardship to protect the assets future of the charity for the benefit of the whole community.

06

We will deliver and maintain a high quality, safe and compliant environment for the benefit and well-being of all.



### INTERGENERATIONAL AMBASSADORS AWARD

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

Exciting news during Global Intergenerational Week 2024! Our very own Judith, the heart and soul behind Apples and Honey Nightingale Nursery, has been awarded the prestigious Intergenerational Ambassadors Award to coincide with the European Day of Solidarity and co-operation between generations. Her dedication to bridging connections across generations is truly inspiring and we're privileged to benefit from her expertise. Since Apples and Honey Nightingale partnered with us in 2017, we've proudly pioneered intergenerational care in care homes, and Judith's leadership has been instrumental every step of the way.






## OUR VALUES




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Our values inspire us. We seek to bring them into every aspect of our care, so they shape both what we do and how we do it.




### Compassion

-  Putting Residents first, and at the heart of all we do
-  Showing genuine concern for the care and feelings of others
-  Being kind, gentle and respectful.




### Respect

-  Acting in a polite and courteous manner
-  Having a keen interest in Residents, their lives, values and history, to understand and accept them as individuals
-  Embracing all our differences and valuing each other's knowledge and experience.




### Excellence

-  Always working towards improvement through goal setting and evaluation
-  Going the extra mile is the norm rather than the exception
-  Functioning as an enthusiastic and dedicated team in delivering all areas of care.




### Dignity

-  Supporting Residents to live their lives and fulfil their wishes and needs
-  Ensuring that life as well as death is handled with care and empathy
-  Valuing and honouring Residents' choices and privacy.

### Integrity

-  Being truthful and honest at all times and doing the right thing
-  Being transparent in all practices and communications
-  Treating honesty and truthfulness as intrinsic values of the organisation.

### Teamwork

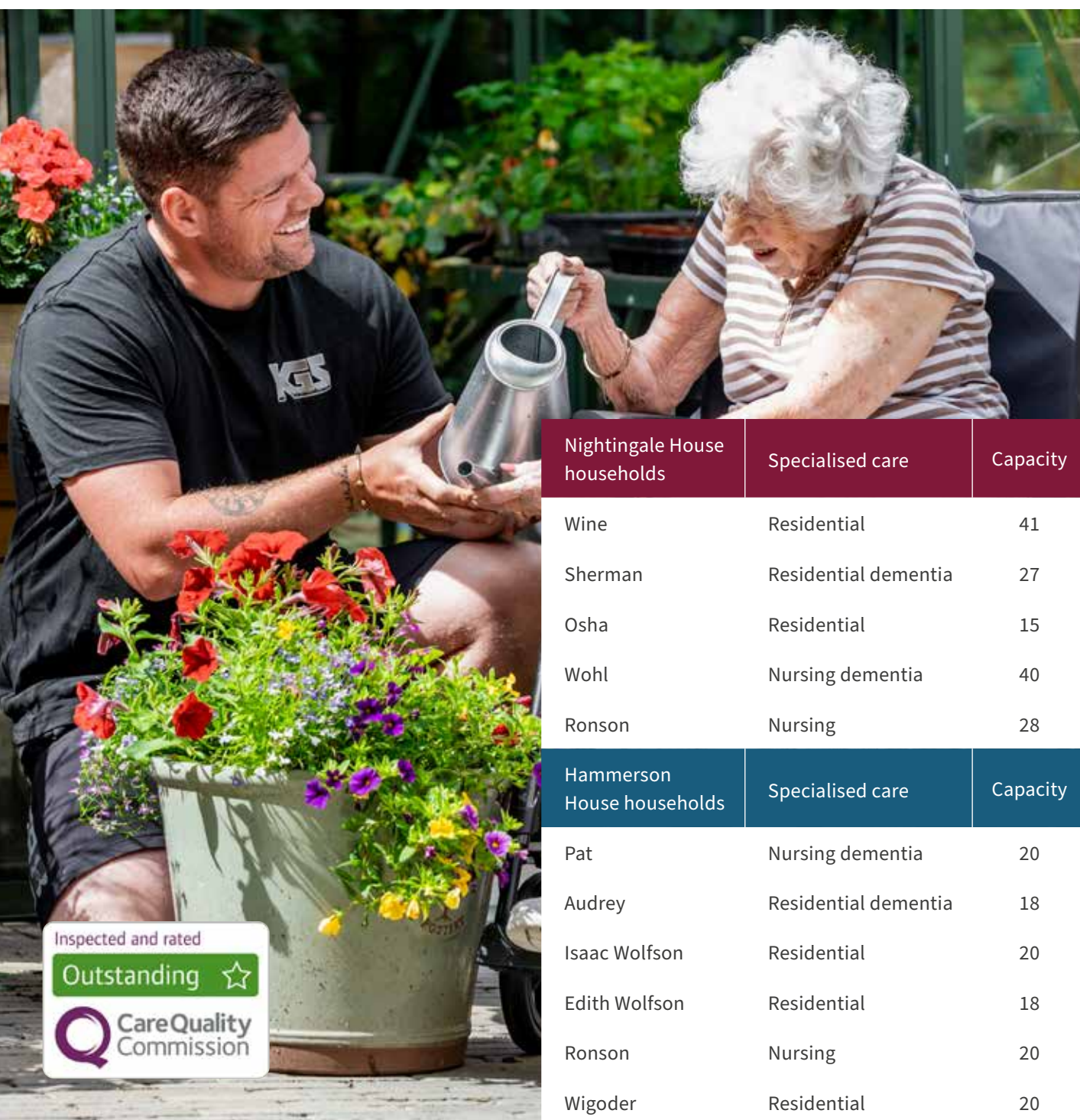
-  Demonstrating a strong team ethos
-  Working collaboratively for the ultimate well-being of our Residents
-  Acting as partners to ensure the best possible outcome for our Residents and the charity.



## OUR CHARITABLE PURPOSE

We provide residential, nursing, dementia, respite, palliative and end-of-life care and treat all our Residents with respect and dignity. Our charity, which is nearly 185 years old, exists to be a leading provider of quality relationship-centred care for older Jewish people.

Our aim is to provide holistic care and support in a safe and stimulating environment, using dedicated, trained staff and volunteers in both our homes: Nightingale House in Clapham and Hammerson House in Hampstead. Our homes are divided into smaller households which specialise in differing care needs.



Nightingale House households	Specialised care	Capacity
Wine	Residential	41
Sherman	Residential dementia	27
Osha	Residential	15
Wohl	Nursing dementia	40
Ronson	Nursing	28
Hammerson House households	Specialised care	Capacity
Pat	Nursing dementia	20
Audrey	Residential dementia	18
Isaac Wolfson	Residential	20
Edith Wolfson	Residential	18
Ronson	Nursing	20
Wigoder	Residential	20



In setting the aims of the charity, the trustees have had regard to the guidance published by the Charity Commission in respect of the provision of public benefit by charities.

Nightingale Hammerson is committed to providing the same level of care to all older Jewish people in need. A substantial proportion of Residents are in receipt of local authority or other government funding and the charity raises funds from its donors and benefactors in order to meet the ever-growing shortfall between government funding and the costs of quality care provision.

“

From the Chief Executive to the security guards on the door and every single member of Nightingale House, I am made to feel part of this incredible family. The care for my husband Paul and myself is exceptional. Everyone goes above and beyond.”

SANDRA, RELATIVE,  
NIGHTINGALE HOUSE





This review focuses on the year ending 30 September 2023. The year continued to be a time of transition for the charity with Hammerson House, Wohl Campus becoming more occupied throughout the year alongside a change in the senior leadership team. At the end of the year, our total income from our charitable activities was £19.1m, an increase of £4.3m from the previous year. This is due to the continuing opening of Hammerson House throughout the year, which compensated for the decrease in Resident numbers at Nightingale House. At the year end, we had 100 Residents at Nightingale House and 103 at Hammerson House, Wohl Campus, a decrease of 14 and increase of 36 respectively.

As expected, the overall increase in Resident numbers resulted in our operational costs, including staffing costs, catering and accommodation costs increasing. Staff costs account for 60% of our total operational expenditure (2022: 60%), with our staff continuing to be at the centre of all we do and achieve. Our average staff number increased from 402 last year to 499. The majority of the increase was to support direct care provision and frontline services, for which recruitment continues to take place. Our vision continues to extend exceptional care services to Hammerson House, Wohl Campus, and delivering personalised relationship-centred care across both homes. To maximise resources, we adopted a cross-site working policy for some administrative staff and the SLT.

Our net expenditure before transfers and gains at the end of the year was £1.9m (2022: £2.17m). This was to be expected given it was another transitional year with the charity running two care homes. We received £20k (2022: £0.4m) in government grants to mitigate the increased cost of infection control across both homes. Fundraising generated £3.9m in donations and legacies (2022: £3.1m) at a cost of £0.6m (2022: £0.5m) and means that for every pound spent we raised £6.36 (2022: £6.12).

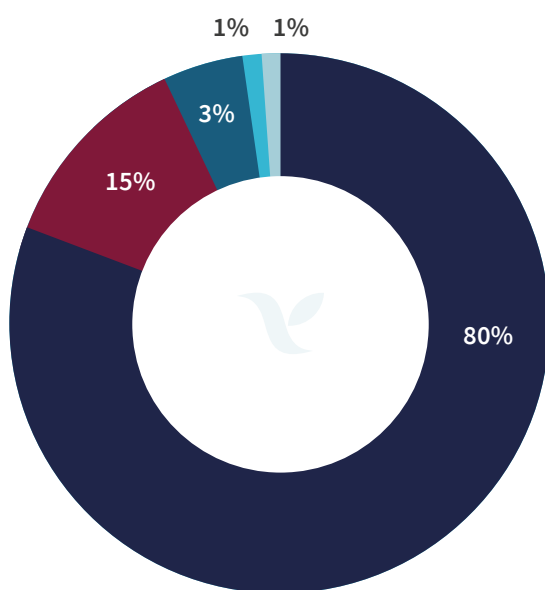
Financial review	2023 £m	2022 £m
Income from care provision	19.1	14.8
Cost of care provision including depreciation	(25.0)	(21.1)
Government related infection control and furlough grants	-	0.4
Other operating income	0.1	0.1
<b>Operating deficit</b>	<b>(5.8)</b>	<b>(5.8)</b>
Net fundraising income (excluding legacies)	1.0	1.4
Legacies	2.2	1.0
Net income from investments	0.6	0.2
Profit on disposal of fixed assets	-	0.8
<b>(Deficit) before investment gains and capital fundraising</b>	<b>(2.0)</b>	<b>(2.4)</b>
Capital donations for Hammerson House	-	0.2
Realised gains from investments	0.2	0.3
Unrealised gains/(losses) from investments	0.8	(1.6)
Actuarial gains from pension scheme	0.3	0.5








Resident numbers averaged 195 for 2022/23 compared to 169 in 2021/22. This resulted in an increase in both fee income and operational expenditure. The deficit before investment gains and capital fundraising improved to £1.9m compared to £2.4m in 2022. Legacy income increased by £1.2m due to a large legacy recognised towards the end of 2022/23. The prior year included the disposal of Belmont Lodge which generated a profit on disposal of £0.8m. The performance of the investment portfolios improved, resulting in an unrealised gain of £0.8m, compared to an unrealised loss in 2021/22 of £1.6m.

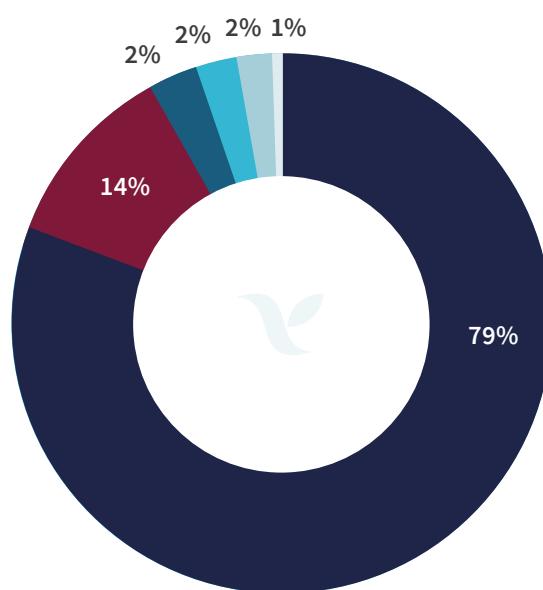
## WHERE OUR INCOME CAME FROM

2022/23



-  Income from care services
-  Fundraising income
-  Investment income
-  Restricted donations
-  Other sources

2021/22



-  Income from care services
-  Fundraising income
-  Government grant
-  Investment income
-  Restricted donations
-  Other sources

£6.36

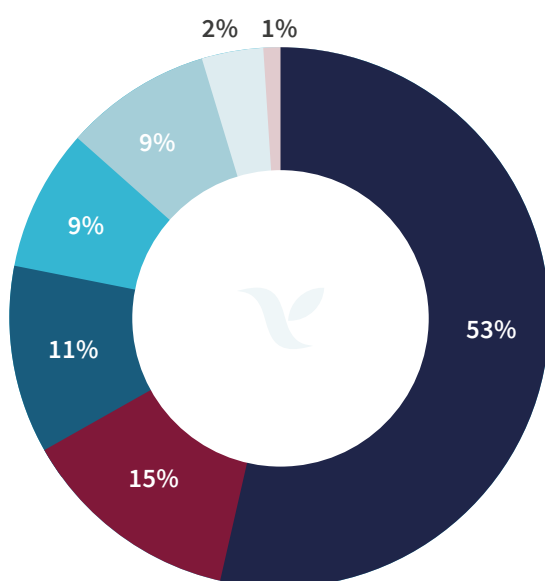
RAISED FOR EVERY  
£1 WE SPENT

12%

THE SALARY INCREASE OUR  
LOWEST PAID TEAM MEMBERS  
RECIEVED THIS YEAR

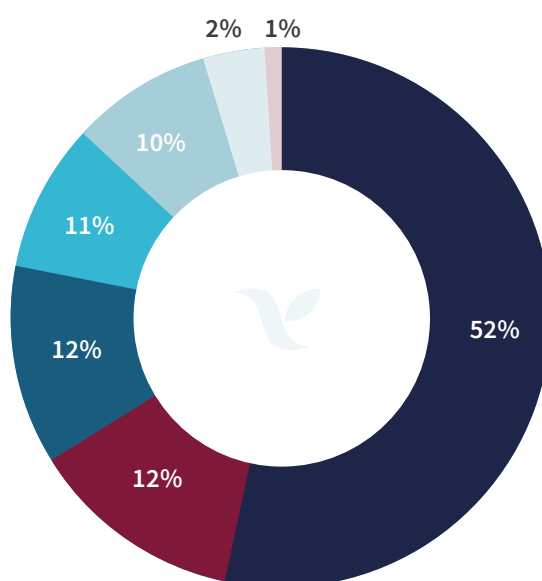
## WHERE THE MONEY WAS SPENT

2022/23



- Direct staff costs
- Catering, medical & welfare
- Administrative & support
- Depreciation
- Accommodation costs
- Fundraising costs
- Investment fees

2021/22



- Direct staff costs
- Catering, medical & welfare
- Administrative & support
- Depreciation
- Accommodation costs
- Fundraising costs
- Investment fees

**Our sincere gratitude to all our donors for their generosity and support.**

#### **Platinum Benefactors**

Benecare Foundation  
The Charles Wolfson Charitable Trust  
Crankstart Foundation  
The Dorfman Foundation  
Clore Duffield Foundation  
Georgie Black & Graham Edwards  
The Eric and Jean Beecham Charitable Trust  
The Gerald and Gail Ronson Family Foundation  
Israel Lazarus Charitable Trust  
The John Black Charitable Foundation  
The Joyce and Norman Freed Charitable Trust  
The Maurice Hatter Foundation  
Sue & Leo Noé  
The Pauline and Harold Berman Charitable Trust  
Pears Foundation  
Sue Hammerson Charitable Trust  
Patricia Ward & Jeff Ward  
The Wigoder Family Foundation  
Wohl Legacy  
The Wolfson Foundation

#### **Benefactors**

Lisa Ronson & Paul Althasen  
Patricia & Richard Beecham  
Benson and Lionel Black Foundation  
Jackie & Melvin Lawson  
The Rosenblatt Family  
Louise & Ben Waidhofer

#### **Gold Patrons**

The Archie Sherman Charitable Trust  
Arnold Lee Charitable Trust  
B & P Glasser Charitable Trust  
Carolyn & Nick Balcombe  
Rachel & David Barnett  
Janet Bloch  
Peggy Brett  
Craps Charitable Trust  
Vanessa Crocker MBE & Paul Crocker  
Caron & Robert Dreyfuss  
Jackie & Michael Gee  
GJ Kaye Foundation  
Gillian & Michael Glasser

Carolyn & Michael Goldhill  
Tracy & Ian Grabiner  
The Grant Family  
Susan & Stephen James  
Jennifer Jankel  
Jane Roth & Edward Lee  
The Ralph Levy Charitable Company  
The Loftus Family  
Joy Lyons JP RGN  
Rosemary Marks  
Ali & Mitch Mendel  
The Mintz Family  
The Montagu Family Charitable Trust  
Janice & Steven Parnes  
Roberta & Robert Perlman  
Sara & Paul Phillips OBE  
Sheila & Nigel Raine  
Raven Charitable Trust  
Elena & Eli Shahmoon  
Gabrielle & Steven Sharpe  
Jocelyn & Michael Solomon  
Sir Harry Solomon  
Nicola Solomons  
The Veronique Charitable Trust  
Françoise & David Winton

#### **Patrons**

The Atkin Foundation  
Alison & Avi Goldberg  
Amanda Jacobs & Charles Gourgey  
Loretta & Ronnie Harris  
The Humanitarian Trust  
M & C Charitable Trust  
Jane & David Metter  
Lois Peltz  
Angela Rubin & Stephen Rubin  
Julian Taylor



## Friends

John Austin John Austin  
Lisa & Andrew Barnett  
Suzanne & Keith Barnett  
Claire & Robert Beecham  
Julie & Alan Bekhor  
The Brian & Jill Moss Charitable Trust  
Tina & Michael Cole  
Silia & Malcolm Dagul  
The Denise Cohen Charitable Trust  
The Derek Raphael Charitable Trust  
Lord & Lady Dyson  
Nathalie & Jonathan Esfandi  
Michelle & Keith Freedman  
Simone & Robert Gershon  
Sarah & James Glyn  
Benjamin Goldkorn  
Karen & Peter Goodkind  
Lydia & Manfred Gorvy  
Valerie Greenfield  
Soozee & Clifford Gundle  
Rochelle & Nicholas Hai  
Ann & Jonathan Joseph  
David Juda  
Richard Keisner  
The Lord Leigh of Hurley & Lady Leigh  
Stanley & Zea Lewis Family Foundation  
Ellen & Stuart Lyons CBE  
Jacqueline & Michael Meller  
Pauline & Clive Mishon  
Karen & Jonny Myers  
Marilyn & Eyal Ofer  
Gary Offenbach  
Linda & Robert Payman  
Elizabeth & Daniel Peltz OBE  
Fiona & Gary Phillips  
The Rose Foundation  
Nina & Roy Sandler  
The Second Joseph Aaron Littman Foundation  
Nicky & Alex Shinder  
Priscilla Tillman  
David Tyler  
Marion & Michael Warshaw

## Legacies

The Late Doreen Curzon z”l  
The Late Martin Posner z”l  
The Late Dr Doreen Rabson z”l  
The Late Arna Samuels z”l  
The Late Charlotte Shapiro z”l  
The Late Aubrey Siteman z”l  
The Late Adrian Stark z”l  
The Late Gertrude Stein z”l  
The Late Esther Winsor z”l

**Thank you to all of our  
anonymous donors.**

## SENIOR LEADERSHIP TEAM



**JENNY PATTINSON**  
Chief Executive



**CHIEPEMA CHITAMBALA**  
Director of Care



**ED DAVIDSON**  
Director of Operations



**CHELSEA BASSOM**  
Director of Finance



**ROY CHOW**  
Head of HR



**NUNO SANTOS LOPES**  
Director of Research, Innovation  
and Community Engagement



### THE NORTH CENTRAL LONDON INTEGRATED CARE SYSTEM AWARDS

We were delighted to celebrate with our volunteer, Mark Panto, on winning the Sara Berrio Care Champion Award at the National Care Awards. The award highlights Mark's contribution and dedication to both of our homes and for all he does to support our Residents and their families. The award recognises an 'exceptional person who has gone above and beyond and made a real difference to people's lives'. Mark does this every day, and we couldn't be prouder of him.






## VOLUNTEERS

We could not provide our high level of care without the incredible support of our wonderful team of volunteers at Nightingale House and Hammerson House. Not only do they support the care and engagement teams to bring joy and laughter to our Residents, they allow a great number of activities to take place. They also befriend and support Residents, which is so important when Residents don't have friends or family.



### JVN AWARDS
















Special recognition goes to our nominated volunteers at the JVN Awards. All of our volunteers were recognised for their dedication, expertise and the enormous value they bring to our charity with the following winning:

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

Thank you to all our wonderful volunteers for all that you do. Your dedication, passion and hard work fuel our mission and we're endlessly grateful to each one of you.



### HERE ARE A FEW OF THE CLUBS AND PROGRAMMES THAT VOLUNTEERS RUN:

- |   |  |
|---|--|
|  Volunteer-led sessions in art appreciation, pottery and silk painting |  Bowling groups                     |
|  Book club and poetry reading groups                                   |  Weekly social sessions             |
|  French groups   |  Reminiscence                       |
|  Baking and cookery  |  Outing support                     |
|  Film screenings   |  Discussion group                   |
|  Bridge and Rummikub   |  Games and chat with local children |
|  Therapeutic gardening   |  Befriending sessions               |
|   |  Singing group                      |



## REMINISCENCE SESSIONS WITH OUR VOLUNTEERS

One of the groups our volunteers organise is the reminiscence sessions. These are essential for evoking memories through music, reminiscence books and memory cards. We tap into music from the 50's and 60's; the era that resonates with most of our Residents. One Resident, an avid Beatles fan, was present at the premier of 'Hard Day's Night' and consequently the music repertoire includes an abundance of Beatles songs, particularly 'Hey Jude'.

With the use of flash cards, we jog memory. Residents remember famous film stars and the films they were in. A photo of Fred Astaire followed by a Fred Astaire song encourages discussion and Residents with dementia enjoy perusing the magazines and books on reminiscence.

The sessions take Residents out of their usual environment and are an opportunity to stimulate memory. It is hugely enjoyed by many.

“

**It is fascinating to witness Residents who cannot converse, sing along to a piece of music they are familiar with and be word perfect.”**

MARK PANTO,  
VOLUNTEER,  
NIGHTINGALE HOUSE





“

We tailor the music to the taste of those in their 80's and 90's. When I leave Nightingale House after a reminiscence session, I always feel inspired. Being here uplifts me. Every single person from the Residents to the other volunteers and the staff is part of my extended family.”

JACQUI JOSEPH,  
VOLUNTEER,  
NIGHTINGALE HOUSE



## NATIONAL CARE AWARDS NOVEMBER 2023

The National Care Awards ceremony recognises individuals and organisations who work in social care. The joy of celebrating across the different sectors, from housekeeping to volunteering to senior care was enjoyed by all those present.

We were delighted to celebrate with our volunteer, Mark Panto, on winning the Sara Berrio Care Champion Award at the National Care Awards. The award highlights Mark's contribution and dedication to both of our homes and for all he does to support our Residents and their families. The award recognises an 'exceptional person who has gone above and beyond and made a real difference to people's lives'. Mark does this every day, and we couldn't be prouder of him.



## REMEMBERING OUR VOLUNTEER, LEN TABIZEL Z"L 28TH MAY 1925 - 11TH MAY 2024

---

This year, we lost a very special volunteer at Nightingale House. Our community remembers Len with great fondness, not only for the warmth and friendship he brought to our Residents but for his expertise in care, length of service and his valued recognition of the care we offer.

Len died suddenly, a few weeks before his 99th birthday. He was not only the oldest, but also one of the longest-serving volunteers at Nightingale House. Len was a modest, humble, wise and deeply loved member of the volunteer team who dedicated his life to serving others.

Len's philosophical attitude served him throughout his life. He was always aware of the world around him, read avidly, followed the news and treasured every day. He was committed to Nightingale Hammerson right until the very end of his life.

Len started to volunteer at Nightingale House in 2007, visiting twice a week. He took the Thursday discussion group with Michael Zeffman and his long-standing friend John Kerbel, whom he also encouraged to become a volunteer. Len visited the Residents on all floors but spent a lot of time on Ronson household. He made a huge difference to the lives of the Residents, and volunteering gave him an immense sense of purpose.

Len was remarkably mobile and active right until the very end. His last visit to Nightingale House was two days before he died. Len will be remembered by all who knew him as a special, treasured, dedicated and committed individual, loved by so many at Nightingale House.

“

**Len was quite special; I will always treasure my time with him. I feel there is something missing from my life now that he is gone. He had a great sense of humour and was always positive. He understood the value of the human experience and how important it was to care for others, especially the Residents at Nightingale House.”**

JOHN KERBEL,  
VOLUNTEER, NIGHTINGALE HOUSE





“

I am 98 and I guess it makes me the oldest volunteer. I have always considered Nightingale House as a community, not a care home. I used to be the Senior Director of Social Services in Croydon and I know what care homes can be like. This home is very different. It is unique. It is like being in a family and I consider Nightingale my second family.”

THE LATE LEN TABIZEL Z”L,  
VOLUNTEER AT NIGHTINGALE HOUSE



## NURSING TIMES WORKFORCE SUMMIT & AWARDS

### Roshni Shah, Practice Development Lead

Huge congratulations to Roshni who won the non-clinical category of the Workforce Summit & Awards. Over seven hundred professionals from across the health and care fields gathered at the Hilton London Metropole where Roshni was awarded the huge accolade of ‘Nurse of the Year.’ Judges praised her approach to care management at Nightingale House.

Our Director of Care said: *“Roshni is a compassionate leader that always puts Residents, relatives, team members and volunteers at the centre of everything she does.”*



## INTERVIEW WITH NUNO SANTOS LOPES, OUR NEW DIRECTOR OF RESEARCH, INNOVATION AND COMMUNITY ENGAGEMENT

---

Nightingale Hammerson is extending its charitable purpose through our new project - [Reach by Nightingale Hammerson](#). The aim is to support thousands of people to live better for longer at home through practical advice, community engagement and research.

As the Director of Research, Innovation and Community Engagement at Nightingale Hammerson, my role is divided into three main areas:

### Education and practical advice

Together with my team, we are creating and developing the practical advice and trainings for non-professionals in care – carers and relatives in a home setting. We are currently working on a vast social media campaign across all platforms which will entail short videos to attract attention and traffic onto our site, where easily accessible written content will be available.

### Research

We continue to provide links with universities across London and beyond, using our homes as a field for social care research. No other care home in the UK offers the scale of research we provide to organisations. As part of our mission we organise the Care Home Research Forum (CHRF), now in its fourth year. This unique forum, the only one of its type in the world, takes place in Hammerson House and is a means of sharing research outcomes and best practice in care homes.

### Community and engagement

We are engaging with the Jewish community to raise awareness concerning healthy living and well-being. A key task is to demystify negative perceptions and experiences around ageing and care homes. Our fundamental aim is to support people to live better for longer at home by giving essential tips and basic knowledge that is accessible online or at face-to-face events. This information will be as inclusive as possible and freely available to the entire social care community including students.



**We are offering a unique opportunity to extend the impact of Nightingale Hammerson to the wider community. Our goal is to support thousands of individuals to achieve a better quality of life, wherever they live, by offering free content on ageing well, healthily and positively.”**

NUNO SANTOS LOPES, DIRECTOR OF RESEARCH, INNOVATION AND COMMUNITY ENGAGEMENT



## REACH PARTNERS INCLUDE

- ✎ Mitzvah Day
- ✎ Jewish Deaf Association
- ✎ Jewish Leadership Council
- ✎ Limmud
- ✎ Paperweight
- ✎ Jewish Blind and Disabled
- ✎ Jewish Care
- ✎ Open University
- ✎ University of Granada (Spain)
- ✎ Macrosad (Spain)
- ✎ Joint Distribution Council (JDC) for Latin America
- ✎ Albert Einstein Hospital (Brazil)
- ✎ Network of Care Home Researchers
- ✎ Imperial College London
- ✎ Southwest London ICB
- ✎ North Central London ICB
- ✎ St Christopher's Hospice and more.



## INTERVIEW WITH CHIPEMA CHITAMBALA, DIRECTOR OF CARE

I started as Director of Care at Nightingale Hammerson in August 2023. My initial responsibility was to observe and see where the gaps were, and how I could fix things that needed sorting in the short term. I subsequently moved over to medium and long term issues that needed to be addressed.

I began by ensuring Residents enjoy a positive dining experience. The names of Residents now appear on each individual menu and on their place settings. We used Wigoder household to trial this procedure, and it is working very well.

One of the main gaps I noticed was the Quality Management System (QMS), which enables us to monitor the quality of service by household managers and team leaders. There were many gaps in the QMS that needed addressing with urgency, and I have now implemented this system further across the entire organisation by designing a system that worked well as it was tailored to our organisation.

The next step was to improve communication between household managers and relatives. I redesigned the Pat and Audrey households to employ a manager on each household instead of one manager across both. The design of the households made it impossible for one manager to have oversight across both Audrey and Pat simultaneously. Since we have implemented an extra manager, communication with Residents and relatives has improved significantly and complaints have also decreased considerably.

To further improve communication with relatives, we introduced a Relative Gateway, a function on the PCS which was dormant. This allows relatives access to the care plans of their loved ones. The rollout plan took a month to implement. We now have 77 individuals at Hammerson House and 76 at Nightingale House who have access to their relative's care plans. For those who do not have access, as they do not possess power of attorney, we have best interest meetings between household managers and Residents' families, to agree whether to grant access to their relative's care plan.



**The care we provide is completely tailor made. Not only can Residents review their own care plans, but relatives can also check if the plans are correct, if there are inaccuracies, or amendments are required.** This has been fundamental to the provision of care we offer, as relatives can see exactly how we provide that care. The next stage in this procedure will be to offer access to daily entries so that relatives can view what the Resident has eaten, what they have undertaken in terms of activities and how they have spent their day. Outings and visits by a GP will also be available for them to monitor. My aim is to implement this roll-out within the next 24 months. Nightingale House has launched a pilot electronic medication administration tool. Training for the pilot is currently taking place and the project is being funded by Wandsworth Council, negotiated by Clemence, Registered Manager, Nightingale House. At Hammerson House we have Atlas, our electronic medication system. When I first started in my role as Director of Care, I noticed there were many errors with this system and the managers were not happy using it. There were also many dormant features. By

examining the errors, I discovered it was human error and not the system, so I intervened in the idea of replacing the system and instead employed a digital lead, committed to Atlas and the PCS. This has made an enormous difference to the system, and we have noticed a substantial improvement with inputting. Additionally, we have set up a new e-learning module dedicated to Atlas and the PCS to make it easier for new staff members.

My next project will be to work with Dr Ally Tomlins to investigate the well-being of our teams and ensure our managers are coping well. Together with Dr Tomlins, I will support staff with issues they are struggling with, not only permanent staff but also support staff, especially in terms of bereavement. Care teams need ways of expressing grief when a Resident they have cared for dies.

I am in the process of setting up an exchange programme between nurses in care homes and hospitals. The aim is to upskill both hospital staff and our own nurses. We are currently in discussion with Whittington and Barnet Hospitals.

This year I have been involved in the different award ceremonies on offer across the field of social care. I am working closely with the marketing team and Jenny. You will see some of these highlighted through this Annual Impact Review. These ceremonies are a huge boost for the care teams, and awards are increasingly important to enhance our reputation as an organisation. The awards are also a way of showing appreciation and gratitude to our incredible care teams, some of whom you can meet below. Dressing up for a ceremony and attending an event is beneficial to the well-being and mental health of our staff.

During this past year, I have been given permission to innovate and improve the lives of Nightingale Hammerson's Residents by using my skills and experience to the maximum. I can think abstractly without limiting my views and ideas, and I am truly grateful for the freedom to work in this way.

“

**Each of the team members are an absolute credit to Nightingale House. The care they have for each Resident is unmatched.”**

PHARMACY WORK  
EXPERIENCE STUDENT



## BARNET CARE AWARDS

Congratulations to Mannya and Jackie for their well-deserved wins at the Barnet Care Awards. Mannya won the 'Care Home Nurse' Award and Jackie was the recipient of the 'Front-Line Leader' Award. We are so proud of your hard work and dedication.





## INTERVIEW WITH JEREMIAH AKINTUNDE, SENIOR HEALTHCARE ASSISTANT

I came to Nightingale Hammerson directly from Nigeria with my wife and daughter and have been working on Wigoder Household for the past year. By profession I am a Clinical Psychologist, but I am also a lover of art and poetry.

In this new job, I try to synergise my knowledge of psychology with art and look beyond the routine of medication and dietary intake. Besides the usual excellent care we offer, I felt there was a need to engage at a deeper level. So, I draw sketches for the Residents with little poems attached, tailored to each person. I presented the late Noreen with about twenty drawings, and they made her very happy.

The Residents love the sketches, and my work as a healthcare assistant has become much more personal due to the relationships I have forged through my art and my poetry.



## INTERVIEW WITH BLESSING EMMANUEL, REGISTERED NURSE, RONSON HOUSEHOLD



I left Nigeria over 20 years ago. I always wanted to study nursing, but I thought it would be easier to study law! I was quite young at the time and squeamish and I decided not to take up my place to become a nurse. So, I became a lawyer instead. I am a family lawyer, but I always wanted to be a nurse. When my youngest child was born in 2016, I decided I was finally going to get my nursing degree before I was too old, and it was too late.

I studied for my master's in nursing at City University and qualified in 2019. My final placement was here at Nightingale House and Clemence convinced me to stay. I turned all my other offers down as this care home feels like I am in my own home or visiting the Residents in theirs. The atmosphere and environment here is wonderful. It is so different from the other hospitals where I worked during my training. In Nightingale House, I have continuity of care and that personal touch with the Residents and

their families. I can really care for the Residents here, I know their histories, their likes and dislikes. It is easy to tailor the care when you know the Residents well.

This is a beautiful place to work. I love the way the management help those of us who wish to progress in our careers. There are lots of opportunities here and I feel very cared for by the management. Every Friday, we have a reflective practice with Samsam, the manager on Ronson household. We discuss and reflect on what has gone well during the week and how we can improve our care for the Residents.

## DAISY PILLORA, PALLIATIVE CARE LEAD

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“

**We are all very emotionally attached to our Residents, and we ensure they obtain the best quality care, even after death. We prepare the teams to deal with end-of-life, as well as life, and insist the dignity of our Residents is maintained after death.”**

I came to work in Nightingale House in February 2021 as a registered nurse on Wohl household. In November, I was promoted to Palliative Care Lead across both homes. As Palliative Care Lead, I assess the Residents according to the Gold Standard Framework (GSF), using their coding system to decide whether a Resident is deteriorating.

If deterioration is observed, we review and communicate with the GP and therapies team. We follow the protocol to closely monitor our Residents and give the prescribed medication. I am informed each time there are changes in the prognosis of a Resident's care.

Together with our Director of Care, I train the care teams on the households, so that they understand how GSF works. We have a GSF Lead on each household who supports the team members. We run end-of-life trainings, syringe driver trainings to give anticipatory medication to relieve pain and discomfort and verification of death training.

We are all very emotionally attached to our Residents, and we ensure they obtain the best quality care even after death. We prepare the teams to deal with end-of-life, as well as life, and insist the dignity of our Residents is maintained after death. It is often very challenging for some team members to deal with death, so the training for the last office is a great support.

If a Resident is placed on code C or D of the GSF, which is a week's prognosis, we practice Namaste; holding their hands, playing the music they enjoy. This is the most meaningful part of the job for me. The Resident is often non-verbal, but they know you are there for them during these final moments of their lives, even if they can't respond. You witness their face become more peaceful; you feel the squeeze of their hand.

I am constantly humbled by the dedication of our teams. Our Wohl household manager recently bought a big selection of beautiful plants, all out of his own money. This type of dedication is very unusual in most homes, but I see it here all the time. We are blessed with the level of care and dedication our teams give our Residents at all stages of their lives.

## INTERVIEW WITH RAHAEL AMAWUBAH, ASSISTANT PRACTITIONER, RONSON HOUSEHOLD, HAMMERSON HOUSE

I arrived here in October 2022 from Ghana where I was working as a nurse. I started work on Edith and Isaac as Assistant Practitioner and when Ronson opened, I moved onto that household. Working at Nightingale Hammerson has been an enlightenment. Working with older people is a totally new realm for me and it is such a positive experience.

I really care for the Residents and look after them as if they were my own family members. Once you get to know the Residents well and understand them, it is easier to pick up on their needs quickly, especially if they are unable to verbalise easily.

Leaving Ghana and my family and moving to the UK was initially very challenging but I settled down well here and immediately felt part of the Nightingale Hammerson family. My managers initially were Fatima and Roshni, and they were so supportive of me, helping to train me and give me advice. Hazel and Manny have been like mothers to me and if I have a problem, I know I can always go to them.

Nightingale Hammerson offers a platform to learn. There are online trainings and in-person trainings for all team members which help to develop our careers. It has helped me in so many ways personally as well as professionally. I am now more confident, more bold and more advanced in my skills.

I have other friends from Ghana in other care homes in the UK and they constantly complain that they aren't treated well. There is no training and very little support. I feel blessed and lucky to be here. I don't miss my family nearly as much as I expected to. The team and the Residents are my new family now.



**£130k+**

INVESTED IN STAFF  
TRAINING THIS YEAR

“

**I really care for the Residents and look after them as if they were my own family members. Once you get to know the Residents well and understand them, it is easier to pick up on their needs quickly, especially if they are unable to verbalise easily.”**



## CHIEF NURSING OFFICER 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: *"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".*



# 499

TEAM MEMBERS

WE ARE THE FIRST CARE HOME  
TO OFFER SCHWARTZ ROUNDS  
FOR TEAM MEMBERS





## THE THERAPIES TEAM CONTINUES TO GROW IN EXPERTISE

Over the last year, the therapies team has embedded a palliative rehabilitation programme that has been highly successful. This means Residents are supported to do what's important to them so they can meet their personal goals. This could enable them to return home, recover well from a stroke or simply to sit, with comfort, in a chair. Many Residents become mobile again, gain their independence and get back to doing what is important to them.

“

The therapies team keep me moving and reduce my pain, so I don't have to take medication.”

RESIDENT, NIGHTINGALE HOUSE



## INTERVIEW WITH CARYN STRAKER, DIETITIAN AND CHLOE GREEN, SPEECH AND LANGUAGE THERAPIST

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**This year Nightingale Hammerson successfully employed a part-time Speech and Language Therapist, Chloe Green. This role has added an extra dimension to the therapies team and is a huge advantage for Nightingale Hammerson's Residents. An in-house speech and language therapist means waiting times for assessments have dramatically shortened and care teams are now able to access expert advice in a timely manner.**

Several Residents across both homes currently present with swallowing difficulties, known as dysphagia. Dysphagia can affect a large percentage of care home Residents, particularly those who are frail or who have medical conditions such as dementia, Parkinson's disease or post stroke. It can lead to reduced oral intake, unintentional weight loss and contribute to a general decline in well-being and quality of life.

Some signs of dysphagia can be obvious, but others may be more subtle. Part of the role of the dietitian and the speech and language therapist is to educate and raise awareness amongst the team, highlighting the signs and how they can be managed. This is particularly important when managing constantly evolving advice around textured modified diets and thickened fluids. To keep the care teams updated with the latest evidence-based practice, both Chloe and Caryn must keep track of changes and new recommendations and advice for older adults.

The advice from the dietitian and speech and language therapist also impacts on catering systems and food provision and helps ensure these best support Residents. Therefore, Chloe and Caryn have been working with Caterplus, our caterers, to implement menus specifically for Residents with dysphagia who follow a texture-modified diet. This will mean a more person-centred approach to mealtimes and better compliance.

Working on the daily menu and grazing fridge provision, Caryn and Chloe ensure the increased protein requirements for older adults is met, as well as a good provision of nutrient-dense food and snacks. This is important as nutrient-dense options help to provide sources of protein, fibre, vitamins and minerals, all essential to our Residents' health and well-being. Chloe and Caryn are currently working with a new provider who have a range of drinks and snacks suitable for Residents with dysphagia to widen the current range of products available.



**Chloe has brought immense experience, expertise and knowledge to the homes and enables Residents to be assessed promptly and professionally. She offers recommendations for Residents that I can then implement together with the care teams."**

CARYN STRAKER, DIETITIAN

#### Interview continued

Supporting Residents to eat and drink successfully at mealtimes is fundamental to their work and Chloe and Caryn, together with the occupational therapists, can support the wider care teams in helping to identify and manage mealtime difficulties. This can include advice on texture modified diets, thickened fluids, positioning at mealtimes, different types of mealtime support as well as adaptive crockery and cutlery. Our occupational therapists support Residents with complex seating systems to provide postural support, enabling Residents to sit up and eat, thereby reducing risk when swallowing and improving quality of life.

Chloe has also recently implemented essential training on mouth care, and it is wonderful that we now have the expertise to offer this in-house. The aim is to present one session on each site every 3 months. During this mouth care training, Chloe explains the importance of oral hygiene and the impact poor mouth care can have on the quality of life and well-being of our Residents. Chloe advises on the basics of oral hygiene, equipment and skills. If a Resident is resistant to mouth care, she suggests approaches to successfully help them.



“

**Quality of life and ethical decision making is always at the forefront of my practice, where I recognise the significance of eating, drinking and communicating well as part of living a more fulfilling life in our homes. I enjoy building strong rapports with Residents and honouring their unique preferences, cultural beliefs and wishes when assessing and providing intervention.”**

CHLOE GREEN, SPEECH AND LANGUAGE THERAPIST



Our therapies team, which also include our physiotherapists, occupational therapists and our moving & handling advisor, always go the extra mile to fulfil Resident wishes and enable independence whenever possible. For example, enabling Residents:

- ✎ To eat an ice-cream and sit in the garden in the last few days of her life
- ✎ To improve their functional ability to return home
- ✎ To be independent in personal care tasks to maintain their dignity and self-worth
- ✎ Who had difficulty with upper limb movement and hand grip and wanted to continue eating independently
- ✎ To receive non-pharmacological support to reduce pain.

These are all invaluable care practices that the team work hard to manage each and every day.

# 100%

OF RESIDENTS ARE OVERSEEN  
BY THE THERAPIES TEAM



# 200+

GROUP EXERCISE CLASSES  
TAKE PLACE EACH YEAR AND  
ARE OPEN TO ALL



## INTRODUCING OUR NEW CONSULTANT CLINICAL PSYCHOLOGIST

### Interview with Dr Ally Tomlins

“I qualified in 2009 as a Clinical Psychologist. After completing my doctorate, I began work on a joint venture with Hammerson & Fulham Council and Imperial College, setting up the first memory assessment clinic in the UK; a model now widely used in all NHS Trusts. I feel hugely proud of making the diagnosis process quick, efficient and available to all those worried about cognitive decline.

Subsequently, I set up the Dementia Support Service offering support to older people with cognitive and communication decline, living in care homes in South London. Through this service, I started working on the Wohl Wing at Nightingale House and one of the reasons I wanted to return to Nightingale Hammerson is because I love the ethos of the organisation.



“

**My culture respects and values older people. Ageing is a privilege to me; older people are part of our community and society and need to be treated with dignity and grace.”**

I specialise in older people and what mental health difficulties look like as we age. My aim is to ensure people living with a degenerative disease or post stroke can still live fulfilling lives.

My expertise and research are based on the psychology of ageing and ageing well. Due to my work at UCL, I am able to bring a research perspective and clinical psychology trainees into the homes. My aim is to build a robust and evidence-based model of psychological care for older people living in a care setting. We hope to pave the way and highlight how good care can be delivered as we get older.



## INTRODUCING OUR CLINICAL PSYCHOLOGIST TRAINEES

### Molly Greenslade and Michelle Lim

Nightingale Hammerson is the 4th placement for trainees Molly and Michelle and their first one in a care home. Psychology helps tackle loneliness and isolation and despite a stigma of therapy often found within older generations, the trainees have found the Residents of Nightingale Hammerson to be positively open to psychology sessions.

The Residents' group psychology sessions are available across both homes and offer Residents an opportunity to discuss topics in a safe and nurturing space. As well as the opportunity for conversation, the groups deal with challenging subjects such as isolation, as well as death and bereavement.

Psychology can be extremely effective for Residents who are introverted and shy. Such Residents hugely benefit from 1:1 rather than group sessions. Relatives also find the family group sessions particularly helpful. If visits are challenging, the therapists step in to support the families through the challenges. The department is in the process of setting up regular sessions to work on family therapy and healing wounds, where there is a breakdown in relationships.

“

**Psychology is very useful for Residents. It offers a space to discuss topics they are dealing with. A Resident recently requested a group specifically dealing with transitioning into a care home.”**

MOLLY, TRAINEE



**250**

BESPOKE 1:1 REHABILITATION  
SESSIONS OFFERED EACH  
MONTH

“

**I assessed a Resident and the following day they told me how much they enjoyed it and could they have another one!”**

MICHELLE, TRAINEE



Engagement is a huge element of our outstanding care, ensuring each Resident feels a part of our incredible community. The team continues to be the beating heart of our homes, offering great joy, companionship, love and laughter.

“

Moving into a care home is a very challenging experience for many. The work of the engagement team is to make sure Hammerson House and Nightingale House is a real home for Residents, where they can still find meaning and human connection. Beneath the variety of groups, events and interventions we offer, there is always the underlying goal of trying to bring Residents together and build relationships while also helping people to engage with activities that really matter to them. We set a high standard of quality on the sessions we deliver and, more importantly, make sure everything is imbued with a sense of warmth, heart and soul.”

DAVID, ENGAGEMENT TEAM LEAD



## ENGAGEMENT AROUND OUR HOMES TAKES PLACE IN MANY DIFFERENT WAYS

### Staff-led engagement

A goal for our team is to work more and more closely with the care team, to support them in delivering engagement. Training delivered by our engagement team has helped to build the confidence of carers and to encourage their creativity when interacting with their Residents.

We recently found great success on the dementia care households, Audrey and Pat, by listening to the care team's ideas for activities, and giving them the encouragement and support to enable them to make these happen successfully.



“

**So far, care team led bingo, ball games and music have worked well, and they have organised several parties, all of which have been greatly enjoyed by the Residents. This has enriched and increased the provision of activities but, perhaps more importantly, it has enabled the care team and Residents to spend more time having fun together and developing deeper bonds of relationships.”**

AUDREY HOUSEHOLD MANAGER



**NORTH CENTRAL LONDON  
VALUED AWARDS 2023**

**Runner Up Hazel Joseph, Manager, Hammerson House**

Your dedication and commitment shine brightly.  
Congratulations, Hazel!





### Musical engagement

The 12-week musical residency programme with the students from Royal College of Music brought the joy of music to the Residents in both homes. The musicians built relationships with Residents not only through, but transcending music. Requests from the Residents led the musicians to play music with which they weren't familiar and to learn of its importance in people's lives. One of the musicians captured her own experience:



#### We enjoyed other musical intervention

A regular concert programme with the skilled musicians from Live Music Now and Lost Chord included:

- ✓ Bespoke performances across both sites with the musicians from Albert's Band (Royal Albert Hall)
- ✓ Robert Max (Cellist and Conductor) and Zoe Solomons
- ✓ Margret Fingerhut MBE – Internationally renowned classical pianist
- ✓ London Children's Ballet School in Nightingale
- ✓ Oi Va Voi Klezmer experience
- ✓ Award winning Memory Lane Singers
- ✓ Debbie Chazan – Cabaret singer
- ✓ Interactive workshops with Wallace Collection/Kenwood House
- ✓ Local school choirs

“

Working with the Residents was a truly eye-opening experience. Music is such a powerful tool and using it to connect with the Residents in so many different forms was a joy. Performing our 'Fanfares in the Foyer' was a great opportunity to develop a huge range of genres spanning from jazz and folk to classical. My favourite moment from these foyer sessions was singing 'You are my Sunshine', as everyone sung with such heart! We also played intimate concerts to Residents in their rooms. It was a real pleasure to be able to visit 'J' to play Glenn Miller and hear about his experiences. It was emotional at times, sharing the music with Residents who enjoyed it. I have made such memories.”

So much goes on at Nightingale House and Hammerson House, it's hard to put it all into a couple of pages!



## OUR REGULAR, WEEKLY ACTIVITIES ALSO INCLUDE:



Quiz clubs



News discussion



Coffee morning  
socials



Exercise group



French  
conversation



Practical art  
groups



Reminiscence



Films



Guest speakers  
& performers



Scrabble  
& Rummikub



Knitting



Gardening



Flower  
arranging



Men's group



Watching premier  
league football



Desert island  
discs



Bridge club



Shared poetry  
reading














Intergenerational  
programmes



Jewish cultural  
focus

WE'VE ALSO HAD VISITS FROM VARIOUS CELEBRITIES AND SPECIALISTS IN THEIR FIELDS WHICH WERE WARMLY AND ENTHUSIASTICALLY WELL RECEIVED BY OUR RESIDENTS, INCLUDING:

-  Dame Maureen Lipman DBE
-  Mildred Levison (from Barnet refugee support centre)
-  A talk by a ballet dancer and director
-  Steven Leas, Cantor
-  A talk on men's fashion
-  Will Robertson, Cellist
-  Dr Daniel Lee (Queen Mary university professor)
-  Vichy France
-  Zoey Solomon/Robert Max (internationally renowned musicians)
-  Rabbi Jonathan Wittenberg
-  Rachel Riley and husband, Pasha



Rachel Riley and Pasha visit



Dame Maureen Lipman DBE

We also welcomed many guest speakers; Dame Maureen Lipman DBE was a particular highlight at Hammerson House. We were blessed in true Mitzvah style to hear about her astonishing career and her protean ability as a performer meant that we only scratched the surface of her story on stage and screen.



## WE ALSO ENJOYED LISTENING TO:

- Emily Kolltveit, Vicar at St Jude's in Hampstead
- The North London Refugee Centre
- Lecturer Daniel Snowman (Historian) – Impact of Emigrees on English Society
- Election Frenzy in our pre-election discussion with Sarah Sackman (Labour) and Alex Dean (Conservative)



## NATIONAL DEMENTIA IN CARE AWARDS 2024

### Finalist, Arielle Rostant, Engagement Lead

Arielle's dedication and vibrant energy bring love, joy and happiness to our Residents every day. Her ability to light up every room reflects the core values of Nightingale Hammerson.

Arielle's commitment to our Residents does not go unnoticed. A family friend visiting Hammerson House recently shared, *"I couldn't take my eyes off the care team member and how well she was caring for the Resident. Everyone deserves to be cared for like that."*





This is hugely important to many of our Residents. Rafi, at Nightingale House and Esther, at Hammerson House are much loved, hugely valued and hold an incredibly important role as spiritual care leads in both homes. Whilst much of their work is involved in celebrating and observing all the religious and cultural festivals and organising the Friday and Saturday services, a lot of their work goes unseen.

They visit Residents in hospital as well as those at home who are struggling with health and emotional well-being. They also commit a huge part of their time to supporting Residents and their families at end-of-life. This is a demanding and emotional responsibility; one which they take very seriously as Residents can move into the end-of-life stage very suddenly. Each individual requires different support, day or night. Such support continues with families, after a Resident's death, sometimes helping with Shiva nights, speaking at funerals and being someone for the family to lean upon in their time of great need.



## **NATIONAL DEMENTIA CARE AWARDS WINNER**

### **Inspiring volunteer, Zena (86), Nightingale Hammerson Resident**

We believe this is the first time a Resident has been recognised in this way and has received such a prestigious award. Zena has lived at Hammerson House since September 2021, living life to the full and making many friends during this time. Sadly, one friend was diagnosed with dementia and after some time was unable to recognise Zena.

This did not deter Zena from spending time with her friend. Often by her friend's bedside, Zena will read to her or simply be there and hold her hand, offering comfort and companionship at times when she may otherwise have been alone. Zena continues to do this every day and wishes to say, *"Thank you to all my friends at Hammerson House, who have equally been a wonderful support to me. We all deserve an award!"*

## HAMMERSON HOUSE

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Our work with Apples & Honey Nightingale Nursery is a wonderful privilege and bundle of joy, and has given us the tools to support the development of the Hammerson House programme. Whilst still in its early stages, Hammerson House has built relationships with local schools, both young and old, who visit to give theatrical and musical performances. We look forward to seeing this work progress.



## NIGHTINGALE HOUSE AND APPLES & HONEY NIGHTINGALE NURSERY

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Meanwhile, Apples and Honey Nightingale is thriving. Nightingale House is obviously the ideal location to nurture an intergenerational (IG) early year setting that has been transformed from a tender sapling into an established feature in the landscape.

In partnership with the nursery, Apples and Honey Nightingale has created an education and training centre. This 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.





## MEASURING THE NURSERY'S IMPACT

How do we measure the impact of our partnership? We could count the number of times an IG session happens; with over 20 different sessions a week, that's over 1,000 IG interactions a year. We could measure it by numbers of participants, but that's not just the children and our grandfriends, we would have to include relatives, staff, friends and volunteers. Or we could measure the impact through smiles and, we can assure you, we have collected a bucketful of them!

Every day, we enjoy 3 or 4 IG sessions, held either on the households or in larger communal spaces, differentiated to suit the ages and stages of all involved. Having lit Shabbat candles together 50 times over the year, there's no excuse for forgetting the blessings. Our IG perambulations to Wandsworth Common are much more fun when we go together and the children have now achieved their Level 4 RHS School Gardening Award, with the help of Phil the gardener and the wisdom of our grandfriends.

Weekly Ballet with Brian, a retired soloist from Royal Sadlers Wells, is a definite hit. The children must have done more than 500 pliés whilst the Residents' 'Port de Bras' is beyond compare. Poetry with Liz, whose 2 poetry anthologies were published this year, has inspired fascinating discussions between the children and Residents. The weekly Grandfriends' Club with local prep school, Finton House, has drawn older children to Nightingale House. As we marked D-Day, Residents shared their experiences of growing up before and during the war with the school children who, in turn, shared their digital expertise with our struggling iPhone novices, helping the Residents to remain independent and connected to family and friends. We are excited that our partnership is continuing and developing.

**So much to celebrate and so much to look forward to as, together with Nightingale Hammerson, we demonstrate the value and importance of bringing the generations together with purpose and with love.**







Our third Care Home Research Forum was held at Hammerson House on 29th November 2023. The conference was fully booked and attended by a large online international audience, spanning over 20 countries.

The full day of presentations, Q&A's, showcase stands, hospitality and networking was a huge success. We look forward to hosting our fourth CHRF on 13th November 2024 and to welcome researchers, social care professionals, NHS professionals, CQC, Local Authorities, Residents, relatives and many more to join our unique event.

We are very grateful to all the speakers for giving us their time, expertise and valuable insights into current research and how the nation cares for our older population. In doing so, we are helping to drive forward change, and to lead in the progress of providing good care for all older people.



## CHIEF NURSE FOR ADULT SOCIAL CARE

### Gold Award at the 2023 Care Home Research Forum, Nuno Santos Lopes, Director of Research, Innovation and Community Engagement

This award was presented by the Chief Nurse for Adult Social Care, Deborah Sturdy CBE and highlights the compassion, dedication and sheer talent of individuals across the social care sector. The Gold Award acknowledges an enormous range of skills, expertise and enduring compassion, and celebrates an individual's contribution to the health and happiness of others.

Reflecting on this accomplishment, Nuno expressed his deep gratitude:



*"Receiving this award in Hammerson House during the Care Home Research Forum, surrounded by the incredible team who shared this journey with me during unprecedented times, is truly touching. It validates the compassion and dedication we collectively embody as a team."*

## NIGHTINGALE HOUSE RENOVATIONS

**We are currently at the start of a three-year programme to update, remodel and renovate Nightingale House.**

The first floor on Wohl household has been completed and the ground floor will be finished in November 2024. This will offer 40 beautiful en-suite bedrooms with comfortable lounge areas, separate dining, an activity kitchen and sensory room. The ground floor opens onto the magnificent Wohl gardens, and the first floor opens onto a terrace, with lovely views of the wider Nightingale House garden.

Work on Sampson household has also just begun. The household will be modernised and updated in a similar design to Wohl, and we are looking forward to this being completed later in 2025.

Finally, Apples & Honey Nightingale is also expanding with part of the nursery relocating from the conservatory to the large lounge area. This will give the team further office and play spaces, as well as more bathrooms. In addition to the lovely large playground the nursery currently enjoys, we are adding a further playground area to the front of the lounge which we are sure will be a focal point of play for all the children.







## NATIONAL DEMENTIA CARE AWARDS 2024

### Finalist: Clinical Psychology Team

This recognition highlights our unwavering commitment to providing exceptional care to those living with dementia.

At Nightingale Hammerson, our approach is rooted in understanding and compassion. Our in-house psychological support for Residents, their families and our dedicated team allows us to respond to changes and triggers quickly and effectively. By prioritising love, kindness and compassion, we strive to enhance the quality of life for all our Residents. Congratulations to our clinical psychology team for this well-deserved recognition, we are incredibly proud of your achievements.





## FUNDRAISING EVENTS

With Covid-19 well behind us, we were thrilled to bring back our annual events and introduce some new ones. These events are crucial to our fundraising efforts, enabling us to maintain the exceptional level of care in our homes. Every penny raised goes directly towards our work. Here's a snapshot of our fundraising events, organised by our dedicated fundraising and marketing team.

### 2023-2024 EVENTS

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#### **6th November 2023 – Gabrielle Chanel Reception & Private View**

A special evening was held for over 250 guests at the V&A, offering a private view of the 'Gabrielle Chanel. Fashion Manifesto' exhibition. The evening featured delightful food and drink, speeches from our team and the V&A and a chance to view the exhibition in detail. It was a wonderful opportunity for our community to support Nightingale Hammerson. We hope to host a similar event next year, so keep an eye on our website.



#### **26th November 2023 – Chanukah Gift Fair and Family Day**

Residents, relatives and visitors enjoyed a magical day at the annual Chanukah Gift Fair at Hammerson House. A variety of stalls provided interesting Chanukah gifts and little ones were entertained with face painting, music by Ilana Banana and delicious doughnuts. Plans are already underway for this year's Fair on Sunday, 8th December 2024. Do mark your diaries as it's a wonderful community gathering.



#### **6th February 2024 – Andrew Robson OBE Bridge Day**

We were very grateful that Andrew could fit our Bridge Day into his extremely busy schedule again. A wonderful day was held at Hammerson House for over 80 Bridge enthusiasts. This event has been organised by the amazing Evy Levene for many years and we are already planning the next event with Evy and Andrew on Tuesday, 4th February 2025 – do save the date!



#### **21st April 2024 – London Marathon**

Well done to all our London Marathon runners on this record-breaking marathon year. Special recognition goes to our very own Cathy, who has been running for, and we quote, "goodness knows how many years" and to Briony who was running for us in memory of her mum. Thank you also to our 6 runners from the UK and USA, it was wonderful to have an international team.



#### 7th May 2024 – Patrons’ Cocktail Reception

We hosted a fabulous evening for our patrons at Hammerson House. Guests were updated on our charity’s care provision and were the first to hear about our new community initiative, Reach. Our President, Harvey Rosenblatt, presented Mike Freer MP with a gift from us, alongside a heartfelt thank you for his remarkable work and his continuous support of the community.



#### 4th May 2024 – Coombe Hill Golf Day

The annual Coombe Hill Golf Day, now celebrating its 40th year, was greatly enjoyed by our loyal golfers. Our huge thanks to Shelley Harris and Andrew Lazarus, who have taken the baton from Maurice Edward, for their hard work and dedication in supporting us. Next year’s Golf Day is now confirmed for 6th May 2025 – please save the date!



#### 9th and 10th June 2024 – Matched Giving Campaign

We held our second Matched Giving Campaign at Hammerson House, which spanned over two days. Our target was to reach £200,000 and with the help of over 60 amazing champions, we reached a wide audience of supporters who donated to our online campaign. The event raised just over £257,000 and we are very grateful to everyone for promoting Nightingale Hammerson and for making a donation.



### MARKEL 3RD SECTOR CARE AWARDS 2024

#### The therapeutic power of gardening therapy at Nightingale Hammerson

We’re thrilled to share that our 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. During his acceptance speech, Phil shared a touching story of his relationship with Resident Colette, who has lost her sight. He described how he brought our garden to life for her through sensory experiences, including scent, touch and descriptive narration. Phil’s thoughtful gestures such as recording sounds from his travels for Colette to enjoy, truly demonstrate his dedication to enhancing her quality of life. Colette also wrote a touching poem about Phil and what he and the garden mean to her.

*“I have never seen the garden or Phil, the gardener, but as I say in my poem, he is a burst of laughter that resonates in my heart. He brings the garden alive for me, so I can smell, hear and see it.”*

Colette Littman, Nightingale House Resident

## OUR COMMITTEES & TRUSTEES

### OUR COMMITTEES

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-  Nominations & Governance
-  Operations & Efficiency
-  Fundraising & Marketing
-  Finance
-  Service & Quality
-  Audit & Risk
-  Care & Residents Experience (CARE)
-  Health & Safety Committee
-  Investment

### OUR TRUSTEES

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**Jo Black**  
Co-chair\*



**Paul Althasen**  
Co-chair



**Harvey Rosenblatt**  
President



**Patricia Beecham**  
Vice President



**Susan Grant**  
Vice President



**Carolyn Balcombe**  
Trustee



**Keith Barnett**  
Trustee



**Daniel Dayan**  
Trustee\*



**Ian Grabiner**  
Trustee



**Melvin Lawson**  
Trustee



**Professor  
Gill Livingston**  
Trustee



**Russell Nathan**  
Trustee



**Dr Ros Taylor MBE**  
Trustee



**Steven Sharpe**  
Trustee

\*Stepped down - Summer 2024



## FRANKIE STEUER, NIGHTINGALE HOUSE

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I was born Shirley Frankel after Shirley Temple and so were many other girls in my class. To differentiate me from all the others, they called me Frankie and that's how it's been ever since. I grew up in South Norwood and worked at Nightingale House. I left when I got married and had children and then came back to work here again. I was surprised to see how much it had grown!

I was the one and only secretary to Asher Corren z"l for many years, so Nightingale House has always been part of my life, part of my history.

I moved into Nightingale House as a Resident in 2020 after my beloved husband died. I wanted to move here as I was familiar with the home, working here was my only job, so I knew I would be alright living here. It was an easy transition for me, easier than for many people who move into a care home. My children are married and live in other parts of the UK. I didn't want to move to the Cotswolds to live with my daughter, I wanted to be somewhere I knew well and where I could enjoy the cultural aspects of Judaism and celebrate all the festivals.

Whilst I can, I take part in lots of activities. I love the exercise groups, the discussion group and the cooking sessions. Shira, the Engagement Lead on Wine is very special and looks after all of us so beautifully. Everyone is friendly and kind and I am very happy to have moved here. I didn't want to go anywhere else; this is my home.



## MARY VAN GELDER, 106, HAMMERSON HOUSE

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I was born on October 22nd, 1917. I was very young, but I still remember the sound of bombs falling on the city. I lived in Stoke Newington most of my life and worked as a dressmaker in Hackney in my brother's factory. I loved making dresses.

Living kept me going. You must keep living even when the going gets tough. The second world war was very hard for me and my family, it was five long hard years. I had a daughter, but she died tragically at the age of 42. After my daughter died, I had to keep going, I couldn't let myself go to pieces. I have no hearing aids; I don't wear glasses, and I am still mobile. I think my siblings and I have good genes, my eldest brother died at 100.

I arrived at Hammerson House in October 2023, two weeks before my 106th birthday. Before that I was living on my own at home with an occasional carer. I realised it was too much for me to look after myself, so I decided to move to Hammerson House.

I'm happy here, this is my home now. I can relax and I know I will be looked after. It's jolly here and I like the quizzes, I do really well in the quizzes. I enjoy the concerts and in the last one, the musicians even sang me a special happy birthday song!



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