



**nightingale  
hammerson**

---

**HAMMERSON HOUSE  
WOHL CAMPUS**



MANCHESTER HOUSE

NO PARKING  
ANYTIME

NO PARKING  
ANYTIME

# Hammerson House, Wohl Campus

---

- 
- 05 WELCOME**  
Jenny Pattinson, Chief Executive
- 06 CHOOSING THE RIGHT CARE HOME**  
A home for life
- 12 CARE OPTIONS**  
Our care offering
- 16 HEALTH & WELL-BEING**  
Therapeutic care
- 26 FACILITIES**  
In our households and around the home
- 32 ENGAGEMENT**  
Activities at Hammerson House
- 34 JEWISH CULTURE**  
Traditions we observe
- 36 FOOD & NUTRITION**  
Good food is important
- 40 VOLUNTEERS**  
People who make a difference
- 43 OUR TEAM**  
The heart of everything we do
- 44 AWARDS**  
Our achievements
- 49 LISTENING TO OUR RESIDENTS**  
To provide the best possible care
- 50 RESEARCH**  
Why research matters in care homes
- 52 OUR HISTORY**  
Serving the Jewish community since 1840
- 55 CONTACT US**  
For more information

## Enquiries

For more information our residents' services team will be happy to assist

Call: 020 3838 8090 or send an email to: [HHResidentsServices@nightingalehammerson.org](mailto:HHResidentsServices@nightingalehammerson.org)

[f @NightingaleHammerson](https://www.facebook.com/NightingaleHammerson) [@nightingalehammerson1](https://www.instagram.com/nightingalehammerson1) [X @NGHHammerson](https://twitter.com/NGHHammerson) [in Nightingale-Hammerson](https://www.linkedin.com/company/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

---

On behalf of everyone at Nightingale Hammerson, a very warm welcome to Hammerson House, Wohl Campus. Our home is a wonderful haven of comfort, luxury and compassion and offers expert relationship-centred care to 116 Residents from the older Jewish community. Providing excellent care is paramount and our values guide us to always ensure our Residents come first, in all that we do.

In the words of one of our Residents, “Hammerson is my home. I am living at home – not at ‘a’ home.” We provide care in a way that celebrates the spiritual, cultural and social bonds that unite the Jewish community. We recognise that every individual’s needs will be different and may change over time. We ensure every Resident feels empowered to live the way they want, with access to outstanding facilities and activities to promote well-being and quality of life every day.

However, we know it can be a hugely emotional time when considering care for yourself or a member of your family. My team understand the challenges, and they will guide you and support you at each step of your journey, should you choose to come to live with us at Hammerson House.

We hope this brochure will give you an insight into our wonderful community and help answer some of the questions you may have. Our residents’ services team and care professionals will be delighted to welcome you and your wider family to Hammerson House. Please do get in touch if you would like to visit.

Thank you for considering us at Nightingale Hammerson and we very much look forward to seeing you soon.



**Jenny Pattinson**

Chief Executive, Nightingale Hammerson

# Choosing the Right Care Home

---

**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.

Hammerson 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.





“Everything from the start through to the palliative care is second to none. I don’t know anywhere in the country that could have done that for Paul.”

RELATIVE



**“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 person-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 home, offers the full spectrum of support including those with complex care needs. Our home is not simply a care home; it is a lifelong home rooted in Jewish heritage and guided by exceptional care.



**“I feel inspired and in awe by all the initiatives. It is exactly as our family experienced. The home goes over and above. There was an extra layer of attention to detail, incredible tact, empathy, and style in listening to the residents’ wishes. I used to leave in the evenings knowing the home was a safe and caring place.”**

**DONOR AND SUPPORTER**



We offer a vibrant environment where joy, laughter and community are part of everyday life.



**“We finally feel mum is in a place where she is safe, cared for, stimulated, and respected. That peace of mind is something we never thought we would feel again, and we are deeply grateful.”**

**RELATIVE**





**“I can honestly say every team member I have met is really kind. My mum is so happy here.”**

**RELATIVE**



# Care Options

---

We focus on a relationship-centred care approach, highlighting the importance of meeting the needs of the Resident, but also addressing 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:

- High team-to-Resident ratios
- In-house medical team
- In-house multi-disciplinary 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 and audiology team
- 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 groups 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, filled with compassion, patience and respect. We also offer extensive social and engagement activities in our dementia households.

**“The team 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.



**“The team are exceptional. You made dad’s last few years immeasurably easier.”**

### 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. Our care team 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 providing exemplary care to our Residents.

# Health & Well-being

---

## Specialist Therapy Services

Our dedicated in-house therapy team places Residents' comfort, safety, participation and independence at the heart of everything we do. The purpose designed, Resident-centred, specialist therapy suite provides a safe and focussed space to facilitate rehabilitation and therapy input. 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 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 everyday 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 dietitian 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 swallowing and communication needs, helping them stay safe and connected.

Whether assisting someone with speech difficulties, language loss or challenges due to neurological conditions, our 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 our 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 with an in-house psychology team specialising in working in care home environments and later life care. The psychology service is part of everyday life in the home. They work closely with Residents, relatives and our teams, recognising that well-being is shaped by relationships, routines and the wider care environment.

Psychological support is flexible and tailored to each person. It may involve one-to-one sessions, group activities, informal conversations or joint working with care and nursing teams. Common issues they support Residents with are low mood, anxiety, adjusting to change and navigating end-of-life experiences.

They also work alongside relatives, offering space to talk, reflect and make sense of change, loss and uncertainty. Our teams are supported through reflective practice, consultation and training. This helps teams feel more confident in understanding Residents’ emotional needs and responding with care and consistency.

By holding emotional and psychological needs alongside physical care, the service supports dignity, comfort and quality of life for Residents and a supportive culture for everyone in the home.



## On-site GP practice

The Hammerson House GPs are on site Monday to Friday. The GPs are responsible for all Residents' medical needs, including referrals for specialist treatment, review of medication and any other medical care required.



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

**PHD TRAINEE**



## At Home Dental

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





## Eyecare

Homehealth Opticians offers professional domiciliary eye care for all Residents in the comfort of their own household. Eye examinations are available to everyone on the NHS, supporting the ongoing management of eye and vision conditions. The service includes dispensing of the spectacles, engraved with name, and intended use; all delivered directly to Hammerson House. Appointments can be made via the household team.

## Podiatrist

Excellent Care 1st Podiatry 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 via the household team.



# Facilities

---

Set in natural woodland, Hammerson House is a beautiful, award-winning and creatively designed home for our community to enjoy in their older years. The facilities are second to none and we believe our state-of-the-art building will be the new standard of care for our Residents, now and for generations to come.

## 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 and welcoming environment. We offer a home from home atmosphere with different levels of support. This allows us to care for Residents according to their own specific needs. Care teams, dedicated to individual households form strong bonds with Residents and their families.

### Hammerson House is a home to six separate households:

- **Wigoder**  
Residential care
- **Isaac Wolfson**  
Residential care
- **Edith Wolfson**  
Residential care
- **Pat Matthews**  
Dementia care
- **Audrey Matthews**  
Dementia care
- **Ronson**  
Nursing & palliative care



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 18 and 20 en-suite bedrooms, positioned near a shared lounge, activity area, reception and dining room. Meals are served in the dining rooms, but Residents have the option to dine in their bedrooms. The lounges have a homely feel and is a 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**

There is a total of 116 en-suite bedrooms, each designed with well-being and accessibility at the forefront of their planning. Each bedroom is furnished with a wardrobe, drawers, chair, bedside table and a bed.

Specialist beds are provided within the nursing and dementia households and have built-in technology that can be modified to support a person's requirements. Soft furnishings, bed linen and towels are offered, and all bedrooms are en-suite. Residents may personalise their rooms as they wish. Our health and safety team will assess furniture and pictures for the walls and will help with moving and positioning items.



### **Reception**

Our friendly and welcoming reception team is always on hand to assist both visitors and Residents. The team manages our switchboard, deliveries and ad hoc requests such as ordering a taxi.

## The Freed Café and Conservatory

Located on the ground floor, the café serves freshly cooked dairy food, a variety of teas, coffees, soft drinks, deli items and sweet treats. It is open to all Residents, families and friends and is a lovely space to sit together, chat and relax. The adjoining conservatory is an extension of the café seating area and leads to the courtyard garden, where there is further seating outside.

The café is open Sunday to Friday from 9am to 4pm, apart from Shabbat and Jewish festivals when urns are provided for tea and coffee.



## Bubby and Zeidy's Shop

The shop sells everyday essentials that our Residents or visitors may need, as well as some beautiful gifts, cards and books.



## The Pears Communal Hall

Situated on the ground floor, opposite the reception desk, is the Pears Communal Hall. This is used for many different activities and functions, including concerts, film screenings, indoor bowls, Shabbat and festival services, birthday celebrations and parties, as well as many engagement activities.



## Laundry

Upon arrival, the team will label Residents' clothes, if not already labelled. Clothing and other items for washing should be placed in the bedroom's laundry basket for the team to collect. Bed linen and towels are provided and fresh laundry is returned twice a week, directly to Residents' rooms. We are unable to offer a dry cleaning service.

## Internet & Telephone

Wi-Fi is available throughout the building, and all bedrooms have a smart TV. Every bedroom and en-suite wet room has an easy access nurse call system in place. Landlines can also be installed, should a Resident wish.

## Sylvia's Salon

The on-site hairdressing salon is available to all Residents. It is a popular service, giving Residents an opportunity for a good chat and a cup of tea, whilst enjoying a little pampering. We also have a visiting nail technician.



## Smoking

Hammerson House is a non-smoking building.





**“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

---

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

Our vibrant programme of engagement activities is at the heart of life within our community. From music and art to gardening, ceramics, reminiscence, community events, French conversation, flower arranging, and much more. Each activity is designed to spark joy, create connection and celebrate every Resident's interest and individuality.

Whether sharing stories over coffee, joining a singalong or simply enjoying a quiet moment in the garden, we offer meaningful experiences that enrich daily life. Our hard working and dedicated engagement team takes time to get to know each Resident. 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 huge part in the engagement programmes at Hammerson House. Professional musicians and music companies perform in our home. We encourage Residents to become actively involved in musical projects, such as the Desert Island Discs club, and we offer regular piano recitals and engaging drama programmes.

**“I plan my visits around mum’s busy schedule!”**

**A RELATIVE**





Quizzes



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

---

We are proud to be leaders in care, deeply rooted in Jewish tradition and heritage, respecting everyone's religious traditions, as well as those who consider themselves non-religious, cultural Jews.

Our much-loved spiritual care lead is an integral part of daily life at Hammerson House. She manages Shabbat and festival services, offers friendship, comfort and guidance to Residents. She is always available during sensitive times of palliative and end-of-life care, offering invaluable support to Residents and their families.

## 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
- Chanukah parties.



The religious 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.



### **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

---

**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 Hammerson House are freshly prepared on site in our kosher kitchen and are KLBD supervised.

Menus are shaped by Jewish tradition and seasonal produce. 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.

In addition to serving a delicious and nutritious breakfast, lunch and dinner, grazing fridges are available so that 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

---

## SHABBAT MENU

### STARTERS

Chicken Soup with kneidlach and lokshen

Chopped liver, egg and onion

### MAINS

Roast chicken, gravy

Stuffed aubergine with vegetable strips,  
couscous and gravy

Mashed potatoes

Red cabbage

Roast potatoes, carrot tzimmes

### DESSERT

Apple pie, pareve vanilla ice cream

Lemon tea or black coffee





---

## 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 tzimmes

### DESSERT

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

# Volunteers

---

## 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:

### Administration

supporting the fundraising, marketing, finance, HR, events and therapy team.

---

### Volunteer Befrienders

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

---

### 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.

---

### Exercise & Physio Volunteers

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

---

### Outings & Event Volunteers

Accompany Residents on day trips and outings.

---

### 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)



nightingale  
hammerson  
Grace  
Healthcare  
Assistant

nightingale  
hammerson  
Selina  
Healthcare  
Assistant

nightingale  
hammerson  
Selina  
Healthcare  
Assistant

nightingale  
hammerson  
Khaja  
Healthcare  
Assistant

# Our Team

---

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 Hammerson 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 our teams feel appreciated, Residents feel cherished and excellence is part of everyday life.



# Awards

---

## 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 of Nightingale House, 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

---

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 starting a new hobby. We focus on what is important to the individual and our care teams 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 approach.

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 Hammerson House.

Families and friends are a huge part of our community and are always welcome at Hammerson House. We are also very happy to support families with hosting birthday parties and other celebrations in our home.

# Why Research Matters in Care Homes

---

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 team surveys to advanced medical research.

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. We expect this year's forum attendance to be even bigger.

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/research](https://nightingalehammerson.org/research)



# History of Hammerson House

---

Hammerson House was founded in 1961 by Sue Hammerson CBE in memory of her late husband, Lewis Hammerson. Formerly known as the Lewis W. Hammerson Memorial Home, the home's purpose was 'to provide care for older members of the Jewish community in a real home environment'.

In 2012, Nightingale House merged with Hammerson House to become Nightingale Hammerson. It is a great testament to the Hammerson family that we are able to continue their vision in providing a wonderful home and offering exceptional care.

In 2018, the original Hammerson House building was demolished to make way for a new, modern care home which opened in 2021. A total of 116 bedrooms has been carefully designed within this luxurious home for our community to enjoy in their older years. We have created an award winning, modern, forward thinking building.

The care of our Residents is always at the forefront of all that we do at Nightingale Hammerson. We have over 185 years of history of care within the Jewish community and we continue to provide our exceptional level of care to all who come and live with us at Hammerson House.







# For More Information

The Nightingale Hammerson team is always available to discuss your queries.

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

020 3838 8090

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



**HAMMERSON HOUSE, WOHL CAMPUS**

50A The Bishops Avenue  
London N2 0BE  
020 3838 8090

**NIGHTINGALE HOUSE**

105 Nightingale Lane  
London SW12 8NB  
020 8673 3495

[nightingalehammerson.org](https://www.nightingalehammerson.org)  
[info@nightingalehammerson.org](mailto:info@nightingalehammerson.org)  
[HHResidentsServices@nightingalehammerson.org](mailto:HHResidentsServices@nightingalehammerson.org)

