



nightingale hammerson



ANNUAL REVIEW
2019-2020



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VICE PRESIDENT
Patricia Beecham

CHAIRMAN
Melvin Lawson




CHIEF EXECUTIVE
Helen Simmons

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Keith Barnett	
Jo Black	<i>Appointed April 2020</i>
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Nightingale Hammerson would like to thank Creative Interpartners for generously donating their time and design expertise during the production of our Annual Review 2019-2020.



A LETTER FROM THE CHIEF EXECUTIVE

A very warm welcome from Nightingale Hammerson

Nightingale Hammerson was formed from the merger of Nightingale House and Hammerson House in 2012. Our history goes back 180 years and I’m so proud of the organisation as it stands today. Our partnership has gone from strength to strength and we are rated in the top 1% of elderly residential nursing homes in the country. Nightingale House is the only CQC Outstanding home for older Jewish people in the UK; full of innovation and ‘je ne sais quoi’ that cause visitors to tell us we are the hidden jewel of the community.

We remain committed to providing the highest quality care and our ethos at Nightingale House will continue and grow at Hammerson House, our north London home, which opens in the spring of 2021. It will be a wonderful place for people to live an active and engaged life, to be cared for and for local communities to become involved.

Covid-19 has been a roller coaster ride. It has taken every element of our values (compassion, respect, excellence, dignity, integrity and teamwork) to excel under the pressure. However, this is exactly what our staff did, they came together in the best interests of our residents and it was a humbling journey to witness. We missed our relatives and volunteers through the months we were in lockdown and as we gradually reopened, it has been a great joy to welcome them back again.

Earlier this spring, days before lockdown was implemented, we launched our Care Home Education Centre (CHEC). We have always sought to be a learning organisation and the CHEC goes beyond qualifications, to every corner of the organisation, staff member and placement student or nurse; whether they are learning to administer medicine or becoming an ambassador for relationship centred care.

This year has taught us that however much we plan, we never fully know what lies ahead. So, we must be nimble and take opportunities as they come. We must also continue to read and anticipate the changing needs of our residents and we must be brave and always determined to succeed.

Helen Simmons, Chief Executive



Helen Simmons

A LETTER FROM THE PRESIDENT & THE CHAIRMAN

Looking forward to a continued bright future

The Senior Leadership Team at Nightingale Hammerson have shown great strength and dedication, guiding our 300-strong, skilled and committed employees through this challenging pandemic period.

The Nightingale Hammerson family has adapted to a new way of living; everyone has pulled together in a spirit that defines our values, so that we may continue to provide our very high standard of care. We are proud of their achievements and for creating a mutually respectful ethos and culture.

Looking forward to the late spring of 2021, we will be opening Hammerson House. The home has been designed to fulfil our vision of providing the innovative, high standard of care that is required for the needs of the future.

Hammerson House will build on our achievements. We believe that we can provide some of the best possible care for residents as well as expanding this provision of care for future families and friends.

We are also hopeful of gaining more supporters within the community - as none of this would be possible without our donors and friends. We value them enormously and thank them for their continued generosity, especially during these difficult times.

Nightingale Hammerson is looking forward to a continued bright future and for providing outstanding care for older people in the wider London Jewish community.

*Harvey Rosenblatt, President
Melvin Lawson, Chairman*



Harvey Rosenblatt



Melvin Lawson



HAMMERSON HOUSE

Our home in North London

Hammerson House, formerly known as the Lewis W. Hammerson Memorial Home, was founded in the early 1960’s by Sue Hammerson CBE, in memory of her late husband, Lewis Hammerson, to provide care for older members of the Jewish community.



In 2012, Hammerson House merged with Nightingale House, to become Nightingale Hammerson. It is a great testament to the Hammerson family that we are able to continue their vision in providing a wonderful home, offering *Outstanding** care.

In 2018, the original Hammerson House building was demolished to make way for a new, modern care home. Two years have quickly gone by and our new home is really beginning to take shape. Whilst the coronavirus pandemic meant we had to put the build on hold we are still scheduled, as planned, to open in the late spring of 2021.

A total of 116 bedrooms have been carefully designed within this beautiful home for our community to enjoy in their older years; a much forward thinking, state-of-the-art building on The Bishops Avenue. We anticipate that Hammerson House will be recognised in our sector as the new standard of care for the future.

The care of our residents is always at the forefront of all that we do at Nightingale Hammerson. Hammerson House will offer many facilities and will be available to all, whether residents are with us for residential, nursing or dementia care or for care at their end-of-life. Just as we do at Nightingale House, our staff will be carefully chosen so we know they reflect and represent our values through the work they do. Staff will be continually trained in best practice and will always be able to offer the highest level of care to our residents.

The spacious bedrooms, with en suite wet rooms, have been designed to maximise comfort and ease-of-use; from the ergonomically designed furniture to the specialist beds we provide, we can make life that much easier for residents.

This is further supported by the many in-house services, which include: physiotherapy and occupational therapy teams, a dietitian, café, shop, multi-sensory therapy, hair salon, communal living areas, gardens and conservatory – all of which are managed by our committed teams of care professionals, activity specialists, support staff and volunteers.

We have a 180-year history of care within the Jewish community. All our values and the ethos that are in place at Nightingale House will be replicated at Hammerson House. We will continue the *Outstanding** level of care to all who come to live with us.

If you would like to know more, our Residents Services team will be happy to assist on **020 8673 3495** or ResidentsServices@nightingalehammerson.org

We are excited and looking forward to welcoming many new residents and their families to Hammerson House in the late spring of 2021.

**Care Quality Commission – Rated Outstanding since 2018*

CARE EDUCATION CENTRE

A home for expertise

A growing part of our ethos is to provide a learning environment and to become a centre of excellence.

In March 2020, we launched the Care Home Education Centre (CHEC) at Nightingale Hammerson. We have found that by investing in the education of our care roles, constantly innovating each discipline and ensuring we induct every new care staff member, that this is essential to our sustainability and for the delivery of the best care.

We define CHEC as a learning, support and research environment which delivers compassionate care to older people with care needs. With CHEC we will be providing certified learning and education opportunities to our staff but also to other Health and Social Care workers.



OCCUPATIONAL THERAPY & PHYSIOTHERAPY

We continue to invest and expand our occupational and physiotherapy services, specifically offering 1:1 physiotherapy sessions, occupational engagement, group exercise classes, functional and environmental assessments, the provision of specialised seating and meal times matter support.

MULTI-DISCIPLINARY TEAM

- To further complement our nursing care and Therapies Team we include specialist roles:
- Dietitian
 - Tissue Viability Nurse
 - Relationship Centred Care Co-ordinator
 - Pharmacy Technician
 - Palliative Care Lead
 - GP
 - Dentist
 - Chiropodist
 - Audiologist
 - Engagement Lead
 - Visiting medical services
 - Religious Co-ordinator

THREE CORE VALUES

- 01 Education**
Providing the learning, skills and competencies needed to recognise and identify the main areas of intervention.
- 02 Culture**
A learning environment amongst care staff at all levels.
- 03 Specialisms**
Constantly evaluating, evidence based decision-making and maintaining a quality assurance system for care procedures.

WELL-BEING SUPPORT

As part of this work, we have found that effective nutrition and hydration are one of the ‘top tier’ ways to support the wellbeing of older people. Confronting the issues of poor nutrition and hydration and educating our staff to recognise and deal with these signs is the start of reducing their occurrence and improving the lives of residents.

These new roles have been critical to embedding a culture amongst our staff. Our specialists spend time in all areas of the home to reinforce understanding of the principals of their care strategy. They provide the education and training that improve our service and significantly enhance the wellbeing of residents.

Nightingale House regularly hosts a week of activities to coincide with global Nutrition and Hydration Week, emphasising to residents the importance of healthy eating and drinking.



ACTIVITIES HUB

A home from home

As part of a holistic, person-centred programme of care, our Activities team continue to develop an extensive programme of classes and projects that are both inclusive and sensitive to all residents. Skills are rekindled, friendships are made and self-esteem is regained.



One resident is adamant that she wishes to skydive and raise money for charity in the next year. Let's see what happens during the lifting of lockdown; it is a conversation that we shall certainly explore further and most definitely over a cup of tea!

Early in 2020, one of our artistic practitioners collaborated with a relative in an innovative project inspired by the life of Papa Jack, or Jack Stern, a former Nightingale House resident. He wrote a book of 'advice and design' for his grandchildren; his guide to show them how to be better, peaceful, civilised and cultured human beings. This book provided a platform for a series of creative workshops for residents, relatives, staff and volunteers to become a collective voice to develop their own pearls of wisdom for the 21st century.

This gave residents a continued appetite to take up or continue their creative work through painting, drawing, pottery, arts & crafts and needlework with our Activities team. This creativity continues to flourish in the Activities Hub, Households or with individuals in their rooms with a series of self-directed activities from our partners at the Museum of London and the Southbank Art by Post project. During lockdown, some residents had to isolate or observe social distancing and activities such as these were crucial to mental health and stimulation.

Our Ben Uri art gallery project, now in its third year, runs art appreciation sessions for residents from our dementia care households. Staff are able to develop skills and creatively engage with residents through our mobile Art Cart for

one-to-one interaction. The success of specialist activities, including silk painting and screen printing, has led to their introduction in the Activity Hub.

We continue our vibrant music programme with our partners from Live Music Now, Lost Chord and the Jewish Music Institute. Live Music Now have developed an exciting musical and cultural connection between staff and residents. We participated in a pioneering programme of digital musical composition, led by a composer in residence from Live Music Now, partly funded by the Utley Foundation, who are at the forefront of promoting the National Strategy of Music for Dementia 2020.

Although we have not been able to welcome musicians on-site during lockdown, we have been able to participate in a series of *At Home* concerts, specially commissioned by our partners for care home environments. Our Playlist for Life programme builds on research showing that our musical memories begin to form from the age of 3. Earlier memories are easier for people with dementia to recall and our specially curated, individual playlists help transport residents back to happy times. For those residents that find it difficult to communicate, we ask family members to help build a Playlist. The completed compilation can also be listened to and enjoyed as a family.

Our Holocaust Memorial Day for 2020 focused on the importance of 'Standing Together' against the atrocities of the Holocaust. We were joined by our local MP, Dr Rosena Allin-Khan. She contributed her own poignant words and joined us in saluting the work of one of our residents, Wlodka Robertson, who had been awarded the BEM for her commitment to Jewish Education.

Nightingale Hammerson took part in the 'National Day of Arts in Care Homes'. We hosted a special exhibition, in partnership with the Southbank Centre, featuring poetry written by our residents in the Art by Post project. This ran alongside a touring exhibition, celebrating the contribution of key workers during the pandemic.

Other activities that continued to be enjoyed in Nightingale House include book clubs, poetry readings, tea dances,

drama and music therapy, gardening and cookery clubs. During lockdown, many activities were on hold but as this lifts, we can slowly bring them back. Bridge Club is very much eagerly anticipated.

Residents also gave their own talks, presenting areas of their expert knowledge. We also hosted outings to various attractions in and around London, including the theatre, museums, opera, ballet, cinema, the seaside and shopping. As lockdown lifted, we utilised our minibus for visits to Richmond Park and Kew for socially distanced walks and picnics. We also enjoyed a full weekend of celebrations to commemorate the 75th Anniversary of VE day, with activities around households and much enjoyed, socially distanced, garden parties.

Our volunteers have played a particularly critical role in sustaining our engagement programme with residents this year.

We drew on their expertise, engaging with residents via telephone befriending, responding to shopping requests, supporting administrative tasks, developing interactive workshops in poetry, storytelling and gardening. They also facilitated the relatives return to Nightingale House so they could visit their loved ones. This had to be done in a controlled way to ensure safety, which took a lot of planning and facilitating. We owe them an enormous amount of gratitude.

We are always delighted to encourage our residents to develop activities close to their heart. Whether this be allocating a specific area of the garden to manage, through to learning to iron at the age of 85 – an activity one resident was keen to learn and to obtain independence following the death of his lifelong partner.

APPLES & HONEY NIGHTINGALE NURSERY

A home for all ages

The Apples and Honey Nightingale nursery opened in 2017 and is very much part of our community at Nightingale House. Nestled at the bottom of the gardens, the nursery is a hive of hustle & bustle and it plays regular parts in the activities run by our staff and volunteers within our home.



There is daily interaction between the children and the residents, which really helps secure friendships. This could involve performing in a play, enjoying one-to-one reading between a resident and a child or helping the Baking Club make their cakes and bread. Singing and music is also a big part of the interaction between the generations and is enjoyed by all around the home.

Our intergeneration programme was the first of its kind to be opened within a care home setting. This still attracts much interest from educators and health professionals within the UK and from the rest of the world. There has been much press coverage about our collaboration between young and old and the benefits both age groups receive are far reaching. The programme showcases our home and highlights our innovative approach to care. It also encourages more people to become involved and share our journey.

As part of our continued innovation, we commissioned research to explore what the main impacts of the intergenerational programme had been for our residents. They reported enjoying a break from thinking about their aches and travails and how interacting with the children transported them to another place, where they were no longer seen as the object of care. It also had a big impact on preventing social isolation, boosting cognitive and physical stimulation, as well as providing self-worth through being able to share experiences with and help the children.

In the recent Nightingale Hammerson *Outstanding* CQC verdict, the inspectors reported, “It was evident by the amount of laughter, smiles and hand-holding going on between the children in the nursery and the people living in the home that they really enjoyed one another’s company.” The report can be found on the Nightingale Hammerson website.

Whilst interaction between the home and nursery could not continue during the height of the pandemic and during lockdown, we were still able to ‘interact’ with each other; on the eve of Shabbat we could still say ‘hellos’ to each other during services held via Zoom. As lockdown restrictions lifted further into the summer, residents were able to enjoy a socially distanced theatre experience in our garden to watch the end of term play, ‘The Bees Knees’. This celebrated the welcome of our new bee hives from which we hope to make our own honey later in the year. It was a moment enjoyed by residents, children and staff, not only as a performance within its own right, but the significance that normal life was beginning to resume at Nightingale House as lockdown is lifted.

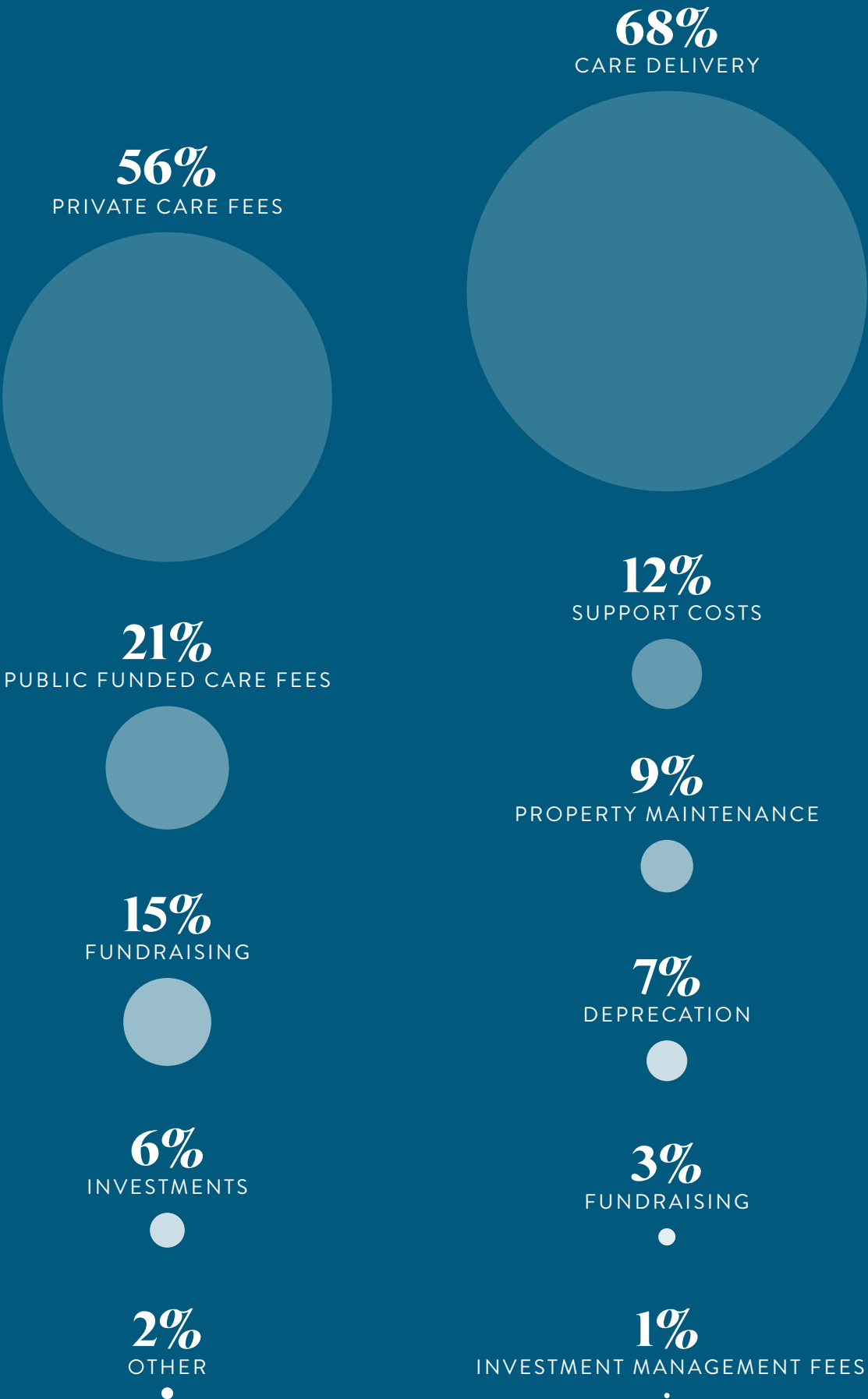
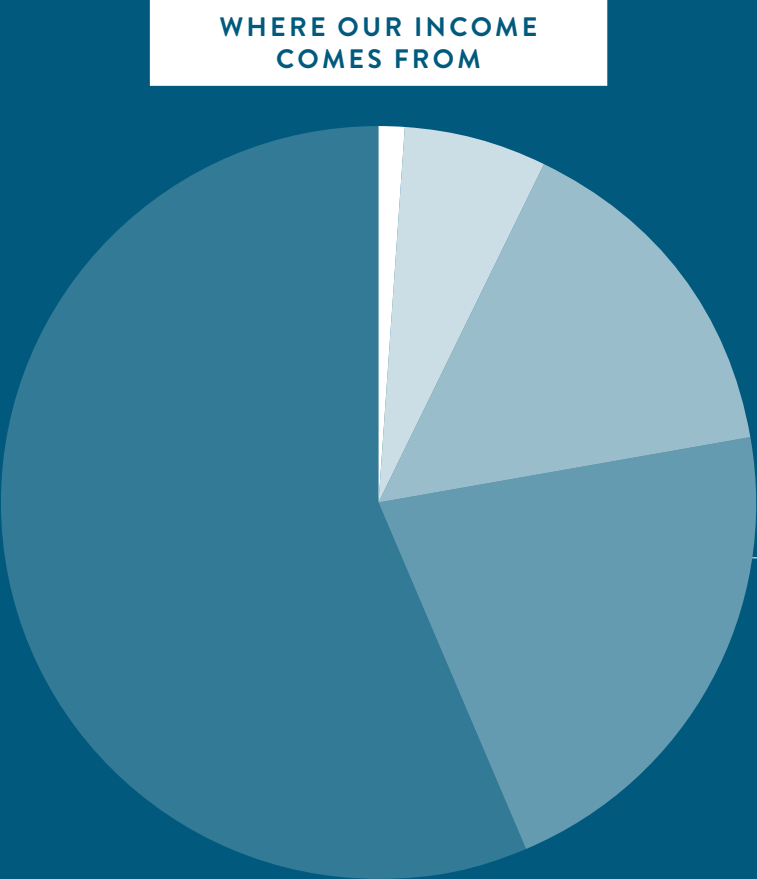


FINANCIALS

A home thanks to you

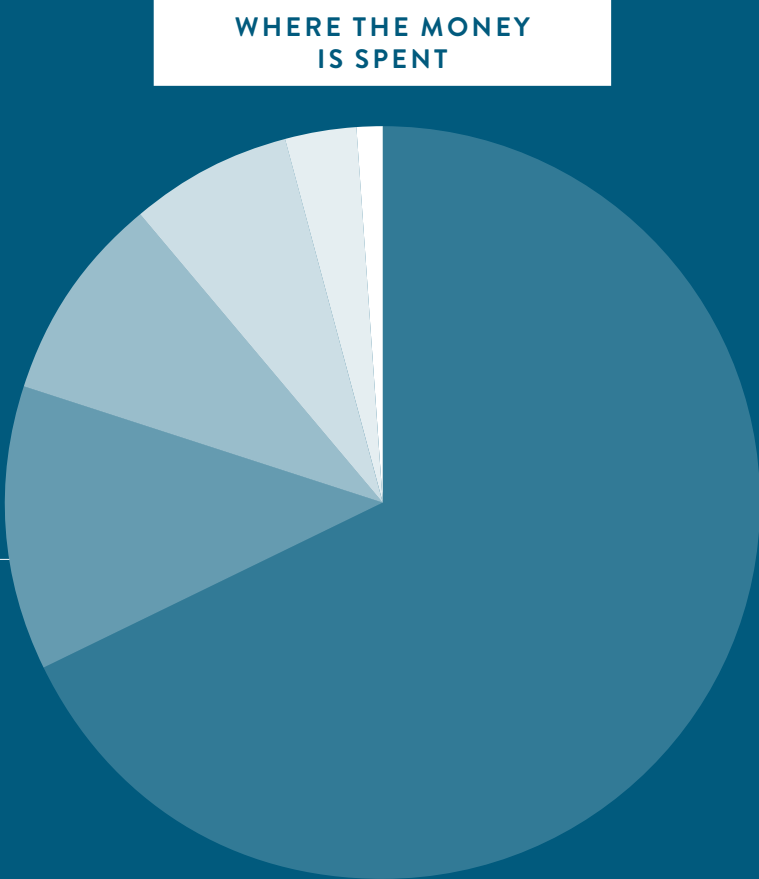
36% of our residents are funded by local authorities or the NHS Care Commissioning Group. However, this funding only accounts for 21% of our total income.

On average, care fees (both public and private care fees) only cover 77% of our total cost of delivering quality care to our residents. The shortfall is met from fundraising and investment income.



68% of our income goes into direct delivery of care including staffing costs, catering, medical and welfare. 9% goes into property maintenance to ensure our properties are in good condition, 12% goes into support costs, including insurance.

The costs of property maintenance and repair are expected to remain high due to the age of the Nightingale House building.



OPPORTUNITY

How you can help us

We have many opportunities for you to get involved and help us improve the lives of older people in the Jewish community. We are an independent charity and rely on our supporters, families and friends to help us raise money for the care our residents.



VOLUNTEERING

We depend on our enthusiastic, dedicated volunteers who donate their time and passion to enhance the lives of our residents at Nightingale House. It's a highly rewarding experience for both volunteer and resident.

We look for volunteers to support in a variety of ways, including:

- Mealtimes Matters supports residents eating and drinking at mealtimes
- Volunteer Befrienders regularly visit individual residents
- Engagement Volunteers interact with a variety of residents on a Household
- Activity Hub Volunteers support the delivery of many different activities in the Activity Hub
- Shop Volunteers to support the running of our small shop
- Exercise Class and Physio Volunteers support residents to engage in exercise classes
- Intergenerational Activity Volunteers support activities with residents and children from the nursery
- Outings and Event Volunteers support residents when out and about on day trips.

DONATE

We rely on donations to make up the £48,000 per week shortfall we have in funding. Please consider setting up a regular donation that will go towards our costs.

Gifts at special occasions or in memory

Are you getting married or have a special birthday coming up? Perhaps consider asking guests to help you celebrate in a special way by donating to Nightingale Hammerson. Giving a gift at a time of remembrance is a very meaningful way to celebrate their life and memory.

Leave a gift in your Will

The gift of supporting Nightingale Hammerson residents is the greatest Legacy you can leave. There are only positives to leaving a legacy, once you have taken care of your family and friends. Leaving a gift to a charity is an effective way of reducing inheritance tax liability on your estate.

If you leave 10% or more of your estate to charity on death, the rate of inheritance tax on the part of your estate that is chargeable will be reduced from 40% to 36%.

CHALLENGES & FUNDRAISING

Challenge events are on hold right now, but if you are considering participating in the London Marathon, the Prudential Ride London or the Asics 10k in 2021 and would like to support Nightingale Hammerson with your fundraising efforts, please do get in touch with the Fundraising Team. We would love to welcome you on board!

On a separate note, you may have a completely different fundraising idea, please do get in touch and let us know. We would welcome your input and if we can, support you with your venture.

Fundraising events

In usual times, we enjoy hosting a number of events; from golf days, Bridge afternoons and Literary Lunches, all of which are currently on hold but hopeful we can resume in 2021. We are also keen to support others to organise their own events. Do get in touch with the Fundraising Team, we would welcome the opportunity to discuss further.

SHOP ONLINE

When you shop online a portion of your spend can be donated to us by the retailer with no impact on the price to yourself – what could be easier to give a little.

Amazon

Use your browser and enter through the smile.amazon.co.uk page instead of amazon.co.uk, select Nightingale Hammerson as your charity to give a FREE donation every time you use it.

EasyFundraising

Free donations can be made through easyfundraising.co.uk/nightingalehammerson – download the app, click on it before you shop and it will log your use and will make a donation based on the value of your shop.

To find out more or to make a donation, visit our website www.nightingalehammerson.org

You can contact our Fundraising Team on 020 8772 2333 or fundraising@nightingalehammerson.org

ACKNOWLEDGEMENT

Trusts and Patrons

We would like to thank all our donors who contribute to appeals, attend events and generously support our organisation.

LIFE PATRON

Dame Vivien Duffield DBE

ANONYMOUS

With sincere thanks to our Patrons who wish to remain anonymous.

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The Rose Foundation
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PURPOSE

Our Vision, Mission and Values

We have a 180-year heritage in providing care for the Jewish community. Our key objectives have been shaped to reflect our commitment to put residents first and maintain our Outstanding status which has been recognised by CQC. We link this to the Nightingale Hammerson Vision, Mission, Values and our 6 Strategic Key Objectives.



OUR VISION

Nightingale Hammerson strives to be a leading provider of quality person centred care for older Jewish people.
To be the Centre of Excellence for high quality care for older Jewish people.

OUR MISSION

To provide holistic quality care, assistance and support to older Jewish people in a safe and stimulating environment using dedicated, skilled staff and volunteers.

OUR VALUES

Compassion, Respect, Excellence, Dignity, Integrity and Teamwork

OUR STRATEGIC KEY OBJECTIVES

- 01** We will listen to our residents, families and friends to ensure we focus on the things that matter most to them.
- 02** We will become a Teaching & Learning Care Home, developing all our people and effectively capturing and sharing knowledge.
- 03** We will raise the standards of our care environments by improving and investing in our buildings to make them safe and stimulating.
- 04** We will be a sustainable organisation by working more effectively and by investing in and marketing our services and fundraising.
- 05** We will be recognised as a leading source of consistently high residential care to the Jewish Community and the Social Care sector.
- 06** We will have engaged and motivated staff through great leadership and support.



OUR TEAM

Thank you

All who live and work at Nightingale House have been through this pandemic journey together and have bonded in more ways than we could ever have imagined. Here are a few snapshots to capture a day-in-the-life of some of our staff and residents during the spring and summer of 2020.

The staff of Nightingale Hammerson have lived our values each and every day during the pandemic; through the height of lockdown and during its lifting. They have shown **Compassion, Respect, Excellence, Dignity, Integrity** and have been a true definition of **Teamwork**.



Top L-R: Thank you carers, VE Day Celebrations, Dr Rosena Allin-Khan MP joins residents and staff to commemorate Holocaust Memorial Day, Residents Services team standing in for the shielding Reception team.

Bottom L-R: Thankful Thursdays: donations and gifts for all the staff, Carers modelling the latest masks, Roses donated to every resident, Thankful Thursday continued through the spring and into summer.





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