





contents

05.	WELCOME	21.	OUR VOLUNTEERS Our enthusiastic and dedicated group
06.	A HISTORY AND INTRODUCTION To Hammerson House, Wohl Campus	22.	INTERGENERATIONAL PROGRAMME Partnerships with local schools and nurseries
08.	OUR CARE Our ethos of care and what we offer	24.	OUR TEAM How we value and develop our team
10.	OTHER SERVICES AND INFORMATION Our facilities	26.	FEEDBACK Listening to our residents and their families
12.	OUR HOME Our households and bedrooms	27.	CONTACT US Get in touch with our team
14.	FLOOR PLAN Ground floor plan		
16.	OUR FOOD For enjoyment and well-being		
17.	OUR THERAPIES Our in-house therapy department		
18.	ENGAGEMENT Our vibrant engagement programme		
20.	OUR RELIGION An inclusive Jewish home		

 @NightingaleHammerson
 @NGHHammerson
 @NightingaleHammerson1

admission enquiries

For more information our Residents Services team will be happy to assist.
Call us on: 020 8673 3495 or send an email to: ResidentsServices@nightingalehammerson.org





welcome

Nightingale Hammerson warmly welcomes you to Hammerson House, Wohl Campus.

We know the emotion involved and the importance that is placed on making a decision to move to a care home, either for yourself or for the one you love.

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. We truly believe Hammerson House, Wohl Campus 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 sais quoi’ that leads 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 leader 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 a member of our Residents Services team. We would also like to welcome and invite you to visit us to see for yourself the exceptional care provision that we offer.

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



NUNO SANTOS LOPES,
DIRECTOR OF CARE



HAZEL JOSEPH,
HAMMERSON HOUSE, WOHL CAMPUS
MANAGER AND DEPUTY DIRECTOR
OF CARE

a history and introduction to Hammerson House, Wohl Campus

1961

2012

2018

2021

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, Nightingale House merged with Hammerson 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 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; an award winning, modern, forward thinking building. We anticipate that Hammerson House, Wohl Campus will be recognised in our sector as the new standard of care for the future.

We were honoured to welcome Chief Rabbi Ephraim Mirvis to Hammerson House, Wohl Campus, to perform the Chanukat Habayit (blessing for our home) ahead of our doors opening to our first resident in the Spring of 2021.

The care of our residents is always at the forefront of all that we do at Nightingale Hammerson. We have over 180 years of history of care within the Jewish community and we continue to provide our exceptional level of care to all who come and live with us at Hammerson House, Wohl Campus.

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



May 2021, Chief Rabbi Ephraim Mirvis performs the Chanukat Habayit ceremony



Melvin Lawson, Chairman, Chief Rabbi Ephraim Mirvis, Harvey Rosenblatt, President

our care



The care of our residents is always our first priority at Nightingale Hammerson. We offer different levels of support, enabling residents to be cared for according to their specific needs. These include residential, nursing, dementia and palliative care. We 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 each person. This includes the resident's family, the staff team and any other professional involved with their care.

Residential care

Residential care needs are 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 enjoy an engaging and sociable environment at Hammerson House, Wohl Campus, which supports and enables independence; this could include inviting friends over for lunch or a drink, visiting the hair salon, joining a club, taking part in the many activities or simply enjoying the garden.

Nursing care

24-hour nursing care is 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 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 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 is adapted to enable residents to live well and to ensure their best quality of life. This includes, but is not 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 offer respite care for those wishing to stay for a shorter time period. This may be due to rehabilitation, post-operative care and 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 needs of each resident during this period of admission which may vary from two weeks to a few months.

One-to-one care

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

other services and information

Set in natural woodland, Hammerson House, Wohl Campus is a beautiful, award-winning 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 offers a range of practical and sociable spaces to go about everyday life and to spend time with family and friends. Our friendly reception team are always happy to help our residents and visitors and provide a warm, welcoming environment to the home.

Additional care support

The medical suite is situated on the ground floor where our visiting GP service and other visiting professionals are based. Physiotherapy and occupational therapies, including regular exercise classes, are offered either on the households, in The Pears Communal Hall or from our physiotherapy gym. In addition, we have team members who are skilled in multi-sensory stimulation (Namaste care), which takes place on our households for residents living with dementia. Namaste care is a very special type of therapy, both group and one-to-one. It involves compassionate nursing care and sensory input, especially touch, to enrich quality of life.

The Freed Café and Conservatory

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

Laundry

Upon arrival to the home, staff will label a resident's clothing. Clean laundry is returned to households twice a week and the care team will deliver directly to the room. We also provide bed linen and towels. For an additional cost, dry cleaning can be sent to a local, professional dry cleaner.

The Pears Communal Hall

The Pears Communal Hall on our ground floor is used for many different activities and functions, including concerts, Shabbat and festival services and many other engagement activities.

Bubby and Zeidy's Shop

Bubby and Zeidy's Shop shop sells everyday essentials that our residents or visitors may need, as well as small gifts. It is served by our dedicated reception staff.

Sylvia's Salon

The onsite hairdressing salon is available to all residents. It is a popular service, giving residents an opportunity for a good chat and a cup of tea, whilst enjoying a little pampering. We also have a visiting nail bar so residents can enjoy a manicure.

Smoking

Hammerson House, Wohl Campus is a non-smoking building.





our home



Households

Hammerson House, Wohl Campus has four floors, encompassing our six households. Each household specialises 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.

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

Each lounge leads on to a large balcony where residents can sit in all seasons, protected from the elements and enjoy taking in the outdoors.

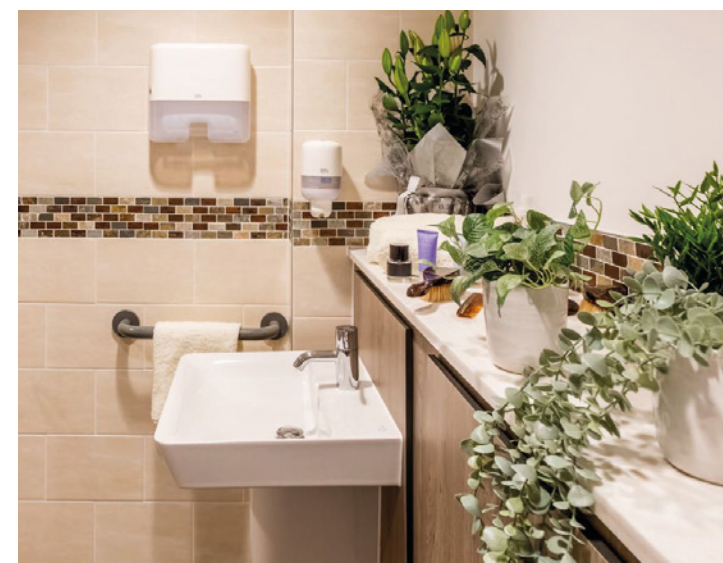


Communication

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

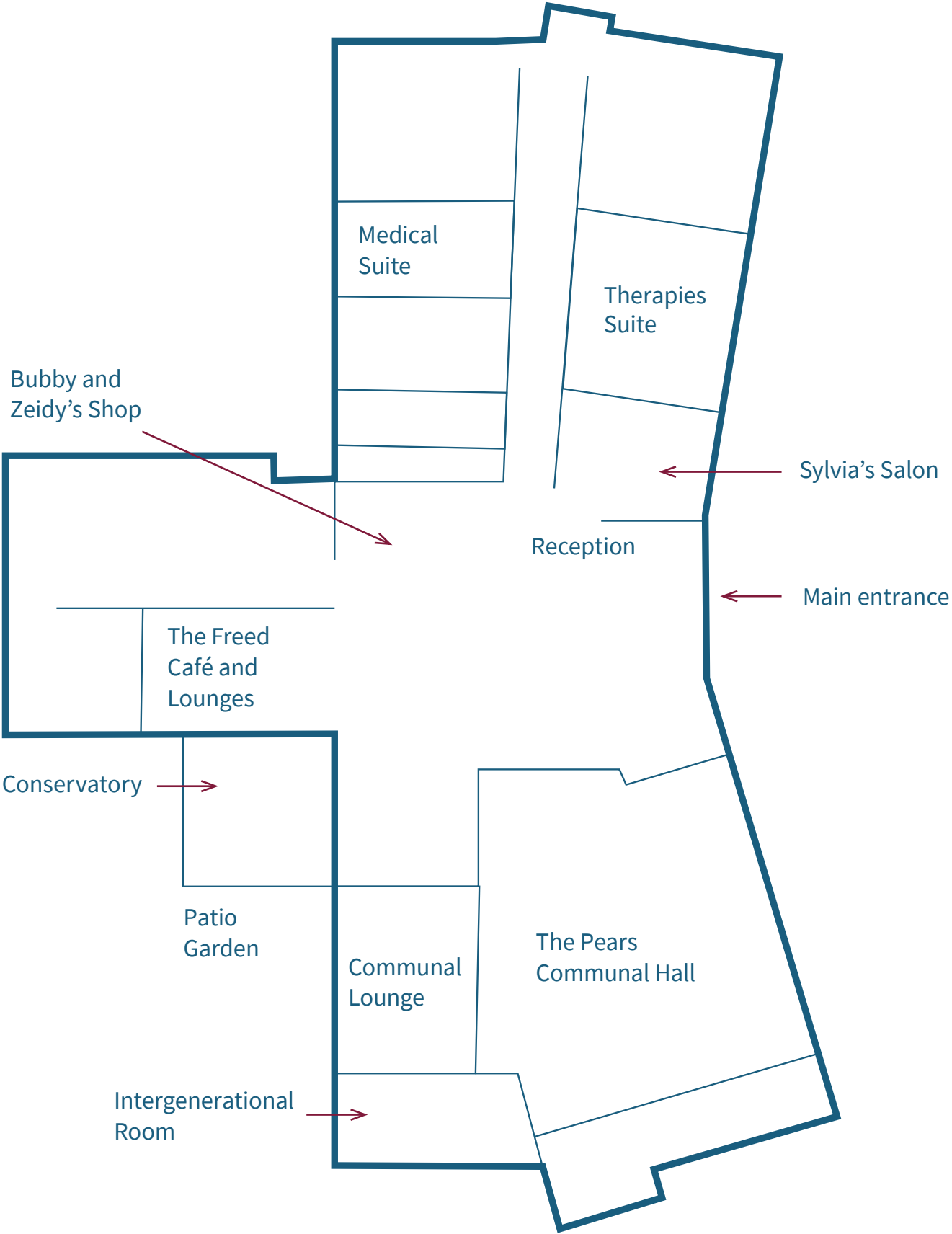
Bedrooms

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 are fully furnished and every piece of furniture has been thoughtfully chosen for its design and a resident's ease of use. Our specialist beds 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 and with our residents' welfare and practicality at the centre of their design.





communal areas
on the ground floor





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 are served in the dining room of their household. A seasonal menu, which includes vegetarian alternatives, is offered at lunch and dinner. There are also 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 plays an important role, ensuring residents' meals are nutritious, plentiful and with sufficient hydration 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 providing special cutlery, plates and cups to enable better control and to maintain independence, which is very important to residents.

our therapies

Hammerson House, Wohl Campus has its own in-house therapy department and includes a well-equipped physiotherapy gym with a treatment room and an occupational therapy kitchen. We also hold weekly group exercise classes.

The Therapies Team at Nightingale Hammerson also provide initial therapeutic assessments for all residents on arrival at Hammerson House, Wohl Campus. If required, a personal rehabilitation programme can be devised and one-to-one sessions can be provided at an extra cost. This includes, but is not limited to, engagement, holistic well-being, functional rehabilitations and any other therapeutic needs.

Our therapy team is formed of physiotherapists, occupational therapists, our dietitian, moving and handling advisors, therapies assistants and is overseen by Nightingale Hammerson's Head of Therapies.



engagement



Nightingale Hammerson specialises in vibrant, inclusive and person-centred engagement, led by our Engagement Team and supported by our wonderful staff and volunteers. Getting to know each and every resident through their life stories, interests and relationships is at the core of our programme.

We aim to provide a diverse range of activities that stimulate cognitive, spiritual, physical and social well-being, with a view to providing personal fulfilment and giving a sense of purpose. Much of what is provided is in response to residents' interests and we regularly meet together to review what's on offer. Activities include book clubs, poetry readings, sensory sessions, art classes, film nights, gardening club, drama and music sessions. Our discussion groups are particularly well attended, as are the popular baking and bridge clubs.

The engagement programme takes place on the households, in the gardens and in the sociable ground floor areas. The minibs also takes residents out and about shopping, visiting places of interest or to the theatre. For those residents who spend time in their rooms we meet their individual needs by bringing opportunities directly to them.

Engagement is integral to residents' well-being and an important part of the holistic care we offer at Nightingale Hammerson.



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





our religion

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

For those who wish to join our services on Friday nights, we light candles and say Kiddush to welcome Shabbat. Shabbat, as well as our festival services, take place in The Pears Communal Hall or intergenerational room on the ground floor. Services are very much shaped to meet the needs of our residents, many of whom find it hard to sit through a full-length service.

We 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 is 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 wealth 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 has a dedicated, usually weekly, role at Hammerson House, Wohl Campus. This includes leading gardening and bridge clubs, running weekly baking activities, befriending and helping with the engagement team during outings.

Following a structured application and interview process, each volunteer goes 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.

If you are interested in volunteering and wish to learn more please email volunteering@nightingalehammerson.org

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 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, Wohl Campus, we will continue our intergenerational commitment, taking all that we have learnt and the positive benefits our residents enjoy. By partnering with local Jewish schools and nurseries, we will 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 overestimated for both generations alike.



local schools

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 in every discipline and ensuring we induct each new team member, 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 is annually appraised so we may support their professional development at Hammerson House, Wohl Campus. All staff have annual training to complete, in addition to identifying specific training for individuals to support their development. Our care staff 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 recognise and reward achievements, including annual and monthly awards.





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

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





HAMMERSON HOUSE, WOHL CAMPUS
50A The Bishops Avenue
London N2 0BE
020 3838 8090

NIGHTINGALE HOUSE
105 Nightingale Lane
London SW12 8NB
020 8673 3495

NIGHTINGALEHAMMERSON.ORG
ResidentsServices@nightingalehammerson.org



Charity No. 207316. Nightingale Hammerson Trustee Company Limited. Registered in England and Wales.
Company No. 07990530. Registered Office 105 Nightingale Lane, London SW12 8NB

INVESTORS IN PEOPLE™
We invest in people Silver