



# Relatives' Welcome Guide

NIGHTINGALE HOUSE



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# Nightingale House Main Contacts

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Nightingale House Reception:  
**020 8673 3495**

Nightingale House Registered Manager:  
**Clemence Muchingaguyo** [CMuchingaguyo@nightingalehammerson.org](mailto:CMuchingaguyo@nightingalehammerson.org)

Osha Household:  
**020 8772 2362**

Ronson Household:  
**020 8772 2397**

Wine Household:  
**020 8772 2380**

Wohl First Floor:  
**020 8772 2375**

Wohl Ground Floor:  
**020 8772 2374**

Assitant Catering Manager:  
**Denise Dooley** [denisedooley@caterplus.co.uk](mailto:denisedooley@caterplus.co.uk)

Should you need to raise any non-clinical issues please contact the residents' services team on: **residentsservices@nightingalehammerson.org**

Any clinical queries should be addressed with the household team or registered manager.

# Nightingale House Relatives' Information Guide

## INTRODUCTION

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Nightingale Hammerson warmly welcomes you to Nightingale House.

At Nightingale House, we create a warm and inviting home environment where everyone feels welcomed, appreciated and cared for with compassion. We strive to provide the best care possible throughout our residential, dementia, nursing, respite, rehabilitation and palliative care provision.

We provide a relationship-centered care model that promotes open and positive communication amongst care teams, Residents, relatives and volunteers. Our exceptional personalised care approach ensures all our Residents can maximise their quality of life and retain a sense of dignity.

We believe family has a key role to play. Relatives can offer valuable insights about Residents' preferences based on their personal life experience. This becomes especially crucial when a Resident is unable to express their choices independently.

A lot of emphasis is placed on the relationships that we build between the Resident, relatives, our care teams and volunteers. It is the strength of these relationships that is key to providing good communication and as a result, the best care. You may find your relative settles quickly, immersing themselves with energy into the activities and hustle and bustle of the home. However, you may find it takes your relative much longer to settle (this can happen in the dementia households in particular). We will always do our best to support you and your family members.

To keep everyone informed, we provide a regular newsletter to all relatives, highlighting the events and activities happening at Nightingale House for the upcoming week.

This guide will help you navigate this challenging time and will provide you with information about our home.

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# Nightingale House

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Nightingale House has four households: two residential care households, a dementia care and a nursing household. Each household has a lounge with a TV, plenty of books, magazines and games as well as quiet areas for reading and listening to music.

There is a communal space for group activities such as games, arts and crafts, cooking, and parties. Each household contains a large Residents' dining room.

## **Residential Care: Wine and Osha Household**

All care needs are specifically tailored for each Resident. This may vary from basic support (i.e. personal care and medication management) to more complex care needs, should this be needed.

Residents enjoy an engaging and sociable environment at Nightingale House, which supports and enables independence. This could include inviting friends over for lunch or a drink, visiting the hair salon, joining a club, taking part in the many activities or simply enjoying the beautiful garden.

Liza Ladignon, Manager for Wine household:

**[LLadignon@nightingalehammerson.org](mailto:LLadignon@nightingalehammerson.org)**

Wine household

Email:

**[WineUnit@nightingalehammerson.org](mailto:WineUnit@nightingalehammerson.org)**

Tel number:

**020 772 2380**

Florence Avwunu, Manager for Osha household:

**[FAwunu@nightingalehammerson.org](mailto:FAwunu@nightingalehammerson.org)**

Osha household Email:

**[OshaUnit@nightingalehammerson.org](mailto:OshaUnit@nightingalehammerson.org)**

Tel number:

**020 8772 2236**



# Nightingale House

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## **Nursing Care: Ronson Household**

24-hour nursing care is available for Residents who have more complex health and care needs. The care plan is designed to best support the holistic needs of the individual Resident. We also offer care for those who are reaching the last days of their life and who wish to be looked after within a compassionate, caring environment that is homely and comfortable.

Samsam Abshir, Manager for Ronson household

**[SAbshir@nightingalehammerson.org](mailto:SAbshir@nightingalehammerson.org)**

Ronson household Email:

**[NHRonson@nightingalehammerson.org](mailto:NHRonson@nightingalehammerson.org)**

Tel number:

**0208 8772 2397**

# Nightingale House

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## **Dementia Care: Wohl Household**

All team members attend our educational programmes so they can provide the best care to those living with dementia. Our households are designed to provide a dementia friendly environment.

Antonio de Assis, Manager for Wohl household

**[AdeAssis@nightingalehammerson.org](mailto:AdeAssis@nightingalehammerson.org)**

Wohl Household – First Floor General Email:

**[wohlwing@nightingalehammerson.org](mailto:wohlwing@nightingalehammerson.org)**

Tel number:

**020 8772 2375**

Wohl Household – Ground Floor General Email:

**[wohlnursing@nightingalehammerson.org](mailto:wohlnursing@nightingalehammerson.org)**

Tel number:

**020 8772 2374**

Please see **page 14** for more information about dementia

## **Raising non-clinical issues**

Should you need to raise any non-clinical issues, please contact the residents' services team on **[residentsservices@nightingalehammerson.org](mailto:residentsservices@nightingalehammerson.org)**. Any clinical queries should be addressed with the household team or registered manager.

# Nightingale House

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## SERVICES AVAILABLE

At Nightingale House, permanent Residents can access appointments for the optician, dentist, podiatrist and audiologist via the household team.

### GP

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Nightingale House has an in-house GP surgery. The GP is responsible for all medical needs, including referrals for specialist treatment and review of medication.

### Podiatry

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There is an existing service level agreement with 'Excellent 1st Podiatry'. The care team will complete a medical questionnaire before the initial assessment appointment. Priority is given to Residents who are diabetic or on medication such as Warfarin. Ongoing appointments are scheduled on a cyclical basis. Nightingale Hammerson funds the podiatry service.

### Audiology (monthly clinic)

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There is an existing service level agreement with the St George's Audiology Team. Referrals are made directly by Nightingale House. If the Resident requires higher-level treatment, they are referred to St John's Clinic (satellite clinic of St George's Audiology). If a Resident enters the home with NHS aids, it is useful for the care teams to know which hospital provided the aids. This is an NHS service.

We also work in conjunction with the Jewish Deaf Association who support our hearing loss champions

### Dentist

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At Home Dental is a unique dental service that delivers a full range of dental services directly to Nightingale House. They provide the latest in dentistry ensuring the very best in dental health. At each visit

E: [nightingale@homedental.org](mailto:nightingale@homedental.org) or [hammerson@homendental.org](mailto:hammerson@homendental.org)

T: 0808 169 4546

W: [www.athomedental.co.uk](http://www.athomedental.co.uk)



# Nightingale House

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## SERVICES AVAILABLE

### Connect Eyecare

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Nightingale Hammerson has a partnership with visiting optician Connect Eyecare to bring the High Street optician experience into Nightingale House with a 'pop-up optician shop'. Clinicians deliver compassionate, dementia-friendly eyecare, providing a supportive and familiar environment for Residents with cognitive impairments. Connect Eyecare employs the latest technology to diagnose, treat and manage eye conditions, as well as dispensing from a broad range of eyewear tailored to individual needs.

E: [support@connecteyecare.co.uk](mailto:support@connecteyecare.co.uk) W: [www.connecteyecare.co.uk](http://www.connecteyecare.co.uk) T: 0203 150 0686

Residents are not restricted to any of these services and have the option to use a service provider of their choice. The advantage of the services on offer is the convenience to be visited at Nightingale House for a check-up and treatment.

# Nightingale House

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## SERVICES AVAILABLE

### The Garden Café and Dining Room

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The café, which is located next to the main reception, serves a selection of hot and cold drinks, pastries and toasted sandwiches. A wider range of options and hot food is served in the dining room which is located next to the therapy suite and opposite the pharmacy.

Residents can make payments in the café and dining room using their Residents' Safe Keeping (see page 23 for our RSK policy). Visitors can pay using a credit/debit card.

We also have an additional private dining facility should you wish to book a private space for a family gathering. Please contact our Assistant Catering Manager to find out more, Denise Dooley: [denisedooley@caterplus.co.uk](mailto:denisedooley@caterplus.co.uk)

### The Garden

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We have wonderful gardens at Nightingale House that include a koi pond, rose garden, a sensory reminiscence garden and play area for children.

You'll find benches scattered throughout the gardens, perfect for sitting with your loved one and soaking up the sun. You can also stroll along the paths that wind through the beautifully landscaped areas.

### The Salon

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The salon offers hairdressing and manicures and is open on Tuesday, Wednesday, Thursday and Friday. There is no appointment system and Residents can simply turn up. The salon is located on the ground floor next to the café.

The salon is cash free, and Residents can only pay via the RSK.

### Library and Activity Hub

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We have a well-stocked library, as well as a visiting librarian who brings books to Residents in their rooms. In addition, the popular activity hub provides a great space for much of our engagement programmes. This includes activities such as pottery, baking, cookery, art, textiles and many different clubs which are supported by the team, volunteers and Residents themselves.

#### Café Opening Hours:

8.00am to 4.00pm Monday to Friday

9.00am to 5.00pm Sunday

Closed: Saturday and Jewish festivals but tea and coffee stations will be available and urns will be provided

# General Information

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## NUTRITION

We take nutrition and hydration very seriously at Nightingale Hammerson. Good food brings a sense of pleasure to our Residents and a feeling of a true home environment. Choice, varieties of taste, texture and presentation, as well as the social benefits mealtimes offer, are all fundamental for well-being. Meals are provided in the dining room of each household, or Residents have the option to enjoy their meals in the comfort of their own rooms.

Food choices are always Resident led. Our menus change seasonally, and tastings are arranged for Residents to test the new menus and provide their input. Vegetarian menus are offered for lunch and dinner. Food is kosher and supervised by our spiritual care lead.

Throughout the day, food and snacks are available and there are grazing fridges on each household if Residents fancy a snack.

Nutrition and hydration are managed by our in-house dietitian and speech and language therapist and will support Residents if they are having difficulties with eating, drinking and swallowing.

Relatives are welcome to join their loved one for a meal on the household and can be booked via the household team. Payment can be made through the Resident's RSK account.

**Please could we ask that dogs are not brought into the dining rooms during mealtimes.**

### Catering and Housekeeping at Nightingale House

Paola Bruno, Caterplus General Manager:  
[paola.bruno@elior.co.uk](mailto:paola.bruno@elior.co.uk)

Denise Dooley, Assistant Catering Manager:  
[denisedooley@caterplus.co.uk](mailto:denisedooley@caterplus.co.uk)

Nightingale House follows a strict kosher policy, ensuring that all food served is kosher. We kindly request that you refrain from bringing any food into the home, except for fruit and vegetables.

# General Information

## ENGAGEMENT ACTIVITIES

Our wonderful engagement team is an incredibly dedicated and highly skilled group, held with much affection in our home. Their hard work goes a long way to supporting the care teams and providing stimulation, interest, companionship and much enjoyment for the Residents. The team comprise of our engagement leads, spiritual care lead and many engagement volunteers. They seek to understand each Resident's individual motivators and interests, to form a bespoke engagement strategy.

Becoming familiar with every Resident, through their life stories, interests and relationships is at the heart of our engagement programme. We specialise in inclusive and person-centred activities, led by our highly trained engagement team. Activities take place on the households, in the gardens and on the ground floor communal areas. Engagement is integral to the well-being of our Residents and an indispensable part of the holistic care at Nightingale House.

**Working collaboratively with our therapy and clinical teams, the engagement team delivers an activity programme that offers each Resident a sense of purpose, enjoyment and sensory stimulation. This helps with emotional well-being, mobility and dexterity as well as supporting the prevention of cognitive decline. This goes a long way to maintaining Residents' independence.**

Sense of purpose

Sensory stimulation

Enjoyment

Improved mobility & dexterity

Improved emotional well-being

Maintaining independence

Preventing cognitive decline.

### Activities include

Arts & Crafts

Baking

Gardening

Board games, cards, bridge

Group exercise classes

Intergenerational activities

Talks and lectures

Foreign language classes

& discussion groups

Outings & excursions

Quizzes, bingo & debates

Jewish celebrations & commemorations

Music events, concerts and music therapy

Days out, movie nights, and concerts.

### Birthdays and Celebrations:

If you would like to organise a celebration such as an afternoon tea, Bar/Bat Mitzvah, wedding anniversary etc, we would be delighted to assist you with booking an event space and catering within our home. Please contact:

Denise Dooley: [denisedooley@caterplus.co.uk](mailto:denisedooley@caterplus.co.uk)

# General Information

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## SPIRITUAL CARE

Nightingale Hammerson offers an inclusive and welcoming Jewish environment respecting everyone's religious traditions, as well as those who consider themselves non-religious cultural Jews. Our engagement and reminiscence programmes feature a variety of Jewish themes.

Shabbat and Festival services are held on ground floor in the Synagogue and theatre.

Services are led by our spiritual care leads and supported by volunteers. We warmly welcome Residents' families and friends to join us at our services. Shabbat candles are lit on all households and kiddush is recited. Urns are in place upon all households for those who respect Shabbat.

Our spiritual care lead provides religious and spiritual support as well as befriending for Residents, their families and friends.

## Apples and Honey Nightingale Nursery

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'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 an intergenerational community where they can share their life experiences and skills with children who, in turn, share their dreams and their love.

### Activities include

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

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

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

We welcome relatives and visitors.

To find out more please contact [welcome@applesandhoneynightingale.com](mailto:welcome@applesandhoneynightingale.com)



# General Information

## THERAPIES

With one of the largest in-house, multi-disciplinary therapy teams in the country, our aim is to ensure our Residents can all maximise their quality of life and achieve a sense of dignity. This includes maintaining independence, rehabilitation and preventative work through exercise classes, cognitive strategies, specialist seating, adapted environments and personalised programmes.

Our highly specialised team consists of in-house occupational therapists, physiotherapists, a dietitian, a moving and handling advisor, speech and language therapist and a clinical psychologist. This incredible team is essential for supporting independence and enhancing the lives of our Residents. Having an in-house therapy team is fundamental for the health and well-being of our Residents. With extended waiting lists spanning months and years within the NHS, our therapy team continues to see Residents face to face and ensures their needs are met.

### **This includes supporting:**

- Mobility
- Balance & strength
- Motor skills
- Managing cognitive changes & mental health
- Rehabilitation
- Holistic well-being
- Hydration & nutrition
- Daily tasks and activities to ensure ease and safety
- Mental well-being

Upon admission, our multi-disciplinary therapy and clinical teams assess every single Resident. An individual care plan is tailored for each Resident and includes functional rehabilitation, engagement, maintenance programmes and holistic well-being. Therapy sessions are offered to each Resident according to their needs. One-to-one physiotherapy sessions cost £75 per 45 minutes (please refer to your household manager for further information regarding therapy fees). These can be supplemented by one-to-one or group therapeutic exercise sessions. For Residents unable to leave their room, we offer personalised therapeutic support. This enables them to feel part of a community, minimising isolation, improving mental health and ensuring continued mobility.

The therapy team provides education and training to the care teams, enabling them to implement safe practice when using equipment. Working with Residents' families and the care team is essential to apply post-hospitalisation strategies and to facilitate on-site appointments with other practitioners.



# General Information

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## RELATIONSHIP-CENTRED CARE

### How to help a Relative settle into a new way of life

For some Residents, adjusting to this significant change in their lives and feeling at home in their new environment can take a while. When a Resident has participated in selecting their new home, the transition may be smoother. However, it's often a challenge to establish a sense of belonging in a new community.

When a person has cognitive impairment and a short term memory loss, they may find it even harder to settle. They may feel confused, upset, disoriented and displaced. This can be extremely challenging for family and friends as there are often feelings of guilt and loss.

A psychology support group for relatives meets regularly to enable reflection on some of those changes. Specialist clinical psychologist and psychology trainees are employed across both homes to support relatives and their loved ones beyond the support received by the Nightingale House team.

Our RCC co-ordinator also offers Namaste care workshops on sensory engagement and dementia awareness sessions for anyone interested.



# General Information

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## DOGS IN THE HOME

We love having dogs visit our care home – they bring comfort and smiles to many residents.

### **To keep everyone happy and safe, please follow these simple rules:**

- Dogs must be friendly, clean, and kept on a lead at all times.
- Owners must clean up after their dogs and use the outdoor waste bins.
- Dogs are not allowed in kitchens or dining areas during mealtimes.
- Please make sure your dog does not block walkways or get in the way of residents using mobility aids.
- Dogs should not disturb or frighten other residents or staff.
- If a dog shows aggressive or unsafe behaviour, it may no longer be allowed to visit.
- The care home cannot take responsibility for any damage or injury caused by visiting dogs.

# General Information

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## FEES AND CHARGES

### What is included within the weekly fee at Nightingale Hammerson

- ☒ Assistance with care as assessed and agreed with you in advance and recorded in the care plan. A change in the care plan due to newly assessed care needs may result in an increased care fee
- ☒ NHS GP surgery consultations, on-site and referrals to NHS specialist clinics
- ☒ Initial physiotherapy and occupational therapy assessments and participation in exercise classes
- ☒ Assistance to book a carer to escort to hospital outpatient appointments. There is an additional charge for the escort
- ☒ All food, drink, snacks between meals and special diets
- ☒ Participation in the engagement programme (there may be an additional charge for entrance tickets to excursions such as theatre and cinema outings)
- ☒ Access and use of the communal facilities Wi-Fi access
- ☒ In-house laundry services. There is no dry cleaning service.

### What is not included in the weekly fee and is available at an additional cost

- ☒ One-to-one physiotherapy sessions at a cost of £75 per 45 minutes
- ☒ One-to-one occupational therapy sessions
- ☒ Chiropody charges in addition to the NHS service charges
- ☒ Charges for glasses, hearing aids and dentistry when not covered by the NHS
- ☒ Staff escort charges to medical and out-patient appointments
- ☒ Additional team member(s) to provide one-to-one care or other care above the standard assessed level of care
- ☒ If required, specialised occupational therapy equipment such as specialist wheelchairs, recliner chairs and other aids
- ☒ Personal purchases such as toiletries, newspapers and confectionary available at the in-house shop
- ☒ Hairdressing and manicure charges
- ☒ Telephone line rental. All calls to UK mobile and landlines excluding premium rate numbers are free
- ☒ Television subscriptions to streaming services other than those channels provided by Freeview.

# General Information

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## FEES AND CHARGES

### Top-up payments

If your Relative's assets fall below £23,500, they can apply to the local authority for funding. This funding does not cover the full cost of care at Nightingale House and so Nightingale Hammerson will ask relatives to complete an application to request support from the charity to cover the shortfall. Where it is possible the charity will ask relatives to contribute towards this.

### Tips, gratuities and gifts

We do not believe it is appropriate for our team members to accept tips, gratuities or gifts from Residents, relatives and friends. Care team contracts state that they must politely decline any gratuities or gifts. Should you wish to show your appreciation of any team members, contributions can be made to our 'Staff Amenities Fund'. This fund supports various team member initiatives and engagement activities. If you would like to make a donation, please do so here: [nightingalehammerson.org/donate](https://nightingalehammerson.org/donate)

### Visitors

Visiting is open 24 hours a day. For security reasons, you will always be asked to sign in on arrival. We ask you to respect mealtimes as non-visiting times as much as possible, unless you have pre-arranged to eat with your relative.

### Smoking

For the safety and well-being of all our Residents and care teams, we operate a non-smoking policy throughout Hammerson House.

### Laundry

It would be great if you could label Residents' clothing before they arrive, but we will take care of it upon admission if needed. If we are not made aware of new items, we cannot accept liability if they are lost. For infection control purposes, soiled clothing is washed at a high temperature. Delicate clothing, including cashmere, can be damaged at high temperatures and we advise that they are not brought into the home. We cannot accept liability for damage in our laundry. We are unable to offer a dry cleaning service.

### Voting at Nightingale House

Now that your relative is a permanent Resident at Nightingale House, their address on the electoral roll will need to be updated. If they wish to continue to vote, they will need to be registered for a postal vote so they can continue voting without leaving home. You can do this on the **gov.uk** website.



# General Information

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## FEEDBACK

### Feedback

At Nightingale Hammerson we believe feedback is essential to provide outstanding care. We will always listen to our Residents and their families and speaking to your household team is very much encouraged. We record both compliments and complaints and are open to suggestions for improvement. Our chief executive holds interactive forums with Residents and relatives. Regular audits and satisfaction surveys take place, and we encourage everyone to take part. Visit [nightingalehammerson.org/feedback](https://nightingalehammerson.org/feedback) for more information.

### Compliments, Comments and Complaints

Nightingale Hammerson is committed to providing the best possible care to our Residents. We guarantee that all complaints will be thoroughly and promptly investigated.

The formal procedure for making a complaint is as follows:

#### Stage 1

It is preferable to pass any comments about our services to the household manager or senior person in charge of the household where your relative lives. If the complaint is about the household manager, please contact the Hammerson House registered manager.

#### Stage 2

If you are not satisfied with the response you receive from the first stage, you may put your comments in writing to the Hammerson House registered manager who will handle the matter directly or refer it to another member of the senior leadership team. Having received your comments, you may be invited to meet the director of care and discuss your concerns. Alternatively, you may wish to write to the chief executive of Nightingale Hammerson. Every effort will be made to investigate the complaint within 28 days. You will be kept up to date with the progress throughout the period of investigation and your complaint will be dealt with in confidence. If your Relative is funded by a local authority or ICB you can make the complaint directly to them. The funding authority will be able to give you information of their complaints policy.

# General Information

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## FEEDBACK

### Stage 3

If you remain dissatisfied, you can contact: the Local Government Ombudsman (LGO). The LGO must be satisfied that all reasonable attempts have been made to resolve the complaint within Nightingale Hammerson. Further information can be found at [www.lgo.org.uk](http://www.lgo.org.uk) or by calling the LGO helpline on **0300 061 0614**.

# Appendix: Escort Policy

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## 1. Introduction

**1.1** The purpose of this policy is to outline how Nightingale Hammerson will ensure the provision of an escort for residents either going to hospital in an emergency or for a planned appointment/other planned health appointments or on social outings. It identifies when the escort could be a family member or a staff member. The policy outlines the role of the accompanying staff, when this is the case and further details how such arrangements are funded in a non-emergency situation.

## 2. NH responsibilities (Emergency and non-Emergency)

**2.1** The Household Manager is responsible for implementing this policy within the household and for ensuring that anyone acting as an escort is competent to do so.

**2.2** The decision to provide an escort will rest with the most senior staff member on duty. Arrangements for escorts will differ for a planned appointment, health or social and in an emergency situation.

## 3. In an emergency situation

**3.1** Once a decision has been made for a resident to be transferred to hospital in an emergency, either by front line ambulance or urgent car transportation, the responsibility for escorting the resident will lie with the staff team at Nightingale House or Hammerson House.

**3.2** If a family member is present at the time of the decision to transfer to hospital for urgent care then that family member may choose to accompany their relative also. The household manager will decide in this instance if a staff member should also accompany the resident for transfer of information.

**3.3** It will be the decision of the Paramedic as to who can travel in the ambulance. If the family member only travels with the resident for urgent care then the staff will ensure that all relevant documentation is sent with the resident in the care of the paramedics.

**3.4** If a staff escort cannot be safely provided due to the needs of other residents and safe staffing levels, and no relative is available, the resident will travel to hospital in the care of the paramedics. All efforts will be made to send a staff member as soon is safe to do so to support the resident, if there is no family member available to join the resident at the hospital. All the relevant documentation will be sent with the resident in the care of the paramedics.

**3.5** Once the resident is in the ambulance, the welfare and wellbeing of the resident legally rests with the ambulance personnel

**3.6** Once the escort has confirmed with medical staff that the resident is safely in the care of the hospital, the staff member may return to the Home.

# Appendix: Escort Policy

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**3.7** In all instances the next of kin must be informed if a resident is attending the hospital for urgent medical care.

## **4. Planned Hospital and other health appointments**

**4.1** Wherever practical relatives should be requested to escort the resident to a planned hospital or other health appointment ensuring that appropriate prior notice is given.

**4.2** In the event that there is not a relative able to accompany the person, the household manager will make a judgement about whether an escort can be provided and what extra staffing resources are required to enable an escort. Consideration will be given to the length of time it is anticipated an escort will be needed, the mental and physical condition of the resident attending the appointment, as well as the needs of other residents and the safety and security of the household as a whole.

**4.3** If the household manager judges that an escort is necessary and can safely be provided without compromising the care and safety of other residents, they will designate a carer with appropriate experience and knowledge to escort the resident.

**4.4** Staff are not permitted to make private arrangements with family members for escort duty without prior knowledge of the household manager.

**4.5** The household manager will be responsible for making sure that suitable pre-arranged transport is available for the resident to travel to and from their appointment.

**4.6** Where hospital transport is not available and arrangements need to be made for taxis, these will be chargeable to residents/next of kin.

**4.7** Taxi's will be booked for all journeys to private (non NHS) appointments. The Finance department will need to be informed by the household as soon as possible so that appropriate charges can be applied. This should be done by completing the Escort and 1-2-1 form with details of who to invoice, rate based on qualification of escorting staff (Non-Nurse £20.00 per hour; Nurse £36.00 per hour) and details of the number of hours.

**4.8** A risk assessment will be carried out to identify any risk to the resident and the escort.

**4.9** If necessary the escort will be given the appropriate supply of the resident's due medication in a suitable container supplied by the pharmacy.

**4.10** The household manager/person in charge will ensure that necessary documents are taken in a sealed envelope by the escort to the appointment, including, where appropriate:

- A completed transfer form
- General Practitioner's letter if available
- Outpatient appointment card.
- A photocopy of the MAR sheet
- A copy of the record of resident's belongings if the resident is likely to be admitted (the original to be put on the resident's care file)



# Appendix: Escort Policy

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## 5. Escort to social events

**5.1** The resident/relative/representative of the resident should discuss the initial idea with the household manager a minimum of 2 weeks prior to the trip.

**5.2** It is important to remember that many families play an active role in the care of resident and a family member may be able to accompany resident on social outings. For the social activity to have maximum benefit for the resident they may require the support of a staff escort in addition.

**5.3** The decision to provide an escort rests with the household manager, taking into account the needs of the resident, the activity, other residents on the household and safe staffing levels.

**5.4** The household manager must carry out a risk assessment to identify any hazards the trip may pose to the resident and the escort.

**5.5** The resident/relative/representative must take responsibility for the organisation and payment of any transport required both to and from the activity.

## 6. The role of an escort

**6.1** A staff on escort duty will be expected to:

- Familiarise themselves with the resident's care needs and provide support for their activities for daily living;
- Ensure adequate medication, continence products, clothing and mobility aids are taken with the resident for the duration of the trip;
- Check the resident is suitably dressed for the journey and the activity, taking into account the prevailing weather conditions;
- Ensure they have all the necessary documentation if they are accompanying the resident to hospital;
- Support the resident in taking their medications as required;
- Ensure that suitable refreshments for the trip are taken;
- Ensure that a wheelchair is available as required;
- Ensure that they have the contact details for Nightingale Hammerson in case of emergency;
- Reassure the resident prior to and during the journey, responding to any request for help, and dealing with any care needs as they arise;
- Ensure that the Resident's privacy and dignity are maintained at all times;
- Ensure they remain with the resident until he/she is safely in the care of the staff at the required destination or until the resident has returned to the household;
- Report all incidents that may affect the health and safety of themselves or others;
- Report any dangers they identify or concerns that they may have in respect of lone working.



# Appendix: Escort Policy

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**6.2** If it is necessary for the staff member to stay with the resident while receiving active treatment, the staff should contact the Home to give the person in charge an update on the situation.

**6.3** On return from hospital or other health appointment the escort should make appropriate entries in the resident's daily report record which relate to observations, the service user's needs, physical condition, actions carried out or actions required. The escort should also make the person in charge aware of any immediate changes in care or treatment and any other concerns.

**6.4** Where it is anticipated that the resident will remain in hospital, the person in charge will implement the procedure for a resident discharge. See the Discharge Policy for further information.

## 7. Escort charges

**7.1** If it is deemed that an escort is necessary for a planned appointment and a relative is unavailable, the cost of the escort will be payable by the resident/family member at the rate of **non-Nurse £20 per hour and Nurse £36.00 per hour** up to a maximum of 4 hours. This rate reflects the cost of the escort administration and ensuring the continuation of safe staffing levels on the household in their absence.

**7.2** Once a risk assessment has been carried out and it has been agreed that the trip is appropriate and a member of staff is required to accompany the resident, the cost will be agreed with the family in writing, preferably by email.

**7.3** Residents/relatives/representatives must not give money directly to members of staff in relation to a trip. The Finance Department will generate an invoice to the resident/relative/representative or relatives/residents should give authority that the agreed cost should be charged to the Residents Safekeeping account (RSK).

**7.4** It will be the responsibility of the Household manager to notify the Finance Department details of the escort duty including the number of hours spent.

## 8. Dissemination

**8.1** This policy will also be communicated via the induction process for all new staff and through staff meetings for existing staff. Copies can be found in the policy folder on each household, nursing office and the Nightingale Hammerson intranet.

**8.2** All information will be provided through relatives and residents meetings, newsletters and admission information packs.

# Appendix: Resident Safekeeping (RSK) Policy

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1. Purpose and scope
2. General principles, Resident Safekeeping Accounts (RSK Accounts)
3. How they operate
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8. Respite residents
9. A word on security

## 1. Purpose and scope

The purpose of this document is to provide clarity for residents, relatives / powers of attorney and staff concerning the management and payment of incidental expenses by residents. The document will explain Resident Safekeeping, or RSK, Accounts (which are individual resident accounts managed by the Finance Department). It is designed to be read by relatives, powers of attorney and staff, as well as residents who manage their own finances.

## 2. General principles a Resident Safekeeping Accounts

We encourage residents / relatives to open an RSK account to cover the small items of expenditure they wish to make (hairdresser, shop, café, cash for outings etc.). Either the resident or their relative can pay money into the account by a simple bank transfer or cheque to Nightingale Hammerson. The money is then available for the resident to drawn upon. Expenses within the Home can be signed for and deducted. Should a resident require cash, for example for a shopping trip, they can withdraw that as needed. It minimises the need for cash to be kept in residents' rooms and thus any risk of loss.

## 3. How they operate

We encourage residents / relatives to open an RSK account to cover the small items of expenditure they wish to make (hairdresser, shop, café, cash for outings etc.). Either the resident or their relative can pay money into the account by a simple bank transfer or cheque to Nightingale Hammerson. The money is then available for the resident to drawn upon. Expenses within the Home can be signed for and deducted. Should a resident require cash, for example for a shopping trip, they can withdraw that as needed. It minimises the need for cash to be kept in residents' rooms and thus any risk of loss.

# Appendix: Resident Safekeeping (RSK) Policy

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## 4. What can be charged to an RSK account

The purpose of this document is to provide clarity for residents, relatives / powers of attorney and staff concerning the management and payment of incidental expenses by residents. The document will explain Resident Safekeeping, or RSK, Accounts (which are individual resident accounts managed by the Finance Department). It is designed to be read by relatives, powers of attorney and staff, as well as residents who manage their own finances.

## 5. How you know what's being spent and what's left

A statement is regularly sent out to the designated relative / power of attorney (or in some cases resident) detailing all expenditure since the last statement and showing the balance outstanding. This ensures that when the funds are running low, it is clear if a top-up payment is required. The Finance team are always happy to answer questions on expenditure. They can be contacted on [Accounts@nightingalehammerson.org](mailto:Accounts@nightingalehammerson.org).

## 6. What happens if a resident RSK account is empty

We do ask that RSK accounts are kept in credit and, in addition to sending monthly statements, will always do our best to contact the designated relative / POA if funds run out. However, we do know that sometimes relatives and POAs are busy and can miss these reminders, providing there is a history of the account being topped up regularly, we do not put a stop on items being charged against it, although cash withdrawals are generally not possible on an overdrawn account. However, we do need to protect the interests of the charity and if an account remains overdrawn for an excessive period and / or by too high an amount we may, regretfully, have to put a temporary stop on it until the balance is cleared.

## 7. Residents living with dementia

Residents living with dementia are encouraged to have RSK accounts as it avoids the need for them to carry cash, which can so easily be lost. Providing a resident can give their name and some recognisable signature, the account can work as normal. However, we do ask relatives / POAs of those living with dementia to keep an eye on expenditure and perhaps keep a relatively small balance in the account. Resident Services will also encourage residents to charge items to rather than withdraw cash from the RSK account, although where a resident has capacity we are unable to prevent withdrawals from an account that it is in credit. Where a resident has no capacity then instructions must be received from the POAs as whether withdrawals should be allowed and the accepted limit. Where a resident is not able to sign their name, small items such as toiletries and sweets can still be purchased from the shop; Household staff complete an order form and the shop delivers direct.

**\*Note that this can only be done via RSK and not using cash.**

# Appendix: Resident Safekeeping (RSK) Policy

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The relative or POAs can also state what expenditure is and is not allowed. For example, a resident may have no capacity for decision making, even for very small matters, but may have always prided themselves on their appearance; the relative may prefer to supply any small items themselves but have an RSK account to allow a weekly visit to the hairdresser.

## **8. Respite residents**

Residents on respite stays must set up RSK accounts to take into account incidental purchases during their visits. A balance of £100 needs to be paid on admission.

## **9. A word on security**

RSK accounts are very secure, far more so than cash. Only the resident can charge items to the account. Staff in the café, shop and hairdresser know residents by name and will ensure the records are correct, even if a resident is confused. An RSK account can be closed at any time, and the monies returned to you. The money is kept in a separate account from the normal trading money of the charity and the system is audited each year. Mistakes do happen occasionally, of course, and we ask relatives and POAs to be vigilant and query any uncharacteristic expenditure promptly.



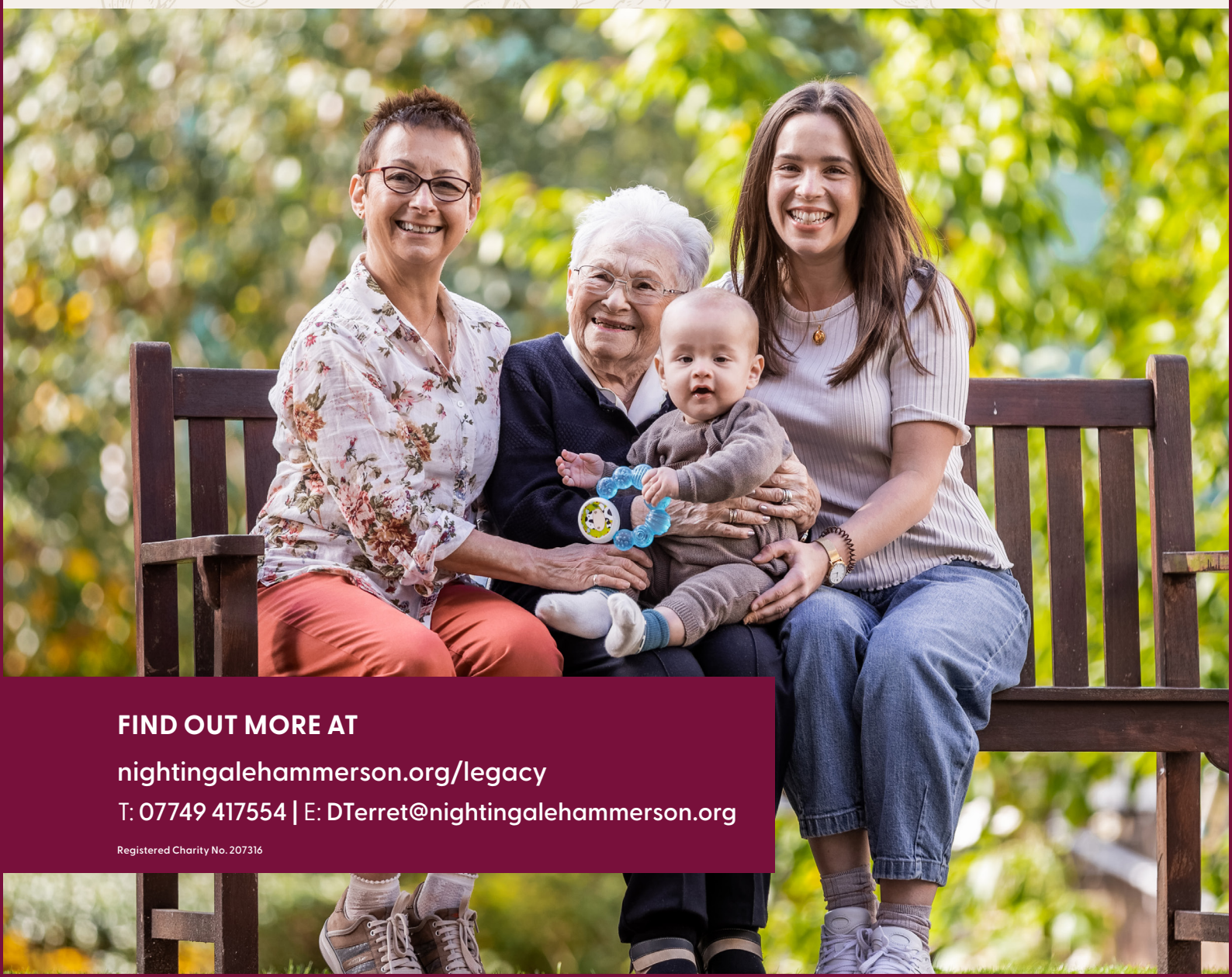
# The Gift of Care

## FOR FUTURE GENERATIONS

A gift in your Will can help families in the years to come. Nightingale Hammerson cares for over 250 Residents at Nightingale House in Clapham and Hammerson House in Hampstead.

Our charity's future will always rely on the generosity of the community to ensure our care will continue for generations to come.

If you are able to support our fundraising by making a donation, join one of our events or perhaps consider us in your will, we'd love to hear from you. To find out how to donate or learn how your legacy can make a huge difference, please contact David Terret in our Fundraising Department.



**FIND OUT MORE AT**

[nightingalehammerson.org/legacy](https://nightingalehammerson.org/legacy)

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