



**nightingale  
hammerson**

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**NIGHTINGALE HOUSE**



# Nightingale House



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## Enquiries

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

Call: 020 8673 3495 or send an email to: [ResidentsServices@nightingalehammerson.org](mailto:ResidentsServices@nightingalehammerson.org)

 @NightingaleHammerson  @NGHHammerson  @NGHHammerson  Reach by Nightingale Hammerson





**“Nightingale Hammerson is a beacon, not only  
for excellent care but also for enabling me  
to continue living a Jewish way of life.”**

**RESIDENT**



# Welcome

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On behalf of everyone at Nightingale Hammerson, we are delighted to introduce you to our newly refurbished and stunning Nightingale House. Nightingale House is the only CQC rated outstanding residential care home for the older Jewish community in the UK. We are immensely proud to be providing our wonderful Residents with the highest quality of care in a beautiful and heart-warming location.

*“Nightingale Hammerson is a beacon, not only for excellent care but also for enabling me to continue living a Jewish way of life”* - Nightingale House Resident

This quote 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 empower every individual Resident to live the way they want to, with access to outstanding facilities and activities to promote well-being, independence and quality of life every single day.

Choosing a care home is one of the most emotionally challenging decisions you and your family will have to make. It is about so much more than care; it is about trust, comfort, community and feeling truly at home. We understand how difficult it can be to choose the right care home and we will guide you and support you every step of the way, should you choose to come to live with us at Nightingale House.

We hope this brochure will give you an insight into our wonderful community and help answer some of the questions you may have. Our Residents' Services team and care professionals will be delighted to welcome you and your family.

Please do visit us and thank you for considering Nightingale House as your care home of choice.

We very much hope to see you soon.



**Jenny Pattinson**

Chief Executive, Nightingale Hammerson

# Choosing the Right Care Home

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**Experts in the care of older Jewish people since 1840. A home for life, regardless of your personal financial circumstances.**

Choosing a care home is one of the most challenging decisions you and your family will have to make. It is about so much more than care; it is about trust, comfort, community and feeling truly at home.

At Nightingale Hammerson, we understand how important this decision is. We welcome each Resident as part of our extended family, ensuring they feel comfortable and cared for in our homes. We understand the values, traditions and rhythms of Jewish life. From Shabbat dinners and festival celebrations to the comfort of knowing all meals are strictly


kosher, your Jewish life continues when you move into one of our homes.

Nightingale House is a place of warmth and joy, where medical and personal care are provided alongside friendship, laughter, a plethora of activities and spiritual connection. We encourage you to visit, meet our teams and see for yourself how our Residents live well, supported by people who care deeply.

At Nightingale Hammerson we create a community together where every story is heard and every person who passes through our door is valued.

Choosing a home isn't only about where you will be cared for, it is about where you'll belong. We are not just a care home, we are a home for life, regardless of your personal financial circumstances.



A portrait of Nuno Lopes, a man with short dark hair, smiling. He is wearing a dark blue suit jacket over a light blue button-down shirt. The background is a blurred green, suggesting an outdoor setting with trees.

**“The care we offer, whether it is residential, nursing or palliative care is far above any other care provider I have ever encountered.”**

**NUNO LOPES, DIRECTOR OF RESEARCH,  
INNOVATION, COMMUNITY ENGAGEMENT  
AND MARKETING**





**“It gave my mum a new lease of life. She didn’t just find care she found community.”**

**RELATIVE**

Nightingale Hammerson has served the community for over 185 years, with exceptional, holistic and relationship-centred care for older Jewish people. We provide life-enhancing care for every need and every means in a warm, connected community that feels like family.

Our award-winning, much-loved care home, Nightingale House in Clapham offers the full spectrum of support including those with complex care needs. Nightingale House is not simply a care home; it is a lifelong home rooted in Jewish heritage and guided by exceptional care.



**“I can’t think of  
anywhere better  
I could be. I feel  
this is very much  
my home. It’s my  
stately home!”**

**RESIDENT**

We offer a vibrant, connected environment where joy, laughter and community are part of everyday life. When you choose Nightingale Hammerson, you join a community. Nightingale House is officially rated Outstanding by the Care Quality Commission, placing our home in the top 3% of UK care homes.





**“From the CEO to the security guards on the door and every single member of Nightingale House, I am made to feel part of this incredible family. The care is exceptional. Everyone goes above and beyond.”**

**RESIDENT**





**“I can’t thank  
Nightingale enough  
for giving me back  
my life.”**

**RESIDENT**



# Care Options

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We operate a relationship-centred care approach, focussing on the importance of meeting the needs of the Resident, whilst also meeting the needs of relatives and care teams. We recognise that quality care only happens when there are strong relationships between everyone involved in a Resident's care.

## We offer:

- Quality assurance - CQC Outstanding Care rating and multiple awards
- High staff-to-Resident ratios
- In-house medical Team
- In-house multidisciplinary therapies:
  - Physiotherapy
  - Occupational Therapy
  - Dietitian
  - Speech and Language Therapy
- Pharmacy Technician
- Clinical Psychology
- Moving and Handling Advisor
- Engagement Leads
- Spiritual Care Lead
- Visiting Dental care team and Audiology
- Holistic, relationship-centred care
- Specialist dementia and nursing care.

**“For the families, it’s a great comfort knowing our loved ones are cared for so well.”**

**RELATIVE**



# Types of Care

## Residential Care

Care needs are specifically tailored for each Resident. This varies from basic support, personal care and medication management to more complex care needs. Residents receiving residential care can enjoy an engaging and sociable environment which will support and enable independence, dignity and purpose. It may involve inviting friends over for lunch, visiting our hair salon and manicurist, joining in with our numerous clubs or taking part in an array of activities or outings. Or simply, enjoying the beautiful gardens or sipping coffee in our gorgeous café.



## Nursing Care

24-hour nursing care is available for Residents with more complex health care needs. A care plan is devised to support the holistic needs of each Resident. Residents are able to take part in our engagement activities and enjoy many of the health benefits that these bring. Our on-site medical team ensure Residents are expertly cared for. This ensures hospital visits are minimised so that Residents can continue to enjoy the best possible quality of life.





## Dementia Care

We understand how important it is for families to have peace of mind, knowing their relatives are safe, happy and cared for, day and night.

Our care teams are not only highly skilled, but deeply compassionate. They take the time to get to know each Resident as an individual. Through our specialist dementia training, they learn to see the world through the eyes of someone living with dementia. Every Resident has their own personalised care plan, tailored to their individual needs and what matters most to them. We offer care that is professional and expertly delivered and also filled with compassion, patience and respect. We also offer extensive social and engagement activities in our dementia households.

**“The staff go the extra mile to look after and care for the Residents. They are very well trained and have a lot of patience. They often have to deal with demanding situations, and they do it with grace and compassion.”**

**RELATIVE**



## Respite Care

We offer respite care for those wishing to stay for a shorter period of time. This may be due to rehabilitation, post-operative care, convalescence after a hospital admission or simply to offer respite to relatives at home, or when care may not be available. Nightingale Hammerson will design a specific care plan to meet the person's needs during this period of admission, which may vary from two weeks to a few months.



**“A special thank you to Wine household who looked after John so well during his final years.”**

**RELATIVE**

## Palliative and End-of-Life Care

We look after Residents who need palliative and end-of-life care, in a compassionate, caring environment that is both homely and comfortable. Our Clinical Psychologist and her team of trainees as well as our in-house therapies team are always available to support Residents and their families at this challenging stage of life. Nightingale House was recently awarded the prestigious Palliative Residential Care Provider Award at the Palliative & End of Life Care Awards.

The judges recognised our person-centred approach, expert partnerships and deep commitment to compassionate end-of-life care with 90% of our Residents supported to die in their preferred place. This is a powerful reflection of our team's incredible dedication to proving exemplary care to our Residents.

# Health & Well-being

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## Therapeutic Support

Our dedicated in-house therapy team places Residents' comfort, safety, participation and independence at the heart of everything we do. We take time to understand each individual's needs and tailor support accordingly, adapting as those needs change. Therapists work closely with household teams, offering training and guidance to support Residents. Whether supporting someone to walk, access the environment or participate in meaningful activities, we ensure each person feels confident and supported. Skilled, compassionate and deeply committed, our multi-disciplinary therapy team helps Residents improve their quality of life and live confidently and actively every single day.





## The multi-disciplinary therapy team consists of:

### Physiotherapists

Physiotherapy is an integral part of our Residents' day-to-day life, maximising independence and confidence, as well as alleviating pain.

Within the first few days of arrival, Residents will be welcomed and carefully assessed by our therapy team. This ensures they are able to receive the best support to maximise movement, strength, balance and well-being. Our in-house therapies team quickly gets to know our Residents' individual needs and closely monitors each person to adjust support as needed. The physiotherapy team offers regular group exercise classes, for all abilities. They advise on strategies for falls prevention and can create bespoke rehabilitation plans, for an additional fee.

At Nightingale Hammerson we work collaboratively to help our Residents live better for longer and to add quality of life.

**“We are deeply person-centred. Our goals are focussed on what the Resident wants to achieve. Participation is powerful. As therapists, we focus not only on independence but also on engagement and meaning.”**

**ROSALIND GRAY,  
HEAD OF THERAPIES**

## Occupational Therapists

Our occupational therapists support Residents in the daily tasks they want and need to do through the therapeutic use of every day activities (occupations). These can include supporting with eating and drinking, getting washed and dressed or accessing the garden or a social activity around the home. The team are experts in activity analysis and modifying activity to enable Residents to continue participating in what is meaningful to them.

The occupational therapy team can create bespoke rehabilitation programmes to regain function, for example following a stroke, through to developing creative compensatory approaches such as the use of equipment and complex seating.

The team are dual trained in mental and physical health and can also support with cognitive function, sensory needs, environmental adaptation and work closely with the whole multi-disciplinary team.



**“What I love most about working at Nightingale Hammerson is the ability to really get to know the Residents. It is deeply rewarding to support them to achieve the goals that are most meaningful to them.”**

**VANESSA MARQUES,  
SENIOR OCCUPATIONAL THERAPIST**

## Moving and Handling Advisors

At Nightingale Hammerson we are fortunate to employ highly trained and expert moving and handling advisors who play a vital role in supporting both Residents and care teams across the homes. We have published and led the way with techniques that support dignity and care.

Working with the therapy team, our moving and handling advisors bring expertise if Residents need additional support with moving, for example using recognised techniques or specialist moving and handling equipment.

With expert communication and skills, they bring dignity, care and gentleness when Residents need additional support to move. Each Resident will be given a bespoke moving and handling plan with tailored guidance to meet their care needs.

A collaborative approach with our wider care team helps reduce the risk of injury and supports each Resident to move as independently as possible, improving well-being and quality of life.



**“I am passionate about helping Residents, who have been in bed for years, find meaningful moments at the end of their lives. Whether it is moving a Resident into the garden for fresh air or enabling them to enjoy a bath again, these moments matter deeply.”**

**JO MAFFEI, MOVING  
AND HANDLING ADVISOR**

**“Good nutrition and hydration are essential for our Residents’ well-being and quality of life. Individual preferences and medical requirements are always taken into account when recommending the right diet.”**

**CARYN STRAKER, DIETITIAN**



## **Dietitian**

Our on-site dietitian ensures every Resident receives nutritious, balanced meals and the support they need with eating and drinking.

The team works closely with our multi-disciplinary team to identify and assist those at risk of malnutrition or dehydration, particularly within our nursing and dementia households. From mealtime strategies and food-first approaches to tailored supplements, the dietitian leads on assessments, monitoring and personalised care plans. She liaises directly with our catering team to put dietary plans into action and champions nutritional education across Nightingale Hammerson.





## Speech & Language Therapist

Our speech and language therapist supports Residents with communication and swallowing needs, helping them stay connected and safe.

Whether assisting someone with speech difficulties, language loss or challenges due to neurological conditions, the therapist offers tailored strategies and tools to support expression, understanding and confidence. She also assesses and manages swallowing difficulties (dysphagia), working closely with the care teams and the dietitian to ensure meals are safe, enjoyable and appropriate for each Resident's needs. Through compassionate, expert care, our speech and language therapist plays a key role in supporting dignity, safety and meaningful interaction every day.



**“Quality of life and ethical decision making is always at the forefront of my practice, where I recognise the significance of eating, drinking and communicating well, as part of living a more fulfilling life in our homes. I enjoy building strong rapports with Residents and honouring their unique preferences, cultural beliefs and wishes, when assessing and providing intervention.”**

**CHLOE GREEN, SPEECH AND LANGUAGE THERAPIST**



**“Ageing is a privilege to me; older people are part of our community and society and need to be treated with dignity and grace.”**

**DR ALLY TOMLINS,  
CLINICAL PSYCHOLOGIST**

### **Clinical Psychologist**

Nightingale Hammerson is proud to be the only care home in the UK to offer an in-house team of clinical psychologists. Our clinical psychologist, supported by a team of postgraduate psychology students, provides compassionate mental health and emotional well-being support to all Residents.

Through one-to-one sessions, group work and collaboration with care teams, they help Residents manage anxiety, depression, adjustment to illness as well as the emotional impact of moving into a care home and dealing with end-of-life. They support staff with reflective practice and training to promote a psychologically informed environment. This unique service ensures that emotional and psychological needs are understood and supported alongside physical care, enhancing overall quality of life for our Residents.



## On-site GP practice

Nightingale House is the only care home in the UK with its own GP practice and the nursing and dementia households have their own, dedicated nursing professionals. The GP or nurse will always visit a Resident within their household or in their bedroom, should they be unable to make it to the GP practice.



## At Home Dental

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.

0808 169 4546

[nightingale@homedental.org](mailto:nightingale@homedental.org)

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

**“Psychology is extremely useful for Residents. It offers a space to discuss topics they are dealing with.”**

**PhD TRAINEE**





## Connect Eyecare

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.

020 3150 0686

[support@connecteyecare.co.uk](mailto:support@connecteyecare.co.uk)

[www.connecteyecare.co.uk](http://www.connecteyecare.co.uk)



## Excellent Care 1st Podiatry

Excellent Foot Clinic provides professional podiatry and foot health services for residents, supporting the treatment and management of a wide range of foot conditions, including mobility-related concerns.

Appointments can be booked directly by Residents or their relatives, independently of the care team, for added flexibility and convenience.

020 8850 7623 or 07404 238459

[Info@excellentcare1st.co.uk](mailto:Info@excellentcare1st.co.uk)

# Facilities & Amenities

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## Households

Our priority at Nightingale Hammerson is the care of our Residents. It is essential our Residents can dine, sleep and enjoy a variety of activities in a warm, comfortable and welcoming environment. We offer a home from home atmosphere with various levels of support. This allows Residents to be cared for according to their own specific needs. Care teams, dedicated to individual households form strong bonds with Residents and their families.

We are currently in an exciting stage of modernising and redecorating our historic building both upon the households and around our communal areas to create a luxurious and contemporary home.

### Nightingale House is a home to four separate households:

- **Osha household**  
Residential
- **Wohl household**  
For those living with dementia
- **Ronson household**  
Nursing
- **Wolfson household**  
Residential (opening Spring 2026).

Each household delivers a specific level of care, managed by expertly trained care teams and nurses most suited to the needs of each household's Residents. Households have between 15 and 40 en-suite bedrooms, positioned near a shared lounge, activity area, reception and dining room. Meals are served in the dining rooms but Residents also have the option to dine in their bedrooms. The lounges have a homely feel and there is space for quieter activities, exercise classes or group activities with the engagement team. Each week, a diary of events is posted on household noticeboards and Residents can look forward to activities in the week ahead.





## Bedrooms with Ensuite Shower Room

Bedrooms are furnished with a wardrobe, drawers, chair, bedside table and a bed. Specialist beds are provided within the nursing and dementia households and have built-in technology that can be modified to support a person's requirements. Soft furnishings, bed linen and towels are offered, and all bedrooms are ensuite. There are a small number of bedrooms for couples and some with garden views. Residents may personalise their rooms as they wish. Our health and safety team will assess furniture and pictures for the walls and will help with moving and positioning items.

We provide televisions for all bedrooms. Residents' Services will also arrange installation of a telephone landline, although many Residents now choose to use their mobile phones.



## Reception and Security

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



## Engagement Activity Hub

The beautifully refurbished activity hub is a light-filled expansive space for Residents to gather and take part in a wide range of activities. The activity hub is filled with equipment for Residents to enjoy their day, whether it is pottery, discussion groups or lectures, cooking and baking in the new kitchen or experiencing the multi-media setting.

Other activities that take place here include painting, arts & crafts, needlework and harvesting our honey from the Nightingale House beehives. When the weather is fine, the hub opens onto the extensive and beautiful gardens of Nightingale House. The hub hosts tea parties, presentations and can simply be used to gather for a cup of tea and a chat.



## Concert Hall / Theatre

The brand new concert hall hosts larger events such as concerts, tea dances, quiz evenings, musical events, lectures and film screenings. This space can also be used for private events should Residents wish to host a birthday party or similar function.

## Library

We have a well-stocked library where Residents and volunteers often play bridge and Rummikub, as well as attend talks and discussion groups. A mobile library also visits Nightingale House each fortnight.

## Well-being Salon

The on-site Salon offers Residents some well-deserved pampering. It is a popular venue, allowing everyone to catch up with friends as they enjoy a manicure or hair appointment.

If a Resident is unable to visit the Salon, the hairdresser will visit a Resident in their room.

A range of toiletries are also sold here.

## Synagogue

Our beautiful synagogue welcomes Residents, their family and friends, to weekly Shabbat and Festival services. The synagogue is also used for gatherings and talks. We regularly welcome local school children to teach them about Judaism and our cultural traditions.



**“What continues to move me deeply, is how many Residents arrive with little connection to religion or faith, yet they find their voice in our services. Our synagogue is now one of the best attended in all of South London, a testament to the inclusive, uplifting and welcoming environment we’ve nurtured.”**

**RAFI, SPIRITUAL CARE LEAD**



## The Gardens

The gardens are expertly managed by the head gardener, who works closely with the Residents each week during the gardening club. This is a beautiful space to enjoy both sun and shade, with potted plants, comfortable seating and accessible paths for wheelchairs. There is a play space for visiting children, who take great delight in the covered pond that houses huge Koi carp!





## Bees and Beekeeping

There are three hives safely tucked away behind our fruit trees and shrubs. Beekeeping is managed by our head gardener who runs many different bee and honey related activities. Honey is harvested twice a year by our Residents and nursery-school children and jars are sold in our shop.

**Post** is delivered daily to Residents' rooms. The household team will post items for Residents and there is a post box located on the ground floor.

**Newspapers** can be ordered and delivered daily to Residents' rooms.

## Laundry

The laundry team is based at Nightingale House and laundry is collected daily. Laundered items are returned directly into Residents' drawers and wardrobes. There is a dry cleaning service on request.



# Our Newly Refurbished Café at Nightingale House

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In December 2025, our beautifully refurbished café, was opened with great joy by 104-year-old Resident Bobbie Silver. The new café provides a bright, contemporary and welcoming space for Residents, relatives, volunteers and friends to gather together. Thoughtfully selected elegant furnishings, gentle colours and an open-plan layout create a sense of calm and connection from the moment you enter the home.

Bathed in natural light, the café features patio doors that open directly onto our terrace and landscaped gardens, creating a light and airy environment to relax, socialise and enjoy freshly prepared food, refreshments and tasty snacks.

Whether enjoying a morning coffee, a light lunch or an afternoon treat, Residents and visitors are greeted by an atmosphere that feels warm, airy and uplifting.

Every detail reflects Nightingale Hammerson's commitment to creating spaces that nurture well-being, independence and meaningful connection.











## Intergenerational Programme with Apples and Honey Nightingale

The Intergenerational programme with the on-site nursery, Apples and Honey Nightingale, offers both Residents and our nursery attendees, activities to enjoy together. The nursery was the first of its kind within a care home and is recognised as an international leader in its field.

Residents and children enjoy a huge number of activities and celebrations together, from French club, board games, arts & crafts, gardening, harvesting our honey, to reading with Residents and performing shows and concerts for them. Residents gain an enormous amount of enjoyment and fulfilment from being with our younger community. The importance for young and old to spend sociable and fun times together cannot be overestimated for both generations alike. Apples and Honey Nightingale has created an education and training centre which welcomes visitors from all over the world to learn about our programme.



**“The joy is watching a Resident’s face light up after an outing or a concert. Receiving letters from Residents sharing their appreciation for the activities is extremely rewarding.”**

**ALASTAIR, HEAD OF  
ENGAGEMENT AND  
SPIRITUAL CARE**

# Engagement Activities

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**Every day is an opportunity to engage, belong and thrive together.**

Nightingale House is set within beautiful grounds, which are open for everyone to enjoy whilst living, working or visiting at Nightingale Hammerson. Our vibrant programme of engagement activities is at the heart of life in our homes. From music and art to gardening, ceramics, reminiscence, community events, French conversation, flower arranging, beekeeping and much more. Each activity is designed to spark joy, create connection and celebrate each Resident's interests and individuality.

Whether sharing stories over coffee, joining a singalong or simply enjoying a quiet moment in our beautiful gardens, we offer meaningful experiences that enrich daily life. Our hard working and dedicated engagement team takes time to get to know each person. They

tailor activities to support emotional well-being, social connection and a continued sense of purpose. Whether a Resident lives in a nursing, residential or dementia household, the team ensures activities are created and suited for all needs and interests. Our engagement programme provides variety and choice, and everyone can become involved with an activity they enjoy.

Music plays a major role in the engagement programmes at Nightingale House, where residents can enjoy a wide variety of musical genres.

Professional musicians and organisations such as Live Music Now, Lost Chord, and the Zemel Choir regularly perform. The programme also includes musical visits from local schools, and young people from the London School of Ballet.





Quiz clubs



News discussion



Coffee morning  
socials



Exercise group



French  
conversation



Practical art  
groups



Reminiscence



Film clubs



Guest speakers  
& performers



Scrabble  
& Rummikub



Knitting



Gardening



Flower  
arranging



Men's group



Watching the  
premier league



Desert island  
discs



Bridge club



Shared poetry  
reading



Intergenerational  
programmes



Jewish cultural  
focus



# Jewish Culture & Tradition

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We are proud to be leaders in care, deeply rooted in Jewish tradition and heritage. Our much loved spiritual care lead is an integral part of daily life, managing Shabbat and Festival services, offering friendship, comfort and guidance to Residents. Importantly, he is always available during sensitive times of palliative and end-of-life care, offering invaluable support to Residents and their families.

The spiritual engagement programme brings warmth and meaning to everyday moments. Shabbat and all major Jewish festivals are celebrated with joy, adapted to suit the needs and abilities of each Resident. Friends and family are always welcome to join us.

## **Our religious and spiritual programmes include:**

- Shabbat services
- Shabbat afternoon drinks
- High Holy Day services and meals for Rosh Hashanah and Yom Kippur
- Sukkot celebrations in a beautiful sukkah
- Purim parties
- Sedar nights in the concert hall and on the households
- Chanukah parties.



Our synagogue is the heart and soul of the building. The Shabbat service at Nightingale House is immensely popular and is tailored to meet the needs of Residents who might struggle to sit through a full-length service. For Residents unable to make the journey to the synagogue, our spiritual care lead will often visit households to conduct a shorter service or visit Residents in their room.



### **Bereavement support**

Our bereavement support team is always available for families who are experiencing a bereavement and provides both practical and emotional assistance to those in need.

For support, please contact Lorraine:  
[lcardozo@nightingalehammerson.org](mailto:lcardozo@nightingalehammerson.org)  
or Alastair: [aaddison@nightingalehammerson.org](mailto:aaddison@nightingalehammerson.org)

**“Knowing that Mum could celebrate Shabbat and feel part of a Jewish community again brought her, and us, such comfort. The spiritual care team were always there, even in the quietest, most difficult moments.”**

**RELATIVE**

# Food & Nutrition

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**Good food is essential, not only because we take nutrition and hydration seriously but also because of the enjoyment that food brings to our Residents.**

At Nightingale Hammerson, food is much more than nourishment, it is comfort, culture, tradition and connection. Meals at Nightingale House are freshly prepared on-site in our kosher kitchen.

Menus are shaped by Jewish tradition, seasonal produce and each Resident's personal tastes. From familiar favourites like chicken soup and challah to celebratory meals for Jewish festivals, our food brings back memories and helps Residents feel truly at home. Shabbat and festival meals are especially meaningful, beautifully prepared, filled with warmth and often shared with family and loved ones.

Our catering team, Caterplus, works hand-in-hand with dietitians and care teams to support individual dietary needs, assistance with eating and nutritional plans tailored to health and well-being. The newly refurbished café is available every day apart from Shabbat when urns are provided for tea and coffee. The café serves a selection of tasty dishes and snacks for Residents, relatives, team members and volunteers and has direct access onto the beautiful gardens. There is a fine dining area for parties and special occasions.

In addition to serving a delicious and nutritious breakfast, lunch and dinner, grazing fridges are available so Residents can help themselves to a variety of snacks and drinks whenever they wish. The households also serve afternoon tea each day.

**“My mother may forget what day it is, but she always knows when it’s Friday Shabbat dinner.”**

**RELATIVE**





**“We don’t just cook meals. We create moments: Shabbat and festival dinners, birthday treats, family parties. It’s about feeding the soul as well as the body.”**

**CATERING MANAGER**



# Sample menus

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## SHABBAT MENU

### STARTERS

Chicken Soup with kneidlach and lokshen

Chopped liver, egg and onion

### MAINS

Roast chicken, gravy

Stuffed aubergine with vegetable strips,  
cous cous and gravy (no Quorn)

Mashed potatoes

Red cabbage

Roast potatoes, carrot tzimmers

### DESSERT

Fruit jelly, Alpro cream

Lemon tea or black coffee



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## ROSH HASHANAH MENU

Kiddush wine and round challah bread  
Apple and honey or apple puree and honey

### STARTERS


Chicken soup with lokshen  
Fan of melon with fruit coulis

### MAINS

Honey and orange glazed duck  
Vegetable and barley stew  
Roast potatoes or Marquise potatoes,  
roast parsnips, carrot tzimmers

### DESSERT

Baked apples stuffed with dates and  
apricots with alpro custard or fresh fruit salad  
Lemon tea or black coffee



# Volunteers

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## **Become a Volunteer and Make a Meaningful Difference**

Volunteers are at the very heartbeat of life at Nightingale Hammerson. We depend on our dedicated and enthusiastic team of volunteers who donate their time and passion to enhance the lives of our Residents.

Whether you can spare a little time each week or want to make a regular commitment, we would love to welcome you into our community.



## **How our volunteers make a huge difference to the lives of our Residents:**

### **Mealtimes Matter Volunteers**

Support Residents during mealtimes by offering a helping hand with eating and drinking.

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### **Volunteer Befrienders**

Spend time with individual Residents, building meaningful connections through regular visits.

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### **Engagement Volunteers**

Join in with household life or help deliver a wide range of activities, such as arts and crafts, cooking, sewing, gardening, flower arranging, baking bridge and much more.

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### **Shop Volunteers**

Help serve and support the running of our on-site shop.

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### **Exercise & Physio Volunteers**

Encourage movement and well-being by assisting with exercise classes and physiotherapy sessions.

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### **Outings & Event Volunteers**

Accompany Residents on day trips and outings.

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### **Health & Care Support**

Gain experience and skills in a dynamic, multi-disciplinary care setting whilst making a real difference to Residents' lives.

If you would like to enquire about volunteering,  
please contact [volunteering@nightingalehammerson.org](mailto:volunteering@nightingalehammerson.org)





# Our Team

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At Nightingale Hammerson, our care teams are at the centre of everything we do. Our teams are highly trained, compassionate and committed to providing personalised care, with support available around the clock.

As a charity, we take pride in nurturing our diverse workforce and enabling them to make a real and lasting difference. When our teams thrive, our Residents thrive. That's why we invest in their education, growth and well-being. From the moment they join us, every team member receives a thorough induction and the opportunity to continue developing throughout their career. Many go on to become care champions, leading colleagues in specialist areas such as palliative care, safeguarding, and relationship-centred support. Regular appraisals and training ensure they have the knowledge, confidence and skills to deliver outstanding care to the Residents of Nightingale House.

We celebrate and value our care teams. Through regular recognition, monthly and annual awards and well-being events, we ensure they know how much their work matters. By supporting, rewarding and empowering our teams, we create an environment where they feel inspired and motivated. Together, we create a community of care where staff feel appreciated, Residents feel cherished and excellence is part of everyday life.



# Awards

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## Celebrating Success. Celebrating Care.

At Nightingale Hammerson, we are incredibly proud of the achievements of our teams and our community. Every award and nomination is a testament to the dedication, compassion and commitment clearly evident in the excellent care we provide.

**In 2025, our outstanding quality of care has been recognised by several awards including:**



### **SOCIAL CARE TOP 30 FINALIST 2025**

Chief Executive Jenny Pattinson has been named a finalist and is recognised as one of the leading voices in social care.



### **NATIONAL CARE AWARDS 2025 WINNER**

Dignity and Respect Care Home of the Year.







## THE GREAT BRITISH CARE AWARDS

Palliative Care and End-of-Life Care Award Winner

Care Employer of the Year Winner (for the second year running)

Highly Commended for the Care Home Team Award.

## MITZVAH DAY AWARDS 2025



Nightingale  
Hammerson has been  
nominated as a leading  
voice in social care.



## NATIONAL CARE AWARDS

Care Home Group  
(Small) - Winners.



# Celebrating excellence across our homes

## **GOLD STANDARDS FRAMEWORK PLATINUM AWARD**

Honouring outstanding  
end-of-life care.



## **BIG SYN SUSTAINABILITY AWARDS**

“What is a Home?”  
shortlisted as charity  
film of the year.



## **SMILEY CHARITY FILM AWARDS**

“What is a Home?”  
shortlisted in the £15–£50  
million category for  
creativity and innovation.

## JVN AWARDS

Volunteer of the Year

Young Volunteer of the Year

Lifetime Achievement Award

Team of the Year.



## CHIEF NURSE FOR ADULT SOCIAL CARE GOLD AWARD

Awarded to Clemence Muchingaguyo, Registered Manager, by Professor Deborah Sturdy CBE.



These achievements reflect the true spirit of Nightingale Hammerson; a community where care, innovation and compassion are bound together. We celebrate these successes as part of our ongoing journey to deliver exceptional care for our Residents and their families.







# Listening to Our Residents and Their Families

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During the pre-admissions assessments, we ask Residents about their main priorities and the goals they wish to achieve during their stay in our care. This can be anything from improving their mobility to making new friends or taking up a new hobby. We focus on what is important to the individual and our care team will work towards the Resident's priorities. This helps us to support our Residents and put a plan of action together for a shared goal. Working together, with a common aim to enhance a Resident's well-being, is very much part of our relationship-centred care ethos.

To ensure we provide the best possible care, we listen to Residents and their families. We record both compliments and complaints, are open to suggestions for improvement and learning is always shared. 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. We actively encourage feedback from Residents, families and friends.



In order to listen in greater depth, we carry out audits and hold satisfaction surveys. Our chief executive holds regular, interactive forums with Residents and families, particularly when new to Nightingale House.

Families and friends are a huge part of our community and are always welcome at Nightingale House. We are also happy to support families with hosting birthday parties and other celebrations in our home. The household team can put you in touch with our catering team who will help to make plans and agree costs.



# Why Research Matters in Care Homes

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Across Europe, millions of people live in care homes and with an ageing population, that number is set to grow. This brings new challenges for health and social care systems:

- **Pressure on medical services**
- **Shortages of care professionals**
- **Increasing frailty and multimorbidity**
- **Adaptations for people living with cognitive impairment and dementia**
- **Financial pressures on governments and families**
- **End-of-life care provision**
- **The integration of AI and other emerging technologies.**

These are just a few of the day-to-day realities faced by care homes. Yet, despite the complexity, social care research remains surprisingly limited.

At Nightingale Hammerson, we're working to change that. Our mission is to strengthen the connection between care providers and academics, supporting co-produced research and challenging current practices in social care.

Over the past five years, we have participated in over 80 research studies across our two London care homes, partnering with universities from the UK and internationally. These studies range from resident and staff surveys to advanced medical research, including electroencephalograms for people in early stages of cognitive impairment.

Why is this important? Researchers act as our critical friends, observing our practices, asking tough questions, and helping us reflect on how to continuously improve care delivery.



In 2021, we launched the Care Home Research Forum, an event designed to bring researchers, care providers, residents, families, regulators, and policymakers together. The forum provides a platform for researchers to share findings, followed by in-depth Q&A sessions.

The forum has grown into a unique international event. Annually, we welcome over 100 attendees in person and 100+ online participants from 18 countries, including the US, Australia, India, China, Israel, Latin America, and across Europe. At this year's edition on the 6th November, we expect an even bigger attendance.

Research is not just academic, it's transformative. It shapes the future of social care, informs policy, and ultimately improves the lives of Residents and team members alike.

At Nightingale Hammerson, we will continue to champion research, ensuring it remains central to care delivery and decision-making.

Learn more about our research initiatives at [nightingalehammerson.org](https://nightingalehammerson.org)



# Nightingale House History

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Nightingale Hammerson has served older people of the Jewish community for over 185 years. We originated in London's East End through the formation of three small charities: the Hand in Hand Asylum for Decayed Tradesmen (1840) and the Widows Asylum (1843) which were the forerunners to Nightingale House as we know it today.

In 1894, the two charities joined forces and became the Home for Aged Jews. In 1904, a Jewish philanthropist, Lord Wandsworth, purchased a large building on Nightingale Lane, in Wandsworth, called 'Ferndale'. He donated the building to the charity, on the condition that they moved from the pollution and grime of the East End to the relative countryside of Wandsworth. Ferndale eventually became known as Nightingale House and over the years, Resident occupancy grew. New wings were built and the home became increasingly modernised. We are finalising a new regeneration project and are proud of the beautiful, modern facilities within our historic building.

In 2012, Nightingale House merged with another charity, Hammerson House. Together, we became Nightingale Hammerson. The care of our Residents is at the forefront of all that we do, and we remain committed to serving the Jewish community. We are an independent charity that is proud of its humble origins and are steadfast in our continued service for many more years to come.









## For More Information

The Nightingale Hammerson team is always available to discuss your concerns or worries.

If you would like more information about our care services or to arrange a visit, please contact our Residents' Services team:

020 8673 3495

[residentsservices@nightingalehammerson.org](mailto:residentsservices@nightingalehammerson.org)



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