



IMPACT REPORT  
CARING FOR OUR OLDER COMMUNITY

2022



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“**we didn’t know of hammerson house before we came but were blown away by what we saw.**”

RELATIVE OF RESIDENT

“**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.**”

FRIEND OF RESIDENT



## LETTER FROM JENNY PATTINSON, CEO AND MELVIN LAWSON, CHAIRMAN



Nightingale Hammerson is well known for providing outstanding care for older Jewish people within the community, as well as within the professional health and social care sectors. Often, our care practices are reflected in other homes around the country, as we share best practice across several different health and social care forums. This was particularly evident during the pandemic when we led the way in driving forward a quick vaccination uptake, changing isolation procedures and visiting rules in order to enhance the well-being of our Residents.

In the words of one of our Residents, **“Nightingale Hammerson is a beacon, not only for excellent care but also for enabling me to continue living a Jewish way of life”**. This really does encompass all that we stand for. We offer the very best care to the community and enable everyone to enjoy each day they are with us. This includes cultural traditions and for Residents to practice their faith, should a resident wish to do so.

However, it would not be possible to do this without the enormous support of the community and the generosity of our major donors. Good care is incredibly expensive. At present, we are challenged with dramatically higher energy costs and high levels of wage inflation. Additionally, Local Authority income and Residents’ fees do not cover the provision of our extensive care programmes, such as engagement and therapies, which are vital to support our care and Residents’ well-being.

This Report highlights the work of our charity and how our wonderful homes support the community in later life. We enable Residents to live with joy, comfort and dignity. Nightingale Hammerson would love to welcome you at one of our homes should you wish to talk further about our work, our fundraising or if you are considering care for your family or loved one.

Jenny Pattinson, CEO

Melvin Lawson, Chairman



## INTRODUCTION

Nightingale Hammerson has over 180 years of history in providing care for older members of the Jewish community at Nightingale House in Clapham and more recently at Hammerson House, Wohl Campus in Hampstead.



## OUR AGEING POPULATION IS BECOMING INCREASINGLY FRAIL AND REQUIRES COMPLEX CARE

**40%**  
of Residents rely on subsidised fees - approximately £2m per annum

Our care teams are the heart of our homes. The high standards we set ourselves during the recruitment process means we only employ the best in our sector.

This is possible with the generosity of our donors and friends. The community's support is therefore integral to allow us to go further in providing exceptional care, giving comfort and peace of mind to families and loved ones.

Our goal is always to respect Residents' wishes and for everyone to be cared for in our home and not in hospital, wherever possible.



## PLANNING THE CARE FOR AN AGEING POPULATION IS CRITICAL



By 2041 English citizens aged 85 or over will double to **3.2 million** (ONS)



The population of England has grown by over **3.5 million** in the last decade (2021 census)



People aged 65 and over account for **18.6%** of the population



**“ my mother stayed at nightingale house for 3 weeks while i was away on holiday and once she was back in her flat, she realised that she would much prefer to be living there. mum has been there for 4 years and now, aged 100, is still doing well and is very happy. i attribute that to the friendliness and encouragement of staff, the range of activities, access to beautiful gardens and interaction with other residents who have become her friends**

RELATIVE OF NIGHTINGALE HOUSE RESIDENT



## OUTSTANDING CARE

The community's support for Nightingale Hammerson is far-reaching and vital in allowing us to provide Residents with care that exceeds the UK benchmark for care homes.

Our ageing population, however, means care needs are becoming increasingly more complex. Dementia care, in particular, within the UK is at an all-time high – as are the costs for providing good care at all levels.



### WHAT GOOD CARE LOOKS LIKE

- ✔ Outstanding bespoke care, tailored to Residents' needs
- ✔ Boosting self-esteem and a sense of purpose
- ✔ A wide community of support
- ✔ Peace of mind for families and loved ones
- ✔ Daily stimulation and engagement
- ✔ Onsite therapies team
- ✔ Onsite GP, Pharmacy Technician and Clinical Psychologist.



60%

of Residents are  
diagnosed  
with dementia

## CARE QUALITY COMMISSION (CQC)



Nightingale House is the only care home for the Jewish community rated 'Outstanding' by CQC (2021).



We are delighted that our newly opened home, Hammerson House, Wohl Campus, has been awarded the rating of 'Good' in all categories. Notably, CQC commented that we have 'the seeds to reach 'Outstanding' at our next inspection'.



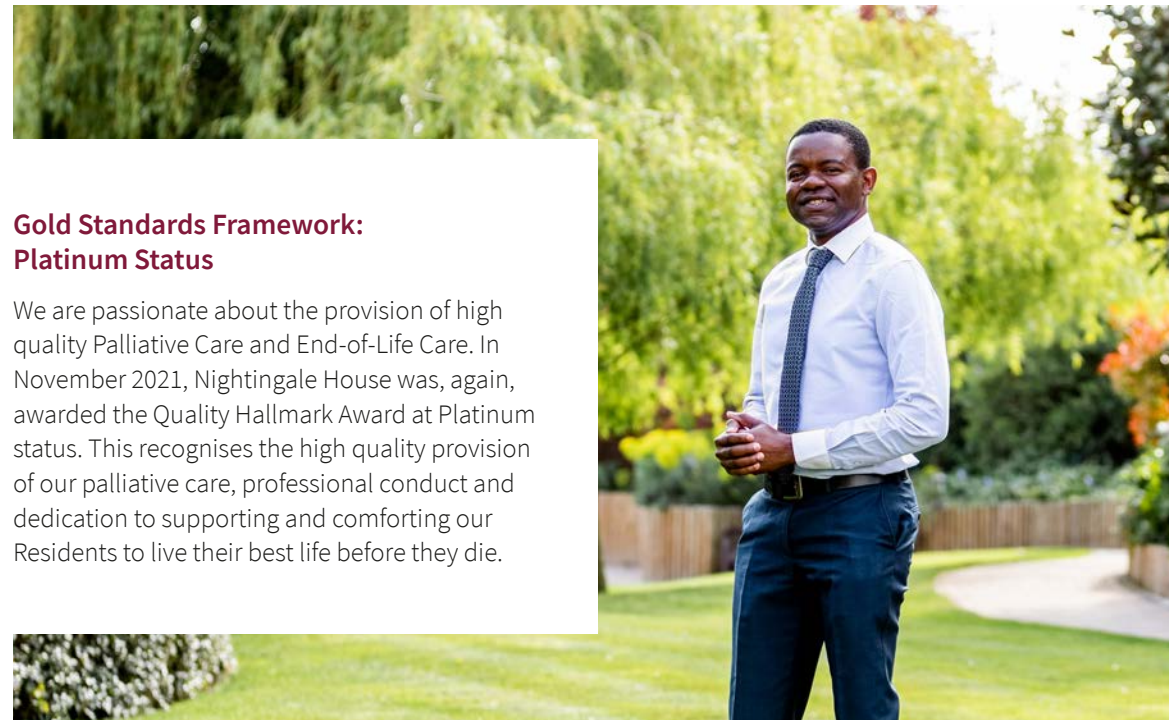


## PALLIATIVE CARE AND END-OF-LIFE CARE

“**my mother’s life ended peacefully in her 94th year. I am deeply affected and distressed by her death but am consoled by the knowledge that she could not have been looked after more warmly, sensitively and professionally. I wish to convey my profound gratitude to the full team at Nightingale House.**

RELATIVE OF NIGHTINGALE HOUSE RESIDENT

**50%**  
or Residents require advanced nursing care



### Gold Standards Framework: Platinum Status

We are passionate about the provision of high quality Palliative Care and End-of-Life Care. In November 2021, Nightingale House was, again, awarded the Quality Hallmark Award at Platinum status. This recognises the high quality provision of our palliative care, professional conduct and dedication to supporting and comforting our Residents to live their best life before they die.

## OUR CARE TEAMS



### Wheelchair etiquette

Rosalind Gray, Head of Therapy

Our staff are trained with moving and handling, which includes the importance of good wheelchair etiquette and correct use.

A wheelchair is an extension of a person’s body and movement. By taking control of someone’s wheelchair, this can be an invasion of privacy and rights if you do not have consent to do so. Communication is vital. It is important to ask permission before touching a wheelchair and then to let the person know what you need to do and how the chair will be moved – that way, the wheelchair user can feel comfortable and safe in your taking control of their movement.

**80**  
Residents per year are provided with palliative care

**10%**  
of Residents require 1:1 nursing care



## THE IMPORTANCE OF CONTINUED EDUCATION AND LEARNING



**The education and continual learning for our staff teams are vital for our provision of exceptional care.**

Staff training is available 24 hours a day; through online workshops in our training suite or in-person, group sessions.

### TRAINING AND DEVELOPING OUR TEAMS IN 2022

- 4207 training sessions within 108 training modules
- Dementia awareness training for all staff
- 19 fully trained Relationship Centred Care Champions
- 70% of Residents have a hearing impediment
- 34 staff members have joined the Jewish Deaf Association hearing awareness training so far
- Post-Covid, from December 2021 to June 2022 we delivered 99 live trainings sessions.



#### Care Home Education Centre

In 2021, we held our first Care Home Research Forum and were joined by health professionals at Hammerson House, Wohl Campus in person and virtually, with guests joining us from all over the world. The aim is always to develop, improve and continually learn. We look forward to hosting our second forum in November 2022.

#### Our staff teams

It is widely documented that sourcing good care professionals within the UK is a crisis facing our whole nation. It is incredibly important to trustees and senior leadership team that we maintain our high standards when recruiting, only employing the best individuals within the care profession. This, however, comes at a significant cost and in doing so, we have implemented changes, which include:

- Increase care staff salaries
- Offer market competitive starting salaries for new joiners
- Staff bonus retention schemes
- Referral bonus
- Going the extra mile (GEM) monthly staff bonus scheme
- Transport provision at Hammerson House, Wohl Campus.

By introducing the above, we are confident this will go a long way to supporting our ever-challenging recruitment needs and ensuring we can always offer the best care to our Residents.



## MULTI-DISCIPLINARY THERAPY TEAM

NIGHTINGALE HAMMERSON HAS ONE OF THE LARGEST IN-HOUSE THERAPY TEAMS WITHIN A UK CARE HOME



This ensures timely, effective support for all Residents, whenever they may need therapeutic care.



- ✔ All Residents are assessed upon arrival, to ensure they have exactly what they need to support their living with us. This can range from organising a good room layout, seating options, walking aids, footwear or ensuring the right bed is in place to support mobility and comfort.
- ✔ Should a Resident need ongoing therapy, this is supported and ensures daily living is made easier. **This goes a long way to keeping Residents' independence, which is hugely important to everyone.**

The Therapy team work very closely with the Engagement and Care teams, together helping Residents to maximise their strengths and abilities and participate in what is meaningful to them. This includes supporting mobility and preventing falls, cognitive rehabilitation, emotional well-being and non-pharmacological symptom control such as pain or breathlessness management.

Residents are supported in many different ways. The team's simple solutions, such as enabling a Resident to do up buttons using a button hook enables dignity when dressing - this makes a real difference to an individual. Or, help with complex seating and 24 hour positioning - this can prevent contractures, pressure injuries, improve fatigue, breathing, digestion or relief from pain. The team also help with eating, drinking, socialising or getting out and about to enjoy the garden or attend a concert.

“

**i have made good progress, thanks to excellent physio and occupational therapy, for which i am very grateful. all the therapists have not only been excellent in their speciality but also compassionate and caring.**

REHABILITATION AND RESPITE RESIDENT





## TEAMWORK: TRAINING WITHIN TEAMS



### M's story

M is a lady of 86, who lives with chronic Rheumatoid Arthritis and who recently had a stroke.

Whilst in hospital, M found it impossible to engage with the staff and her stroke was having a profound effect on day-to-day living. The hospital referred M to community rehabilitation but M made it very clear that she did not wish to see them.

Upon M's return to Hammerson House, Wohl Campus, there were concerns about her physical health. The Therapy Team, who knew her well, worked on establishing a greater rapport and very soon she welcomed their interaction. The team gained her confidence and this resulted in M positively requesting and engaging with therapy.

Recently, M trusted our team enough to let us know she was feeling down (possibly due to the stroke) and allowed the team to support her. The benefits of an in-house team, practicing relationship centred care, has made therapy accessible for M, supporting her wider care and improved daily living.

“

**I cannot wait to see the blue tops of the therapies team come to my household each day!**

RESIDENT, HAMMERSON HOUSE, WOHL CAMPUS



**70%**

of Residents actively  
choose to participate in  
weekly exercise classes



## RESIDENT ENGAGEMENT

### THE ENGAGEMENT TEAM

11

Engagement Staff

2

Spiritual Care Leads

50

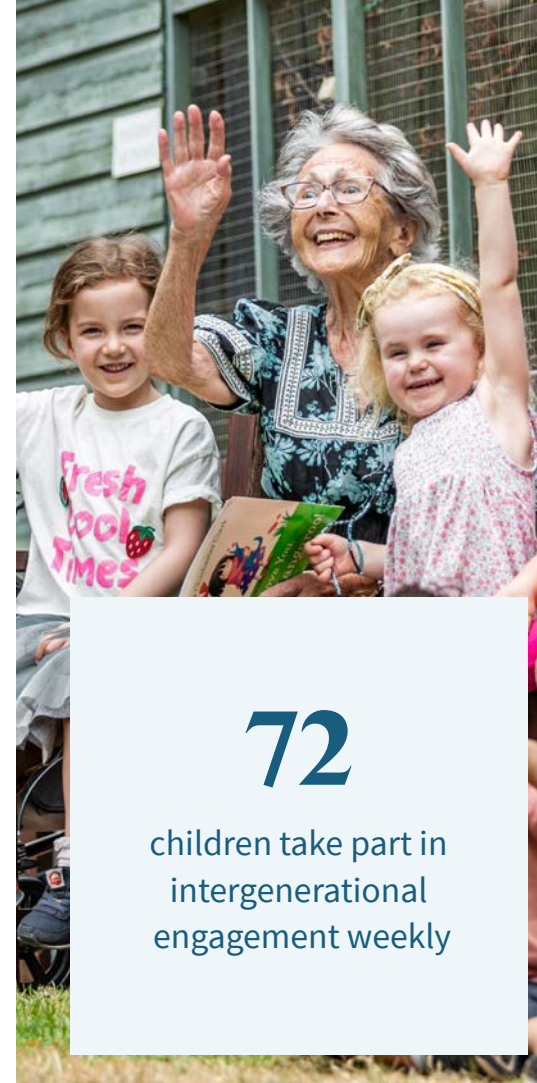
Engagement Volunteers

Our wonderful Engagement team are an incredibly dedicated and highly skilled group, held with much affection in both homes. Their work goes a long way to supporting the care teams but crucially, provide stimulation, interest, companionship and much enjoyment within our community.



61

Residents take part in intergenerational engagement weekly



72

children take part in intergenerational engagement weekly

## INTERGENERATIONAL

The Intergenerational Programme was the first of its kind to be introduced within a care home setting. The Apples and Honey Nightingale Nursery still attracts much interest from educators and health professionals within the UK and around the world.

Recently rated 'Outstanding' by Ofsted, the inspector commented on this 'unique' nursery where the children learn about life from the experiences shared by their grandfriends and make 'significant progress in their learning'. What could be better than living and laughing together across the generations?

The programme incorporates daily interaction, with fun or learning activities between the children and Residents. This could include performing in a play, enjoying 1:1 reading between a Resident and child or 'helping' with the Residents' baking club. Singing and music are also a big part of the interaction between the generations.

There is regular interaction between everyone within our spiritual and religious programme; Residents and children come together every week to welcome Shabbat and have great fun celebrating with each other during the festivals.

“**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.**”

CARE QUALITY COMMISSION





## RESIDENT ENGAGEMENT

“  
the intergenerational sessions  
are lovely. the children, parents  
and staff all seemed very happy.”

DAUGHTER OF NIGHTINGALE HOUSE RESIDENT

60

Residents participate  
in weekly afternoon teas,  
coffee mornings,  
parties and luncheons

150

Residents participated  
in our Diamond Jubilee  
street party celebrations

750+

Intergenerational  
activities take  
place each year at  
Nightingale House



## EXTERNAL PLACEMENTS IN 2022

Nightingale Hammerson work with researchers, PhD students and other students on many care research projects and student placements. Currently, we are working with Kingston University, King’s College London, University College London, Bristol University, Exeter University and the London School of Economics and Political Science.

We also work with a number of organisations to support our creative engagement programme with Residents.

ROYAL CENTRAL  
SCHOOL OF SPEECH & DRAMA  
UNIVERSITY OF LONDON



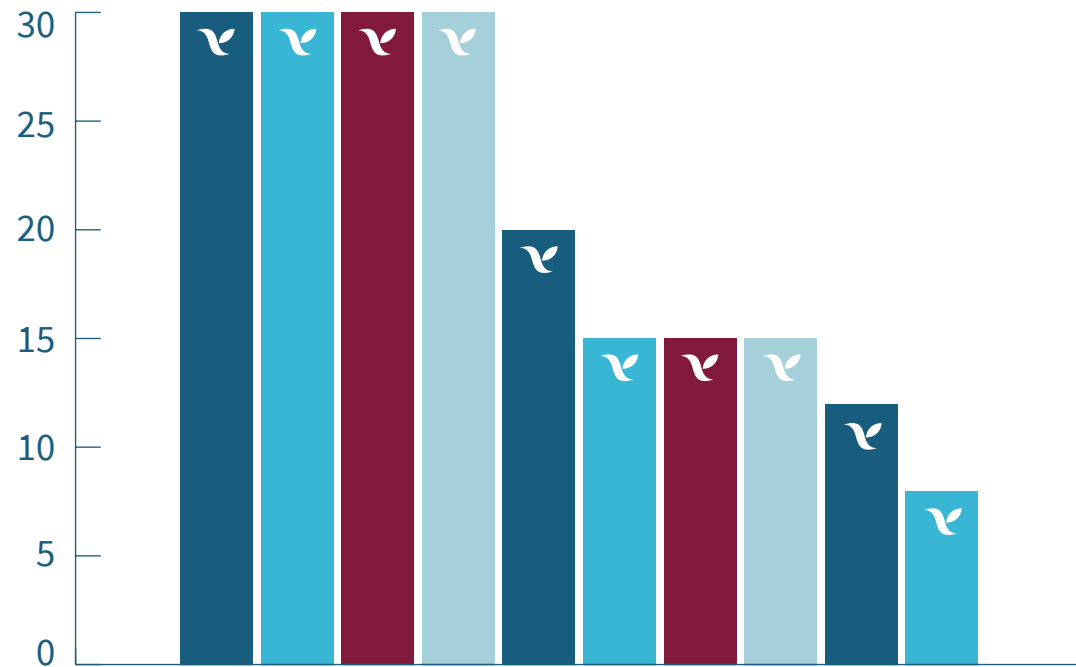
ROYAL ACADEMY  
OF MUSIC

Central School of Drama	Jubilee Pageant Fund	Jewish Music Institute	Royal Academy of Music
20 week programme of drama therapy	Musical Intergenerational performances with artists in residence for Residents who are living with dementia	100 concerts a year (partly funded by the JMI)	10 musical recitals (privately funded by a donor)



## RESIDENT ENGAGEMENT

### EDUCATIONAL AND INTELLECTUAL STIMULATION



■ 30 Poetry / shared reading groups

■ 30 Participation in research programme discussion

■ 30 Quiz

■ 30 Discussion groups (news and current affairs)

■ 20 Bridge groups

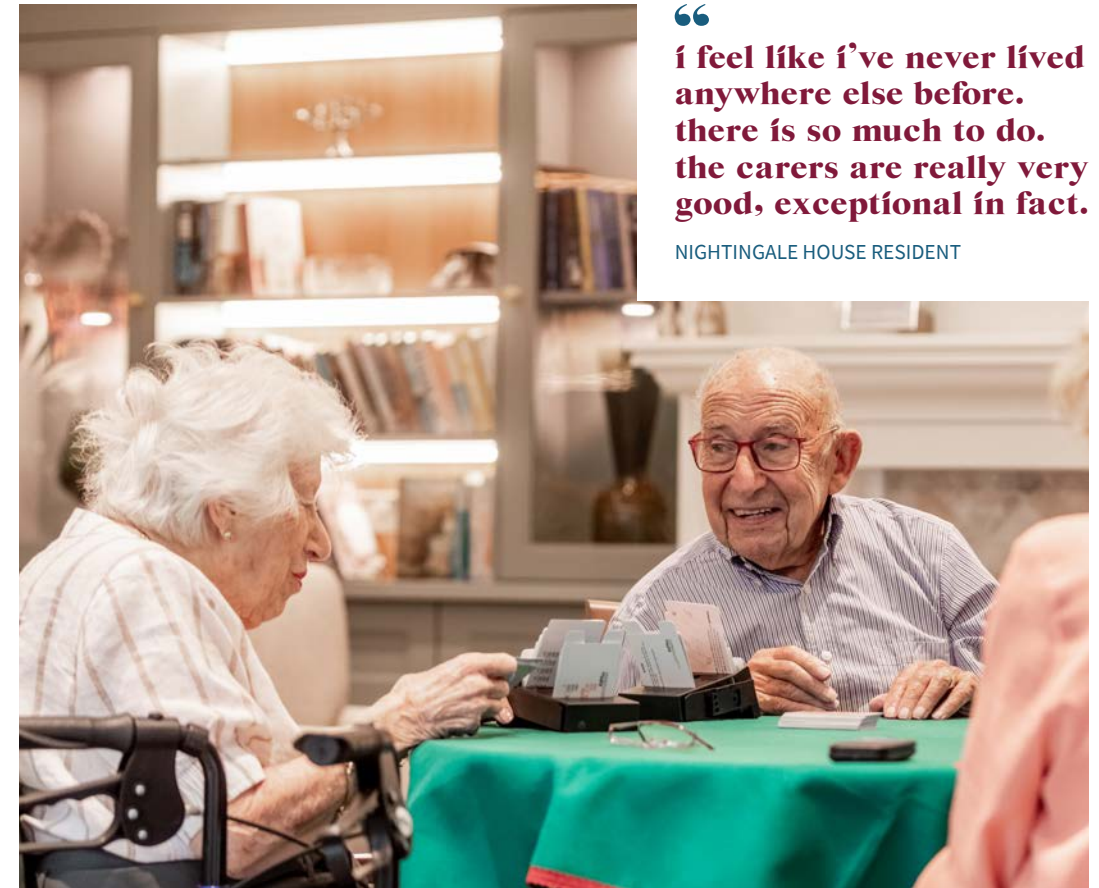
■ 15 Reminiscence group

■ 15 Weekly cultural discussion/group activity led by staff

■ 15 Daily excursions and trips

■ 12 Art in conversation

■ 8 French groups



“  
I feel like I've never lived  
anywhere else before.  
There is so much to do.  
The carers are really very  
good, exceptional in fact.”

NIGHTINGALE HOUSE RESIDENT

Our programme includes – but is definitely not limited to:





## RESIDENT ENGAGEMENT

### Physical

A mixed group of 20 Residents participate on a weekly basis:



Indoor Bowls



Yoga



Mini Golf



Garden Walks



### Spiritual

Many Residents participate in the weekly Shabbat session, which is led by our team of religious co-ordinators. The Engagement team also spend time with our Residents every day and co-lead the social interaction programme for the following festivals:

Spiritual Events	
Passover	9 seder events with 200 participants (including relatives)
Succot	Daily Succah visits for 5 days (20 participants each day)
Purim	Party on all the households - 170 participants
High Holy Days	100 Residents attending each of the services for Rosh Hashanah and Yom Kippur
Israel Independence Day	50 participants sharing household celebrations
Legacy of Life Tree Planting Programme	5 Celebration of Life Events - 20 participants per event



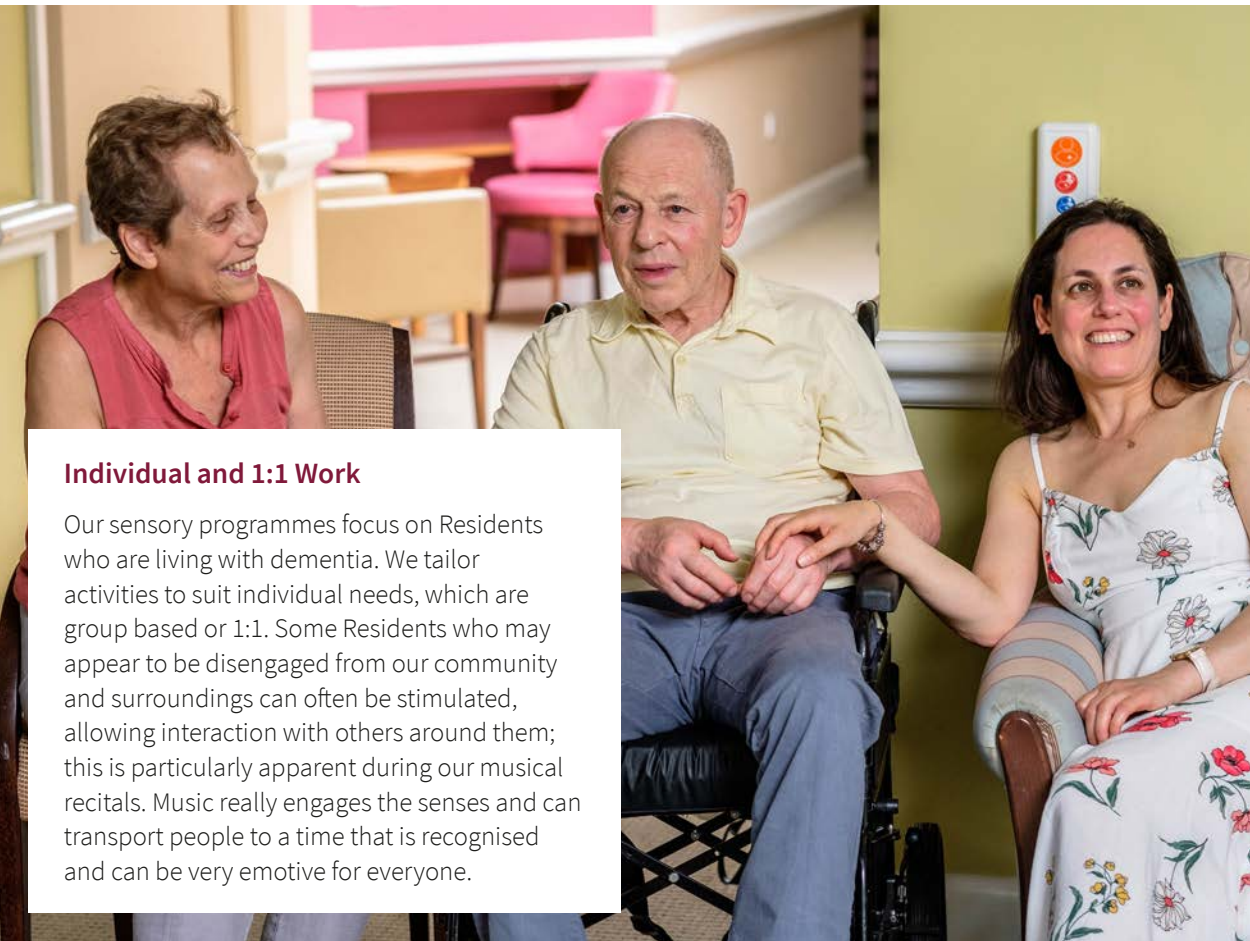
## RESIDENT ENGAGEMENT



### Paul's Story

“As I watched the young violinist approach Paul, I could see his wife and daughter move closer to him. The sound of the most beautiful music I have ever heard caught us all in a uniquely special moment within the room; Residents, young children, care team and visiting family members were captivated by the sound. Paul lives with dementia and is often disengaged with his surroundings and other people. But, for about a minute, whilst the violinist played in front of him, his eyes lit up as he listened and watched the instrument being played. He turned to his left and looked at his daughter – and I felt sure he knew her at that moment. As she looked at him, holding his hand, her eyes glassed over as she realised what was happening. They had their time together for those precious seconds and is a moment I will never forget. The power of the music that day was astonishing.”

**Staff Team Member**



### Individual and 1:1 Work

Our sensory programmes focus on Residents who are living with dementia. We tailor activities to suit individual needs, which are group based or 1:1. Some Residents who may appear to be disengaged from our community and surroundings can often be stimulated, allowing interaction with others around them; this is particularly apparent during our musical recitals. Music really engages the senses and can transport people to a time that is recognised and can be very emotive for everyone.

### Examples of sensory activities

Weekly garden groups	(Including bee extraction events) - 10 Residents weekly (May - September) and then fortnightly for the rest of the year
Music & memories/ classical juke box	Weekly sessions - 30 Residents
50 weekly movie programmes	30 Residents
Weekly flower arranging for Shabbat	7 Residents
Sensory engagement	For our dementia care household, led by the Speech and Language Therapists from City University - 15 weekly Residents
Creative art and pottery groups	20 participants on a weekly basis



## RESIDENT ENGAGEMENT

### Volunteers

Our engagement activities are supported by many of our volunteers. Volunteers are an integral and highly valued team within our community. Much of what we aim to do, in terms of engagement, befriending and sharing topics of interest are made possible with the support of their time, expertise and the companionship they offer Residents. We thank each one of our committed team; their support for our charity is immense and we could not offer our wide reaching engagement programme and outstanding care offering without them.



### A snapshot of some of our volunteer programmes:

 Rummikub club	 Bridge club	 Discussion group	 Trips and excursions
 Weekly men's group	 Story telling	 Poetry group	 French conversation
 Musical sing-a-long	 Art discussion group	 Pottery	 Hamishe cookery



### Irene's Story

"When Irene told me about her love for piano music, I suggested we visit the concert hall where she could play the recently installed Bechstein baby grand. "How did you know this was exactly what I needed?" was her response. Together with the carers, we went to the concert hall every Monday for several weeks. Now, her carers keep up these practice sessions on a regular basis without me. For some time, Irene worked meticulously through a Bach two-part invention and has now returned to her books of Mozart and Chopin. It was such a privilege to witness Irene rediscovering her piano pieces. It was wonderful to see her so well supported by her carers in pursuing her passion for music. As any piano player will know, you miss the instrument immensely when you do not play. I am so happy her fingers have found their way back to the piano keys!"

### Nightingale House Volunteer



## HAMMERSON HOUSE, WOHL CAMPUS

### A year in review

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

In 2012, Hammerson House merged with Nightingale House and we became Nightingale Hammerson. By 2018, the original building was demolished to make way for a new, modern and forward thinking home. It is a great testament to the Hammerson family that we can continue their vision in providing a wonderful home, offering exceptional care.

Hammerson House, Wohl Campus, opened again in 2021. Our home has 116 beautiful, spacious en-suite bedrooms and a wide variety of open, sociable spaces for Residents, families, friends, volunteers and staff to enjoy together. The care provision is managed by the same team as our Clapham home, Nightingale House, with a residential, nursing, dementia, respite and palliative care offering.

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 the doors opening to our first resident in the spring of 2021. We opened during the Covid-19 pandemic, which brought restrictions on how many Residents we could welcome.

At the time of writing (summer 2022), we are now able to move freely around our home. We still test everyone who comes to visit and currently have five out of six households occupied.





“  
**cast me not off in the time  
of old age; when my strength  
fails, do not forsake me.**

PSALM 71:9

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Chief Rabbi Ephraim Mirvis quoted Psalm 71:9 during the ceremony of the Chanukat Habayit (a dedication of the house), before our doors opened to welcome the first Resident at Hammerson House, Wohl Campus in 2021.







nightingale  
hammerson

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