

The Care Home Research Forum
Innovating in Care

Chief Nurse for Adult Social Care
Winning Gold

Holocaust Memorial Day
Wlodka's Story

Meet our Psychology Students
And Our Clinical Psychology Team

Care Home Education Centre
Learning and Growing in Our Team

Intergenerational Programme
What's 90 Years Between Friends

At Home with Nightingale Hammerson

✧ QUARTERLY NEWS ✧

WELCOME FROM OUR CO-CHAIRS

We were thrilled that the first edition of our Quarterly Magazine was so well received by our whole care community.

Our second edition is also full of informative articles and stories of our Residents we have the privilege to care for.

In this edition we share the outcome of our research programmes and why they are so important to Residents and Staff, and how they influence the wider Social Care community. We are a founding member of the Network of Care Home Researchers (NoCHR), supported by the National Institute of Health and Social Care Research (NIHCR). Research supports us to challenge our practice and Researchers are our critical friends; they help us to ask questions about how we could do things differently and also support us to analyse. In turn, this provides better outcomes for people.

One of the outcomes of Research was that people living in a care home would benefit from formal Psychological Services. It is in response to this outcome that we have embedded Psychological Services into our Care Programmes. We have a feature in this edition to introduce you to our Clinical Psychology Students.

Finally, we are very proud of our Care Teams at Nightingale Hammerson. Their dedication, compassion and professionalism are tangible and are seen around our Homes each day. We were therefore delighted they have been acknowledged with further awards from the Chief Nurse for Adult Social Care and The National Care Awards. Huge congratulations to our whole Team.

We hope you enjoy the stories and information within this edition. It is a pleasure to be able to share the experiences of Residents, Team Members and Volunteers.



IN THIS ISSUE



- Page 4* Impact of Research in Care Homes
- Page 6* The 3rd Care Home Research Forum
- Page 8* Chief Nurse for Adult Social Care Gold Award
- Page 10* Holocaust Memorial Day
- Page 12* National Care Awards
- Page 13* Volunteering at Nightingale Hammerson
- Page 14* Our Psychology Students
- Page 16* Fundraising News
Chief Nurse of Adult Social Care Team Award
- Page 18* French Club
- Page 20* Care Home Education Centre
- Page 22* Meet the Care Team
- Page 24* Three benches, two trees, one doctor and
a great, great granddaughter
- Page 26* Who Cares for the Carers
- Page 27* Venue Hire at Hammerson House
- Page 28* Venue Hire at Nightingale House
- Page 29* What's 90 years Between Friends
- Page 30* Care Quiz

Impact of Research in Care Homes

At Nightingale Hammerson, we have worked with multiple researchers over the past few years. Researchers are our 'critical friends'. They see what we do, how we do it and ask us why we do what we do. Working with researchers offers us a great opportunity to reflect on our day-to-day practice and challenge ourselves to always strive to improve and provide better care to our community.

Over the past year, we have engaged with 14 different studies and researchers on topics like palliative care, human rights, respiratory infections, COVID-19 response, dementia, oral care and others. Care homes are a gold mine for researchers. A great

variety of topics require research, and the social care sector needs researchers to invest more time within the sector. This will help us to challenge the status quo and shape government policy to provide the right level of support to our communities in the coming decades.

Traditionally, researchers approach care providers with the topics they are interested in, which, on many occasions, are not the priority for the care providers. That does not help with engagement with care homes. We want to change the way research happens in the care sector. For this reason, we convene our Care Home Research Forums.



The 3rd Forum took place on 29 November 2023 at Hammerson House. For further details visit nightingalehammerson.org/events/chrf2023.





We want to change the way research happens in the care sector. For this reason, we convene our Care Home Research Forums.



The 3rd Care Home Research Forum

At this event, we invited researchers to share the findings of their studies with an audience of researchers, care home staff, CQC inspectors, local authorities, care home residents and their relatives.

With such a broad group of attendees, each presentation generates interesting and insightful discussions. This event is the seed that Nightingale Hammerson has planted to help bring about change to social care research.

As a result of covid-19, the government is investing record funds into research in social care through the National Institute for Health and Care Research. In the past, providers were less keen to engage with researchers as they would have to assume the costs of releasing team members to support the researchers. Now the

costs of running research in care homes can be fully funded by the research team, and providers can even have a surplus.

But not all the benefits are financial. We have learnt, over time, that linking researchers with key team members in care homes improves their motivation, making them feel valued. This will lead to an improvement in retention and career development. For the residents and relatives this can also be a platform to have a say in reviewing how the services are run and to have a voice in how the sector is researched.

Research studies help to shape the work we do. The outcomes of a research study about contractures in older people and its consequences in the residents' quality of life, helped to reshape the way we deliver Therapies in our Homes. We introduced a mixed funding model for the provision of the necessary one-to-one Therapies for the Residents in need. This means Residents, when required, can have daily Physiotherapy and/or Occupational Therapy which will improve their quality of life and reduce health risks associated with contractures.





This new model improves the healthcare outcomes for our Residents and creates a new form of income that helps to fund the charitable therapies for the Residents that are unable to pay.

We now have a unique opportunity to embrace research in our sector, open our doors to the universities and show them how fantastic we are. Researchers are the experts in research, we are experts in care, and we need them to be able to demonstrate to the government and their leaders the impact we have in people's lives, how much we are helping to sustain a healthier and safer Britain, and how much we are helping to sustain the National Health Service.

Some of the areas that need further research include:

- How the patchy GP provision to care providers across the countries changes the outcomes for residents (e.g. number of hospital admissions, place of death, falls that lead to fractures)
- What's the correlation between the Local Authority/ Continuing Healthcare funding with the healthcare outcomes to the older population in that area?
- What is the impact of the lack of dental care provision for people living in care homes?
- What is the correlation between the free or non-free incontinence pads provision in nursing homes with the hospital admissions for people with urinary tract infections?

These are just some of the questions the social care sector and its service users are facing. We need to bring the researchers on board in order to help us move forward in the coming 5 to 10 years. This is not a quick fix, but with an evidence based approach we will be able to work alongside the government and the NHS to get our sector into the right shape and offer outstanding care to our most vulnerable population.



The 4th Care Home Research Forum will take place on 13th November 2024, please save the date.



Chief Nurse for Adult Social Care Gold Award

At Nightingale Hammerson's Care Home Research Forum, Nuno Santos Lopes, Director of Research, Innovation and Community Engagement, was awarded the highly prestigious Chief Nurse for Adult Social Care Gold Award. This award was presented by the Chief Nurse for Adult Social Care, Deborah Sturdy, and acknowledges an enormous range of skills, expertise, and enduring compassion, celebrating an individual's contribution to the health and happiness of others.

Nuno is recognised and celebrated for his outstanding achievement and performance in clinical practice, education, research and leadership. Nuno has always strived to be a role model for others, whilst achieving the highest standard in his area of clinical practice. His significant contribution to the quality of care received by Residents and their Families is recognised in this award.

Reflecting on this accomplishment, Nuno expressed his deep gratitude:

"Receiving this award in Hammerson House during the Care Home Research Forum, surrounded by the incredible Team who shared this journey with me during unprecedented times, is truly touching. The culmination of four intense years of delivering the best care to our Residents has been recognised by the Department of Health and Social Care. It validates the compassion and dedication we collectively embody as a Team."

Nightingale House Community Space

We invite all of you to join as many intergenerational activities as you want every Monday in the Concert Hall at Nightingale House, 105 Nightingale Lane, SW12 8NB

Open 10.00am - 5.00pm for intergenerational programmes

10.30am - 11.30am	Baby and toddler group
11.30am - 12.00pm	Morning coffee
2.00pm - 2.30pm	Havdalah
2.30pm - 3.30pm	Rolling programme of: ballet, poetry, art, buddied reading, music and movement, exercise etc
3.30pm - 4.15pm	Afternoon tea
4.15pm - 5.00pm	After school club with Finton House school children



For more info contact Judith:
welcome@applesandhoneynightingale.com



Creating
Intergenerational
Communities

Listening, learning and remembering

Holocaust Memorial Day

To mark Holocaust Memorial Day, Residents, Staff and Volunteers came together across both Homes to light candles of remembrance. It was an opportunity to listen to survivors' stories and memorial prayers led by our Spiritual Care Lead, Rafi. There was a special mention of our Resident, Wlodka Robertson, a Warsaw Ghetto survivor who escaped as a child. She was awarded a BEM in the 2020 New Year's honours for her services to Holocaust Education. As part of her role in education, Wlodka regularly visited local schools and Jewish communities to talk about her experience in the Warsaw Ghetto.



Wlodka's story

Wlodka Blit Robertson was in the Warsaw ghetto until 1943, just before the ghetto uprising. She lived with her twin sister, grandparents, aunts, uncles and cousins.



The Warsaw ghetto was the largest of all the Jewish ghettos in Nazi-occupied Europe, with around 400,000 Jews crammed into little over a square mile of land.

Most were killed, either through execution, starvation or following deportation to concentration camps. The ghetto was razed in 1943 after a heroic but doomed uprising by its inhabitants.

Today, the area of the former ghetto is part of central Warsaw, with only a few plaques and minor monuments to remind visitors of its dark past.

Conditions in the ghetto were appalling - random shootings, beatings, hostage-taking, typhus, overcrowding, homelessness, and people dying from hunger in the streets. Her mother, Fela, ran a soup kitchen for starving children as part of the Resistance. Her uncles and grandfather built bunkers for the family to hide in.

Michal Klepfisz, who was a Bundist courier on the Aryan side, found a Polish Catholic family who, for payment, agreed to shelter Wlodka and her sister Nelly in their home.

At night they were smuggled out of the ghetto, climbing a ladder over the ghetto wall.



Wlodka was then moved on to another family as the first family felt it was too dangerous to hide two Jewish girls.

Wlodka's mother was caught by the Germans, escaping through the sewers to find her daughters, and was murdered in the concentration camp at Majdanek.

Wlodka was reunited with her sister, and later - miraculously - with her two young cousins at the end of the war. She did not know that they had escaped from the ghetto through the sewers just a few days before the liquidation of the ghetto. In 1946, aged 14, she and her sister came to London to join their father who had spent time in Russian camps and then joined the Polish army until the end of the war. The rest of her family were killed.



Scan the QR code to watch Wlodka's story





National Care Awards

The National Care Awards ceremony recognises individuals and organisations who work in social care. The awards took place on Friday November 24th in the Platinum Suite at the Excel Centre. The joy of celebrating across the different sectors, from housekeeping to volunteering to senior care was enjoyed by all those present.

Nightingale Hammerson was delighted and proud to celebrate two finalists, Nuno Santos Lopes and Mark Panto. The *Sara Berrio Care Champion Award* was awarded to Mark for his contribution and dedication to both Nightingale House and Hammerson House and for everything he does to support our Residents and their Families.

The award recognises an 'exceptional person who has gone above and beyond and made a real difference to people's lives'. Mark does this every single day. We couldn't be prouder of him, and the award is so very well deserved. Mark started volunteering at Nightingale Hammerson 8 years ago having previously worked as a Union Official.

As a member of the Service and Quality Committee, Mark ensures best practice in care and service provision. He reports to the Committee on the ways we can improve the lives of our Residents and has many interesting and exciting ideas to develop our Homes.

"I am delighted that Mark's commitment and dedication to improving the quality of life of the Residents living in Hammerson House, Wohl Campus and Nightingale House has been recognised by the Judges at the National Care Awards. I am immensely proud of the whole Volunteer Team and this award demonstrates that they are truly 'Champions of Care.'"

Jenny Pattinson, Chief Executive



"I feel privileged to be involved with Nightingale Hammerson. I feel I get as much back as I give, if not more. The joy of seeing a Resident's reaction when I play a particular song is both moving and humbling.

Whatever I have achieved, was not done alone. It is by working together with the other Volunteers, the children at the nursery, Apples and Honey Nightingale, the wonderful Residents and the exceptional Care Teams. Together we all make a difference."

Mark Panto, Volunteer

Volunteering At Nightingale Hammerson

Volunteers at Nightingale Hammerson give their time, expertise and companionship to Residents. Our valued Team of Volunteers is resilient and resourceful in their love and commitment to supporting our Residents' engagement across both Homes, despite the ever-changing challenges of the world of Social Care. Their ongoing support is absolutely invaluable, reducing isolation and supporting well-being for both Residents and our hard-working Staff Teams. This really demonstrates their unwavering commitment to supporting and leading regular activities.



Volunteer-led group engagement has included:

- Rummikub, scrabble and bridge sessions
- Outings
- Various and varied discussion groups
- Weekly men's group
- Reminiscence
- Storytelling and Poetry
- French conversation group
- Musical sing-a-longs
- Hamishe cookery and baking
- One to one support in digital technology
- Assisting at mealtimes
- Art discussion groups.

The Volunteers are always willing to explore new ways in which we can use their skills to enrich the lives of our Residents.



Introducing our Psychology Students

In the last edition we introduced you to Dr Ally Tomlins, our in-house Clinical Psychologist. Ally is supporting the Psychology Programme here at Nightingale Hammerson, and it is with great pleasure that we are introducing two crucial members of Ally's Team:



Richard Whiting, Trainee Clinical Psychologist

In any environment, it is important to be able to act in an open manner and with the freedom to share your expertise. I have had placements before with other service providers whose values differed from mine. Here at Nightingale Hammerson, I feel I can be myself and offer Residents my expertise in a helpful and caring manner.

I am also struck by how welcoming, attentive and responsive the Staff are to the Residents and other Staff Members. It feels as if they have the time to offer a safe space for the Residents. There is emotional safety here, which I feel is important.

The support on offer to the Trainees is exceptional. Ally, our Clinical Supervisor, understands what the Residents need and how to help us support them. I have been assigned four Residents across the Households with various needs. I have found the Residents are happy to talk to me and are grateful to have the time to speak about how they are coping with moving to a care home or adapting to a new physical impairment. How to cope with a new identity is very much part of the process of care we offer. I am currently working with a Resident with dementia, discovering how to help this Resident live the best life possible, despite the challenges of a dementia diagnosis.



**Amrita Dhillon, Trainee
Clinical Psychologist**

Relationship-Centred Care is at the heart of the care delivered at Nightingale Hammerson. The Care Teams have an individualistic approach which is very refreshing, and they appear to know all the Residents extremely well. It feels like a close-knit family here, a real home.

Any Resident who feels they would like psychological support, or any Team Member who feels a Resident would benefit, can refer to the Clinical Psychology Team. We offer a systemic approach to care, working individually and with the Care Team and Family Members of the Resident. We look at all the relationships around the Resident and in this way, we can be aware of all the various factors that could affect a Resident's life, both positively and negatively.

In a care home setting this approach is fundamental and highly effective.

I am currently helping a Resident with dementia. I have spoken to the Team and to the Family to learn more about the Resident as an individual. I can then suggest ideas and recommendations to support this Resident. For some Residents using visual reminders and cues such as sounds and smells can be helpful and comforting and reduce anxiety.

There are always other factors that influence an individual and I am happy to be working at Nightingale Hammerson where the systemic approach to care is practised. Ally, our Clinical Supervisor is very experienced in this field, and I appreciate her incredible insights when working with Residents.



Fundraising News

The Nightingale Hammerson Bridge Day, hosted by Andrew Robson OBE

In February, we were delighted to host our (almost) annual fundraising Bridge event at Hammerson House. The event was sold out, with over 100 guests filling The Pears Communal Hall. Professional Bridge master and Times columnist, Andrew Robson OBE hosted this wonderful day for the 3rd year running. Lots of fun, learning and laughter was had by all. Our thanks to the Catering Team who put on a delicious lunch.

The event culminated with a fantastic raffle with lots of prizes up for grabs. Thank you to everyone who joined us for this wonderful day. Your support will go a long way to ensure the future of outstanding care within both our Homes.



Should anyone wish to make a donation, you can do so via our website www.nightingalehammerson.org/support-us/donation Or by emailing David on dterret@nightingalehammerson.org



Nightingale Hammerson has been awarded the Chief Nursing Officer for Adult Social Care Team Award for 'Outstanding Services to Social Care'

This award highlights the importance of the Nurse led care delivered in our homes, supported by an expert Multi-disciplinary Team. Alongside our commitment to delivering outstanding care, we support multiple clinical student placements, endorsed education programs and we invest time and leadership into Research to support continual improvement for the whole Social Care sector.

Our Teams are delighted with this recognition of their work to ensure our Residents have a better quality of life.

"Shining lights are people like you. The phenomenal contribution you make to the people you look after is acknowledged in this award – you stand tall amongst your peers for achieving so much."

Professor Deborah Sturdy CBE said of the Nightingale Hammerson Team



**nightingale
hammerson**

PROVIDING COMPASSIONATE RESIDENTIAL,
DEMENTIA, NURSING AND PALLIATIVE CARE

the gift of care

FOR FUTURE GENERATIONS

A gift in your Will can help families in the years to come.

To find out how to amend your Will or to learn how your legacy can make a huge difference, please contact our fundraising team.

fundraising@nightingalehammerson.org
nightingalehammerson.org/legacy

NIGHTINGALE HOUSE
105 NIGHTINGALE LANE
LONDON SW12 8NB
020 8673 3495

HAMMERSON HOUSE, WOHL CAMPUS
50A THE BISHOPS AVENUE
LONDON N2 0BE
020 3838 8090



L'école française à Nightingale Hammerson



On Tuesday mornings at Nightingale House the Large Lounge is full of French conversations, singing and lots of laughter.

Two of our Residents lead a French Conversation class for the children from Apples and Honey Nightingale Nursery. Collette, a native French speaker and Fay, who learnt French whilst travelling the world for work, find great joy in teaching the children their language skills whilst enjoying the energetic company of the young children.

The French classes provide a wonderful opportunity for Residents to share their skills and experiences with the children, who love to learn and enjoy the opportunity to speak in another language with their 'Grandfriends'. Beautiful French nursery rhymes and ditties are sung by all.

Following a suggestion from Sonia, a Resident on Wigoder Household, a French conversation group now takes place every Wednesday afternoon. This group is led by the Copywriter, Amanda and the Engagement Lead, Keziah. This is an inclusive group for all levels. Residents with a smattering of French chat away with those from French speaking countries or others who have studied French in the past. Topics such as family, (la famille), food (la cuisine), heritage (Le patrimoine) and music (la musique) are discussed.

The conversation class offers Residents a safe space to practise their French, if they choose to, listen to the sounds of French

"My mother was always telling me to go to French classes, but I didn't like them. But here at Nightingale Hammerson, I love it. It's very clear, not a mumble jumble. It makes me think. It's fun too. Our teacher puts so much energy into it."

Tania, Wigodor Resident

"The best thing is we can practise our French. I find the music very helpful, as it gives us a hook to talk about different issues. Translating the lyrics helps us improve our language as there are always words we don't understand."

Sonia, Wigodor Household

voices or enjoy an hour together meeting other Residents with similar interests. A French tasting took place with delicious cheeses, almond croissants and cheese straws catered by the Hammerson House Kitchen Staff.



Residential Summer School

A week of immersive Intergenerational experiences at
Nightingale House, London from the 21st to 26th of July 2024.

- Residential/non residential options
- Learn with and from each other during lectures and intergenerational experiences
- Networking
- Opportunities to enjoy concerts and activities together
- Presentations by Judith Ish - Horowicz MBE
- Work toward your NCFE accredited Diploma in Intergenerational Care and Education.



Book now at:
ahnintergenerationaltraining.co.uk
info@ahneducation.co.uk • +44 (0)7376953348



Care Home Education Centre

The Care Home Education Centre (CHEC) at Nightingale Hammerson is a growing part of our ethos to provide a learning environment and to become a centre of excellence. We have found that by investing in the education of each care role, constantly innovating each discipline and ensuring we induct every new Care Staff Member, that this is essential to our sustainability and for delivery of the best care.

The Care Home Education Centre supports all of our Team Members to learn and develop. Following a review of the delivery outcomes we were very proud of the quality and sheer number of courses our Educators are delivering year on year.



7835

Online courses completed

1784

Live training courses completed

270

Face-to-face courses completed



We define CHEC as a learning, support and research environment which delivers compassionate care to older people with care needs.

We are focussing on developing our Staff to be the best in care, to learn from each other and to continually develop their skills and experience. As an Outstanding care provider, we are the first point of call for universities who wish to support their student nurses with placements in care home environments. We are currently working with Middlesex University, The University of Hertfordshire, Kings College London and Roehampton University who all have placement clinical students studying and working at Nightingale House and Hammerson House. We welcome student placements as they bring a number of skills to share with our Teams. It's a privilege to host students who enhance our care delivery and Staff Teams.

A large number of our Staff have recently completed their Train the Trainer courses and are now qualified to support our Teams to learn Catheterisation, Phlebotomy, Palliative Care and First Aid. It is brilliant to have the skills in-house to provide this clinical training to our Teams.

End-of-Life Care – Supporting with dignity and compassion

Nightingale Hammerson embraces a multi-disciplinary approach to End-of-Life Care, involving Doctors, Nurses and members of the Therapy Team to provide comprehensive support to Residents and their Families. We provide Palliative Care for Residents at end-of-life or needing short-term support to help them through an illness. We implement strategies to ensure the comfort and dignity of our Residents at this sensitive stage of life.

Our dedicated Healthcare Team focus on effective pain and symptom management to enhance comfort and alleviate any distressing symptoms. This includes close monitoring, appropriate medication and regular communication with Residents and their Families to ensure their preferences are met. We understand the emotional challenges faced by Residents and loved ones. Our Team provides empathetic support and resources to address grief and loss at this painful time.

Ronson Household in Hammerson House and Ronson and Wohl Households in Nightingale House provide Nursing and End-of-Life Care to our Residents.



Meet Shams

*Healthcare Assistant
at Hammerson House*

I finished my A levels last July and this September I start medical school in Edinburgh. This is my very first job. I wanted to see what it would be like to work in healthcare with GPs and Nurses and get a feel from them, of what my future career would be like. As a doctor you work with many other care professionals and this job has given me a real opportunity to work across the whole sector with physios and occupational therapists as well.

What I love about working at Hammerson House, is feeling I have done something really special for a Resident, helped them to find purpose in their day. When they are sad or when they don't have visitors or activities at the weekend, I enjoy being a friend to them. We play board games, read newspapers together, discuss politics. I feel I learn so much. Dr Stanley was so helpful to me. He gave me a lot of advice for my interview for medical school, what to say, even what to wear.

I used to be really quiet and shy before I started this job in September, but the Residents don't allow you to be quiet, so I've become much more confident and social. I talk about politics to Edward, play Rummikub with Wlodka and Anne is teaching me how to play bridge. As well as enjoying this myself, I feel it gives the Residents a real sense of purpose.

I really love learning about their lives, what it was like during the war. It feels like we are a family in this Care Home.

I think I will start medical school with much more compassion. Witnessing how quickly some Residents can deteriorate, how much pain they can be in, has given me a true understanding of how fragile life is. I know I am helping the Residents in this final stage of their lives and that feels like a real privilege.



Meet Antonio

Nurse at Nightingale House



I am half Italian/half Brazilian. I was born in Brazil but I grew up in Italy. My move to the UK was back in 2004, 20 years ago! Originally, I was a photographer but without a defined career path. My girlfriend, who was a nurse, sat me down after a few years to say that our lives were not really on a joint path and perhaps I should consider another career. She planted the idea of nursing in my head and, after a while of contemplation, realised that this was an excellent path for me to pursue.

I enrolled on my nursing course, worked hard and enjoyed everything I was learning.

I knew I was where I wanted to be, and the future was going to be exciting. My final placement at college brought me to Nightingale House. This was six years ago. I achieved my PIN number in March 2019 (my formal recognition as a fully qualified registered nurse).

I was fortunate enough to be offered a role here at Nightingale House. I didn't want to be anywhere else and was so happy to be able to stay. I began my formal nursing career on Ronson Household, where I stayed until I transferred to Wohl Household.

I have a vision for Wohl. We are able to offer wonderful care in all areas of our Households. Outside of our Residents' rooms, we have different areas or 'zones', some are more peaceful and others more active and engaging. We all have different moods at different times, and we are able to listen to our Residents' feelings allowing them to be in a space where they feel comfortable and happy.

I want to grow our spaces that can fulfil each person's senses of smell, touch, sight and sound, which can be very defined with our Residents on Wohl. Some senses may have more relevance than others and it is important that we focus on each of these so that our Residents feel at their best.

My vision is to grow this offering even more than we do now. Our focus on the senses really does promote well-being and all contribute to lowering and dissipating any feelings of distress.

Nightingale Hammerson has given me the tools to work and develop my skills. They do this for everyone, they really do want you to progress and give you the opportunities to do so. They really do give you a solid foundation to flourish in your career. They are open to ideas and want you to be at your best so you, in turn, can give excellent care.

Our Residents are like our family and that feeling of belonging really spurs you to do your best. I would say to anyone considering joining our community, "It's really good! It really works here. We are happy and we are doing well. Nightingale Hammerson is a place where you can grow as a person but where you can definitely develop your career".

Three benches, two trees, one doctor and a great, great granddaughter.

Tanya always knew her great-great grandfather had raised money for Nightingale House during the early part of the last century. Moss Harris left school after learning to read and write. Living in the East End, he collected and sold unwanted furniture, and through persistent hard work established a large antique furniture shop, M. Harris & Sons located near the British Museum.

Queen Mary, great grandmother of King Charles, regularly visited his shop to admire the antique furniture and ornate mirrors. She often selected items for Buckingham Palace and the other Royal Residences.

When David, our Fundraiser, set up a meeting with Tanya, she mentioned there was a bench in her great, great grandfather's

name in the gardens of Nightingale House. David searched for the bench which most likely had been made in Moss Harris's workshop over a hundred years ago. It was made of good quality long lasting wood, but after a century exposed to the elements was looking rather worse for wear.

David arranged for the bench to be revarnished and when he went into the garden to inspect it, was astonished to see it had not been restored. When he spoke to Dave the painter, he was reassured that the work had been completed. On further exploration around the garden and to his complete surprise, David discovered there were two more identical benches donated by Moss Harris! Neither Tanya nor David knew that the other two benches existed. David then arranged for the remaining two benches to be restored.

When Dr Stanley, a Resident at Hammerson House celebrated his 100th birthday, he planted two trees to mark the occasion of his birthday and in memory of his wife, a granddaughter of Moss Harris. David was surprised to see Tanya attend this event, as he had no idea Tanya's grandmother and Dr Stanley's wife were first cousins.

When the story of the discovered benches was revealed, Dr Stanley persuaded David to relocate one of the legendary benches to Hammerson House.

It now resides in a spot where Dr Stanley can sit on the bench donated by his wife's grandfather and look lovingly at the beautiful trees.





Who cares for the Carers?

At Nightingale Hammerson we recognise that our Staff experience highly emotive encounters at work. For our incredible Team to be able to give compassionate, caring and kind care every day, we need to ensure they are valued, supported and have space to talk about their experiences.

To fully support our Staff, we have partnered with the Point of Care Foundation, a leading charity focused on delivering quality improvements in care organisations. The Foundation has supported us with the required training and development to deliver Schwartz rounds in Hammerson House and Nightingale House.

Schwartz Rounds provide a structured forum where all Staff, clinical and non-clinical, come together regularly to discuss the emotional and social aspects of working in care.

The purpose of Rounds is to explore the challenges and rewards that are intrinsic to providing care, not to solve problems or to focus on the clinical aspects of patient care.

Rounds can help Staff feel more supported in their jobs, allowing them the time and space to reflect on their roles.

Evidence shows that Staff who attend Rounds feel less stressed and isolated, with increased insight and appreciation for each

other's roles. The Rounds also help to reduce hierarchies between Staff and to focus attention on relational aspects of care.

The underlying premise for Rounds is that the compassion shown by Staff can make all the difference to a Resident's experience of care.

In order to provide compassionate care, Staff must, in turn, feel supported in their work.

The Rounds happen at Nightingale Hammerson once a month and are open to all Staff. The Point of Care Foundation has recently come to assess our delivery of Rounds and to look at the effectiveness of our implementation and delivery in both Homes. Our mentor made the following comments during their most recent visit.

"This was an enjoyable observation visit. It feels as if Schwartz Rounds are very much in keeping with the open and generous culture of this organisation and the commitment that staff at all levels have to providing care that is as responsive as possible to the needs of the people they care for. There is recognition of the toll that this can take on staff and that they need support of this kind to enable them to continue to provide this compassionate care."

Point of Care Foundation Mentor



Venue Hire at Hammerson House

50A THE BISHOPS AVE, LONDON N2 0BE

Whether it's a birthday party, family gathering, corporate meeting, conference or community event, we have a space for you.



- Free parking available on The Bishops Avenue
- Different room sizes at affordable rates starting from just £15 per hour to £50 per hour
- Kosher catering under the supervision of Beth Din
- Professional and friendly Staff to assist you every step of the way.

Contact Aga for more information and to book your space

E: ALorek@nightingalehammerson.org Tel: 020 3838 8090

Venue Hire at Nightingale House

105 NIGHTINGALE LN, LONDON SW12 8NB

Whether it's a birthday party, family gathering, corporate meeting, conference or community event, we have a space for you.

- Conveniently located from tube, train and bus networks
- 12 minutes' walk from Clapham South tube, 8 minutes' walk from Balham tube and train stations and 5 minutes' walk from Wandsworth Common train station
- Bus: G1 and 319
- Rooms of various sizes starting from just £15 per hour to £50 per hour
- Kosher catering required
- Professional and friendly Staff to assist you every step of the way.



Contact Betty for more information and to book your space

E: ETompkins@nightingalehammerson.org Tel: 020 8673 3495



What's 90 years between friends?

The Intergenerational Programme at Nightingale House has brought new purpose and joy to our Residents. The daily interactions between the children and their 'grandfriends' help to develop an extended family of friendship, stimulation, and purpose. Residents at Nightingale House live in a multi-generational village where they can share their life experiences and skills with children who, in turn, share their dreams and their love.

Through a varied programme of reciprocal, mutually beneficial activities, these friendships grow and blossom like the plants in the beautiful Nightingale gardens.

"It's one of my biggest pleasures here, in the home, getting to know the children. It is an absolute joy and I feel as though they are part of my family."

Fay, Resident

Our programme includes intergenerational:

- Ballet
- Buddied reading
- Baking
- Gardening
- Poetry
- Arts and crafts
- Music
- Exercises
- Outings
- Games
- Shared meals

and there is much more. The children with their grandfriends explore nature and space, living, learning and laughing together.



We welcome Relatives and Visitors. To find out more please contact:
welcome@applesandhoneynightingale.com

Puzzle corner

How is your Health & Social Care knowledge? Do you know how many young carers there are in the UK? Or what the early symptoms of dementia are? Take our fun and informative quiz below to test your know-how:

1 How many life stages are there?

- 4 5 6 7

2 Which country spends less on health care as a percentage of GDP than the UK?

- Italy Slovenia Japan France

3 Over the past 26 years the number of available hospital beds in England has

- + 67% + 35% + 23% - 51%

4 How many young carers are there in the UK?

- 100,000 500,000 700,000

5 What is the average age of a young carer?

- 13 15 17

6 On average, how many young carers are there in each classroom?

- 1 2 3

7 There are young carers as young as five?

- True False

8 Most teachers know who the young carers are in their class.

- True False

9 How many people are estimated to have dementia in the UK?

- 100,000 500,000 Over 800,000

10 Is it common that one type of dementia is accompanied by another?

- No, having one type of dementia prevents from getting another one
 Yes, approximately half of the people diagnosed with dementia have co-existing pathologies.

11 Which one is not an early symptom of dementia?

- Disorientation in unfamiliar surroundings
 Forgetfulness
 Shaky hands

12 Which type of memory is first affected by dementia?

- Episodic memory covering the events that occurred from the time the person became ill.
 Episodic long-term memory, e.g. memories from the person's youth.
 Semantic memory, i.e. common knowledge, for example on the names of colours.

Answers

1 6, Infancy = 0-2 years, Early Childhood = 3-8 years, Adolescence = 9-18 years, Early Adulthood = 19-45 years, Middle Adulthood = 46-65 years, Later Adulthood = 65+ years

2 Italy: Italy 9.2 UK 9.3 Slovenia 9.4, Japan 10.3 France 11.6

3 Decreased by 51%

4 There are an estimated 700,000

5 13

6 In every classroom there are an estimated 2 young carers

7 True: Under the Care Act 2014, young carers are entitled to an assessment. It will look at what can be done to make caring easier for a young carer. See [Carers.org/article/who-can-have-carers-assessment](https://www.carers.org/article/who-can-have-carers-assessment)

8 False: A survey found that 42% of young carers said there was not a particular person at school who recognised them as a carer and helped them.

9 Over 800,000

10 Yes, approximately half of the people diagnosed with dementia have co-existing pathologies.

11 Shaky hands. The early symptoms are: memory problems, particularly remembering recent events, increasing confusion, reduced concentration, personality or behaviour changes, apathy and withdrawal or depression, loss of ability to do everyday tasks.

12 Episodic memory covering the events that occurred from the time the person became ill.

Meet Our Senior Leadership Team



Jenny Pattinson
Chief Executive



Chipema Chitambala
Director of Care Services



Nuno Santos Lopes
Director of Research, Innovation
and Community Engagement



Ed Davidson
Director of Operations



Chelsea Bassom
Director of Finance



Roy Chow
Head of HR

Meet Our Care Leadership Team



Hazel Joseph
Registered Manager,
Hammerson House and
Deputy Director of Care



Clemence Muchingaguyo
Registered Manager,
Nightingale House and
Head of Nursing



Roshni Shah
Practice Development Lead



Aaron Edwards
Care Quality Improvement Lead



Rosalind Gray
Head of Therapies



Alastair Paviour-Addison
Head of Engagement and
Spiritual Care



nightingale hammerson

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
