



**nightingale
hammerson**

**IMPACT REPORT
2026**



Impact Report

- | | |
|---|--|
| 04. LETTER FROM OUR CHAIRMAN | 28. THERAPEUTIC GARDEN PROJECT |
| 05. OUR CARE & HOMES | 30. MOMENTS THAT MATTER |
| 06. WELCOME FROM OUR CHIEF EXECUTIVE | 32. ROOM TO ROOM |
| 08. TRANSFORMING NIGHTINGALE HOUSE | 35. INTERGENERATIONAL CARE |
| 10. FRIENDSHIP CAN BEGIN AT ANY AGE | 36. RESEARCH & INNOVATION |
| 12. RELATIONSHIP-CENTRED CARE | 37. RESEARCH, DEVELOPMENT AND ENGAGEMENT |
| 13. CENTENARIANS AT NIGHTINGALE HAMMERSON | 38. OUR VOLUNTEERS |
| 15. SEEING THE PERSON, NOT THE AGE | 39. THE POWER OF COMMUNITY |
| 16. A MOTHER AND DAUGHTER RELATIONSHIP AT HAMMERSON HOUSE | 40. GOODBYE, AUF WIDERSEHEN, AU REVOIR |
| 17. EDUCATION & DEVELOPMENT | 42. PALLIATIVE, END-OF-LIFE & BEREAVEMENT CARE |
| 18. CARE IN ACTION | 44. SUPPORTING DYING WELL |
| 20. OUR PEOPLE | 46. FEELING AT HOME |
| 21. ALLIED CLINICAL & HEALTH PROFESSIONALS | 47. TACKLING THE CARE FUNDING CRISIS |
| 22. WELFARE TECHNOLOGY | 48. FINANCIAL OVERVIEW |
| 23. I LOVE THE CARE TEAMS ON OSHA HOUSEHOLD! | 50. OUR PATRONS |
| 24. ENGAGEMENT ACTIVITIES | 51. OUR TRUSTEE BOARD |
| 26. WHEN I GOT HERE, I PICKED UP A PAINTBRUSH AGAIN | |

Letter from our Chairman

As Chairman, I am enormously proud that Nightingale Hammerson has served the Jewish community for so many generations. For nearly two centuries, our purpose has remained constant: to provide outstanding residential, nursing, dementia and palliative care, and to ensure that older Jewish people can live with dignity, compassion and independence later in life.

Today, that mission matters more than ever. People are living longer, but increasingly with complex medical needs. Over the past decade, the average age of our Residents has risen from 76 to 91. Many now live with frailty, disability, chronic illness or conditions that require specialist nursing care around the clock. We are privileged to care for ten centenarians across our homes. Whilst this reflects the extraordinary advances of modern healthcare, it also brings new and growing challenges. The greatest challenge of all is dementia.

Conditions such as Alzheimer’s disease, Parkinson’s, stroke-related disabilities and other neurological disorders are becoming increasingly common in older populations. They demand not only expert medical care, but patience, structure and reassurance every hour of every day.

That level of care is intensive and expensive yet is also where Nightingale Hammerson excels.

We invest significantly in our front-line carers, nurses and clinical specialists because we believe older people deserve to be truly cared for. Not only physical health but also emotional and psychological well-being.

We are proud to be the first organisation of our kind to employ a dedicated in-house Clinical Psychology team. Ageing well is about far more than medicine. It is about preserving dignity in later life. The Clinical Psychology Lead, Dr Ally Tomlins, helped establish the UK’s first memory assessment clinic, a model now used throughout the NHS. Through work like hers, we are helping redefine what exceptional care for older people can look like. Likewise, our on-site dietitian, speech & language therapist, GPs, pharmacy technician and



therapy team bring innovation, compassion and research-driven expertise rarely found within a care home setting.

Delivering this level of care comes at significant cost. Unlike private care providers, we never ask someone to leave because their money has run out. People who arrive with savings can remain part of our community, surrounded by familiarity, friendship and dignity, even after those savings are exhausted.

That commitment is central to who we are. A community where exceptional care is available to all.

That has been our purpose for 185 years and will remain so for generations to come.

Paul Althasen
Chairman, Nightingale Hammerson

Our Care & Homes

We offer various levels of support and Residents are cared for according to their specific needs. This includes residential, nursing, dementia, respite, rehabilitation, palliative and end-of-life care.

185+

years of care excellence

£22.2m

Annual care fees

200+

Residents across our homes



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

RELATIVE



Aaron Edwards
Registered Manager
Hammerson House, Wohl Campus

Clemence Muchingaguyo
Registered Manager
Nightingale House

Chief Executive



“I have the privilege of witnessing the extraordinary compassion of our teams, from many different backgrounds, cultures and faiths.”

As Chief Executive of this exceptional charity, I feel privileged to spend time with our Residents and the care teams who look after them. In a world that can sometimes feel fractured and uncertain, Nightingale Hammerson is a place built on compassion, community and love.

Every day, across our homes, extraordinary relationships are formed between our Residents, their families and the incredible teams who care for them. Relationships built not simply through clinical expertise but through kindness, patience and understanding.

We care for people at the most vulnerable moments of their lives. We support families through fear, through grief, through uncertainty. And nowhere is this more profound than in the final chapter of life. End-of-life care is not simply about medicine or nursing. It is about knowing someone so deeply that you understand what comforts them and what matters to them. It is about sitting quietly with a family member in the middle of the night, bringing dignity and love to moments that families will remember forever.

Across Nightingale Hammerson remarkable care is being delivered every day. I have the privilege of witnessing the compassion of our teams, from many different backgrounds, cultures and faiths, all united by one shared purpose: to care for older members of our Jewish community as if they were members of their own family.

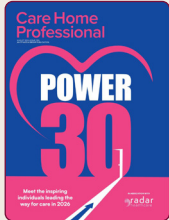
As the wider adult social care system experiences significant challenges, Nightingale Hammerson continues to provide the kind of person-centred, integrated care that the wider health and care system is striving to achieve. We work closely with GPs, therapists and mental health clinicians to support the whole person, prevent unnecessary hospital admissions and enable Residents to return from hospital to our homes more quickly.

We pay to bring many of these services into our homes because it is the right thing to do for our Residents. By providing this support, we reduce pressure on the NHS whilst giving Residents continuity, security and a better quality of life. Engaging in research and understanding how we can continually improve our care provision is imperative, as is sharing our skills and expertise with the wider community. Our Care Home Research Forum embodies our passion in shaping and influencing this sector, with professionals from all levels and with varied expertise.

The modernisation of our historic Nightingale House continues to progress. Our new café and lounge have already become a welcoming hub for Residents, families, volunteers and care teams. We look forward to opening our newly refurbished Concert Hall in October, with enhanced sound, lighting and facilities for performances and community events.

Finally, do enjoy a snapshot of life in our homes through reading through this report which highlights the work we do and the inspiring Residents we care for. I look forward to welcoming you to one of Nightingale Hammerson’s homes soon.

Jenny Pattinson
Chief Executive, Nightingale Hammerson



Leadership Recognition

Jenny’s leadership has been recognised nationally this year, with her inclusion in the Radar Healthcare Care Home Professional Power List 2026, celebrating 30 leaders shaping the future of social care across the UK. She was also named a finalist in the Social Care Top 30, recognising influential leaders making a difference across the sector.

Transforming Nightingale House

“A care home should never feel like a place where life becomes smaller. Our environments must enable people to continue enjoying relationships, interests, celebrations and the everyday experiences that give life meaning.”
- Jenny Pattinson, Chief Executive

This year, significant investment in the renovation of Nightingale House in Clapham has transformed the environment in which Residents live, socialise and receive care. The programme reflects our long-standing commitment to ensuring that the quality of our surroundings matches the quality of care we provide.

The redevelopment has created more spacious, high-quality, en-suite accommodation in the new Wolfson Household. These rooms sit alongside brighter, more welcoming communal spaces designed to promote independence, well-being, social connection and a strong sense of belonging.

At the heart of the transformation is the new activity hub, a light-filled space that has become a focal point for daily life. With facilities for pottery, baking, creative workshops, clubs and immersive audio-visual activities, it gives Residents more opportunities to explore interests, learn, socialise and try new experiences.

The refurbished café and lounge has also become a much-loved meeting place for Residents, families, volunteers and care teams. Its connection with Apples and Honey Nightingale creates opportunities for meaningful intergenerational interaction, while the terrace and gardens provide an inviting space to enjoy kosher food, drinks and time together. Positive ratings for communal area comfort have increased by 15% year on year following the transformation of the café and central communal area.

The redevelopment also includes the transformation of the concert hall, with improved sound, lighting and facilities creating a modern space for performances and communal events. A major refurbishment of the therapies

suite will further enhance the environment in which specialist therapists support Residents to maintain independence, mobility and confidence.

Alongside these visible changes, investment in heating, water, accessibility and essential building systems is helping to ensure Nightingale House remains safe, comfortable, accessible and sustainable for years to come.

The impact of this investment goes beyond bricks and mortar. By creating environments that encourage activity, connection, celebration and independence, we are helping to ensure that Nightingale House remains a vibrant home where Jewish traditions are celebrated, friendships flourish and Residents feel a genuine sense of belonging.

“This investment is about much more than buildings. It is about creating the surroundings in which outstanding care, strong relationships and a genuine sense of community can flourish for generations to come.” - Alastair Paviour Addison, Head of Engagement & Spiritual Care





Nightingale House's catering team was named Care Home Catering Team of the Year 2026



Friendship Can Begin at Any Age

Jackie, aged 94 and Valerie, aged 93 have known each other for 75 years. They first met at 18, moving within the same social set. Although they were not close friends at the time, their lives followed strikingly similar paths.

Both were involved in the Jewish Youth Movement, both attended the Girl Guides as teenagers and both married men whose lives were shaped by the Holocaust. Jackie's husband Hugo, survived Auschwitz, whilst Valerie's husband Ernest, came to Britain as a refugee from Frankfurt. They also shared a long-standing connection to West London Synagogue, where they would occasionally meet at events and sometimes dinner parties at each other's homes, over the years.

"Having Jackie at Hammerson House made it far easier for me," Valerie reflects. "I was concerned about such a big change to my circumstances and way of life. But what attracted me to this home was the warm feeling you encounter the moment you step through the doors. This friendly, inclusive atmosphere is quite remarkable."

Valerie speaks with admiration about the care and thought behind the building where she now resides, as well as the empathy expressed by the care teams. *"When they ask how you are, you really feel they mean it and are genuinely interested."*

Jackie helped Valerie to transition into her new life at Hammerson House and navigate her way through the challenge. Before moving in, her family often reminded her, *"Don't worry you have Jackie there!"*

For Jackie, Valerie's arrival was *"simply marvellous."* She soon established an after-supper soirée, a daily ritual at 7.30pm each evening in Jackie's room. They share a glass of sherry and a plateau of fruit, nuts, chocolate and dried mango. On Sunday morning, Jackie's son accompanies her at 8am to BEKEM'S food store to buy a selection of goodies for the week for both her and her new friend.

Each evening, after supper, Jackie prepares the platter. *"We wait for our supper to go down and then have our nosh,"* she clarifies. *"But we eat sensibly, exercise where possible. We are both conscious of living healthily."*

Valerie continues to lead an active life. She is chairwoman of the monthly lunch club at the synagogue and for the organisation B'nei Brit. This keeps her very busy! With such a full

For Jackie, Valerie's arrival was "simply marvellous." She soon established an after-supper soirée, a daily ritual at 7.30pm each evening in Jackie's room.



schedule she isn't always able to take part in all that is on offer at Hammerson House.

"I have so much to do and it's quite a challenge to juggle all my responsibilities with the wonderful activities available here," Valerie explains.

However, together Jackie and Valerie still manage to take part in a wide range of activities including French conversation, art appreciation, music sessions and the popular Desert Island Discs programme organised by Resident Suad.

They also attend psychology group sessions, where different topics are explored. A recent subject was friendship; how bonds are formed and whether it is possible to create close connections later in life, particularly in a care home setting.

"Jackie was busy playing Scrabble, so she missed that session," Valerie adds with a smile.

"But we talked about how meaningful bonds can

still develop between people, even without a connection from the past."

Their friendship is a testament to the possibility of connection in a care home. During their evening soirées they watch television together, discuss the programmes and have political debates, always accompanied by a sherry and a few nibbles. They look forward to spending the evenings together. It is the conviviality that is important to them.

Looking back, they recognise that although they were not close in earlier years, their past has been intertwined through many shared milestones. The trajectory of their lives has led them to this point: living in Hammerson House and enjoying a soirée. Their parallel journeys have brought them together in a new and meaningful way.

At Hammerson House, their story continues.

Relationship-Centred Care

Relationship-Centred Care (RCC) is not just a concept, it is a way of working and being, ensuring that everyone in our community feels seen, heard, respected and connected. RCC is not just a model of care, it's a philosophy and a community commitment.

Highlights:

- Continue household support on RCC practice, well-being initiatives, team building and Dementia Accreditation.
- Introduce multidisciplinary team meetings to address recurring themes from RCC sessions and develop organisation-wide solutions.
- Deliver regular RCC training and well-being initiatives for team members.
- Recruit and develop RCC Ambassadors to support the implementation of RCC across the organisation.



“Developing relationships with Residents meant that I could provide care that was not only physical but also emotional and psychological. It was rewarding to see how small gestures of kindness, such as holding a Resident’s hand or engaging them in conversation, could brighten their day and create a sense of connection. These interactions reminded me of the value of human relationships in healthcare, especially for individuals in vulnerable situations”

NURSING STUDENT



Caroline Ashton
Relationship-Centred Care Lead

Centenarians at Nightingale Hammerson



Meet Joe, 107

Nightingale Hammerson is privileged to care for many remarkable centenarians who have passed the extraordinary milestone of reaching 100. Resident Joe lives at Hammerson House and at the age of 107 is the oldest Resident at Nightingale Hammerson and the oldest Jewish man in the UK. A real achievement! He looks 20 years younger, loves technology and has a happy disposition.

Joe was married for 70 years, raised his family, built a career, served his community and was a devoted fan to Tottenham Hotspurs. Yet living beyond 100 does bring challenges.

“It’s very nice, but it’s tiring being old,” says Joe, who celebrated his 107th birthday this summer. “I have less strength to get myself out of the chair.”

The outstanding care Joe receives every day at Nightingale Hammerson has helped him cope with the challenges. *“The staff here are wonderful. Really, really wonderful. Whatever you want or need, they are always there for you.”*

Joe was the second Resident to arrive at the refurbished Hammerson House. He was living in Cyprus with his daughter but realised he wanted to spend his final years in a Jewish environment with community, kosher food and celebrating the festivals.

“I’ve had a good life,” he adds. “I feel blessed. And now I have time to enjoy the time I have left, playing games on my iPad.”



Centenarians at Nightingale Hammerson



Meet Bobbie, 104

Bobbie is the oldest Resident at Nightingale House and has lived on Wine Household for eight years. *"I enjoy living here because I'm well looked after and I don't have to do anything I don't want to do,"* she says.

She enjoys taking part in the quizzes, going for strolls in her wheelchair and learning about the flowers in the garden. More recently she has started attending the French classes alongside children from the Apples and Honey Nightingale nursery. Whilst she no longer feels up to attending the cookery classes, she is always happy to sample the results, especially the lemon sponge and fairy cakes baked by fellow Resident Frankie.



"I like the companionship here," Bobbie says. *"There was a time when you couldn't stop me from talking but now, as soon as lunch is over, I go to sleep. My eyesight is atrocious, my hearing is terrible but apart from that, I am fine,"* she adds with a chuckle.

Bobbie attributes her sunny disposition to helping her make the most of such a long life. *"I have always looked on the bright side of life. I've never envied other people. I have always made an effort, even now when I get very tired. It's very important to remain cheerful and positive."*

Bobbie left school at 16 and couldn't wait to get out into the big wide world, despite achieving excellent marks in every subject. Although she could have gone straight to university, she instead followed the more traditional path for many young Jewish women at the time and entered the world of work.

"In those days it wasn't common for girls to attend further education," she recalls. *"So, I joined the Civil Service and worked as a clerk at Scotland Yard until I got married. I only have one regret in life, and that's not going to university."*



Seeing the Person, Not the Age

Mathew is a second year doctoral student at UCL. He is currently training under Dr Ally Tomlins, who is the Head of Psychology and a Clinical Psychologist Consultant at Nightingale Hammerson.



During his placement, Mathew formed a particularly meaningful connection with Shirley, a Resident and artist who studied at St Martin's School of Art (now Central Saint Martins).

"We really got to know each other," Mathew recalls. *"I learnt what mattered to her. We talked a lot about art. She even taught me some rudimentary drawing skills. It was important for Shirley to be able to share this incredible skill she has and to feel valued."*

For Shirley, sharing her artistic knowledge was deeply significant. Teaching Mathew allowed her to reconnect with her identity as an artist and a mentor, reinforcing the importance of her skills and experiences even whilst living in a care home.

Reflecting on his six-month placement at Hammerson House, he feels the experience has enabled him to build genuinely meaningful relationships with Residents. Forming deep and personal connections have not always felt possible during other placements.

"Dr. Tomlins guides us and at the same time encourages us to bring our whole selves into the work," he says.

Working as a psychologist there is a natural boundary between the professional and the client. During this placement, Mathew was encouraged to embrace the relational aspect of the role. This approach helped Residents to feel more at ease and secure, cultivating a sense of comfort and trust within the therapeutic setting.

Mathew facilitates a group where Residents are invited to share stories about their identities. The weekly sessions are intentionally informal. They are relaxed, conversational and less clinical, encouraging Residents to participate, open up and feel heard by one another.

"There are many negative connotations about ageing and being an older person living in a care home," Mathew explains. *"My aim is to highlight the individual, their achievements and challenges, the richness of their life experiences. It's about valuing each person for who they are as an individual, not simply as an older person."*

In Shirley's words, *"Mathew gave me an insight into life. We talked about many things. He really listened to me. I felt valued as a person and an artist. He is one of the most charming people I have ever met."*

Dr. Tomlins encourages her students to work creatively with Residents. Rather than adhering strictly to a formal structure, they are inspired to work individually, to discover what resonates with each person.

Before leaving, Mathew handed out personalised, handwritten cards to each Resident he had worked with.

"I will miss the people I've come to know," Mathew reflects. *"For me, it has been a two-way process. I feel I've gained as much from these inspirational, resilient people as I hope they have from working with me. Their wisdom has taught me so much, not just professionally but also personally."*



A Mother and Daughter Relationship at Hammerson House

Sylvia grew up in Forest Gate surrounded by family. She was just nine when the war changed everything. She remembers the frightening sound of doodlebugs overhead and bombs falling across London. Like so many children of her generation, she was evacuated with her convent school to Melton Mowbray in Leicestershire.

“It was freezing cold,” she recalls. “There were no carpets, it was terrible. But I managed to get through it.” This determination stayed with Sylvia throughout her life.

During the war, Sylvia’s father established a kosher catering business, Schaverein, which became a thriving enterprise. When Sylvia married, her husband joined the family business. Family, work and resilience remained constant threads for Sylvia.

It is perhaps that strength that has helped her embrace this latest chapter. Sylvia never imagined she would one day live in a care home, but after Harold, her beloved husband of 70 years, died, living alone had become increasingly difficult.

“I don’t miss living in my flat at all,” Sylvia says. “I get my hair and nails done and I’m looked after. It’s a much easier way of life for me.”

Yet the main reason Hammerson House feels special is that her daughter Wendy works there.

“She’s my loving daughter and pops in to see me all the time,” says Sylvia.

For Wendy, having her mother at Hammerson House is hugely reassuring. She knows she is safe and well looked after. Having first volunteered in Residents’ Services, Wendy now works as the Administrator at Hammerson House. Her experience of working alongside older people has given her a deeper understanding of ageing and changed the way she relates to her own mother.

“Through working here and being involved with older people, I have learned to be much more patient with my own mother,” Wendy



admits. “Working here has really helped me to understand what it is like to grow old.”

As the only current mother and daughter relationship at Nightingale Hammerson, Wendy has learnt how to navigate being both a relative and a colleague.

“Mum is a Resident and I work in the back office,” she explains. “I have to remind myself that work is work and to keep confidentiality, both as a working member of the team and as a relative.”

There has only ever been one other mother and daughter relationship at Nightingale Hammerson. Wendy was able to take advice from the previous member of staff, who is now herself a Resident at Hammerson House. The experience has been much less complicated than she might once have imagined.

For Sylvia, what matters most is feeling safe, cared for and connected to her daughter. For Wendy, it is knowing that her mother is happy and looked after. The bonus is being able to see her more regularly than she ever could when Sylvia was living alone.

Education & Development

We challenge ourselves to continually improve as a centre of excellence, with Residents at the heart of everything we do and with dedicated and skilled team members.

- £130k+ invested in staff training this year
- Team retention: staff turnover 8.1% (National average 23.9%)
- Team diversity: we are proud to have a diverse team who have joined us from all 5 continents
- Our current longest-standing team member has been with us for 38 years



Our dedication to ongoing training ensures that our team members are equipped with the latest knowledge and skills, contributing to the delivery of outstanding care to our Residents.

Examples of the development offered to our team in 2025:

- Nursing Associate
- Nursing Degree
- Level 2, 3, 4 & 5 in Health and Social Care
- Diploma in Palliative Care
- Level 3 Certificate in Activity Provision in Social Care (NAPA)
- Level 2 Certificate in Facilities Management Principles
- Postgraduate Tissue Viability Diploma
- MSc Dementia: Causes, Treatments and Research
- Public Health MSc
- Public Speaking
- Level 7 Leadership Programme and more

Student Placements

We support students from a wide variety of universities and colleges to come and learn from our in-house experts.

“This experience significantly enriched my understanding of person-centred care and reaffirmed the critical role of empathy and compassion in nursing practice.”

“First of all, the care home setting is like family and I became so familiar with the Residents and team members I felt included as part of the team. The team members were very supportive throughout my placement.”

Student placements from various universities including:



Care in Action

I know I make a difference

Jacqui Beyer has been a familiar and valued presence at Nightingale House for the past 28 years. She began her journey as an Activity Assistant, initially working across the entire home. Today she is the Engagement Team Leader, working primarily on Ronson, a nursing and dementia-friendly household, whilst continuing to support activities and outings across the home.

“Learning to work with people with dementia is about adapting your skills to each individual Resident,” Jacqui explains. “It’s about understanding what they need from you in terms of communication, information, support and encouragement. People have very different needs.”

On Ronson Household, Residents live with a range of nursing needs, mental health needs and varying stages of dementia. For Jacqui, the key lies in the relationships she builds, knowing who will happily join an activity, who needs a formal invitation and who prefers to be encouraged at the last moment.

With one Resident, Michael, with whom Jacqui has developed a deep and lasting bond, this understanding is especially important. Michael is sensitive to noise and can often feel overwhelmed if given too much notice about group activities. Jacqui has learned to approach him at just the right moment. If he is reluctant to join, she may begin a conversation about music as he was once a piano player. Through patience and connection, she is often able to guide him into the group to join the activity.

“Conversation always leads to other things,” she says. “Over the years you learn the many ways people respond. I try to include every Resident

in group activities. It’s not always possible but I always try. And when it isn’t, I will sit in their room, talk to them and get to know them better. It’s about understanding their needs.”

Jacqui maintains the essence of her job is to be there for her Residents and by being present, you can begin over time to understand what matters most to each one and how best to support them. One Resident, who lives with dementia, is quick-witted and capable yet struggles to understand why she can no longer live independently. When she becomes distressed, Jacqui sits with her and gently redirects the conversation, often speaking about her beloved ‘bubba,’ who spoke only Yiddish or her work in the film industry. *“It’s about reassuring her that she still matters and that we care for her, even when she pushes back. You discover the small, personal ways that help each Resident.”*

With Michael, who also had a stroke, Jacqui focuses on the aspects of life that still resonate with him. While he shows little interest in discussing his former work as a tax inspector, he lights up when talking about his time as an athletics coach, his piano playing or his travels across Europe and America by train.

Jacqui believes that asking too many direct questions can sometimes be confusing and disorientating for people like Michael, living with dementia. *“It’s more about sitting together, having a cup of tea and a chat. Through conversation, you build a relationship and learn what’s important to each Resident.”*

Supporting Residents through emotional moments is an essential part of the role. *“Sometimes it’s hard when someone is distressed, but you have*

to persevere. By getting to know them, you learn how to help.”

People living with dementia experience the world in very different ways. Some lose their filter, others have heightened emotions. Jacqui’s approach is to stay alongside them through these perplexing feelings, offering reassurance and calm. Michael, for example, tends to become very emotional but the tears can quickly turn to laughter. When he remembers his past as an athletics coach, he may become overwhelmed with emotion.

“That doesn’t mean it’s a bad feeling,” Jacqui clarifies. “It can just be that the memory is powerful.” In those moments, she puts her arms around him and offers comfort and reassurance, helping him to feel more orientated and grounded.

When Michael becomes confused about where he is, Jacqui gently reminds him that he is being cared for at Nightingale House following his stroke. He often feels reassured, particularly knowing he is in a Jewish home. With no close family, memories of his brother are especially meaningful. Although he may not remember that his brother has died, Jacqui speaks with him about what his brother was like, keeping those important connections alive.

Jacqui has built deeply compassionate relationships not only with Michael but with many Residents in Nightingale House. Some Residents are largely independent, living with only mild memory loss. Supporting them requires a different approach that respects their independence.

“With Michael, I might help him squeeze paint from a tube when he’s painting, and he’s happy with that. But others want to do everything themselves. It’s natural to want to step in and help, but the challenge is balancing independence with keeping a Resident safe,” she explains.

Every diagnosis is different and every individual experience is unique. Within a care home setting, routines and schedules are necessary and maintaining a sense of independence can be challenging. Jacqui believes the key is adapting communication by choosing appropriate language and listening carefully.

“If you are with an unhappy Resident, it can be tempting to shy away from them. It can be difficult to see people distressed who don’t really understand what is happening to them. But our job is to be there regardless. I can’t always make things right for them, but I can do my utmost to help them by being there and staying there.”

For Jacqui, her work is a privilege. By forming connections with people at their most vulnerable, she knows she is doing something very special. It is these relationships with people like Michael that have kept Jacqui at Nightingale House for so long. *“I know I make a difference even if it’s a tiny one. I know in that moment someone feels calmer, cared for, listened to.”*

Her guiding principle is simple: *“You stay with them and support them. You stay with them through the emotions and the challenges and you listen. It’s about being there no matter what.”*



“I can do my utmost to help them by being there and staying there.”

Our People: Continuity, Commitment and an Exceptional Culture

During 2025–2026, Nightingale Hammerson maintained staff turnover at around 8%, compared with a social care sector average of approximately 24%. In a sector where workforce stability remains a significant challenge, this reflects the strength of our culture and the commitment of our teams.

Continuity of care makes a real difference. Residents are supported by familiar people who understand their life stories, preferences and routines, enabling team members to recognise subtle changes in health or well-being and respond quickly. For families, seeing trusted faces provides reassurance and strengthens lasting relationships.

Our exceptional retention is the result of sustained investment in our people. We continue to support our teams through learning and development, leadership opportunities, research and innovation and well-being initiatives that recognise the demands of caring. Just as importantly, we have fostered a culture where teams feel valued, supported and empowered to learn, grow and improve together.

“Exceptional care begins with exceptional people. When colleagues feel valued, supported and able to develop, they are far more likely to remain with us and build the lasting relationships that make such a difference to Residents.”
– Aaron Edwards, Registered Manager

Our diverse workforce brings a wealth of experience, compassion and expertise, united by a shared commitment to outstanding care. While external recognition is always welcome, our greatest achievement is the trust, familiarity and continuity our teams provide to Residents and families every day.

“I am incredibly proud that so many colleagues choose to build their careers with Nightingale Hammerson. Our low turnover is not simply a workforce statistic; it represents familiarity, trust and continuity for every Resident and family.”
– Jenny Pattinson, Chief Executive



“Our low turnover is not simply a workforce statistic; it represents familiarity, trust and continuity for every Resident and family.”

Allied Clinical & Health Professionals

One of the largest in-house therapy teams within a care home setting in the UK:

- Clinical Psychology Team
- Physiotherapists
- Occupational Therapists
- Moving & Handling Advisor
- Pharmacy Technician
- Speech and Language Therapist
- Dietitian
- On site GP

788

hours of physiotherapy monthly

51

clinical psychology sessions

“The therapies team keep me moving and reduces my pain, so I don’t have to take medication.”

RESIDENT

“We’re deeply person-centred. Our goals are focused 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



Therapies Team



Nicola Perkins
Pharmacy Technician



Caryn Straker
Dietitian



Chloe Green
Speech & Language
Therapist



Dr Ally Tomlins
Head of Psychology
& Consultant Clinical
Psychologist

Welfare Technology: Strengthening Care Through Innovation

Throughout 2025–2026, Nightingale Hammerson strengthened its position as a leader in the thoughtful use of welfare technology. Our focus remains clear, that every innovation must enhance safety, improve decision-making and give team members more time to provide meaningful, relationship-centred care.

A major milestone this year was the introduction of Teton monitoring across our care homes.

Providing discreet oversight of Residents’ well-being and movement, the system helps teams identify potential risks earlier and respond more quickly. It complements the expertise and judgement of teams, supporting earlier intervention, more informed care planning and better insight into Residents’ changing needs.

Teton sits within our wider digital care ecosystem, alongside electronic medication management, digital-care records, call-bell systems and digital-reception technology. Together, these systems are creating a more connected view of each Resident’s care. Our next step is to bring this information together into meaningful, real-time intelligence, reducing administrative burden and helping household leaders make faster, better-informed decisions.

Successful innovation depends on people as much as technology. Our approach has prioritised co-design, training and careful implementation, ensuring our teams, Residents and relatives understand how these systems improve care while protecting dignity, privacy and trust.

“Technology should never create distance between our Residents and the people who care for them. Used well, it gives our teams better information, supports earlier intervention and releases more time for the relationships at the heart of outstanding care.” – Chipema Chitembala, Director of Care

This work reflects our belief that digital transformation is ultimately about improving care quality. As we continue to embrace innovation, every new development will be judged against a simple principle; does it make the care delivered safer, more responsive and more human?



Teton representative presenting the benefits of this pioneering AI technology at our annual Networking Event

I love the Care Teams on Osha Household!

Alan grew up in Herne Hill, where his family were members of Brixton shul. After marrying Sheila, they lived in Wembley Park before moving to Surrey in 1970. Alan remains a member of Sutton shul, where his children celebrated their bar and bat-mitzvahs.

In 2006, Alan and Sheila moved to a bungalow near Epsom. Alan enjoyed gardening and restoring classic cars, while also becoming Sheila’s full-time carer as her health declined. Sheila lost her sight and hearing, underwent two cancer operations and lived with a serious heart condition. Alan cared for her with great love and devotion, often putting his own health second.

Following Sheila’s death last year, Alan’s own health deteriorated significantly. He struggled with everyday tasks and was admitted to Epsom Hospital three times in one month. With support from his son Matthew, Alan came to Nightingale House and spent nine weeks on Osha Household, where the care teams helped him regain his strength and confidence.

“I love the care teams on Osha Household! They worked hard to get me back to a good state of health so that I could go home,” Alan said.

After returning home, Alan regained some independence, even driving during the day. However, after five months, he found it increasingly difficult to manage and returned to Nightingale House last December as a permanent resident on Wine Household.

“I’m happy to be here. The Wine care teams are very kind,” he said. *“I’m fairly independent, but they always keep an eye on me.”*

Alan enjoys discussion groups with the psychology team, which he finds cathartic, as well as author talks, films and outings, including trips to the Royal Festival Hall and Brighton and Hove with his son.

Friendships have also become an important part of daily life. Alan enjoys meals with fellow residents Bobbie and Frankie, afternoon cappuccinos and chats in the café, and regular visits from relatives. He also enjoys walks on



the Common with his son and is a familiar face at Rafi’s Friday evening and Shabbat morning services.

Alan’s lifelong passion for engineering found an outlet in restoring classic cars, namely 1932 and 1956 Wolseleys. He also enjoys being creative, making a floral design dish and bird nester here in pottery class.

Today, Alan continues to enjoy life at Nightingale House, surrounded by caring staff, friends, family and a community he has come to value greatly.

Engagement Activities

We tailor activities to support emotional well-being, social connection and a continued sense of purpose. Every day is an opportunity to engage, belong and thrive together. Every activity is designed to spark joy, create connection and celebrate each Resident's interests and individuality.

50 weekly engagement activities & events

 Quiz clubs	 News discussion	 Coffee morning socials	 Exercise group	 French conversation
 Practical art groups	 Reminiscence	 Films	 Guest speakers & performers	 Scrabble & Rummikub
 Knitting	 Gardening	 Flower arranging	 Men's group	 Watching premier league football
 Desert Island Discs	 Bridge club	 Shared poetry reading	 Intergenerational programmes	 Jewish cultural focus



“The activities organised by the engagement team are exceptional: varied, intellectually engaging and thoughtfully designed to stretch and stimulate the Residents.”

TEAM MEMBER



★★★★★

“As a long-term volunteer helping with activities, I am constantly reminded of the dedication, care and patience shown by every person I come into contact with towards the Residents. They really do go the extra mile to keep them engaged and stimulated in whatever way works for each Resident's needs and interests.”

NIGHTINGALE HOUSE RELATIVE

When I Got Here, I Picked Up a Paintbrush Again

At just thirteen years of age, in the shadow of wartime London, Shirley Anderson stepped into a world that would shape her life.

In 1943, she was awarded a scholarship to St Martin's School of Art, becoming one of the youngest students ever admitted. Each day, she travelled from Lower Clapton across a city marked by blackouts and bomb damage, carrying with her not only sketchbooks and pencils, but an extraordinary determination and curiosity about the world.

For Shirley, art school opened a door into an entirely new life.

"It was a new life for me that I hadn't experienced before," she remembered. "I met wonderful people like Harold Pinter. He was very artistic and terribly handsome."

Among her fellow students and friends were remarkable young Jewish artists who would later become celebrated figures. The writer and composer Lionel Bart and the acclaimed figurative painter Leon Kossoff maintained lifelong friendships with Shirley.



Shirley with Rob Rinder who kindly came to talk to our Residents about life as a celebrity Jewish person

After leaving art school, Shirley built a career in fashion as a dress designer. She ran a bridal store in London's West End, where she became part of one of the most memorable moments in British fashion history. On the day of Princess Diana's wedding to the then Prince Charles, there was an extraordinary race among bridal designers and retailers to recreate her wedding dress. Shirley's Oxford Street store displayed the first replica in the UK within hours of the ceremony, an achievement that attracted widespread attention, with the story featured on BBC News and even broadcast in the United States. Yet painting always remained at the very centre of her life. She continued to exhibit her work and submit pieces to galleries. Quietly and persistently, she followed her calling despite the many challenges artists often face.

"It wasn't an easy ride being an artist," she said. "But I carried on painting. I've been painting all my life."

What inspired Shirley the most was the human face. Portraits fascinated her because every face carries its own story, its own texture, spirit and emotional landscape. She saw in people something deeply revealing and profoundly beautiful.

"I've painted landscapes, but they don't grab me in the same way as portraits," she admitted. "There is so much insight in someone's face."

For many years, painting remained her lifeline. But after suffering two serious falls, Shirley found herself unable to continue in the way she once had. Holding a paintbrush became difficult for her and her passion for painting became more challenging to pursue. Along with her physical confidence, she lost some of her sense of purpose and joy.

Everything changed when she moved into Nightingale Hammerson's Hammerson House. Surrounded by encouragement, friendship and care, Shirley rediscovered her passion for art. Through silk painting classes with Elizabeth and group art sessions with Jeremiah, creativity returned to her life. She especially treasured her interactions with psychology student Mathew and felt a renewed sense of purpose when he asked her to teach him the fundamentals of drawing.

"I am taken care of at Hammerson House," she said. "I couldn't look after myself anymore and I lost all interest in doing things after my two falls. I even lost interest in painting! When I got here, I picked up a paintbrush again."

After a lifetime of painting others, Shirley's own story is one of resilience, creativity and determination. Even after losing confidence following her falls, her love of art never truly left her. At Hammerson House, with support and encouragement around her, she found her way back to painting and once again picked up the paintbrush that had been part of her life since she was a young girl.



"It was a new life for me that I hadn't experienced before," she remembered. "I met wonderful people like Harold Pinter."

Therapeutic Garden Project

The woodland-themed garden at Hammerson House and the landscaped gardens of Nightingale House have long been beloved places of reflection and calm for the Residents of Nightingale Hammerson.

Chris Rowlands, Project Lead, has been responsible for creating gardening activities with Residents for many years, working alongside colleagues and volunteers at both Nightingale House and Hammerson House. She is currently responsible for an ambitious Therapeutic Garden Project. The aim is to transform the gardens into living spaces that actively support Residents' well-being, independence and quality of life.

Access to nature is far more than a pleasant experience. Research consistently shows that spending time outdoors can improve both physical and mental health. For the Residents of Nightingale Hammerson, including those living with dementia, physical impairments or limited mobility, an innovative therapeutic garden programme will improve mood, stimulate memory, encourage movement and create opportunities for meaningful social connection.

"Our gardens are beautiful, but we realise they could offer so much more," Chris explains. "Through conversations with Residents, relatives and stakeholders, we discovered opportunities to create environments that are not only attractive but actively therapeutic, engaging and meaningful."

Plans for the new vision include:

- Create spaces with additional seating areas and shelters to encourage year-round use of the gardens
- Enhance planting with Resident input, including sensory planting, featuring lavender, roses and herbs
- Create planting pockets offering year-round interest
- Encourage wildlife and increase biodiversity, through planting, bird boxes, bat boxes and bug hotels
- Develop mobile, nature-inspired engagement trollies to visit Residents in their rooms to enable accessibility to the project for everyone
- Improved pathways and signage to encourage safe exploration
- Provide additional accessible raised planters for growing flowers, fruit and vegetables
- Enhance the balcony and terraces with planting and lighting
- Install a garden room from which to develop a horticultural cottage industry led and run by Residents
- Install features such as sculptures, artworks and hanging pendants to draw the eye around and through space to help orientate people and provide a sense of journey for those who wish to explore more
- Provide blankets and sunhats at exit points to enable spontaneous visits to the gardens, regardless of the weather
- Develop team members appreciation of the well-being benefits of the outdoors and encourage a fresh look at what the garden can offer everyone.

"Our aim is to make nature an integral part of everyday life," adds Ed Davidson, Director of Operations. "By designing spaces that are accessible, engaging and meaningful, we can support well-being and create opportunities for Residents to maintain a sense of purpose and enjoyment, whatever their abilities."

The benefits of spending time in nature are immeasurable to mental and physical health but not every Resident can easily venture outdoors. A key element of the programme is to strengthen the connection between indoor and outdoor living. The focus will be on helping many Residents, especially those with physical impairments or living with dementia, to enjoy nature from inside the home.

"We want all team members to think about helping Residents enjoy the outside from the inside," Chris says. "Even a view of nature, birds visiting a feeder, or the sound of rain pattering on a roof can have a positive impact on well-being. Turning chairs to face the windows and opening the net curtains are simple and effective changes which are already making a difference."

The Therapeutic Garden Project goes beyond enjoying the garden. It encourages Residents to become active participants in its development. Residents are already involved in weekly gardening sessions where they plant tomatoes, sweet peas and seasonal flowers. Future plans include growing vegetables and flowers that can be used in flower-arranging sessions or sold at community events such as garden and Chanukah fairs. These activities create opportunities for decision making, responsibility and purpose, whilst simultaneously strengthening connections between Residents, families and volunteers.

One Resident shared her love of watching birds from her room. In response, Chris installed a bird feeder outside her window. She now keeps a record of the different species she observes and has become known affectionately as Hammerson House's own 'nature spotter'. Such moments demonstrate how personalised, nature-based interventions can create purpose, stimulate curiosity and bring daily enjoyment to Residents.

Nightingale Hammerson is working with Step Change Design, an award winning company that understands the important relationship between the physical spaces of our homes and our care culture.

"Understanding how an organisation currently relates to their existing outside space enables us to propose the most appropriate design support approach that will be cost effective, fully owned

by care teams and users and based on currently identified needs aligned with person-centred practices. We call this approach Relationship-Centred Design." Step Change Design

Together with an education programme for Engagement Leads, volunteers and care teams, Step Change Design will support the understanding of the therapeutic benefits of gardening and nature-based activities. By enhancing sensory experiences and creating opportunities for meaningful engagement, the programme aims to ensure that every Resident can benefit from the restorative power of nature.

As Chris reflects, *"What started as a small project has grown into something that is truly special. This project means the world to me. I feel so privileged to be given the opportunity to develop the gardens in ways that are meaningful and beneficial and add a new dimension to the lives of Residents and families and our team members."*

The vision is simple: to create beautiful, accessible and therapeutic gardens within a care culture that values the outdoors, and to enrich the life of everyone in the Nightingale Hammerson community.



Moments that Matter

I never see a diagnosis, I see a person.

The engagement teams at our homes are at the heart of our care for Residents living with dementia. The work of Joanna Piotrowicz, Engagement Lead on Audrey and Pat Households at Hammerson House, is built around creating meaningful activity programmes and spending time working directly with Residents. Joanna supports the care team and delivers training to teams and volunteers, helping them understand how to truly connect on a human level. She walks alongside families, supporting relatives as they navigate the emotional journey with their loved ones.

"I truly love being with people, being present and being there for them. It doesn't matter to me if someone is living with dementia or not," Joanna shares. "I never see a diagnosis, I see a person. A whole person, with a story, emotions, abilities and with so much still to give."

Even the simplest activities carry purpose. What might look like a playful game, like pinching pegs from a t-shirt, is actually something so much more. It's about maintaining strength, independence and dignity. By training their fingers, Joanna and her team are helping to maintain dexterity and flexibility, necessary for self-care tasks like buttoning clothes, holding cutlery, feeding themselves and helping the Residents to stay connected to their everyday life.

"These small activities are never small," Joanna confides. "They can be immensely complex for some people. And, what stays with me the most are the moments of pure emotion. A smile. A laugh. A spark in someone's eyes. Even if it lasts just a few seconds. Being part of that is not something I take lightly. It's a privilege. A real, deep privilege."

Sometimes people say to Joanna, "Why do you do all of this? They won't remember." She agrees it is true the Residents living with dementia will most likely not remember the activity or the conversation. Yet Joanna truly believes that although the Residents might forget what she said and they might forget what they did, they will never forget how she makes them feel. *"And if I can make someone feel joy, comfort or simply less lonely, even for a moment, then that means everything to me."*



Flower arranging is a popular activity for Residents on Audrey and Pat Households.

"We have Residents at different stages of dementia, and I tailor the activities according to their abilities."

One Resident with mild dementia can prepare the table for flower arranging, help gather the Residents together and even support her with tasks. Joanna explains how for Residents with more complex needs, it may simply be touching a petal, choosing a colour. The expectation is not about creating a beautiful display, although if that happens Joanna is always thrilled, but more about involving the Residents on various levels, be it social, physical or evoking memories. The act of simply picking a flower and placing it in a vase can be a complex activity for certain Residents.

Twice a month Joanna brings a joy trolley decorated in bright colours onto the dementia-friendly households. She dresses up as an ice-cream vendor, plays music and offers scoops of ice cream to the Residents. Joanna encourages them to stand in line as if they are queuing for an ice cream at the seaside. The aim of the activity is to create a real, lived experience and foster memories of being at the seaside.

Another activity was to create a 'dressing up' day. Joanna brought in fancy clothes and jewels and the Residents were dressed up as if for a party.

"When I asked a Resident how he feels about dressing up and having a party, he told me he wanted to take the beautiful lady with the lipstick out for dinner!"

These types of activities can cause strong feelings in Residents and the emotions that arise promote feelings of happiness.

Joanna has a strong relationship with the Residents on the households. When certain Residents in moments of lucidity let her into their hearts, she knows she is doing something right. *"I don't come into my work expecting big, spectacular outcomes. I've learned that the smallest moments often mean the most. For one person, painting a beautiful picture might be a huge achievement. For another, simply organising colours or holding a brush can be just as meaningful. And in those moments, I feel the same joy, the same pride, the same sense of celebration because each of them matters deeply."*

From spring onwards, Joanna takes some of the Residents from Audrey and Pat Households to Kenwood House. Most of them remember Kenwood as they lived close by and have memories from their past which are reignited when they recognise their surroundings. Sometimes Residents who can be quiet on the household, suddenly appear more vibrant when they visit Kenwood. *"It is almost like pressing a button on their stored memories as they recall visiting Kenwood with their children," Joanna says. "This can be very moving to witness."*

Other activities include Bollywood and Sri Lanka performances and workshops. Some Residents hold instruments and take part as much as they are able to, whilst others hold ribbons and feel the textures. Joanna includes the care team in these activities to experience the joy and happiness the activities generate. *"If the care teams are involved and enjoy the activities then the Residents can only benefit."*

For Joanna, working at Hammerson House is more than work, it is an honour. *"Working with people isn't just my job, it's something that comes from my heart. We share moments that often can't even be put into words. That genuine connection, that moment of trust is something incredibly powerful."*



"And if I can make someone feel joy, comfort or simply less lonely, even for a moment, then that means everything to me."



Room to Room: The Healing Power of Music

"Music engages an extensive network of auditory, cognitive, motor and emotional processing regions in the brain. It is a powerful tool in the care and rehabilitation of many ageing and neurological diseases." Dr Tepo Sarkamo, Professor of Neuropsychology at the Cognitive Brain Research Unit at the University of Helsinki in Finland.

The City of London Sinfonia has partnered with Nightingale Hammerson to bring music directly to the Residents of Hammerson House. For eight weeks, musicians spend one afternoon weekly on Ronson Household, performing for Residents in their own rooms. The programme will return again in the autumn.

It is a beautiful and deeply moving project, created especially for Residents who are room-bound, living with dementia, recovering from a stroke or receiving palliative and end-of-life care.

During each visit, the musicians spend time with three or four Residents in their rooms. At the end of the session, Residents who are able to leave their rooms are invited to the lounge, where everyone comes together for an interactive music session using instruments.

According to Renata, Engagement Lead on Ronson Household, *"This programme is remarkable. I have seen with my own eyes how people are empowered. The sessions are so emotional."*

One Resident, a former classical pianist living with advanced Parkinson's, is rarely able to communicate. Her speech is usually little more than a whisper. When the musicians played Beethoven, her favourite composer, she became visibly emotional. She lifted her arm to shake the musician's hand. When asked why the music had made her cry, she looked up and in a strong, clear voice, said simply, *"It's New York."*

Her love and knowledge of music remained intact. When asked whether she preferred the tuba or the flute, she answered confidently, *"The tuba."* As the musicians played Mozart's Requiem, she smiled and quietly observed, *"Too repetitive."*

She was not simply listening. She was part of the performance, the fourth musician in the room.

The impact of the music on the Resident was powerful and touching. For a few tender moments, the music reached somewhere words so often cannot. It was an extraordinary reminder that music can reach parts of the brain untouched by illness.

Another Resident, living with severe brain damage after a stroke and whose facial expressions are usually limited, smiled slightly as the music filled her room. She squeezed her brother's hand. He watched in amazement and commented on the power of the programme. *"The musicians held her attention. She opened her eyes and squeezed my hand whilst they played. It is one of the most heartwarming and amazing things I have witnessed here. The power of music is remarkable. She smiled, she actually smiled. There was a response from my sister and that is so special."*

Fi Johnston, lead musician on the programme, reflected on the unique nature of the project, *"Working with people receiving palliative care is something we hadn't specifically done before coming here. What is so special is meeting people in their own private space, who cannot physically leave their room. These are people at end-of-life, who cannot engage due to illness or who live with profound physical disabilities."*

Before entering each room, the three musicians pause and connect with each other. The fourth musician in the room is always the Resident. The musicians consider whether the person can use language or is asleep, and they improvise the music accordingly. They look at the movement of the fingers, their breath, a breeze in the room. They bring texture, movement and sound into the Resident's space to offer something calming and supportive.

Partnership lies at the very heart of this project and magical moments appear every time. Relatives and care teams discover new ways of connecting with people who may no longer be able to communicate in conventional ways.

Music becomes a shared language, creating connections where words sometimes cannot.

As the sweet sound of the clarinet echoed gently around one room, a Resident nodded in time with the music and squeezed the musician's fingers. She smiled and lifted her hand to her eye to wipe away a tear, a movement that is usually incredibly challenging for her. The musicians softly whispered her name, weaving it into their improvisation. It was another beautiful moment.

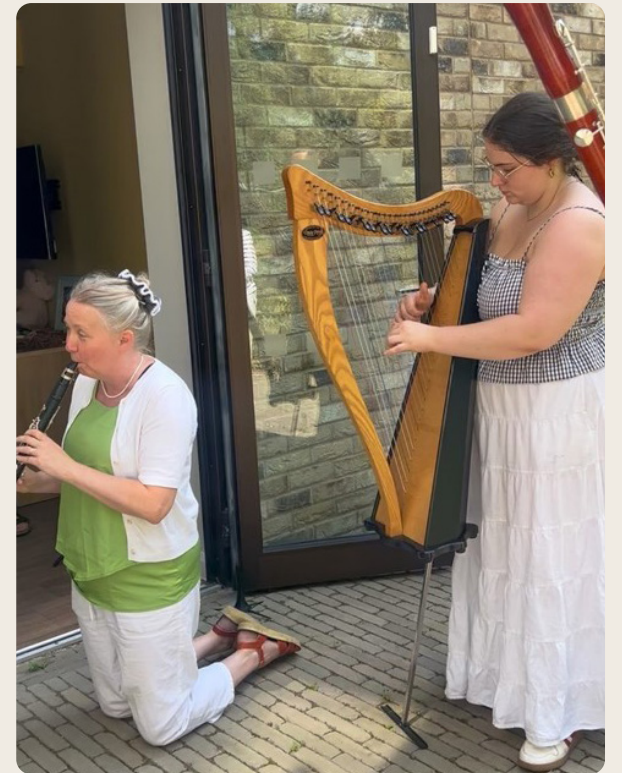
Another Resident, confined to her room after breaking both legs, asked if the musicians would play a special song. Curious about the small harp, she asked how it worked, and the musicians happily explained before performing for her.

Mannya, Household Manager of Ronson, said, *"The one-to-one sessions are particularly beneficial for those who are more isolated. This is an exceptional project. You see Residents opening their eyes, becoming engaged and even uttering a few words. It is truly incredible to witness."*

The impact lasts long after the musicians leave. Residents appear more settled, more peaceful. The programme also transforms everyone else in the room. As one bassoonist explained, *"I witness the impact on the whole space. I see carers smiling and dancing, grandchildren engaging with grandparents. The impact on the teams and families as well as the Resident is powerful. It is a positive and uplifting experience for everyone."*

To see Residents living with cognitive decline suddenly smile, sing or even utter a *"Thank you,"* is profoundly moving. Music unlocks something deep within the mind. It reaches beyond illness, beyond memory loss and beyond physical limitations.

Music builds a rapport, a connection between people and sometimes, the most powerful conversations happen without words at all.



"This programme is remarkable. I have seen with my own eyes how people are empowered. The sessions are so emotional."

★★★★★

“My husband was transferred to Nightingale after 4 weeks in an emergency ward. He was able to walk with assistance until his hospital stay. Nightingale not only got him more mobile, but he seemed to be more alive than for a long time after a few weeks of rehab. He was amazingly well looked after there by all the kind staff. He was happy and joined in the many activities. He died quickly and peacefully. They, the team, did him and me proud! Highly recommend!”

NIGHTINGALE HOUSE RELATIVE

Intergenerational Care

We are proud to be national leaders in intergenerational practice. Nightingale House is home to the UK’s first co-located nursery, Apples & Honey Nightingale, which opened in 2017.



60

intergenerational
sessions monthly

1000+

organised intergenerational
activities take place each year

Our aims are:

- Build meaningful relationships across generations
- Reduce loneliness and isolation
- Support children’s learning and empathy
- Deepen understanding of ageing
- Create a strong sense of community and mutual respect

Partnerships include:

- Apples & Honey Nightingale
- Finton House School
- Highgate Pre-Prep and Junior Schools
- Henrietta Barnett School
- Kerem School
- Mosaic Jewish Primary School
- Project Impact Youth Volunteering and more



“The Intergenerational Programme has changed my life.”

RESIDENT



Shira Goldberger
Intergenerational
Care Co-ordinator

“It was my first time coming into a care home and it surprised me to see how much I liked it. I can’t wait to come back.”

JONAH, 14, LJS POST MITZVAH PROJECT



Research & Innovation

A research-active organisation, championing innovation in social care. Where Residents and team members lead the way in evidence-based, ethical and collaborative research that strengthens care and shapes better outcomes.

Why Research and Innovation now?

- Social care at tipping point
- Increasing complexity of Residents’ needs
- Funding gaps
- Need to move from reactive to proactive care

80+
research projects hosted

5
Care Home Research Forums hosted



For more information
or to book your place
at the next Care Home
Research Forum





Filipa Maia
Research and Innovation
Officer



Arielle Rostant
Research and Innovation
Manager



Free resources for home carers

Offering 100+ practical advice videos for family carers and anyone seeking support, from our expert care teams.

YouTube: Search ‘Reach by Nightingale Hammerson’

Research, Development and Engagement: Shaping the Future of Care

Research, development and engagement are central to Nightingale Hammerson’s commitment to outstanding care. During 2025–2026, we continued to work with Residents, relatives, teams and academic partners to develop new approaches that improve everyday practice and help shape the future of the care sector.

Our growing library of more than 100 free-learning resources, alongside our annual Care Home Research Forum and external partnerships, enabled us to share knowledge beyond our care homes and contribute to wider improvements in care.

Engagement is equally important. Our partnership with Apples and Honey Nightingale nursery, together with the involvement of volunteers, relatives and community organisations, creates meaningful opportunities for connection, learning and purpose. We believe that creativity, culture, faith and community remain essential to well-being at every stage of life.

“People do not stop being curious, creative or connected when they move into a care home. Our responsibility is to ensure they continue to contribute, participate and live lives filled with meaning.”
– Arielle Rostant, Research & Innovation Lead

By listening to Residents, relatives and team members, we continue to drive innovation that improves care today while helping shape the future of the sector.

“We want Nightingale Hammerson to be a place where excellent care is delivered today and where the care of tomorrow is being imagined, tested and improved.”– Jenny Pattinson, Chief Executive



The Reach Programme was highly commended at both The Stars of Social Care Awards and the Palliative and End-of-Life Care Awards. The recognition reflects the commitment of our teams and partners to developing new approaches, sharing learning and delivering compassionate, person-centred care.

Our Volunteers

164
volunteers

1500
monthly average
number of
volunteering hours

93
age of our
oldest volunteer

16
age of our
youngest volunteer

50
volunteer roles are
currently available

3
Residents
who volunteer



“I adore the Residents
and love the volunteers.
I feel totally blessed to
be part of this wonderful
charity.”

VOLUNTEER

“We are rewarded not
with money, but with
smiles, laughter, hugs
and sometimes just a
look of recognition.”

VOLUNTEER

For more
information:



The Power of Community



Long-standing volunteer, Jacqui.

Our volunteers make a huge difference to life at Nightingale Hammerson and we're proud to celebrate one of our dedicated long-standing volunteers, Jacqui.

Jacqui's journey began in 2007 when her father became a Resident at Nightingale House. After helping with a weekly quiz and tea session, she continued volunteering even after his passing, wanting to give back to the home that cared for him so well.

Later, her mother, Margie, also became a Resident and was a much-loved and active member of the community until she passed away in 2019. Today, Jacqui supports our Residents in many ways from running discussion groups, music sessions and book clubs, to accompanying outings, helping at fundraising events and serving on the volunteer committee.

She is also currently working with Phil the gardener on an exciting project to replant the Nightingale House gardens, creating colourful sensory spaces and an animal sculpture trail for Residents and visitors to enjoy.

Thank you for your incredible dedication and for continuing to make such a difference to our community.



Goodbye, Auf Wiedersehen, Au Revoir

Residents, care teams and volunteers said a fond farewell to three young Austrian men, Adam, Julian and Max who joined Nightingale Hammerson on a 10-month placement.

Rather than completing compulsory military service in Austria, they chose a different path. Through Austrian Service Abroad (Österreichischer Auslandsdienst), they joined the internationally respected Gedenkdienst programme, which enables young Austrians to serve communities around the world, whilst acknowledging the country’s historical responsibility following the Holocaust.

Volunteers can choose from three areas of service:

- Memorial Service, commemorating victims of the Holocaust through museums, memorial sites and residential care homes for Jewish people
- Social Service, supporting sustainable social development through education, environmental projects and healthcare
- Peace Service, contributing to projects that promote peace and reconciliation in areas affected by conflict.

80% of the applicants choose the Memorial Service programme working mainly in museums devoted to the Holocaust.

“Our service is a combination of memorial and social service,” explained Max. “We are the bridge between the staff and the Residents, and we have a purpose here, an important one. It has been a truly fulfilling experience.”

Adam, Julian and Max soon became part of the Nightingale Hammerson family. Living amongst the Residents at Nightingale House, they showed kindness and compassion to everyone they met. For all three volunteers, the past ten months have been transformative.

“I have developed so much during my time here,” Julien reflected. “I really believe this programme is important. Young people learn to develop respect for older people. I have formed a connection between my own culture and the British-Jewish culture. It was so special to connect, learn and meet such extraordinary people.”

For Adam, who grew up in Belgium to an Austrian mother, the experience was initially challenging. At just 18, he arrived directly after finishing school.

It was his first time living away from home. “Everything was new to me,” he said. “My English was poor and I was quite shy and lacking in confidence. I had to learn to communicate in a foreign language, meet new people and live in a care home. These past 10 months have changed me so much.”

For Max, the decision to choose civil rather than military service was instrumental to his growth and maturity. “I have been truly inspired by all the Residents. I believe I have done so much more than if I had gone to military service.”

Before arriving in the UK, the volunteers undertook an intensive programme preparing them for their memorial service in London. They travelled to Croatia to visit Holocaust memorials and spent time at Dachau, Buchenwald and the Holocaust Museum in Berlin. They learnt about their country’s past before beginning work with Holocaust survivors and members of the Jewish community at Nightingale Hammerson.

For Julian, this preparation added even greater meaning to their placement, “This programme is essential for our country. We are here as ambassadors representing Austria. It helps us understand history and also see what life can be like when you are older. I have become much more open, and I have learned to communicate with so many different people. It is an important lesson.”

Throughout their placement, Adam, Julian and Max became familiar and treasured faces across both Nightingale House and Hammerson House. Working alongside the Engagement Team, they brought energy, enthusiasm and genuine compassion to everything they did. They supported Residents living with dementia, helped run the popular French Club, supported the exercise group and provided one-to-one IT support for Residents struggling with technology.

The three young men took part in intergenerational programmes with local children, baked with Residents, accompanied outings and introduced a lively Friday afternoon quiz in the foyer of Nightingale House, which quickly became a highlight of the week.

David Singleton, Engagement Team Leader watched each of them grow during their time at Nightingale Hammerson. “Adam, Julian and Max have shown courage, responsibility and goodwill. They have achieved so much within the time they have been here. They arrived as boys and leave as men,” he said. “They have faced the challenges working here with kindness and compassion.”

To mark the end of their placement, Nightingale Hammerson hosted two farewell gatherings to celebrate the remarkable impact these three young men have made on Residents and colleagues. One emotional Resident summed up what everyone was feeling, “The time has come to say goodbye. They arrived as strangers and are leaving as our truly valued friends. They have enriched our lives, and we are so sorry to see them go.”

Adam, Julian and Max arrived as three young strangers and left as cherished and valued members of the Nightingale Hammerson family.

Goodbye, Auf Wiedersehen, Au Revoir.



Palliative, End-of-Life & Bereavement Care

We are committed to delivering compassionate, person-centred palliative, end-of-life and bereavement care that enhances comfort, dignity and quality of life for our Residents and their families.

A Unique & Compassionate Place

Tailored support to every individual from independence to the end-of-life.

Expert Teams, Comprehensive Services

From our exceptional palliative care team to one of the great therapy teams in the UK.

Person-Centred Approach

We listen, understand and tailor care plans to what matters most.

Recognised Internationally

European Association for Palliative Care (EAPC)
Our work has been recognised internationally through representation at the European Association for Palliative Care (EAPC), presenting the abstract: “Can Care Homes Be the Hospices of the Future?”

A Culture of Compassion

Our dedicated teams are at the heart of everything we do, creating a culture where everyone is respected and treated with dignity, integrity, respect and kindness.

Awards

- The Palliative and End-of-Life Care Awards
- Trustee, Dr Ros Taylor, won the Lifetime Achievement Award
- The Great British Care Awards – Palliative and End-of-Life Care Award
- Gold Standards Framework – Innovation Award for our End-of-Life Care programme
- Gold Standards Framework – Platinum Quality Hallmark Award



★★★★★

“At age 98 years old, I give my deep gratitude for a full and happy life.”

NIGHTINGALE HOUSE RESIDENT

★★★★★

“The care given to my mother at Wigoder House has been exceptional. The staff and management are very friendly and communicative and they create an atmosphere of tranquility, peace and security. The place is kept exceptionally clean and the gardens are a delight.”

HAMMERSON HOUSE RELATIVE

★★★★★

“Our mother was beautifully cared for. Not just with great professional skill but with warmth and love.”

NIGHTINGALE HOUSE RELATIVE

Supporting Dying Well



Supporting Families When They Need It Most.

Lorraine Cardozo has been part of the Nightingale Hammerson family for more than 16 years. She was brought up in Streatham and as a Jewish South Londoner, Nightingale House has always been part of the backdrop of her life.

After a successful career of more than 20 years with the Alzheimer's Society as Communications Manager, Lorraine semi-retired and spent a year caring for her aunt. She quickly realised she wasn't quite ready to step away from work entirely, and began looking for a role that would feel meaningful and worthwhile.

A friend suggested bereavement counselling and Lorraine enrolled on a course with the charity Cruse Bereavement Support. She went on to help establish the Lambeth branch and later became its Chair. Thoughts of Nightingale House were always at the back of her mind and when she saw an advert for the Residents Services team, she applied and was delighted to be offered the role.

Although Lorraine's role in Residents Services was primarily around admissions, the position also involved supporting families following the death of a loved one. After 12 years in this role, she again flirted with the idea of retiring. Yet again she was not quite ready.

When a new role evolved as part of the Spiritual Care Team, working alongside Alastair Paviour Addison, Rafi Fuchs and Esther Livingstone, she was appointed Bereavement Support Lead.

"Within my role as Bereavement Support Lead, I am there for the families in both a practical and emotional way at what is often the most poignant and challenging time for them," Lorraine explains. *"Some families do not belong to a burial society and may not have the support network or financial means to arrange a funeral. Part of my role is to be there for them at this difficult time by helping them to navigate the process and ensuring they are not facing it alone."*

Thanks to the reliable and loyal contacts she has established over many years with burial societies and community organisations, Lorraine is able to secure support for Residents who have no family, no financial resources and no funeral arrangements in place.

She recalls one particularly moving example, *"A Rabbi from one of the burial societies was so touched by the number of Nightingale Hammerson staff who attended a Resident's funeral that he later agreed to arrange the burial of another Resident who had no family and no funding. Seeing the compassion and commitment of our care teams first-hand made all the difference."*

Lorraine is on-call seven days a week. She logs on early morning to check the overnight reports, paying particular attention to Residents receiving palliative care. She checks how they are doing and keeps in close contact with families, offering guidance, reassurance and practical support whenever it is needed.

As part of the Spiritual Care Team, Lorraine and her colleagues work together to ensure that support is always available. Whether that means helping families understand their options, providing emotional comfort, co-ordinating arrangements or attending funerals and shivas, the team is there every step of the way.

"My role is to be there for them at this difficult time by helping them to navigate the process."

While Rafi and Esther, the Spiritual Care Leads at Nightingale House and Hammerson House, provide spiritual support to Residents approaching end-of-life and their families, Lorraine's role focuses on supporting loved ones after a death. She understands that grief is deeply personal. No two families respond in the same way, and part of her role is recognising and respecting those differences. When a Resident dies unexpectedly and no arrangements have been made, families often need considerable guidance and reassurance.

"I am often speaking to people at the very earliest stages of grief," she says. *"You have to carefully judge how much support they need and when they are ready to receive it. Sometimes we have Residents who are completely alone, with no family and no money. When that happens, I will register the death myself and I work hard to make sure they receive the dignified funeral they deserve."*

For Lorraine the job is about far more than administration or practicalities. It is about being present for people during one of the most vulnerable moments of their life, helping to ease their burden and ensuring that every Resident is treated with respect in death as well as in life.

"I have loved all of my roles throughout my career," Lorraine reflects. *"But this one is the most rewarding. It is hugely humbling to listen to people talking about those they love and deeply satisfying to feel you make a real difference."*

CAREHOME.CO.UK REVIEWS

★★★★★

"Nightingale House sets the bar on how, in my opinion, all care homes should be for our elderly. The care is exemplary in every way. The facilities are fantastic. It is such a comfort to know my mother is here."

NIGHTINGALE HOUSE RELATIVE

Feeling at Home: Why Faith-Based Care Matters at Nightingale Hammerson

When people hear the phrase faith-based care, they often assume it is primarily about religion. In reality, for many people living in later life, and particularly those living with dementia, it is just as much about culture, identity, belonging and feeling at home.

At Nightingale Hammerson, we are proud to provide care within a Jewish environment. This does not mean everyone practises Judaism in the same way. Our Residents span the spectrum of Jewish life, from deeply spiritual to entirely secular but culturally Jewish. What unites them is a shared heritage and the comfort of familiar customs, language, food, music and celebrations.

Moving into a care home can be one of life's greatest transitions. The surroundings may change, but the things that make us who we are should not. For those living with dementia, familiar rituals, songs, smells and tastes can evoke memories and emotions long after others have faded. Traditional music, the smell of fresh challah, or lighting Shabbat candles can bring reassurance, comfort and a profound sense of belonging.

Our spiritual care team plays an important role in making this possible. They support Residents who wish to practise their faith through Shabbat services and festivals, and are equally there for those who simply value being part of a familiar Jewish community, regardless of their level of observance. Spiritual care is not only about prayer; it is about listening, companionship and helping people remain connected to the values and traditions that have shaped their lives.

This cultural understanding extends throughout our homes, from kosher kitchens to festival celebrations, from the language our teams understand to the stories Residents share together. It creates an unspoken familiarity that helps people feel safe and accepted, without needing to explain who they are or why certain traditions matter. They simply belong.



We are a modern organisation, embracing innovation and contemporary care while remaining deeply respectful of the heritage we serve. Our aim is not to recreate the past, but to ensure every Resident can live authentically, surrounded by the people, traditions and culture which have given meaning to their lives.

Faith-based care, at its best, is about recognising that our culture, traditions and shared experiences form an essential part of who we are. By preserving those connections, we create homes where people are not only cared for, but are also fully understood.

Tackling the Care Funding Crisis

An ageing population, current economic challenges, an increase in dementia diagnoses and the ever-growing annual funding gap to support Residents without personal funds, puts pressure on the resources of the charity. Nightingale Hammerson works tirelessly to ensure our Residents receive the exceptional care, specialist support and enriching experiences that allow them, not simply to live longer, but to live well.



Ensuring care for future generations Michael "Mickey" Bronsten z"l (1938–2026)

Born in New York in 1938 to Bettina Zinn of Riga and jazz pianist Nat Bronsten, Michael, known throughout his life as Mickey, came to London as a baby following the end of his parents' marriage. His mother returned with him to the family home in Hampstead, where she raised him as a devoted and determined single parent. Bettina ran a sweet shop in Swiss Cottage before working at Selfridges and later at the luxury chocolatier Charbonnel et Walker. It was there that Mickey developed his lifelong love of chocolate, a passion that never left him.

Educated privately at The Hall School and the prestigious Westminster School, he went on to gain an honours degree from Oxford University. After a period working as a guide in Switzerland, Mickey joined Unilever, where he spent his entire professional career specialising in advertising and marketing. Posted to the Netherlands and travelling widely for his work, he developed a deep enthusiasm for world cuisine, travel and aeroplanes. He was the mastermind behind the Walls ice cream advertising campaign and his working life was rich and full and kept him fully occupied. In this way Unilever became his family. After retiring, he found immense pleasure in reading, and with characteristic dedication, sampling the many products Unilever produced, especially ice creams and cakes.

Blessed with a sharp wit and a love of conversation, Mickey remained endlessly curious about the world. He combined a great sense of humour with warmth, intelligence and loyalty. He was a truly devoted and loving son to his mother until her death in 1995.

Hugely philanthropic, Mickey chose to support Nightingale Hammerson with a legacy gift. Part of his generous bequest will help to provide enhanced therapeutic facilities and equipment for Residents of Nightingale House. His legacy will continue to enrich lives for many years to come.

Financial Overview

This review focuses on the year ended 30 September 2025

Income from charitable activities increased to £22.2m (2024: £21.6m), reflecting fee increases implemented during the year. This growth was partially offset by lower occupancy across the portfolio, most notably at Nightingale House.

Occupancy remains a key area of focus. Hammerson House, which has historically operated at consistently high occupancy levels, experienced a short-term and unanticipated dip during the year. This has since recovered strongly and, at the time of writing, the home is operating at approximately 98% occupancy.

At Nightingale House, occupancy reduced during the year, reflecting both market pressures and the impact of the ongoing refurbishment programme. At the year end, there were 84 Residents at Nightingale House and 109 at Hammerson House, Wohl Campus.

Improving occupancy at Nightingale House is a key strategic priority for the Senior Leadership Team. This is being addressed through a combination of initiatives, including continued investment in the environment, the introduction of a dedicated marketing function and a renewed focus on service standards and Resident experience.

Operational costs increased during the year, driven by inflationary pressures across staffing, catering and premises. Staff costs remain the largest component of expenditure, accounting for 59% of total operating costs (2024: 59%). The average number of staff increased slightly to 470 (2024: 465), reflecting the continued delivery of high-quality care across both homes.

The charity had an operational loss of £5.1m, which was more than offset by a strong fundraising performance during the year. As a result, the charity reported a net surplus before transfers and investment gains of £1.2m (2024: £1.6m deficit). Income from donations and legacies increased significantly to £7.4m (2024: £4.4m), including a major legacy received during the year.

Taking account of investment gains and transfers, the charity reported an overall net movement in funds of £2.9m (2024: £1.6m), further strengthening the balance sheet. The charity continues to maintain a strong financial position, with net assets of £96.4m, including a well-diversified investment portfolio to support long-term sustainability.

This financial performance provides a stable platform to support the ongoing investment in Nightingale House and delivery of the charity's strategic priorities.

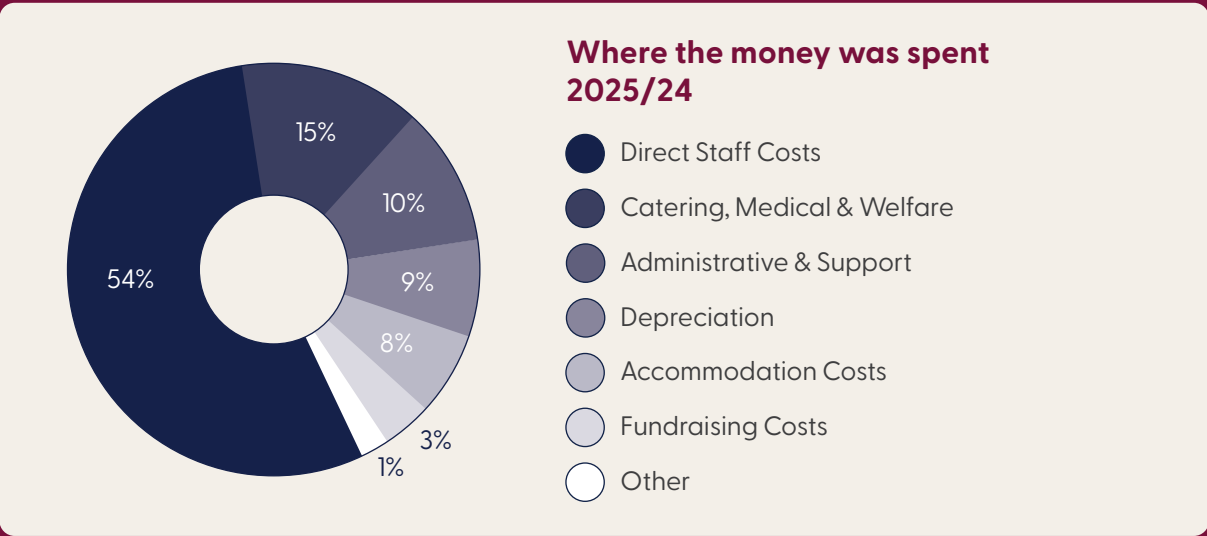
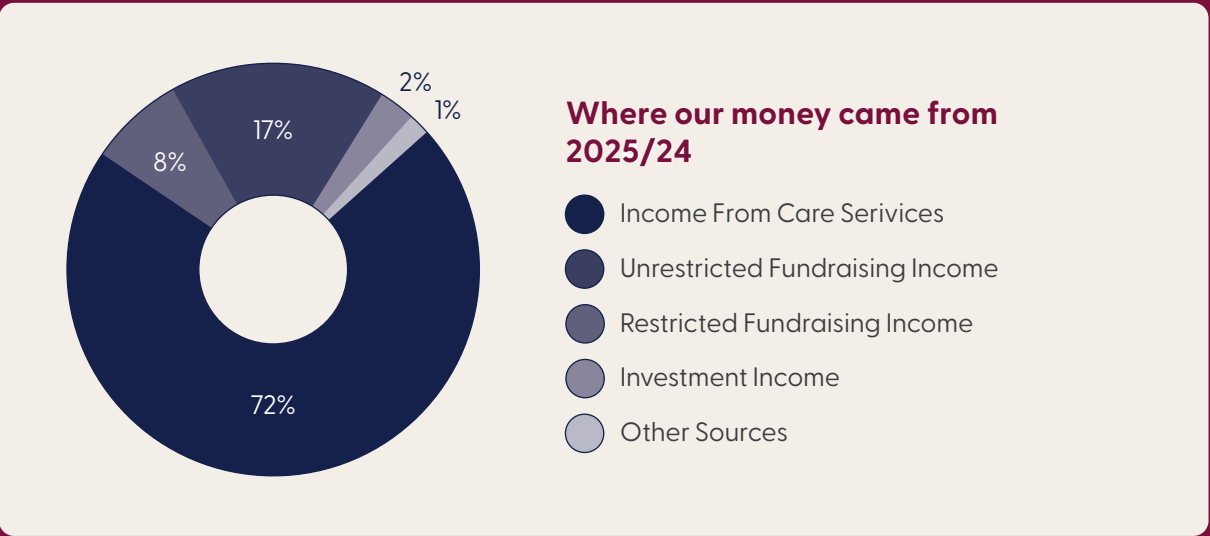
	2025 £M	2024 £M
Income from care provision	22.2	21.6
Cost of care provision including depreciation	(28.7)	(28.0)
Government related infection control and furlough grants	-	-
Other operating income	0.4	0.2
Operating deficit	(6.1)	(6.2)
Net revenue fundraising income (excluding legacies)	1.2	1.4
Legacies	5.5	2.3
Net income from investments	0.6	1.0
Profit on disposal of fixed assets	-	-
Surplus/(Deficit) before investment gains and capital fundraising	1.2	(1.5)
Realised gains from investments	0.8	0.3
Unrealised gains/ (losses) from investments	0.3	2.3
Actuarial gains from pension scheme	0.6	0.6

Resident numbers reduced during the year, primarily reflecting lower occupancy at Nightingale House and a temporary dip at Hammerson House. This impacted care income, which increased modestly to £22.2m (2024: £21.6m), driven by fee increases rather than volume growth.

The charity reported an operating deficit of £6.1m (2024: £6.2m), reflecting the ongoing gap between the cost of delivering high-quality care and income from fees. This position is consistent with the charity's model, where fundraising and investment income play a key role in supporting operations.

Fundraising performance was strong during the year, with total donations and legacies increasing significantly, including a major legacy receipt. This contributed to a surplus before investment gains and capital fundraising of £1.2m (2024: deficit of £1.5m).

Investment markets remained favourable, with both realised and unrealised gains recorded during the year, alongside a continued actuarial gain on the pension scheme. Overall, this resulted in a positive movement in funds and further strengthening of the charity's financial position.



Our Patrons

Platinum Benefactors

Benecare Foundation
Benson & Lionel Black Foundation
Clare Duffield Foundation
Crankstart
The Dorfman Foundation
Georgie Black & Graham Edwards
The Gerald and Gail Ronson Family Foundation
Gillian & Michael Glasser
Israel Lazarus Charitable Trust
The John Black Charitable Foundation
The Joyce and Norman Freed Charitable Trust
The Maurice Hatter Foundation
Sue & Leo Noé
The Pauline and Harold Berman Charitable Trust
Pears Foundation
The Rayne Foundation
Sue Hammerson Charitable Trust
The Wigoder Family Foundation
Wohl Legacy
The Wolfson Foundation

Benefactors

Lisa Ronson & Paul Althasen
The Archie Sherman Charitable Trust
Patricia & Richard Beecham
Craps Charitable Trust
Tracy & Ian Grabiner
Jackie & Melvin Lawson
The Jacqueline and Michael Gee Charitable Trust
Ali & Mitch Mendel
The Rosenblatt Family

Gold Patron

The Amar Family Charitable Trust
The Andrew Balint Charitable Trust
The Atkin Foundation
Carolyn & Nicholas Balcombe
Rachel & David Barnett
Janet Bloch
Peggy Brett
The Brian and Jill Moss Charitable Trust
Tina & Michael Cole
Vanessa Crocker MBE & Paul Crocker
Silia & Malcolm Dagul
The Derek Raphael Charitable Trust
Caron & Robert Dreyfuss
Sarah & James Glyn
Carolyn & Michael Goldhill
Sharon & Jonathan Goldstein
Karen & Peter Goodkind
The Grant Family
Soozee & Clifford Gundle

Daniel Hallgarten
The Harris Family Charitable Trust
The Humanitarian Trust
Jennifer Jankel
Helene & Clive Kahn
Emma Kane OBE & Ian Rosenblatt OBE
The Loftus Family
M & C Charitable Trust
Rosemary Marks
Jacqueline & Michael Meller
The Mintz Family
Morris Leigh Foundation
Linda & Robert Payman
Elizabeth & Daniel Peltz OBE
Lois Peltz
Roberta & Robert Perlman
Sara & Paul Phillips OBE
The Ralph Levy Charitable Company
Raven Charitable Trust
The Rosalyn and Nicholas Springer Charitable Trust
The Rose Foundation
Angela & Stephen Rubin OBE
Elena & Eli Shahmoon
Gabrielle & Steven Sharpe
Sir Harry Solomon
Nicola Solomons
Margaret Fingerhut & David Tyler
The Veronique Charitable Trust
Louise & Ben Waidhofer
Julian Weinberg
Françoise & David Winton

Patron

Alison & Avi Goldberg
Philippa & Jimmy Strauss
Wandsworth Borough Council

Friend

Hilda & Michael Aaronson
Arnold Lee Charitable Trust
Balfour Winery
Lisa & Andrew Barnett
Suzanne & Keith Barnett
Claire & Robert Beecham
Julie & Alan Bekhor
The Denise Cohen Charitable Trust
The Denise Tamman Esfandi Charitable Trust
Lord & Lady Dyson
Nathalie & Jonathan Esfandi
Lydia & Manfred Gorvy
Loretta & Ronnie Harris
Susan & Stephen James
David Juda
Susie & Neville Kahn
Colette Levy

Ellen & Stuart Lyons CBE
Jane & David Metter
The Michael & Anna Wix Charitable Trust
Pauline & Clive Mishon
Laura & Russell Nathan
The Ramar Charitable Settlement
The Rosalyn and Nicholas Springer Charitable Trust
The Second Joseph Aaron Littman Foundation
Nicky & Alex Shinder
Jocelyn & Michael Solomon
Stanley & Zea Lewis Family Foundation
Priscilla Tillman
Marion & Michael Warshaw

Legacy Gift

The Late Michael Bronsten z”l
The Late Arnold Cohen z”l
The Late Denise Cohen z”l
The Late Jonathan Davies z”l
The Late Professor Stanley Davies z”l
The Late Nicholas Defries z”l
The Late Alex Faïman z”l
The Late Neville Freed z”l
The Late Hilary Gerrard z”l
The Late Rose Glazer z”l
The Late Max Grossman z”l
The Late Alan Harrison z”l
The Late Anne Helman z”l
The Late Zena Jacobs z”l
The Late Irving Kahn z”l
The Late Margot Laub z”l
The Late Ethel A Lebovitch z”l
The Late Stephen Litchfield z”l
The Late Stella Mason z”l
The Late Ann Millett z”l
The Late Estelle Moss z”l
The Late Mary Nathan z”l
The Late Benny Neumann z”l
The Late Martin Posner z”l
The Late Michael Prizant z”l
The Late Doreen & Alan Rabson z”l
The Late Rita Reuben z”l
The Late John Rich z”l
The Late Arna Samuels z”l
The Late Charlotte Shapiro z”l
The Late Evelyn Shamash z”l
The Late Irene Silver z”l
The Late Anthony Simons z”l
The Late Adrian Stark z”l
The Late Fredrick Steven z”l
The Late Juana Supran z”l
The Late Jonathan Symons z”l
The Late Josephine Urban z”l

Our Trustee Board



Paul Althasen
Chairman



Harvey Rosenblatt MBE
Honorary President



Melvin Lawson
President



Patricia Beecham
Vice President



Susan Grant
Vice President



Carolyn Balcombe
Trustee



Keith Barnett
Trustee



Kim El-baz
Trustee



Ian Grabiner
Trustee



Gill Livingston
Trustee



Russell Nathan
Trustee



Steven Sharpe
Trustee



Ros Taylor MBE
Trustee



NIGHTINGALE HOUSE

105 Nightingale Lane
London SW12 8NB
020 8673 3495

HAMMERSON HOUSE, WOHL CAMPUS

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

nightingalehammerson.org
info@nightingalehammerson.org
residentsservices@nightingalehammerson.org