


**nightingale
hammerson** | NIGHTINGALE
HOUSE



WELCOME

NIGHTINGALE HOUSE
NIGHTINGALE HAMMERSON



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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



JENNY PATTINSON

Chief Executive

On behalf of everyone at Nightingale Hammerson, we are delighted to introduce you to Nightingale House. Nightingale House is the only CQC rated Outstanding Residential Care Home for the older Jewish community in the UK, and we are proud to be providing our wonderful Residents with the highest quality of Care.

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 the values that are at the heart of all we do. We provide Care in a way that celebrates the religious, cultural and social bonds that unite the Jewish community. We recognise and appreciate every individual’s needs will be different and may change over time. We ensure every Resident feels empowered to live the way they want to with access to outstanding facilities and activities to promote well-being and enjoyment every day.

However, we know it can be a hugely emotional time when considering Care for yourself or your Family. My Team understand how you are feeling; they will guide you and support you at each step of your journey, should you choose to come to live with us at Nightingale House.

We hope this brochure will give you an insight into our wonderful community and help answer some of the questions you may have. Our Residents’ Services Team and Care professionals would also be delighted to welcome you and your wider Family to Nightingale House – please do get in touch if you would like to visit.

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

Jenny Pattinson



nightingalehammerson.org

History and introduction to Nightingale House and Nightingale Hammerson

Nightingale Hammerson is a charity that has served older people of the Jewish community for over 180 years.

We originated in London's East End through the formation of three small charities: the 'Hand in Hand Asylum for Decayed Tradesmen' (1840) and the 'Widows Asylum' (1843) which were the forerunners to Nightingale, as we know it. In around 1894, the two charities joined forces and became the 'Home for Aged Jews'.

In 1904, a Jewish philanthropist, Lord Wandsworth, purchased a large building on Nightingale Lane, in Wandsworth, called 'Ferndale'. He donated the building to the charity, on the condition that they moved from the pollution and grime of the East End to the relative countryside of Wandsworth. Ferndale eventually became known as Nightingale House and over the years, Resident occupancy grew. New wings were built and the Home became increasingly modernised- not least by ripping out the old dormitories to make way for individual private en-suite bedrooms.

In 2012, Nightingale House merged with another charity, Hammerson House. Sue Hammerson CBE founded Hammerson House in 1961, 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'. Together, we became Nightingale Hammerson.

In 2018, the original Hammerson House building was demolished to make way for a new, modern Care Home. It is a real testament to the Hammerson Family that we are able to continue their vision in providing a wonderful Home, offering exceptional Care.

The Care of our Residents is at the forefront of all that we do and we remain committed to serving the Jewish community. We are an independent charity that is proud of its humble origins and are steadfast to our continued service for many more years to come.





Mrs Helena de Niet, Matron and Mrs Rege Brewer, Lady Superintendent in the early 1930's



Our Care

The Care of our Residents is always our first priority at Nightingale Hammerson. We specialise in offering different levels of Care, responding to each person's individual needs. This includes Residential, Nursing, Dementia and Palliative Care. We also offer Respite Care.



Residential Care

Residential Care needs are tailored for each Resident. This may vary from basic support with personal Care and medication management, to more complex Care needs where necessary. Residents enjoy an engaging and sociable environment at Nightingale House, which supports and enables independence. This could include inviting Friends for lunch, visiting our hair salon, joining a club or simply enjoying our beautiful garden.

Nursing Care

In addition to a Resident's Residential Care needs and support, we also offer 24 hour Nursing Care. This is available for Residents with more complex health and Care needs where a bespoke Care plan is designed to best support the holistic needs of the individual Resident.

Dementia Care

All Team Members attend our educational programmes so they are equipped to provide the best Care for Residents who are living with dementia. To support individual Residents' needs further, our Engagement and Therapies offering is adapted to enable Residents to live well and to ensure their best quality of life. 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, or to offer rest to Relatives at Home. Nightingale Hammerson will design a specific Care plan to meet the required Care needs for the duration of their stay with us, which could vary from two weeks to a few months.

One-to-one Care

One-to-one Care is available, if required, for Residents with complex health and social Care needs, for companionship or therapeutic reasons. One-to-one Care carries an additional cost.

End-of-life Care

We offer Care to those who are reaching their last days of life and who wish to be looked after within a compassionate, caring environment that is homely and comfortable.



Supporting our Care

The following additional services are available for all Nightingale House Residents

In-house GP practice

Nightingale House has its own GP practice and the nursing and dementia Households have their own, dedicated Nurse professionals.

The GP or Nurse will always visit a Resident within their Household or in their bedroom, should they not be able to make it to the GP practice.

Therapies

Nightingale House has one of the largest in-house Therapy Teams in the UK and is led by our Lead Clinicians and Head of Therapies. Our dedicated and highly specialist multi-disciplinary Team consists of Occupational Therapists, Physiotherapists, a Dietitian and a Moving and Handling Advisor. Our Therapy Team play an integral role in enhancing Residents' lives, as well as supporting independence.

Upon arrival, our Therapists work collaboratively with every Resident, providing an initial therapeutic assessment, including time to discuss what is meaningful and important to them.

We offer one-to-one or group therapeutic sessions at a location to suit each individual. This could take place on Households, in our beautiful gardens or in our Therapy suite.

Our aim is to enable everyone to optimise and maintain functional ability where possible. This includes good hydration and nutritional guidance, supporting mobility, balance and strength and building strategies to manage cognitive changes and mental health needs. The Team can also adapt everyday tasks and activities to make them easier.

Our Dietitian

Our Dietitian works with the Care Team and wider multi-disciplinary Team to identify Residents who need nutrition and mealtime support. This can involve food fortification, additional snacks, homemade or prescribed nourishing drinks, mealtime support or helping to implement texture modified diets and thickened fluids.

If a Resident needs support with eating or drinking, our Dietitian and Occupational Therapist will spend time observing their mealtimes. Together, they develop a plan of action that will make life easier for the Resident. This may involve helping on a one-to-one basis or establishing special cutlery, plates and cups to enable better control and to maintain independence, which is hugely important to our Residents.

Audiologist, Dentist, Optician and Podiatrist

Residents can liaise with Household Teams or the GP to book an appointment for any of these services.



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Our Home

Our priority at Nightingale Hammerson is the Care of our Residents. A warm and comfortable Home is therefore very important for our Residents in which to sleep, dine, engage with others and to live with enjoyment.

We offer different levels of support, enabling Residents to be cared for according to their specific needs. This includes Residential, Nursing, Dementia, Palliative and Respite Care.



Engagement on Households

We have many wonderful sociable spaces all around Nightingale House, where there is always plenty going on. In addition to these wider engagement programmes, Households run smaller activities and enjoyable things to do. The offerings are plentiful and could include a daily activity class, flower arranging, discussion groups, board games or one of our many music programmes.

Households

Nightingale House is a Home to five separate Households:

- Wine Household
- Sherman Household
- Osha Household
- Wohl Household
- Ronson Household

Each Household delivers a specific level of Care, managed by specially trained Care Teams and Nurses most suited to the needs of each Household's Residents.

Households are comprised of between 15 and 40 en-suite bedrooms, positioned near to a shared lounge and activity area, a reception and dining room. Most meals are served within the Household dining rooms but Residents have the option to dine in their rooms, should they wish.

Households have a smaller, more homely feel, where there is space for quieter activities, as well as times to enjoy a club, exercise class or group activity with our Engagement Team. Households are set back from the busier, sociable, ground floor areas, which are very much a hive of engagement.

Each week, a diary of events is posted on Household noticeboards, so everyone can look forward to something in the week ahead.

Bedrooms

Bedrooms are furnished with a wardrobe, drawers, chair, bedside table and a bed. Specialist beds are provided within the nursing and dementia Households and have built-in technology that can be modified to support a person's requirements. Soft furnishings, bed linen and towels are offered and all bedrooms are en-suite.

Residents may personalise their rooms as they wish. Our Health and Safety Team, however, need to assess personal items of furniture and pictures for the walls. They will help with moving and positioning everything and will ensure Resident and Staff safety upon fixing and placement.

TVs and telephones

Residents are welcome to bring a television for their room. Residents' Services will also arrange installation of a telephone landline, although many Residents now choose to use their mobile phones. There is a good signal at Nightingale House.

Our Care Teams

Care Teams are dedicated to their own Households. This enables strong bonds, a good Care knowledge and Residents' personal preferences to become well known. Relationships and Friendships are established with Residents, as well as with their Relatives and Families.



Engagement

Music in our Home

Music plays a huge part in life around Nightingale House. We have collaborated with professional musicians and companies to perform in our Home and for Residents to become actively involved in musical projects. Building around the positive work delivered in previous years, we continue to enjoy musical partnerships with Live Music Now, Lost Chord and the City of London Sinfonia. We also offer a very exciting troubadour programme to reach Residents who are bedbound.

We are very excited to offer regular piano recital programmes with the Royal College of Music and Royal Academy of Music. We also continue to sustain on-going relationships with the Central School of Drama, Goldsmith's and Roehampton Universities.

Concert hall

Located opposite our synagogue, the concert hall hosts larger events such as concerts, tea dances, quiz evenings, lectures and film screenings. This space can also be used for private events should Residents wish to host a birthday party or other function.

The hub

This is a great space to embrace creativity. From pottery, painting, drawing, collage, arts and crafts, needlework, cooking, baking and even the harvesting of our honey from the Nightingale House beehives. The hub also hosts tea parties, presentations or simply used as a place to gather for a cup tea with others and put the world to rights.

The gardens

The gardens of Nightingale House are beautiful. The patio leads from the hub and is a comfortable space in which to enjoy both sun and shade, amid the plethora of potted plants and comfortable garden seating. The Engagement Team are also on hand should anyone need a cool drink.

From here, the expanse of the garden can be taken in, with easy paths for wheelchairs and walking. The shrubs, trees and foliage are delightful, with much to engage the senses. There is play space for visiting children, who also take great delight in the covered pond- that home some very elderly and enormous Koi carp!

The library

We have a well-stocked library although, this is not just a space to browse and read. A regular bridge and Rummikub club takes place as well as smaller gatherings for talks and discussion groups.

The garden room

A smaller, more intimate space, used for relaxation, reading the newspaper or enjoying a catch up with Friends. It is a lovely space to take in the outside in warmth and comfort.

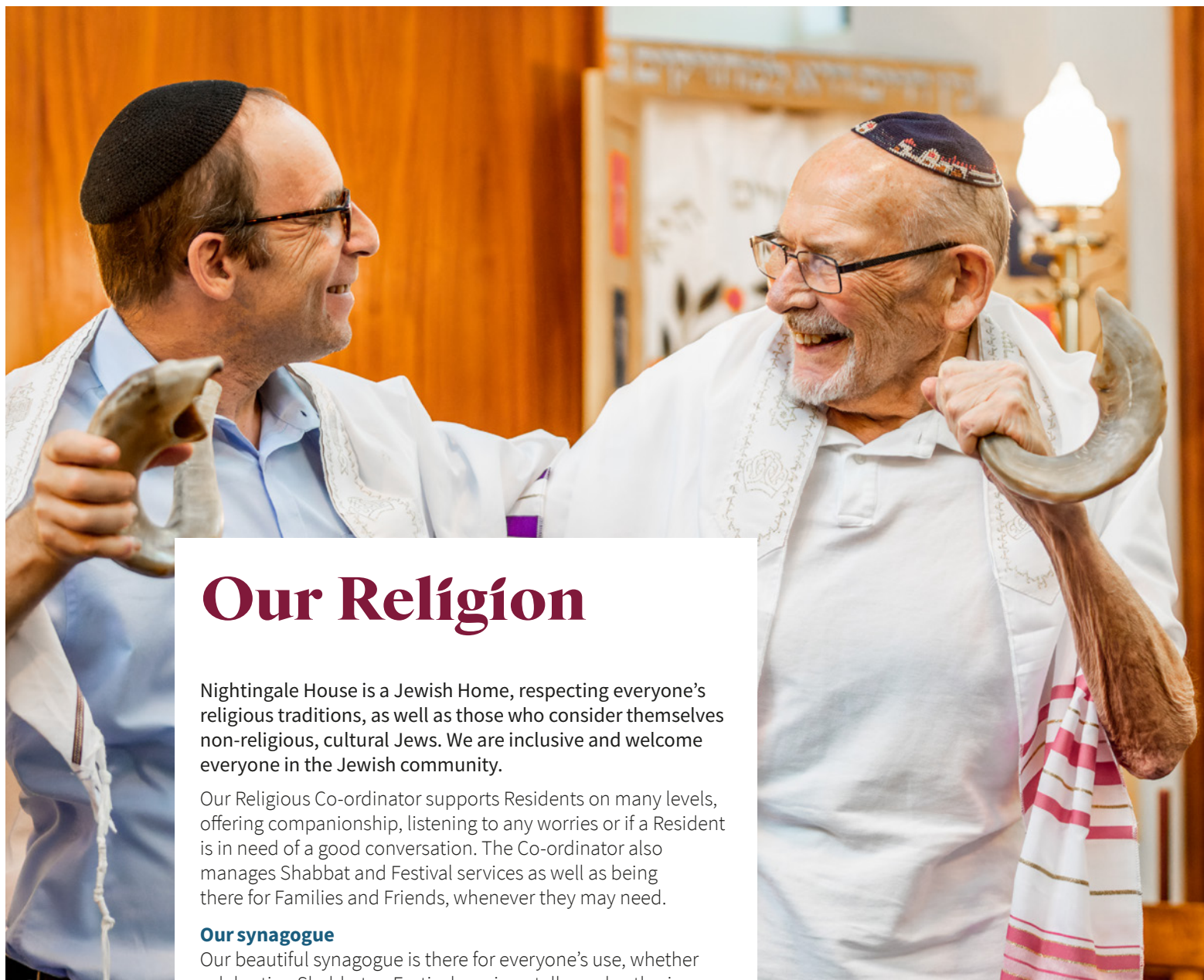
The lounge

The lounge hosts smaller film screenings, fine dining experiences or group gatherings for French conversation or poetry reading. There is also a snooker table, which is open to anyone who would like a game or perhaps just to perfect some potting skills.

There is always something to become involved with at Nightingale House. Our Households and communal spaces are vibrant, active and sociable, where everyone can take part and enjoy a series of engagements on any given day. The Engagement Team are a wonderful group of creative, sociable, fun and kind group of individuals. They make sure everyone is included, supporting each Resident to become involved in something they enjoy.







Our Religion

Nightingale House is a Jewish Home, respecting everyone's religious traditions, as well as those who consider themselves non-religious, cultural Jews. We are inclusive and welcome everyone in the Jewish community.

Our Religious Co-ordinator supports Residents on many levels, offering companionship, listening to any worries or if a Resident is in need of a good conversation. The Co-ordinator also manages Shabbat and Festival services as well as being there for Families and Friends, whenever they may need.

Our synagogue

Our beautiful synagogue is there for everyone's use, whether celebrating Shabbat or Festival services, talks and gatherings or a space to spend quiet contemplation.

For those who wish to join our services on Friday nights, we light candles and say Kiddush to welcome Shabbat. Services are structured to meet the needs of our Residents, many of whom would find it hard to sit through a full-length service. For Residents unable to make the journey to the synagogue, our Religious Co-ordinator will always come to the Households to conduct a shorter service or visit Residents in their room.

We incorporate many Jewish themes in our Engagement and Reminiscence Programmes. When we come to the festival of Sukkot, our garden lounge roof opens to create a Succah and is a beautiful space for Residents to enjoy the celebrations.



INTERGENERATIONAL PROGRAMME

Apples and Honey Nursery, Nightingale

In 2017, the Apples and Honey Nursery, Nightingale, 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 Intergenerational 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.

The Intergenerational Programme is still going strong, with weekly and daily activities between the children and Residents being very much part of life at Nightingale House. Residents gain an enormous amount of enjoyment and fulfilment from being with our younger community. The importance for the young and old to spend fun, sociable times together cannot be overestimated for both generations alike.

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





Our Services

Nightingale House is set within beautiful grounds, which are open for everyone to enjoy when living and working at Nightingale Hammerson. Our Home provides a range of important services, which are available to all Residents.

The ground floor

This is a hive of activity, full of sociable spaces and things to do. It is a great area to enjoy spending time with Family or Friends and is separate to the surrounding Households, which have a smaller and more homely feel.

Reception

Our friendly and welcoming Reception Team, based at the entrance to Nightingale House, are always on hand to assist both Visitors and Residents. The Team also manage our switchboard, deliveries and ad hoc requests such as ordering a taxi. The 24 hour Security Team are based next to reception and are also available to support Visitors and Residents.



Additional Care support

The in-house GP and Therapies Team visit Residents on Households or in bedrooms. The Therapies Team also meet with Residents within the Therapy suite for specific exercise and to use the specialist equipment. Appointments are booked via the Household Teams. To find out more, please see 'supporting our Care', page 11.

Residents' Safekeeping Account (RSK)

Many of our services do not accept cash. Instead, we organise a 'Residents' Safekeeping Account' (RSK), which Residents can use to pay for items and services within Nightingale House. Some services accept credit/debit cards, such as the shop or café.

Garden café and terrace

Residents and Visitors are welcome to visit the garden café and terrace. The café opens onto a sun terrace, with beautiful views of our gardens. The café serves freshly cooked, dairy food and offers a variety of teas, coffees, soft drinks, deli items and sweet treats.

The J & D Renton Shop

Next to the garden café is our shop, which is managed by our welcoming and helpful Volunteers. The shop sells a range of toiletries, confectionery, small gifts, greetings cards and stamps.

Synagogue

Our synagogue welcomes Residents to weekly Shabbat and Festival services. Services are shaped to meet the needs of Residents. If they are not able to travel to the synagogue, our Religious Co-ordinator will always go to the Households or visit Residents in their bedrooms. The synagogue is also used for gatherings and talks. We regularly welcome local school children to teach them about Judaism and our cultural traditions.

Hair salon

Our on-site hairdressing salon is an extremely popular venue, allowing everyone to enjoy a little pampering and a catch up with Friends. If a Resident is unable to visit the salon, the hairdresser will visit a Resident in their room.

Laundry

The Laundry Team is based at Nightingale House and laundry is collected daily. Laundered items are returned directly into Residents' drawers and wardrobes.

Post

Post is delivered daily to Residents' rooms. The Household Team will post items for Residents and there is also a post box located on the ground floor.

Newspapers

Newspapers can be delivered daily to Residents' rooms.





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.

Residents' meals are served in the dining room of their Household. Should a Resident not wish to eat in their dining room, they will always have the opportunity to order room service, if they wish.

A seasonal menu, including vegetarian alternatives, are offered at lunch and dinner. There are plenty of opportunities for a snack or a drink during the day. We encourage Residents to have an input into designing the menus throughout the year.

Shabbat and Festival menus are always a popular highlight, as are our fine dining experiences.





Our Volunteers

Nightingale Hammerson's enthusiastic and dedicated group of Volunteers bring expertise and much enjoyment to Residents' lives at Nightingale House.

Not only do they dedicate their time, they infuse interest and passion to a subject or activity they wish to share with others. They also bring friendship to many and we value their input and dedication enormously.

Each Volunteer will have a regular, usually weekly, role at Nightingale House. This could be leading a gardening or bridge club, running weekly baking activities, befriending or helping 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.

To find out more, please contact our Volunteer and Development Manager, on Volunteering@nightingalehammerson.org or 020 8772 2309.





How we value and develop our Team

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

Education and development is key and ensures our Teams have the required skills to deliver outstanding Care. Our ethos is to become a centre of excellence, working alongside our vision to be a Care Home Education Centre. We have seen many benefits through investing in the education of our Team Members, including many taking on specific roles as Care Champions, as well as progressing their careers. The education of our Staff and ensuring we induct each new Team Member is essential to our sustainability and for the delivery of best Care.

Our learning environment supports the education and development of Team Members. Research from specialists within our field is always shared and this drives our delivery of compassionate Care. We provide excellent training and learning facilities, whether this be face-to-face, in-situ or online.

Each Team Member is annually appraised, as set within our performance management framework. We are therefore able to respond to and support professional development at Nightingale House. Each Team member undertakes annual training, in addition to identifying training for individuals to support their own specific development. Our Care Teams complete Relationship Centred Care training, which supports their engagement with Residents. We also have specialist Team Champions who lead colleagues with Relationship Centred Care, Namaste, safeguarding, Palliative Care, infection control and tissue viability.

We value our Team Members in many ways and we want them to know that they and their work are valued. We recognise and reward achievements, including annual and monthly awards. We also hold annual and monthly health & 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-admissions 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 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 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 with 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 new to Nightingale House.





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Admission Enquiries

For more information our Residents'
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Call us on: **020 8673 3495** or send an email to:
ResidentsServices@nightingalehammerson.org



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