



ANNUAL IMPACT REVIEW 2023



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“

I am very happy to live here, I really am.
The care really is marvellous.”

RESIDENT, HAMMERSON HOUSE

LETTER FROM THE CHIEF EXECUTIVE

When I joined Nightingale Hammerson in July 2022, I knew I was joining an organisation that had an incredible reputation for providing exceptional care. Over the last year I have been able to see this in practice and it has been a great privilege to be part of the delivery of outstanding care.

The Care sector remains a challenging environment. The cost of care continues to increase, great staff are harder to recruit, and high energy bills continue to make Care incredibly expensive. However, we remain fully committed to providing the best care to the most vulnerable in our community and find innovative and effective ways to ensure our residents lead fulfilling lives, have a sense of purpose and feel loved and cared for in our Homes.

Over the past year one of my biggest challenges was to create a cohesive culture across both Homes. To do this, we established a set of common values and behaviours to encourage better communication and teamwork. These values are embedded into who we are and what we do. Knowing we all have a shared set of values improves culture and supports a happier, more inclusive workforce.

I recognise that every role is hugely valued in Nightingale Hammerson. I am determined to remain hands on and support the team to deliver care. I know that I could not do my role without the incredible Care and Support teams, so I prioritise ensuring they are well cared for.

One of my first tasks was to ensure Hammerson House is fully occupied and I am delighted to say we have increased occupancy from 50 Residents

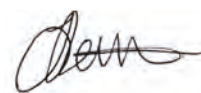


to over 100 residents and most of the Households are at capacity. We are also seeing an increase in the Resident numbers at Nightingale House following a few years of lower numbers following the pandemic.

In terms of catering, we have worked really hard to deliver an improved, high quality service. We set up grazing fridges on each floor so there are a variety of snacks at any time of the day or night. Another improvement was the introduction of a buffet service on our Residential Households. This has hugely improved the choice of dishes and it is heartening to see Residents return several times for additional helpings of their favourite dishes.

We have introduced “restaurant evenings” for Residents and their Families. The salt beef and fish and chip evenings were a huge success, and our tea parties are attended with great enthusiasm. One of the Residents even told me, “This is as nice as Claridge’s!”

It has been an incredible year getting to know the Nightingale Hammerson family. Thanks to the whole team and the wider community for making me feel very welcome. I also feel incredibly proud of the award winning, unique, compassionate care provided in both Homes. I am looking forward to widely sharing our ‘Best Practice’ Care over the years to come.



JENNY PATTINSON
CHIEF EXECUTIVE,
NIGHTINGALE HAMMERSON

“

The Residents are at the heart of all Jenny’s decision making and direction for the work we do. She ensures our Teams work together, in a supportive and kind environment, with our values leading everything that we do. We are delighted Jenny is leading our charity in the provision of outstanding care for older people.”

TEAM MEMBER



“

The care here is excellent, so much better than my previous Care Home. I thought that was what Care Homes were meant to be like. But when I came here, I realised how much better it was.”

IVOR, RESIDENT,
HAMMERSON HOUSE



 VISION, MISSION & VALUES

We have cared for the older Jewish community for over 180 years and have always put our Residents first, in all we do. Our ethos has always been driven by our vision, mission and values, directing our care, management and culture.



OUR VALUES

In 2022, we refreshed our values and reintroduced their importance to everyone in our community, including our Residents, so they know what to expect from us and those that directly look after them. We are all held to account, and by following our values, everything that we do will result in the best care for our Residents.

Caring Together

- Compassion
- Respect
- Excellence
- Dignity
- Integrity
- Teamwork.

OUR 2021-2023 STRATEGIC PRIORITIES ARE:

-  We will extend our exceptional care
-  We will embed continuous improvement and share expertise globally
-  We will be the exemplar for Relationship-Centred Care (RCC)
-  We will generate the greatest impact for our Residents from our resources
-  We will expand our innovation programme, including the reach of our intergenerational work and the use of technology
-  We will be a first class employer.

“
I would criticise if I could, but there really is nothing to find fault with. The Staff on Audrey Household, where my husband lives, are particularly kind. They all go the extra mile to look after and care for the Residents. I feel the Staff are very well trained and have a lot of patience. They often have to deal with difficult situations, and they seem to do it with grace and compassion.”

SANDRA, RELATIVE,
HAMMERSON HOUSE

OUR MISSION

Our mission is to be the leading organisation, recognised for providing the best Relationship-Centred Care in the UK and to share what we know.

OUR VISION

Our vision is to be an internationally recognised centre of care, excellence and innovation; a jewel in the crown of the Jewish community.

£2.5m

required to bridge funding gap for those most in need



We provide Residential, Nursing, Dementia, Palliative and End-of-Life Care and treat all of our Residents with respect and dignity. Our charity, which is over 180 years old, exists to be a leading provider of quality Relationship-Centred Care for older Jewish people.

Our aim is to provide holistic care and support in a safe and stimulating environment, using dedicated, trained Staff and Volunteers in both our Homes: Nightingale House in Clapham and Hammerson House, Wohl Campus, in Hampstead. Our Homes are divided into smaller Households which specialise in differing care needs.

Nightingale House Households	Specialised Care	Capacity
Wine	Residential	41
Sherman	Residential Dementia	27
Osha	Residential	15
Wohl	Nursing Dementia	40
Ronson	Nursing	28
Hammerson House Households	Specialised Care	Capacity
Pat	Nursing Dementia	20
Audrey	Residential Dementia	18
Isaac Wolfson	Residential	20
Edith Wolfson	Residential	18
Ronson	Nursing	20
Wigoder	Residential	20



In setting the aims of the charity, the Trustees have had regard to the guidance published by the Charity Commission in respect to the provision of public benefit by charities.

Nightingale Hammerson is committed to providing the same level of care to all older Jewish people in need. A substantial proportion of Residents are in receipt of local authority or other government funding and the charity raises funds from its donors and benefactors in order to meet the ever-growing shortfall between government funding and the costs of quality care provision.

“From the Chief Executive 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 for my husband Paul and myself is exceptional. Everyone goes above and beyond.”

SANDRA, RELATIVE, NIGHTINGALE HOUSE



2022 remained a challenging year for us with the ongoing impact of the pandemic and increased operational running costs. At the end of the year, our total income from our charitable activities was £14.8m, an increase of £4.4m (42%) from the previous year. This is due to the re-opening of Hammerson House, Wohl Campus in May 2021, which compensated for the decrease in Resident numbers at Nightingale House. At the year end, we had 114 Residents at Nightingale House and 67 at Hammerson House, a decrease of 7 and increase of 24 respectively.

As expected, the opening of Hammerson House resulted in our operational costs, including staffing costs, catering and accommodation costs increasing. Staff costs account for 60% of our total operational expenditure (2021: 61%), with our Staff continuing to be at the centre of all we do and achieve. Our average Staff number increased from 346 last year to 402. The majority of the increase was to support direct care provision and frontline services, for which recruitment continues to take place. Our vision continues to extend exceptional care services to Hammerson House and delivering personalised Relationship-Centred Care across both Homes. To maximise resources, we adopted a cross-site working policy for some administrative staff and the SLT.



“
The Home is comfortable,
well-appointed and the
Staff are very willing.
When I first moved to
Nightingale House, I was
below parr and wasn’t
eating. So having three
meals a day helped me
to get better and
I was well looked after.
I moved from Nightingale
when Hammerson House
opened. I still go out for
lunch regularly from
Hammerson House.”

RESIDENT,
HAMMERSON HOUSE

Our net expenditure before transfers and gains at the end of the year was £2.17m (2021: £0.47m). This was to be expected given it was the first full year of opening our second Care Home. We received £0.4m (2021: £0.6m) in government grants to mitigate the increased cost of infection control across both Homes and to support payment to Staff isolating, in line with the HMRC Coronavirus Job Retention Scheme.



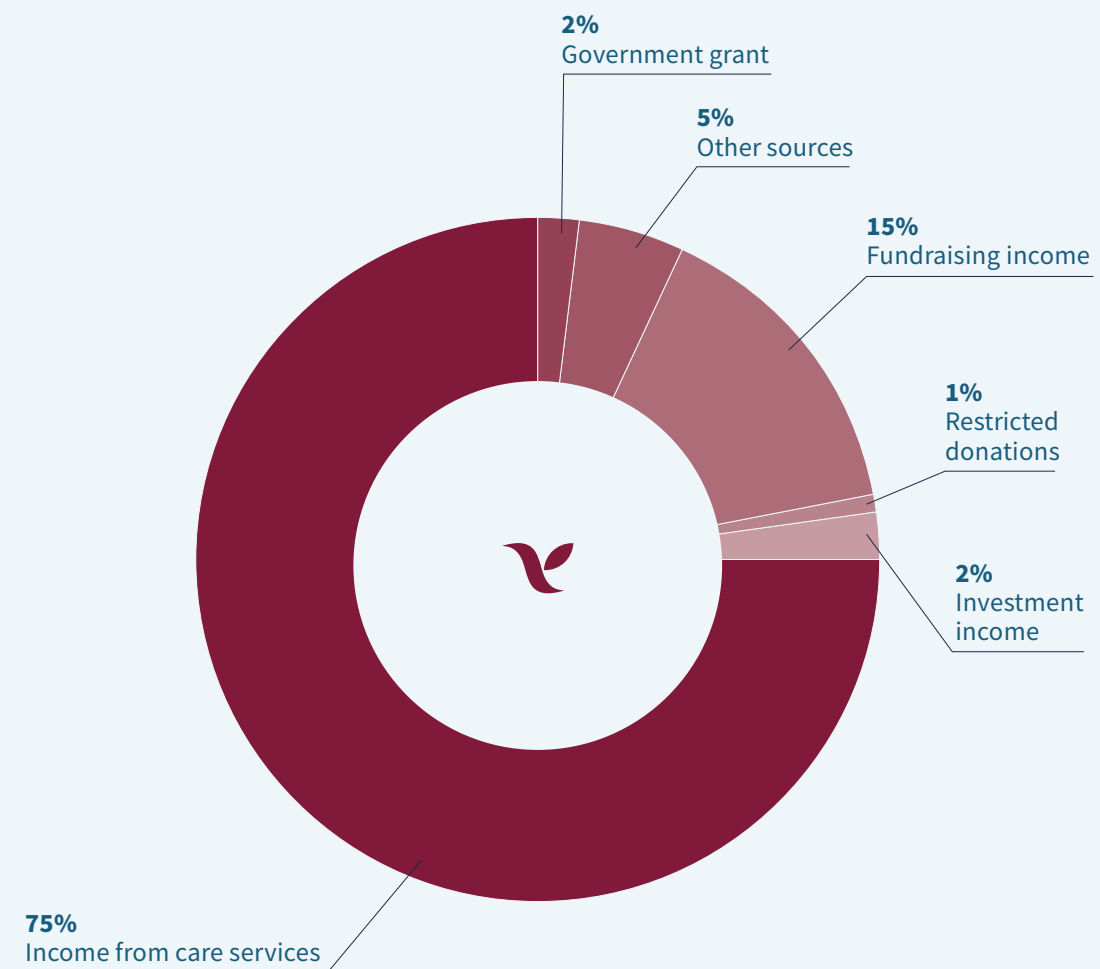
Fundraising generated £3.1m in donations and legacies (2021: £2.3m) at a cost of £0.5m (2021: £0.4m), means that for every pound spent we raised £6.12 (2021: £5.72).

We sold a property, Belmont Lodge on 1st November 2021, generating a profit of £0.8m. The deficit before investment gains and capital fundraising remained at a similar level, £2.4m compared to £2.1m in 2021. Capital donations for Hammerson House slowed down during 2021/22, as expected, reducing from £1.7m to £0.2m.

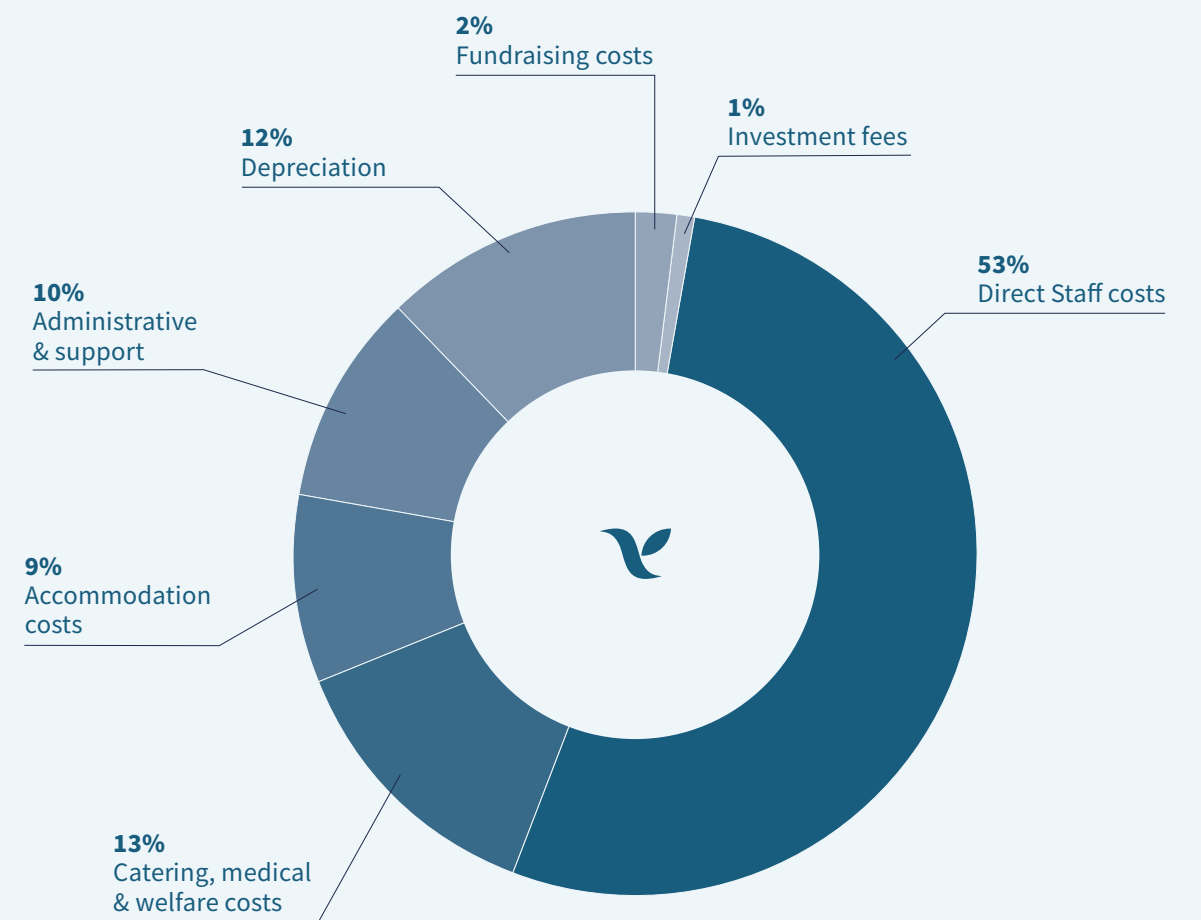
There was a significant unrealised loss on investments from both fund managers, totalling £1.6m. The table below provides a summary of the financial performance for the year ending 30th September 2022.

Financial Review	2022 £m	2021 £m
Income from care provision	14.8	10.4
Cost of care provision including depreciation	(21.1)	(15.6)
Government related infection control and furlough grants	0.4	0.6
Other operating income	0.1	0.4
Operating Deficit	(5.8)	(4.2)
Net fundraising income (excluding legacies)	1.4	1.0
Legacies	1.0	0.9
Net income from investments	0.2	0.2
Profit on disposal of fixed assets	0.8	-
(Deficit) before investment gains and capital fundraising	(2.4)	(2.1)
Capital donations for Hammerson House	0.2	1.7
Realised gains from investments	0.3	0.3
Unrealised gains/(losses) from investments	(1.6)	3.1
Actuarial gains from pension scheme	0.5	0.8

WHERE OUR INCOME CAME FROM



WHERE THE MONEY WAS SPENT





The CQC report states that Residents:

- Are truly respected and valued as individuals; and empowered as partners in their care in an exceptional service
- Passionately supported and encouraged to be part of their local community
- At the end of their lives received exceedingly compassionate care. Their wishes were detailed and recorded when people wished to share this including their preferences and choices for End-of-Life Care
- Benefited from research-based practices such as 'Namaste Care' which was designed to give one-to-one comfort and pleasure to people through sensory stimulation, especially the use of touch and scent in a relaxed environment
- And that the leadership was exceptional and distinctive. Leaders and the service culture they created drove and improved high-quality, Person-Centred Care.

Nightingale House was fully inspected at the end of 2022 and has again been awarded the rating of Outstanding by the Care Quality Commission (CQC).

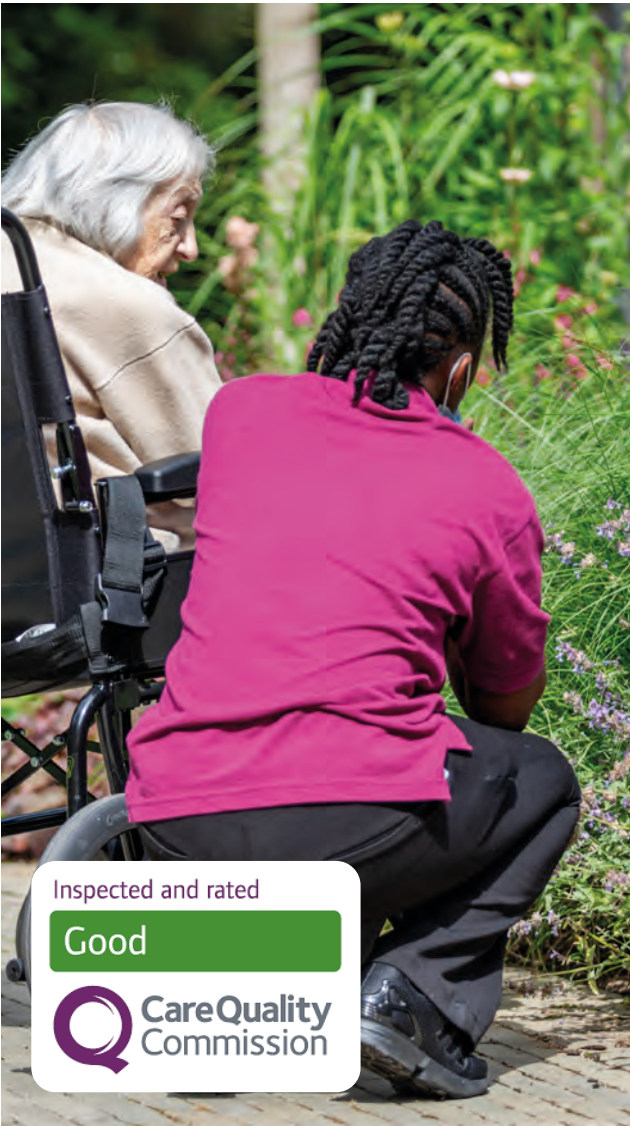
Since the start of the pandemic, Nightingale House is the only Care Home, with nursing, in London to retain an Outstanding rating following a full inspection (correct at time of writing, 16.1.23). Nightingale House continues to be the only CQC Outstanding Care Home serving the older Jewish community in the UK.

This recognition from CQC reflects the work of our wonderful Team at Nightingale House, who work hard, with compassion and empathy to ensure the very best care for our Residents. Thank you to all of you for all that you do each and every day to make our Home welcoming, caring and safe.

“

Retaining our Outstanding CQC rating is testament to our wonderful, kind and compassionate Care Teams at Nightingale House. My sincere gratitude to Clemence Muchingaguyo, Registered Manager of Nightingale House, and Nuno Santos Lopes, Director of Care. Their expertise meant we could continue to improve our care provision during and after the pandemic; providing exceptional guidance to our Care Teams.”

JENNY PATTINSON, CHIEF EXECUTIVE



CQC GOOD FOR HAMMERSON HOUSE

We were delighted to have been awarded the status of Good for our first CQC inspection at Hammerson House earlier in 2022. CQC commented we have the seeds to reach Outstanding in our next inspection. The Team will keep working hard to ensure we always provide the very highest level of care for our Residents.

27%

of Nightingale House Residents are local authority funded



NUNO SANTOS LOPES, DIRECTOR OF CARE

I specialised in Palliative Care. The management of healthcare settings has been my current role for four years. The driving force has been the mission towards fulfilling the needs of our Residents, supporting them to have a better life, by providing exceptional care.

We have had a very successful year at Nightingale Hammerson. One of our major achievements is the way we handled the Covid-19 pandemic. We were world leaders in the way we eased the Covid-19 restrictions to improve the lives of our Residents. We always allowed visitors into our Homes and reduced the isolation period for Residents. We were the first Care Home to introduce the essential care giver role and the first in the world to be mask free. These changes all helped to shape government guidance on Covid-19.

Another significant achievement was to receive Platinum status from the Gold Standards Framework for the Palliative and End-of-Life Care we offer at Nightingale Hammerson. We retained our Outstanding rating for Nightingale House and are the only Nursing Home for older people in London to achieve Outstanding status since 2020.

Hammerson House had its first inspection within one year of opening and was awarded Good in all five key lines of enquiry. It is rare for a new Home to receive Good in all areas of inspection.

In terms of research, we are the leading social care provider in the UK. In the past year we were involved in 14 different research studies across both Homes. We organised the first ever Care Home Research Forum where researchers presented to a worldwide audience of Care Givers, Relatives, Residents, local authorities, Care Inspectors and Professionals within the social care sector.

We were delighted to receive an endorsement from 'Skills for Care' for the education we provide both internally to our Staff and to other care providers. I've been invited on multiple occasions to speak at national and international conferences regarding our successful model of care. I am aware how special Nightingale Hammerson is when I visit and speak with other social care providers. The care we offer, whether it is Residential, Nursing or Palliative Care is far above any other care provider I have encountered.

“

We were world leaders in the way we eased the Covid-19 restrictions to improve the lives of our Residents.”



Our in-house Therapy Team plays a crucial role in the mental and physical well-being of our Residents. In the first part of the year, Covid was still in existence and the demand for rehabilitation services grew significantly.

Residents have more complex needs and are living with multiple conditions which the Therapy Team needs to address creatively. Therapy at Nightingale Hammerson is flexible and accessible, and we provide Residents with individual palliative rehabilitation plans.

We are extremely fortunate to have a Therapy Suite and an in-house Team including a Dietitian, Moving and Handling Advisor, Pharmacy Technician, Occupational Therapist and Physiotherapists. An on-site Team means we are familiar with our Residents and can provide intensive input enabling them to increase their functional ability.



“

A Resident who had deteriorated with complex conditions required the assistance of two Therapy Members. With input from the Physios in the Therapy suite, the Resident became more alert, performed exercises whilst talking about his life or listening to music and was able to decrease assistance to one Therapist. Palliative rehabilitation enabled him to increase his participation in engagement activities, thus improving his quality of life.”

The Team customises the plan for every individual Resident, taking into account goals and aspirations, health and well-being. By collaborating in multi-disciplinary meetings, we contribute proactive measures to minimise fall risks and prepare rehabilitation plans.

“

We recently accommodated a Resident who broke his hip and wanted to sit in a chair rather than be supported in bed. We partnered with other organisations to provide equipment and specialist techniques. It took the Team multiple visits and problem-solving to find specialist seating which enabled him to leave his room and enjoy his birthday in the communal area.”



The Dietitian and Occupational Therapist run Mealtimes Matters which offers training to all Care Teams throughout the year. The training explores how eating and drinking can be affected by dementia and ageing in general including:

- The role of the senses with eating and drinking
- Changes in eating preferences when living with dementia
- Reasons for needing support at mealtimes
- Different types of support that can be offered such as positioning at mealtimes and dysphagia awareness.

Having an in-house Moving and Handling Advisor means we can be responsive to any learning needs and provide mini-training sessions, which are particularly useful for new Staff. We run specialist in-house moving and handling training in a dedicated space, available 24 hours a day for Care Staff to practice moving and handling skills in order to ensure they are confident when working with Residents. Six Team Members recently qualified with RoSPA, Level 4 Advanced Award in managing diverse and complex manual handling situations. This enables us to provide more dignified and comfortable care for our Residents with complex needs.

An in-house Therapy Team means our wonderful Residents have immediate access to exceptional care at all times.



Nightingale Hammerson respects everyone's religious traditions, as well as those who consider themselves non-religious, cultural Jews. We are inclusive and welcome everyone in the Jewish community.

Rafi, our Religious Co-ordinator at Nightingale House has been with us for over 15 years. He has befriended, guided and been there for all our Residents, their Families and our Staff, both in joyful cultural celebrations and also at Residents' End-of-Life.

To ensure we have the same level of spiritual guidance and care at Hammerson House, we are very pleased to welcome our new Spiritual Care Lead, Esther Livingstone who is also supported by her husband, Rabbi Livingstone.

“

I am here to inject a Jewish footprint into the fabric of Hammerson House in an inclusive and broad manner. We hold services, talks and activities, and I'm here to give support and guidance to the Residents and their Relatives at all times.”

ESTHER LIVINGSTONE,
SPIRITUAL CARE LEAD



“

I am here for all our Residents, regardless of their commitment to faith. My role is not only to provide religious co-ordination, lead Shabbat services and cultural festivals, I also get to know our Residents and their Families; we talk about their lives, their needs (over and above care), we have fun and we reflect.”

RAFI FUCHS, RELIGIOUS CO-ORDINATOR



AN INTERVIEW WITH ALASTAIR ADDISON, HEAD OF ENGAGEMENT AND SPIRITUAL CARE

I have been involved in the organisation for 25 years. I like to think of our Homes as 'beacons of care.'

A great achievement this year was to employ a Spiritual Care Lead at Hammerson House to co-ordinate Shabbat services, support the Staff with the Jewish essence of the Home, visit Residents in hospital and to instil the Jewish presence. This role compliments Rafi's work at Nightingale House. Partnerships with synagogues such as Marble Arch and Norrice Lea provide us with resources for Shabbat and festivals and bring the wider community into the Homes. Our Team is aware of what is important to Residents, such as relationships with the wider community and their Families.

We support our Residents in all sorts of ways, and create activities for specific interests, such as French conversation groups, art groups and music sessions. Our Intergenerational Programme promotes lots of activity between Residents and the children, as well as music on Wohl and Ronson Households.

A plethora of music activities take place in both Homes. Musicians from Live Music Now and the Jewish Music Institute offer exciting events. The South London Concert Band, steel bands and various choirs frequently perform at our Homes. We have three Drama Therapists who take regular workshops, and their work has fundamentally impacted the well-being of our Residents.



Last year we took a group of Residents to Holland Park to take part in the Inspire Project, allowing older people to enjoy a lighter form of Opera. One new Resident who was struggling to settle and was an Opera fan, was given a new lease of life by attending this event. It gave him the confidence to feel he could still be part of a wider community and enjoy events outside the Home.



We apply the same level of engagement opportunities to all Residents, regardless of cognitive needs. Recently a musician gave a personal concert to a Resident supported in bed, who couldn't join in the Household concert. The joy is watching a Resident's face light up after an outing or a concert.

Part of my role works closely with our invaluable Volunteers, ensuring they feel supported and appreciated, as well as providing a Bereavement Support Programme to Residents and Relatives.

We are proud of our skilled and dedicated Engagement Team, who work collaboratively with the Care Teams. We are blessed to be sponsored by the kindness of the Jewish community who commit to helping us achieve our goals and without whom we could not manage. We ensure the money invested in us is used efficiently to offer the best possible care to our Residents.

My strategy for the future is to rekindle connections with local schools and enhance the Intergenerational Programme beyond the Apples and Honey Nightingale Nursery. Developing a united approach to enhance our Engagement Programme amongst Care Teams, Relatives and Volunteers is an essential aim for the coming year.

“

Dining is a wonderful way to create social engagements. Our 'fine dining' lunches and Burn's tea at Nightingale House were a huge success. We have introduced other popular events such as fish and chips and salt beef dinners at Hammerson House for Residents and Family alike.”



APPLES AND HONEY NIGHTINGALE, INTERGENERATIONAL PROGRAMME AT NIGHTINGALE HOUSE

This period combined Covid restrictions and the gradual opening up of the Home as they lifted. Nightingale House was the only Care Home in the country where social interactions between the generations were able to continue safely, conforming to Covid-19 regulations.

The Intergenerational Programme remained throughout this period, via zoom, socially distanced in the garden, or separated by glass doors. We celebrated Shabbat and Havdalah each week, enjoyed gardening, craft and music sessions and marked all the Jewish festivals together.

In September 2021, Apples and Honey Nightingale opened a Baby Room, extending our age range to welcome babies from 3 months. We reopened our weekly Intergenerational Baby and Toddler Group and were able to expand our Intergenerational Programme after the restrictions of the pandemic.



“
The Intergenerational
Programme has changed
my life. It makes me
feel young again.
It's like having a
second childhood!”

RESIDENT,
NIGHTINGALE HOUSE

Together with our Residents, we participated in Global Intergenerational Week, and marked Silver Sunday with an intergenerational concert and tea party to the enjoyment of all involved.

In January 2022, Apples and Honey Nightingale became an NCFE registered Training Centre and received accreditation for the first, level 3 suite of intergenerational qualifications in the UK.

We remain at the forefront of intergenerational practice, participating in research projects, contributing to conferences and running workshops. We continue to promote our vision of a cohesive and happy society, built on meaningful relationships between the children and their Nightingale Grand-friends.

EDUCATIONAL EVENT AT
HAMMERSON HOUSE

November 2022

As part of our Care Home Education Centre, this conference supports and collaborates with Researchers working to improve the quality of care for Residents and support Staff in Care Homes. Our guest speakers are leading experts in care and include Doctors, Professors, PhD Students and Researchers. The topics covered are varied and exciting and position Nightingale Hammerson at the forefront of education in this field. Infection control, Dementia Care, End-of-Life Care and the human rights of our Residents are examples of the subjects addressed.



200

hours of structured group
exercise took place at
Nightingale Hammerson
last year



“

The topics covered are
varied and exciting and
position Nightingale
Hammerson at the forefront
of education in this field.”

The Care Home Education Centre at Nightingale Hammerson is designed to support the development of Staff working in Care Homes by providing them with training and equipping them with the skills and knowledge they need to provide high-quality care. Nightingale Hammerson is endorsed by Skills for Care for the education provided. It is part of our ethos to provide a learning environment, to support Team Members with career progression and to become a centre of excellence.



REDEVELOPMENT PLANS
FOR NIGHTINGALE HOUSE

To continue to deliver outstanding care, with outstanding facilities, we are planning to fully refurbish Nightingale House and its infrastructures through significant capital refurbishment works. Our mission is to maintain the provision of excellent care and support and preserve the family-feel and ‘soul’ of the Home with all the services which make us Outstanding.

“
**I couldn’t wish for more -
caring, experienced Staff, lots
of activities and a smashing
new Chief Executive.”**

ONLINE REVIEW



**We aim to provide our Residents,
Staff, Families, Friends, Volunteers
and the community with:**

- An outstanding quality of life
- An outstanding quality of Residential and Nursing Care
- Outstanding use and remodelling of the existing spaces and facilities
- An outstanding environment
- A flexible and adaptive space to suit the changing needs of our current Residents and those we will care for in the future.



75%
of our expenditure is for
the direct care for our
Residents



The proposed development will be implemented in a structured programme to minimise the impact of the refurbishment works on the current Residents. There is a commitment to deliver a redevelopment to ensure Nightingale House is fit for purpose, and to provide a wonderful Home for today’s Residents and for those who will join us in the years to come.

We have commenced the work on refurbishing “The Wohl Wing”. The design will mix the history of Nightingale House with the requirements of a modern functional Care Home, with Jewish culture at it’s heart. We are looking forward to delivering this exceptional project over the next two years.

"I feel proud to be part of such an incredible organisation. It is an honour to have been recently appointed as Co-chair, and to provide our Residents with outstanding and compassionate care in an uplifting Jewish environment."

Joanne Black, Co-chair

"It is an honour to be part of this organisation, and a pleasure to be able to provide such wonderful care facilities for the benefit of the Jewish community. The Staff and Leadership Team at Nightingale Hammerson are devoted to maximising the quality of life for our Residents. This is what great care is all about."

Paul Althasen, Co-chair



Jo and Paul commenced the Co-chair positions on 1.2.23



"Having been a passionate supporter of Hammerson since its inception over sixty years ago, I have loved every moment of my involvement with the Home. By sheer coincidence I have been an ardent supporter of Nightingale since 1973 and could not be happier or more proud that the two Homes are now one. They will forever have my loving support, and that of my Family."

Patricia Beecham, Vice President

"Our ambition and passion at Nightingale Hammerson is to provide the elderly and vulnerable in our community with excellent care. My participation, over many years, has been a privilege and a great source of fulfilment."

Harvey Rosenblatt, President



"It is an honour and a privilege to be Vice President of Nightingale Hammerson. We value our Staff to ensure we deliver compassionate care to our Residents and that their Families feel supported."

Susan Grant, Vice President



"Nightingale Hammerson has been part of my life for a long time as my father, the late Gerald Lipton, was Chairman, then President for many years. Several of my Family members spent the last years of their lives experiencing the great care we offer. I am proud to support our Residents, Relatives and Team Members in any way I can."

Carolyn Balcombe, Trustee



"I have been a Nightingale Hammerson Trustee for a while now, but not a week goes by when I don't experience a sense of wonder at how our Care Teams work miracles for our Residents. To see the contribution that our fantastic people and top class facilities make to better the lives of Residents and their Families, makes this an extraordinarily rewarding role."

Keith Barnet, Trustee



"It is a privilege to play a part in helping members of our community at one of the most vulnerable times in their lives, while at the same time being part of an organisation that is at the cutting edge of elderly care and always seeking to improve."

Daniel Dayan, Trustee



"In January 2022, my mother became a Resident in the care home. Witnessing the phenomenal care she has been receiving inspired me to give back to the community and offer support to the next generation."

Ian Grabiner, Trustee



"I am very aware of today's challenges facing the charity and the adult social care sector and it is a testament to the commitment of my fellow Co-trustees and the charity's management and Staff Teams that Nightingale Hammerson is recognised as a leading and innovative provider of care in the Jewish community."

Melvin Lawson, Trustee and former Chairman



"Nightingale Hammerson is dedicated to providing thorough research and knowledge on how a Care Home can excel for the complex and diverse needs of individuals who live there, their Relatives and Staff. It implements and disseminates good practice. That's why I want to be a Trustee."

Gill Livingstone, Trustee



We successfully reduced our Carbon footprint
Nightingale Hammerson Trustee Ltd, in conjunction

with Carbon Footprint Ltd, has assessed its carbon footprint and has shown a reduction of 18.57% from the previous year, based on its absolute emissions.



"It's a privilege to give my time to working with the Nightingale Hammerson Team and my fellow Trustees. Whenever I meet Residents and participate in activities, together with our Staff, I'm enthused by the care Nightingale Hammerson provides."

John Reizenstein, Trustee



"I am delighted to be part of an organisation that cares for elderly Residents with compassion and dignity, thereby improving their quality of life. I welcome the opportunity to support a fantastic Team who deliver outstanding care."

Stephen Sharpe, Trustee



"As a palliative physician, I am in awe of how the Nightingale Hammerson Staff, on both sites, go the extra mile to make a difference to Residents at such a precious time in their lives. It is an honour to be a Clinical Trustee, I think I have learnt as much as I have contributed!"

Dr Ros Taylor DL MBE



“

**Hammerson is my home.
I am living at home
- not at a home.”**

RESIDENT,
HAMMERSON HOUSE

OUR COMMITTEES

Care Assurance and Resident Experience Committee

Ensures the care is outstanding and that Residents’ experiences meet their expectations and our high standards

Operations and Efficiencies Committee

Ensures effective procurement, robust contract management, implementation of the People Strategy and IT infrastructure

Audit & Risk

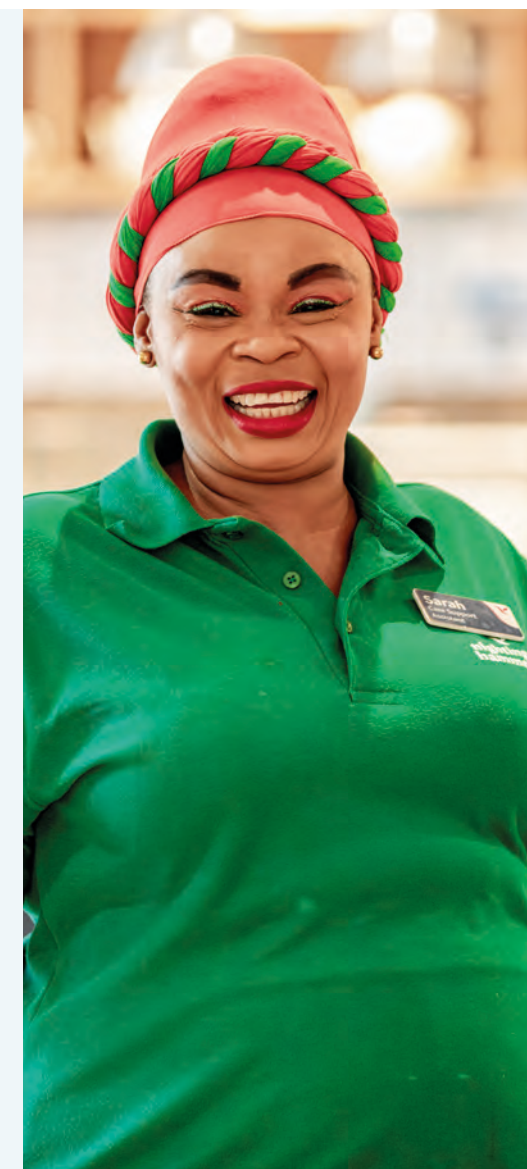
Oversees the organisational risk assurance framework. It is also responsible for ensuring that the Board is apprised of the principal risks and plans are put in place to mitigate those risks

Finance Committee

Oversees all financial matters including the financial risk register, budget setting, financial performance and financial planning

Fundraising and Marketing Committee

Oversees the planning and implementation of fundraising plans, marketing materials and communications externally to boost voluntary donations and capital fundraising income.



89

years is the average
age of our Residents

Our sincere gratitude to all our Donors for their generosity and support.

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 OUR VOLUNTEERS

Volunteers are vital to support the work of our charity; simply put, without their generosity of time, expertise and kindness we could not offer outstanding care in our Homes. We thank each and every one for all that they do in making our Homes the vibrant, happy and enjoyable places in which to live.



“

I have worked my entire life from the age of 17. I stopped during the pandemic. Now volunteering has filled a void in my life and has given me a sense of purpose.”

MELANIE, VOLUNTEER,
HAMMERSON HOUSE

**JACQUI, VOLUNTEER,
NIGHTINGALE HOUSE**

I started volunteering at Nightingale House in 2007, when my dad moved in here. I carried on volunteering when he passed away so when my mum moved here, I was already involved. She loved living here and was mentally very active, she enjoyed the activities, including bridge, pottery, water colour classes and loved all the outings. My mother passed away and then my husband died in the middle of Covid-19. I'd lost them both and being here saved me; it was a great comfort. Volunteering at Nightingale is better than any counselling I could ever have. People are so caring and compassionate.

I volunteer once a week unless there is an outing or a special event and then I always help out. I have a fantastic rapport with the Residents, they are like my friends. You build up strong relationships over the years with Staff, Residents and the other Volunteers. I feel we are rewarded not with money, but with smiles, hugs, laughter and sometimes just a look of recognition. I come home from Nightingale, uplifted and very proud to be part of such an amazing organisation. I feel blessed.





“

Our Volunteers are vital for the well-being of our Residents. With their wonderful and stimulating activities the Volunteers positively enhance our Residents' quality of life.”

ELIE LEVY, VOLUNTEER AND DEVELOPMENT MANAGER

OUR VOLUNTEERS



LEN, VOLUNTEER, NIGHTINGALE HOUSE

When I finally stopped working, I had time on my hands, so decided to Volunteer at Nightingale House. It's been 13 years now. I am 98 and guess that makes me the oldest Volunteer.

I don't see volunteering as a duty, I enjoy it, I look forward to it. I have always considered Nightingale House as a community, not a Care Home. I used to be the Senior Director of Social Services in Croydon, and I know what Care Homes can be like.

This Home is very different. It is unique. There is no division between Staff and Residents. It is like being in a Family and I consider Nightingale my second Family.

Every Thursday morning we hold a discussion group and encourage Residents to participate in what is happening in the world, whether politics, religion, films or books. The group brings the outside world into the Home and Residents can express views and opinions. In the afternoon I volunteer on Ronson.



“

This group has nurtured a feeling of togetherness and closeness. It doesn't just happen. It needs someone of Katy's ability to make it work.”

ALASTAIR, HEAD OF ENGAGEMENT AND SPIRITUAL CARE

KATY, VOLUNTEER, HAMMERSON HOUSE

Volunteering at Hammerson House is my favourite part of the week. I love hearing Residents' stories and knowing that being here makes a difference to their lives.

I think we all forget how hard it is to move into a Care Home, so I try really hard to include all the Residents in our coffee mornings. There is something very moving about making a change to someone's life.

I make sure we go to every Household, say hello and gently encourage Residents to join us. We all really enjoy it, both Volunteers and Residents alike. This is how I spend my spare time when I am not at work. It gives me a lot of pleasure and I genuinely enjoy coming to Hammerson House. I feel I give a lot, but I get even more back from our lovely Residents.



“

Small interactions mean so much to the Residents. And to me.”

ANNABEL, VOLUNTEER, HAMMERSON HOUSE

OUR TEAM

We are incredibly fortunate to have a compassionate and diverse Team of care professionals who represent our values in all that we do. Our Team Members are fully supported in their careers but also in their well-being. We want them to feel valued and supported in our community. We know our Teams make a huge difference to the lives of our Residents, and also to each other. For this we are incredibly grateful.

Your dedication and hard work is appreciated by everyone at Nightingale Hammerson. You enable our Homes to be the wonderful outstanding places of care in which our Residents can feel safe, comfortable and stimulated so they can live well. Thank you for being part of our community and all that you do.



1 in 5
Adults in the UK
have hearing loss



ZUNGA, PORTER
AND HEARING
LOSS CHAMPION

I have been a porter at Nightingale House for over 15 years. I accompany Residents to the hairdresser, the Activities' Hub or Therapy Suite for their physio. I am also a Hearing Loss Champion; I have hearing loss myself and a speech impediment. It was important for me to do the Hearing Loss course and become a Champion, so that I can help other Residents with hearing loss.

During the course, I was able to understand more about the impact of hearing loss for myself and the Residents. Some Residents only hear high notes and others low. I need to make sure there is enough light, so Residents can lip read and that it is not too noisy at lunchtime. I also check that communication is face to face and people don't shout at those with hearing loss.

The course has really helped me with my confidence. It gave me the chance to express myself and learn more about my condition. I have had hearing loss since childhood, so I really empathise with the Residents who, like me, find it hard to hear. I feel proud I can help them; I love working here as it is very inclusive.

SELINA, HEALTHCARE ASSISTANT

I am a Healthcare Assistant and have worked in Isaac Household since 2021. My role is to help Residents with their daily living, such as their bath and mealtimes. I talk to them about their lives, and I know which Residents like to hear about what I get up to.

The Residents love to talk about what they used to do when they were younger and what they would do if they were my age. Tess says to me, "Live your life, take more risks, love more and have a gin and tonic every night." I live to see Residents smile; it makes my day.

When I come to work David says, "Today is going to be fine, as you're here." They all say it, Dr Stanley, Shirley, Valerie, Sheila and Jennifer. This makes me feel that I am doing what I am supposed to be doing with my life. I know I'm in the right place.

I used to work for Sainsbury's and was a supervisor for 12 years, but I was miserable. I missed loads of workdays there, but I've not missed a single day here! I'm so much happier now, I learn so much more in this job. I feel I have a purpose being there for the Residents. Making a difference to their lives is what I'm meant to be doing with mine.



NON-CLINICAL MANAGER OF THE YEAR

The Nursing Times recognised Roshni Shah from Nightingale Hammerson as winner in the Non-Clinical category of its Workforce Summit & Awards. Over seven hundred professionals from across the health and care fields gathered at the Hilton London Metropole where Roshni was awarded the huge accolade of 'Non-clinical Manager of the Year.' Judges praised her approach to care management at Nightingale House.

According to Steve Ford, Editor of the Nursing Times and host of the fifth annual ceremony, the awards, *"highlight nursing's workforce achievements and some of the brilliant work being carried out during what continues to be an incredibly difficult period, due to enduring staff shortages, the aftermath of the pandemic and the approach of winter."*



“

Roshni is a compassionate leader that always puts Residents, Relatives, Team Members and Volunteers at the centre of everything she does.”

NUNO LOPES,
DIRECTOR OF CARE

Despite lockdown restrictions, we still managed to be creative with our fundraising and events, engaging our wonderful and generous supporters both in person and online. The 'hybrid event world' very much became the norm.



2022

20th and 21st February 2022 - Matched Giving Campaign

The launch of our first ever Matched Giving Campaign also featured two Appeal films and donors' gifts were doubled by matched funders. We held an exciting telethon style event at Hammerson House with a big screen showing our total raised, which was over £1 million. Guests, Staff and Residents popped in throughout the day to support the Team and enjoy the excitement.

24th May 2022 - Annual Golf Day

We were delighted to welcome over 85 attendees to our 38th annual golf tournament at Coombe Hill Golf Club. Despite the adverse weather conditions halfway through the competition, the day was hugely enjoyed by all. Our sincere thanks to the Edward Family who devised and have generously organised this wonderful event every year.

2nd October 2022 - TCS London Marathon

We had six runners for the London Marathon in 2022. The Fundraising Team are always looking for new runners and interested parties are invited to contact the fundraising office to find out more.

3rd October 2022 - Andrew Robson Bridge Day at Hammerson House

An exclusive day of bridge tuition with Andrew Robson OBE; England's best known bridge player. He guided our guests through some instructive topics designed to reach out to all abilities. The day was a huge success with great feedback.



2021

3rd October 2021 - TCS London Marathon

The London Marathon returned to the city's streets for the first full-scale staging of the race in more than two years due to Covid. Nightingale Hammerson had five runners with two travelling from the USA and our very own Cathy Buckingham.

26th October 2021 - Virtual Bridge on Zoom with The Times' Sally Brock, followed by a post tournament Q&A

We welcomed 92 online attendees to our first virtual tournament. Guests took part in a duplicate bridge with a difference as Sally Brock, an expert distinguished player participated, commented on the hands and took questions from the guests.



2022



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