

HAMMERSON HOUSE NIGHTINGALE HAMMERSON





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Opening Spring 2021

ENGAGEMENT

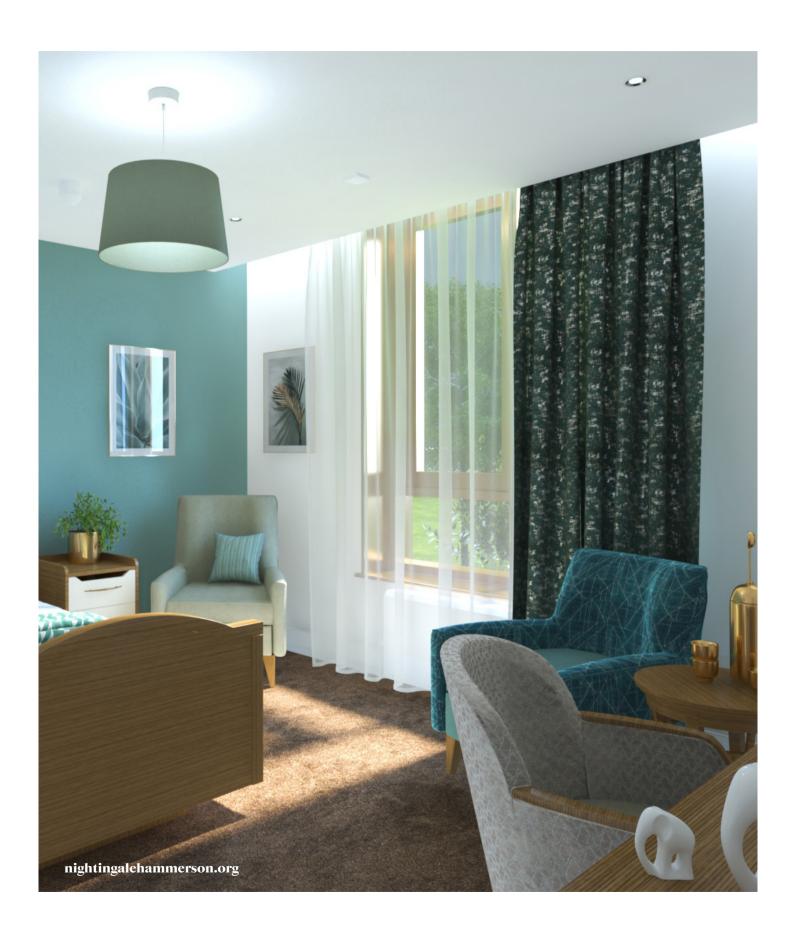
OUR RELIGION

Our vibrant engagement programme

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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 Hammerson House Brochure.



HELEN SIMMONS

Chief Executive

Nightingale Hammerson warmly welcomes you to Hammerson House. We are very excited to soon be opening our doors to this wonderful home for our community.

We know the importance and emotion that is placed on making a decision to move to a care home, either for yourself or for the one you love. The team are here to fully support you through this decision process.

This brochure will give an overview of who we are, our exceptional care provision and what we can offer to those who join our community. I truly believe Hammerson House offers a wonderful home from home, where everyone is valued and supported in a safe and compassionate environment.

Our residents always come first, in all that we do. Our approach to care is full of innovation and our family of staff and volunteers have a 'je ne c'est quoi' that lead others to tell us we are a jewel of the community. However, this does not mean we rest on our laurels; we continue to innovate and strive to be a lead in the delivery of care for older people.

Of course, no amount of reading can give all the answers you need and we encourage you to speak to our Community and Family Liaison Lead or a member of our Residents Services team. We would also like to welcome and invite you to visit us when our doors open in the late spring of 2021.

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



A history and introduction to Hammerson House



Hammerson House was founded in 1961 by Sue Hammerson CBE in memory of her late husband, Lewis Hammerson. Formerly known as the Lewis W. Hammerson Memorial Home, the home's purpose was 'to provide care for older members of the Jewish community in a real home environment'.

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

In 2018, the original Hammerson House building was demolished to make way for a new, modern care home. A total of 116 bedrooms have been carefully designed within this beautiful home for our community to enjoy in their older years; a modern and forward thinking, state-of-the-art building. 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. We have a 180-year history of care within the Jewish community and we will continue to provide our exceptional level of care to all who come and live with us at Hammerson House.

If you would like to know more, our Community and Family Liaison Lead or our Residents Services team will be happy to assist on *020 8673 3495* or

ResidentsServices@nightingalehammerson.org





The care of our residents is always our first priority at Nightingale Hammerson. We will offer different levels of support, enabling residents to be cared for according to their specific needs. These will include residential, nursing, dementia, palliative care and end-of-life care. We will also offer respite care.

Our ethos of care is provided within a relationship centred care approach. This means we focus on person centred care which values each resident as a full member of society. We respect their individuality, as well as acknowledging the relationships relevant to the person. These will include the resident's family, the staff team and any other professional involved with their care.

Residential care

Residential care needs will be specifically tailored for each resident. This may vary from basic support, with personal care and medication management, to more complex care needs should this be needed. Residents will be able to enjoy an engaging and sociable environment at Hammerson House which will support and enable independence; this could include inviting friends over for lunch or a drink, visiting the hair salon, joining a club and taking part in our many activities or simply enjoying the garden.

Nursing care

24 hour nursing care will be available for residents who have more complex health and care needs. The care plan is designed to best support the holistic needs of the individual resident. We will also offer care for those who are reaching the last days of their life and who wish to be looked after within a compassionate, caring environment that is homely and comfortable.

Dementia care

All of our team members will attend our educational programmes so they are able to continue to provide the best care for those living with dementia. To further support the individual needs of our residents, our engagement and therapies offering will be adapted to enable residents to live well and to ensure their best quality of life. This could include, but will not be limited to, multi-sensory care (Namaste), music, art and sensory therapies. Our facilities and households are designed to provide a dementia friendly environment.

Respite care

We will offer respite care for those wishing to stay for a shorter time period. This may be due to rehabilitation, post-operative care, convalescence after a hospital admission or just to offer some rest to relatives at home. Nightingale Hammerson will design a specific care plan to meet the person's needs during this period of admission, which may vary from two weeks to a few months.

One-to-one care

One-to-one care will be available, when required, for residents with complex health and social care needs, but also for companionship or therapeutic reasons. One-to-one care will carry an additional cost.

Other services and information

Set in natural woodland, Hammerson House is a beautiful and carefully designed home for our community to enjoy in their older years. The facilities are second to none and we believe our state-of-the-art building will be the new standard of care for our families now and for generations to come.

The ground floor

The ground floor will offer a range of practical and sociable spaces to go about everyday life and to spend time with family and friends.

Additional care support

The medical suite is situated on the ground floor where our visiting GP service and other visiting professionals will be based. Physiotherapy and occupational therapies, including regular exercise classes, will be offered either on the households or from our physiotherapy gym.

In addition, we will have team members skilled in multi-sensory stimulation (Namaste care) on our households where people live with dementia. Namaste care is a very special group and one-to-one therapy, which involves compassionate nursing care and sensory input, especially touch, which enriches a resident's quality of life.

Café and Conservatory

Residents and visitors will be able to enjoy the views of our landscaped gardens from the comfort of our modern café and conservatory. The café will serve freshly cooked, dairy food and sits alongside our bright and welcoming conservatory.

Large communal hall

The large, communal space on our ground floor will be used for many different activities and functions, including concerts, Shabbat and festival services and many other engagement activities.

Shopping

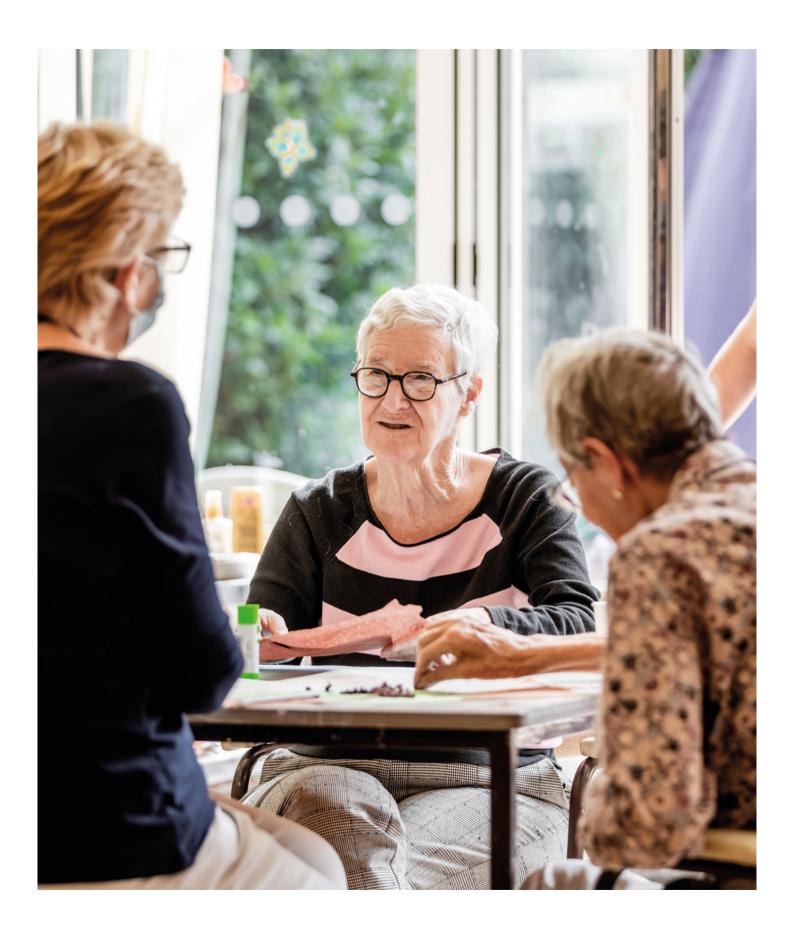
The shop will sell everyday essentials that our residents may need, as well as small gifts. It will be served by our dedicated and friendly volunteers.

Hair salon

The onsite hairdressing salon will be available to all residents. Just as it is at Nightingale House, we are sure this will be a popular service, giving residents an opportunity for a good chat and a cup of tea, whilst enjoying a little pampering. We also hope to have a visiting nail bar so residents can enjoy a manicure.

Smoking

Hammerson House is a non-smoking building.









Bedrooms

There are a total of 116 en-suite bedrooms, each designed with well-being and accessibility at the forefront of their planning. All bedrooms can be adapted to suit the care needs and wishes of the individual.

The bedrooms will be fully furnished, whereby every piece of furniture has been thoughtfully chosen for its design and a resident's ease of use. Our specialist beds will provide comfort, with built-in technology, that can be modified to support each person's requirements.

The en-suite wet rooms, with shower area, lavatory and wash basin are spacious, with our residents' welfare and practicality at the centre of their design.

Communication

All bedrooms will have a smart TV and residents will have access to our universal communication system. Every bedroom and en-suite wet room has an easy access nurse call system in place.

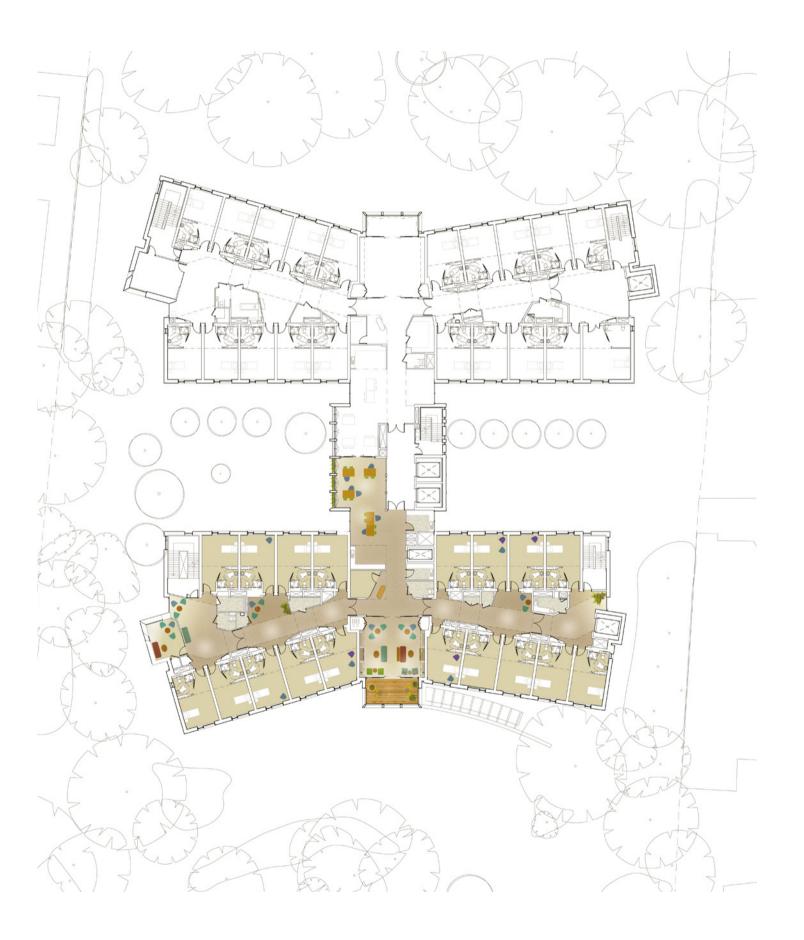


Floor plan

Hammerson House has four floors, encompassing our six households. Each household will specialise in different levels of care and is set away from the busy environment of the ground floor areas, offering a more peaceful, home-from-home environment.

Each household has 18 or 20 en-suite bedrooms and has their own communal spaces, including a lounge area, a dining room, a 'multi-sensory' (Namaste) room and an activities kitchen. The activities kitchen will be an interactive space where residents can cook with staff and use during our engagement programmes. There is also a spa bathroom, which will support our therapies, on each floor.

Each lounge leads on to a winter terrace where residents will be able to sit, protected from the elements and enjoy taking in the outdoors.





Our food

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

All residents' meals will be served in the dining room of their household. A seasonal menu, which include vegetarian alternatives, will be offered at lunch and dinner. There will also be plenty of opportunities for drinks and snacks throughout the day. Residents have input to the seasonal menus throughout the year. Shabbat and festival menus are always a particular highlight.

Our dietitian will also play an important role, ensuring residents' meals are nutritious, plentiful and that hydration is paramount to maintain everyone's good health. Should residents require support with eating or drinking, our dietitian, together with an occupational therapist, will spend time to observe their mealtimes. They will then facilitate a plan of action that will make things easier. This could be helping on a one-to-one basis, or to establish special cutlery, plates and cups to enable better control and to maintain independence, which is very important to residents.





Our therapies

Hammerson House will have its own in-house therapy department and will include a well-equipped physiotherapy gym with a treatment room and an occupational therapy kitchen.

Equipment will include parallel bars, practice stairs and exercise bikes, which connect to a smart TV for interactive experiences and entertainment; residents at Nightingale House find these particularly enjoyable and we are sure they will continue to provide much benefit at Hammerson House. We will also hold regular exercise classes on the households and in the gym.

The Therapies Team at Nightingale Hammerson will also provide initial therapeutic assessments for all residents on their arrival at Hammerson House. If required, a personal rehabilitation programme will be devised. This will include, but is not limited to, engagement, holistic well-being, functional rehabilitations and care home management.

Our therapy team will be led by our Lead Therapist and overseen by Nightingale Hammerson's Head of Therapy.



Our ethos is to be inclusive and to ensure our residents are engaged and can enjoy a variety of things to do and to become actively involved.

I ightingale Hammerson has always offered a vibrant and varied engagement programme for everyone at Nightingale House and we a planning to replicate this at Hammerson House. When we open and get to know our residents' likes and interests, we will begin to roll out a varied and interactive engagement programme that captures people's interests.

This could include book clubs, poetry readings, tea dances, art classes, drama and music therapies. Our gardening club is particularly active, as are the popular baking and bridge clubs.

Our ethos is to be inclusive and to ensure our residents are engaged and can enjoy a variety of things to do and to become actively involved. We will aim to provide diverse activities that stimulate cognitive, physical and social well-being, with a view to providing enjoyment and giving a sense of purpose.

The engagement programme will take place on the households, in the gardens and the sociable ground floor areas. Should a resident not be able to get out and about, we will bring the activities to them and engage with them in their room.





Our religion

Hammerson House is a Jewish home, respecting everyone's religious traditions, as well as those who consider themselves non-religious, cultural Jews. We will welcome and are inclusive to all.

For those who wish to join our services on Friday nights, we will light candles and say Kiddush to welcome Shabbat. Shabbat, as well as our festival services, will take place in the communal hall on the ground floor. Services will be very much shaped to meet the needs of our residents, many of whom would find it hard to sit through a full length service.

We will also incorporate many Jewish themes in our engagement and reminiscence programmes. When we come to the festival of Sukkot, the conservatory roof opens to create a Succah and will be a beautiful space for residents to join in and enjoy the celebrations.



Our volunteers

Nightingale Hammerson has an enthusiastic and dedicated group of volunteers. Volunteers bring a lot of expertise and enjoyment to residents' engagement activities and we value their input and dedication enormously.

Volunteers not only donate their time but infuse interest and passion to a subject or activity they wish to share with others. They also bring friendship and thereby enhance the lives of residents.

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

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



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

Intergenerational programme

In 2017, the Apples and Honey nursery opened in the grounds of Nightingale House. The nursery was the first of its kind to be set within in a care home and is recognised as an international leader in its field.

As part of our commitment to innovation, we commissioned research to explore the impact of the programme on 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.

At Hammerson House, we will continue our intergenerational commitment, taking all that we have learnt and the positive benefits our residents enjoy. We will be partnering with local Jewish schools and nurseries and we hope to continue our programme of events.

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





How we value and develop our team

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

Education and development is part of our ethos to become a centre of excellence. We have found that investing in the education of our staff, constantly innovating each discipline and ensuring we induct each new team member, that this is essential to our sustainability and for the delivery of the best care.

Our education and development is defined as a learning, support and research environment which delivers compassionate care to older people with care needs. We provide excellent training and learning facilities for all of our staff, whether this be face to face, in situ or online.

Each staff member will be annually appraised so we may support their professional development at Hammerson House. All staff will have annual training to complete, in addition to identifying specific training for individuals to support their development. Our care staff will also complete relationship centred care training, which supports their engagement with residents.

We value our staff in many ways and we want them to know that they and their work are valued. As we do at Nightingale House, we will recognise and reward achievements, including annual and monthly awards. In addition, we will hold monthly health and well-being events.







Listening to our residents and their families

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

During the pre-admission assessments, we will ask residents about their main priorities and the goals they wish to achieve during their stay in our care. This can be anything from improving their mobility to making new friends or taking up a new hobby. We will focus on what is important to the individual and our care team will work towards the resident's priorities.

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

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

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

Admission Enquiries

For more information, our Community and Family Liaison Lead or our Residents Services team will be happy to assist.

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



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