

  
**nightingale  
hammerson**

**HAMMERSON  
HOUSE**  
WOHL CAMPUS



**WELCOME**



# Contents

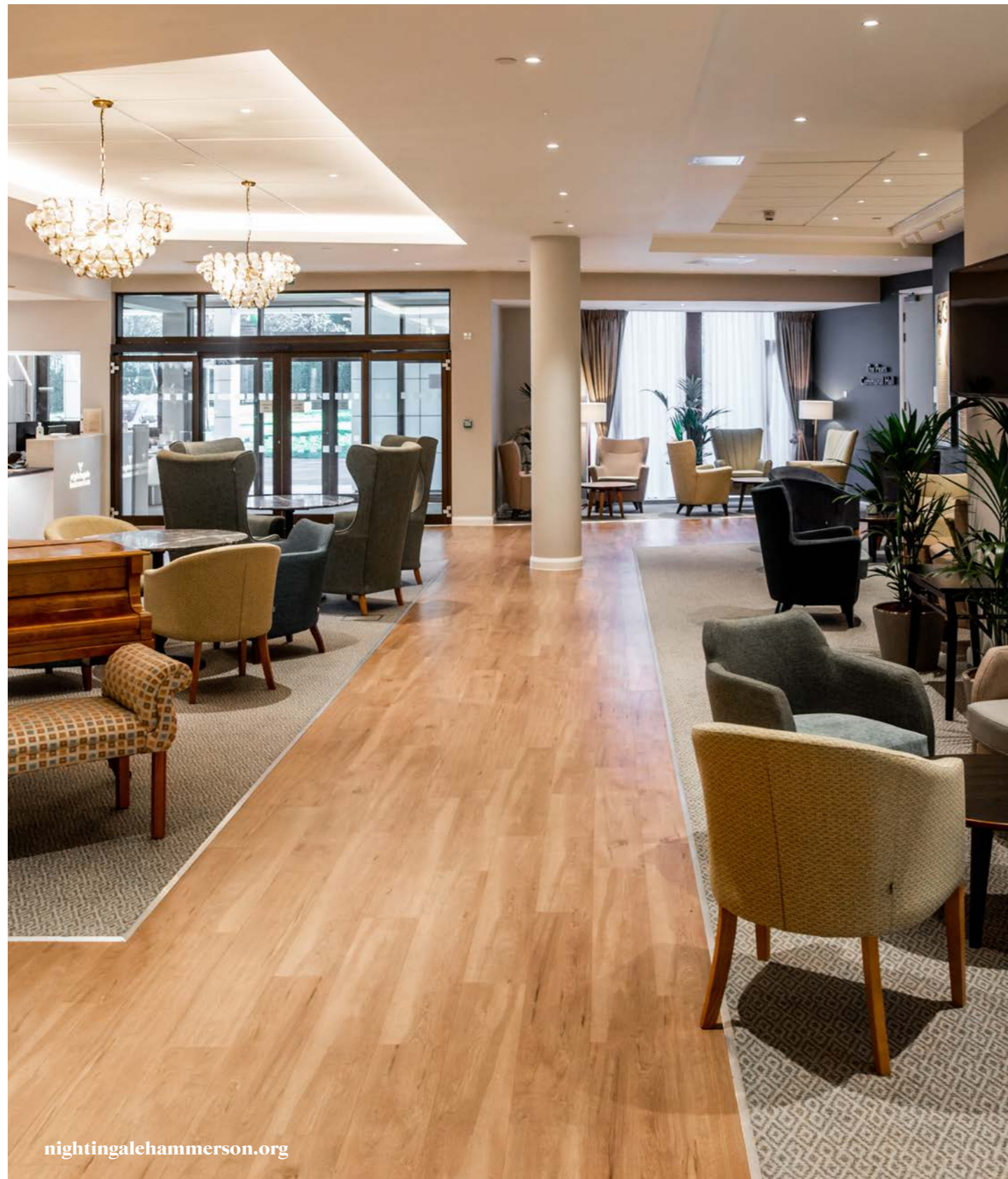
- 05. WELCOME**  
From Jenny Pattinson
- 06. A HISTORY AND INTRODUCTION**  
To Hammerson House, Wohl Campus
- 08. OUR CARE**  
Our ethos of Care and what we offer
- 10. OTHER SERVICES AND INFORMATION**  
Our facilities
- 12. OUR HOME**  
Our Households and bedrooms
- 14. FLOOR PLAN**  
Ground floor plan
- 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
- 21. OUR VOLUNTEERS**  
Our enthusiastic and dedicated group
- 22. INTERGENERATIONAL PROGRAMME**  
Partnerships with local schools and nurseries
- 24. OUR TEAM**  
How we value and develop our Team
- 26. FEEDBACK**  
Listening to our Residents and their Families
- 27. CONTACT US**  
Get in touch with our Team

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 @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





[nightingalehammerson.org](http://nightingalehammerson.org)

## Welcome

On behalf of everyone at Nightingale Hammerson, we are delighted to introduce you to Hammerson House, Wohl Campus. Newly opened, our beautiful home cares 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 Hammerson 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 Hammerson 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](http://nightingalehammerson.org)



**JENNY PATTINSON,**  
CHIEF EXECUTIVE

# 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 will be recognised in our sector as the new standard of Care for the future.

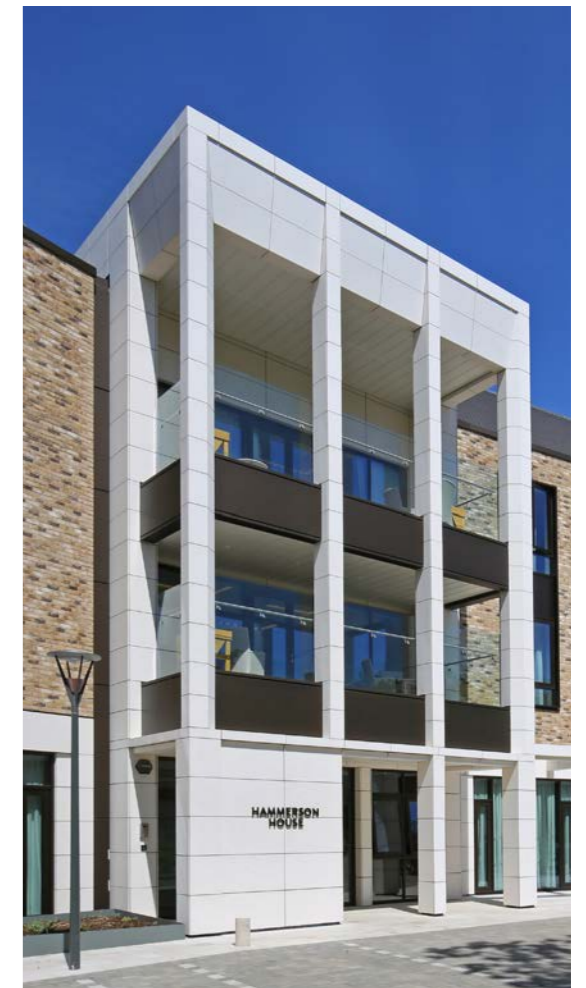
We were honoured to welcome Chief Rabbi Ephraim Mirvis to Hammerson House to perform the Chanukat Habayit (blessing for our Home) ahead of our doors opening to our first Resident in the Spring of 2021.

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.

If you would like to know more, our Residents' Services Team will be happy to assist on 020 8673 3495 or [ResidentsServices@nightingalehammerson.org](mailto:ResidentsServices@nightingalehammerson.org)



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



May 2021, Melvin Lawson, Trustee, Chief Rabbi Ephraim Mirvis, Harvey Rosenblatt, President





## 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.

## Other services and information

Set in natural woodland, Hammerson House 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 Audiologist Clinic, that offers both NHS and private services, is located on the ground floor. Residents, Staff and the wider community can access this service Monday to Friday. Referrals from GPs will be required for all NHS services. 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, a Team Member 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 sells everyday essentials that our Residents or visitors may need, as well as small gifts. It is served by our dedicated Reception Team.

### 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 is a non-smoking building.





## Our Home

### Households

Hammerson House 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 our Team 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

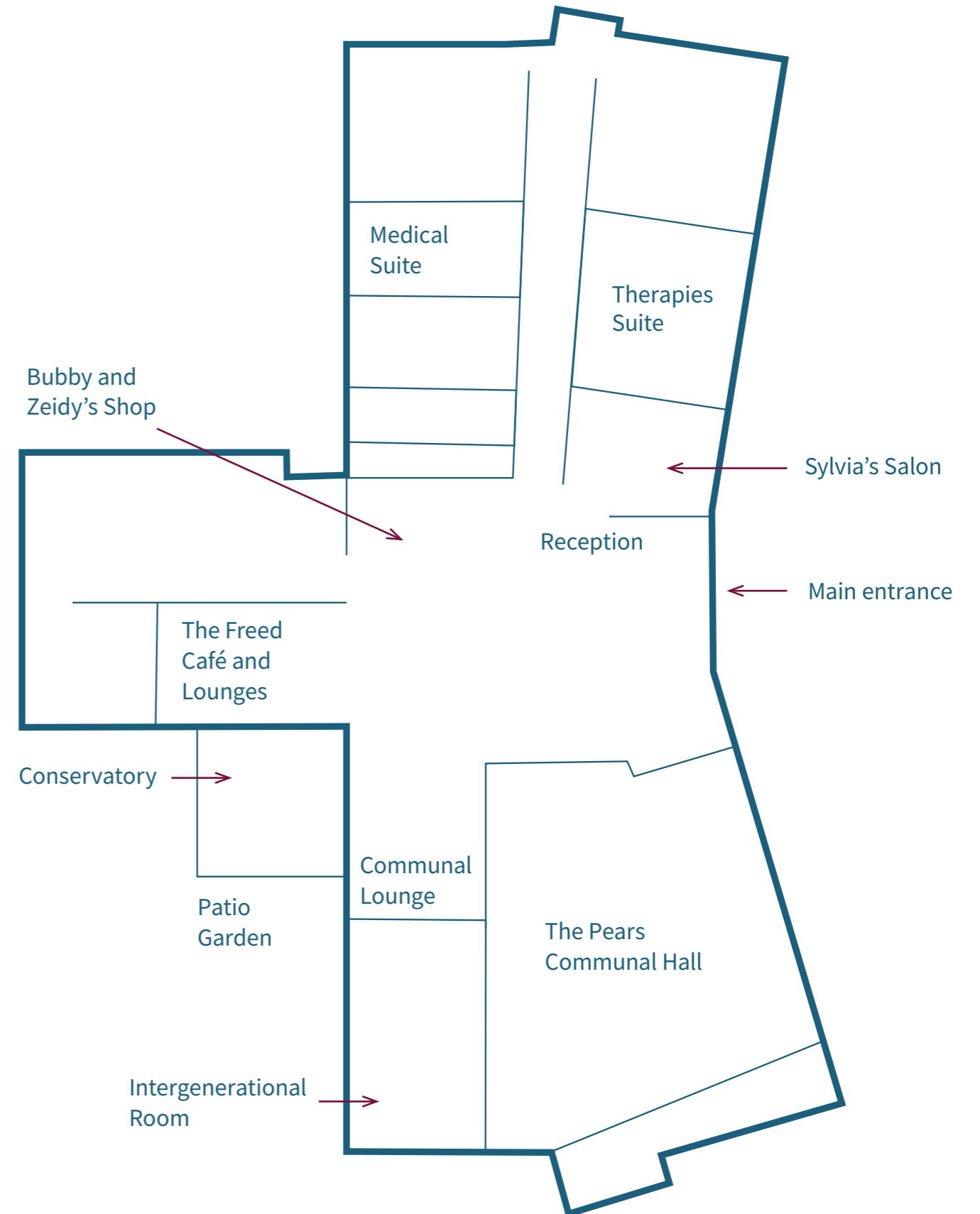
There are a total of 116 en-suite bedrooms, each designed with well-being and accessibility at the forefront of their planning. All bedrooms can be adapted to suit the Care needs and wishes of the individual. The bedrooms are fully furnished and every piece of furniture has been thoughtfully chosen for 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

The ground floor is a hive of activity and a lovely space for all to enjoy. Residents, Families and Friends can visit the café, lounges and reception spaces in comfort. Here, many of our activities, clubs and social gatherings take place, as well as giving everyone the opportunity to enjoy coffee, lunch or afternoon tea in our conservatory or patio garden.







## 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 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.



## Our therapies

Hammerson House 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. 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, Therapy 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 minibus 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, enjoy a variety of things to do and to become actively involved.





## 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 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. 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](mailto:volunteering@nightingalehammerson.org)



## 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, 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.

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



## 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 part of our ethos to become a centre of excellence. We have found that investing in the education of our Staff Teams, 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 Teams, 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. All Team Members have annual training to complete, in addition to identifying specific training for individuals to support their development. Our Care Team also complete relationship centred Care training, which supports their engagement with Residents.

We value our Teams 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.

## Admission Enquiries

For more information our Residents' Services Team will be happy to assist.

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