

nightingale

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Your guide to Nightingale

nightingale

The care home for older Jewish people

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Your new home

Nightingale was founded in 1840 in the East End of London and moved to its current location in Clapham, South West London in 1907. This entirely independent home is now recognised as an excellent model of care and, whatever your level of fitness, we have accommodation to meet your needs.

Although our Home may appear to be large you will be living in a specific area with its own facilities such as dining room and communal areas. The complex is broken down into a number of small, more intimate units where residents are cared for individually.

At Nightingale you will find yourself amongst friends, people can meet you at our Garden Café or in the garden. You will be able to join in the very active social life of the Home and enjoy the activities, indulge in hobbies or spend quieter moments by yourself.

Nightingale is your home. You need never worry about your future again, whatever your state of health, we will be able to look after you.

Care at Nightingale

Nightingale cares for older people of the Jewish community. Our residents have a wide range of needs and our aim is to offer the right level of care in an appropriate setting. We provide residential care, nursing care, dementia care and respite / short stay care.

Residential care

Nightingale offers an extensive range of personal care and support on our residential units. People cared for on our residential units are more physically able than those on our nursing units. Generally people cared for on these units are more able to mobilise unaided, with or without an aid or with some assistance from staff. You may require help to bathe, shower, wash or dress.

This care is delivered by healthcare workers under the supervision of a manager and deputy manager. Managers do not have to be registered nurses but many of our managers are registered nurses.

Any nursing care on residential units is provided by visiting district nurses. The district nurse may visit, for example, to dress a wound such as a sore.

Nursing care

People cared for on our nursing units have greater care needs than those in residential units. People on nursing units may be physically or mentally frail. You may be recovering from illness or an operation or may require palliative care. Residents who are unable to move unaided from bed to chair are also cared for on our nursing units. If you have a wound such as a sore, the registered nurses employed by Nightingale dress the wound. If you require help with eating, this is also available.

Some people admitted to nursing homes are unable to swallow and are cared for appropriately; nursing homes also provide palliative care. If you require rehabilitation, we can provide this level of care. Nightingale is in a unique position to offer this type of care because, in addition to nursing services, we also have our own physiotherapy and occupational therapy service.

Care is delivered by a team of registered nurses and healthcare workers. If required, specialist advice can be sought from our local health partners.

Residential dementia care

The Wohl Wing accommodates 40 residents who have dementia. The style of unit is called 'residential dementia' which is different from residents on the Dementia Unit. Residents on the Wohl Wing will have moderate levels of dementia and will still be in a position to engage in activity and communicate. The Wohl Wing is a dementia specific unit. One of the key features in this high tech unit is the sensory garden which was carefully designed to stimulate and trigger reminiscence for the residents accessing it.

We aim to ensure that all our residents experiencing dementia will benefit from all the effort that has been put into improving dementia care at Nightingale. Nightingale has embarked on a journey to make excellent dementia care even better for all our residents. There are a number of projects that have been introduced in order to train and support staff in ever increasing their knowledge and understanding of dementia in practice. Most of our staff and managers have undergone dementia training programmes run by University of Bradford staff and Wandsworth Social Services.

Dementia care

Dementia care can be in the forms of both residential care and nursing care.

Many people in the age group of our residents have dementia. The level of dementia can be mild to severe. There are now some medications that slow the progress of dementia; however, many people with dementia require specialist care.

Dementia causes profound difficulty in processing information. This difficulty often leads to behaviour that people consider strange but that makes sense to the person with dementia. People with dementia require very special sensitive care from specially trained staff that understand how dementia affects the person and are able to provide the best possible levels of care.

Respite / short stay care

Nightingale provides respite / short stay care throughout the year, offering a welcome break to carers and a much needed change of environment for individuals. Short stay care offers a chance for people to visit the Home over religious holidays or to recuperate after an operation, benefitting from stimulating company, activities and exceptional comfort. Short stay residents can benefit from intensive support and care, as well as enjoying like-minded company.

Respite / short stay care is available to clients who may or may not need nursing care and to those with dementia. Short stay residents can be accommodated on all units at Nightingale and will receive care and support as needed.

Accommodation at Nightingale

The Gerald Lipton Centre

The Gerald Lipton Centre was opened in 1976 and since that time has been substantially refurbished. The Gerald Lipton Centre has four floors – Wine, Sherman, Ronson and Sampson. The four floors exist as follows – Wine and Sherman are residential floors, Ronson is multi-functional and residents who require nursing care live on Sampson.

Each floor has its own manager. Every resident is offered a single room with en-suite facilities. We have a few flats with a sitting room, bedroom and bathroom; these are normally used for couples. Additionally, there are other opportunities to have double rooms on all floors.

The Wohl Wing

This building opened in 2011 and is on two floors. Each room has en-suite facilities and access to extensive communal activity areas. There are numerous lounges in the building and a reminiscence kitchen on each floor as well as areas for relaxation and activities.

The Wohl Wing garden covers 1,250 square metres and has been designed by specialists to provide interesting walking routes for residents which pass a number of activity areas. There is a quiet seated area and other areas include various reminiscence objects such as a red telephone box, post box, bus stop, washing line and a Morris Minor car. The garden also has a pergola which is made from lattice wood which forms into the shape of a shaded walkway, wheelchair bays, a barbeque area and also a shed to store tools to be used by residents.

The Main Building

The Main Building, another nursing unit, is headed by a team of experienced nurses and cares for people who have moderate to severe levels of dementia. The unit is on two floors – Harry & Abe (2nd Floor) and Lady Wolfson (1st Floor). Each room has an en suite toilet and hand basin. Each floor has a large lounge where activities take place and there is a smaller lounge for more specialised activities.

Medical care at Nightingale

You will be assessed at least once a year to ensure that you enjoy the best possible level of health and well being. We offer all residents annual immunisation against flu. Some residents are also offered vaccinations against pneumonia if they have not already had this. These are vaccinations which last many years. People who have certain conditions such as diabetes or coronary heart disease have specialist checks. These checks are carried out by one of our medical staff.

Medication

Your new General Practitioner will decide what medication you will require now and in the future. Your General Practitioner will review your medication on a regular basis. It is important that you do not take any medication including homeopathic or herbal medicines without consulting your Manager who will discuss this with your General Practitioner.

Any medication prescribed to you will be written on a medication chart. When you are admitted we will assess your ability to take your own medications. If you are able to be responsible for your own medications we will give you 28 days supply at any one time. We are not able to give residents certain medications (known as controlled drugs) and must dispense these when they are required.

If you are not able to look after your own medication needs we will give these to you at the times prescribed.

If you are taking a medication that is making you feel unwell, or is not helping, please speak with your Manager.

In the event of an emergency admission it is often possible to accept such a person on a respite basis while consideration for a permanent application takes place.

If you are feeling unwell

If you are feeling unwell please speak to a member of staff. You will be seen by the person in charge of your unit. If the person in charge of your unit is unable to help, you will be referred to the senior person on duty or the Nurse Practitioner.

Emergencies

At Nightingale all senior nursing staff work together to deal with emergencies. We have a management system that ensures that a senior nurse is on duty 24 hours a day to deal with any problems that may arise. If a General Practitioner is required the senior nurse will contact the Nurse Practitioner or General Practitioner on call.

Specialist services

Nightingale has a number of specialist services not normally available 'in house' in care homes. Details of all these services can be found in the alphabetical list in the next section of this guide.

Specialist care

If you require specialist care our medical and senior nursing staff will discuss this with you and arrange this. Some specialists visit residents at Nightingale but often you will have to attend hospital to see a specialist. We will arrange hospital transport to take you to hospital if you require this. Wherever possible we encourage a member of your family to accompany you to hospital.

Private medical care

Our medical services provide ongoing medical care. If you need a specialist you can be seen on the NHS. A few specialists have long waiting lists and you may wish to consult someone privately to avoid delays in treatment. You need to be aware that you will be responsible for paying for the treatment and transport costs associated with getting to and from the place of treatment. If you wish to see a specialist privately please discuss this with your General Practitioner who can advise you.

Personalised care at Nightingale

Care planning

When you arrive at Nightingale we will use the assessment to draw up a plan of care which is known as a Care Plan. This plan will give details of how we will work with you and your family to meet your needs. This will include details such as helping you to bathe, dress and move around. It will give details of any special diet, physiotherapy, occupational therapy aids that you require such as walking aids, and details of your preferred leisure activities.

We will share this plan with you. Your family may see the plan if you wish them to. This plan will be reviewed on a regular basis and updated as necessary.

What if my needs change?

Care needs often change. Sometimes people are ill and require extra care and sometimes people improve under our skilful care and attention.

Your care needs will be formally assessed regularly and we will discuss how best to meet your changing care needs. If your condition changes rapidly we will review your care needs as a matter of urgency and discuss changes with you and your family.

Privacy and dignity of residents

You will be treated with dignity and respect. This is evidenced in a number of ways:

- All nursing procedures to take place in the privacy of your own room
- Medical staff attend to you in your own room, not in communal areas
- You are referred to by the name of your choice which is noted in your care plan
- Personal care takes place in your own room
- All confidential information concerning you is maintained and stored in an appropriately secure environment
- You are able to have keys to your bedroom door as well as a lockable drawer in your chest of drawers in your room.

Directory of services

Activities

When you have settled in to your new home you will receive a visit from one of our Activities Coordinators. This initial chat will help us to discover your interests and abilities so that we can support and facilitate your involvement in our extensive activity programme.

We run a diverse programme which includes knitting, embroidery, painting, cookery, ceramics, computing and much more which take place on your unit, in the Activities Centre on the Ground Floor and other communal areas on the Ground Floor.

The Activities Centre is open during the week and some Sundays.

You can use the Activities Centre on a drop in basis or attend scheduled classes. If you need help getting to the Activities Centre this can be organised through your unit.

You will receive a schedule of the weekly programme of events so that you are able to plan your week. This is available on your unit or from your Activities Coordinator. The programme embraces entertainment, education and cultural events. Jewish holidays are also celebrated with great festivity.

We invite you to take part in learning computer skills, reminiscence sessions, discussion groups, exercise classes, music appreciation and speakers and concerts.

Information about our weekly programme is also available on our website www.nightingale.org.uk

A variety of excursions are planned for all residents including trips to museums, galleries, theatres, concerts, places of interest, and regular shopping trips. All outings are supported by volunteers and staff.

We try to tailor our programme to fit your needs and so if you do not want to join the large central events in the Concert Hall or lounges there is always something of a more intimate nature available on your own unit. Events include music appreciation, film shows, poetry readings and discussion. For further information you can speak with the Head of Activities or your Activities Coordinator.

Audiology

Referral to the in-house audiology clinic is made via your Manager who will arrange for an appointment to be made for you.

Building Services

The Building Services department is responsible for the maintenance and upkeep of Nightingale to a high standard. A lot of routine tasks are carried out by the Building Services Department and these are undertaken in a manner causing the least disruption to you as possible. It is always our priority to ensure we maintain the current high standards of Nightingale's internal and external fabric whilst maintaining the quality of life expected by our residents.

As with other departments within Nightingale you are our first and most important priority. Requests from you will receive prompt attention and we are always on hand to assist in providing the personal touches to residents' rooms.

If you have a maintenance matter that needs dealing with either contact the Building Services Department, your Key Worker or Manager. By the nature of their jobs, Building Services staff are often out and about around Nightingale and so please feel free to leave a message on the answer phone provided. If you wish to complete a maintenance slip in relation to any problem please speak with your Key Worker or Manager.

Building Services can be contacted on extension 2249.

CQC: Care Quality Commission

Nightingale is inspected on a regular basis by the Care Quality Commission. A copy of their most recent report is available for inspection at the Manager's desk or can be viewed from the CQC website on www.cqc.org.uk.

Care Quality Commission
Citygate
Gallowgate
Newcastle upon Tyne
NE1 4PA
enquiries@cqc.org.uk Tel 03000 616161

Catering

Catering at Nightingale is contracted to an external company called Caterplus. The management team of Caterplus are always available to talk to you in their office on the Ground Floor of the Gerald Lipton Centre.

Meals are served as follows:

Breakfast – from 08.00am

Lunch – 12.30pm

Afternoon tea – 3.30pm

Supper – 6.30pm

Subject to space availability guests may eat with residents for a nominal charge and tickets are available from Reception.

We encourage relatives and friends not to contact residents during what we call 'protective meal times'. This allows residents to enjoy uninterrupted meal times and for staff to be able to give residents their maximum attention.

We would kindly ask that if your relatives and friends wish to phone the units could this be done during the preferred times of: 10.30am to 12.00 noon; 1.30pm to 5.30pm; after 7.30pm but before 9.00pm, unless it is absolutely necessary.

Snacks: On the Gerald Lipton Centre there are supplies of tea, coffee and milk as well as food which you can use to make yourself a snack. On the nursing units staff have access to supplies and can make you a snack if you wish.

Bringing in food and alcohol: Nightingale is run in accordance with the Laws of Kashrut. There is absolutely no food or drink to be brought in to Nightingale apart from fresh fruit.

Cash machine

Nightingale has a cash machine on the Ground Floor in between Reception and the hairdressing salon and is available to all residents, staff, volunteers and visitors. There is no cost for withdrawing cash from this machine.

Chiropody

The chiropodist visits regularly and all permanent residents are seen on a cyclical basis.

Complaints / comments / suggestions

Nightingale is committed to providing the best possible care and services to our residents. In order to do that, we need to know your views on whether we are getting it right. We would therefore value any comments and suggestions on our services and we guarantee that all complaints will be thoroughly and promptly investigated.

The formal procedure for making a complaint is as follows:

Stage 1

It is preferable to pass any comments about Nightingale services to the appropriate senior member of staff for immediate resolution. If your comments concern health matters, they should be taken up with the senior nurse in the part of Nightingale where you live. This is the Unit Manager or if the complaint is about the Unit Manager then please contact the Deputy Director of Nursing.

Comments of a more general and non-clinical nature should be addressed to the Assistant Director.

Stage 2

If you are not satisfied with the response you receive from the first stage, you may of course, put your comments in writing. These should be addressed to the Director of Clinical Services who will either handle the matter directly or refer it to another member of the management team.

Having received the comment you may be invited to meet the Director of Clinical Services and put your points directly.

Alternatively, you may wish to write to the Chief Executive of the Home:

Leon Smith
Nightingale
105 Nightingale Lane
London SW12 8NB

At both the first and second stages, comments will be dealt with confidentially and answers given swiftly. We acknowledge all written complaints within 48 hours of receipt and a full response is made within 28 days.

Stage 3

If you are still not satisfied and you wish to take matters further you can contact:

Care Quality Commission
Citygate
Gallowgate
Newcastle upon Tyne
NE1 4PA
enquiries@cqo.org.uk Tel 03000 616161

You do not have to wait until Stage 3 to contact the Care Quality Commission as you can do this at any stage.

Cyber Café

The Cyber Café is located in the Activities Centre. If you would like access to the computers either for email and internet use and/or if you would like computer tuition contact your Activities Coordinator.

Dentist and Hygienist

To make a dental appointment with the visiting dentist please contact your Manager. Services are provided on site through the local Primary Care Trust. You are, however, welcome to make your own arrangements for visiting your own and/or a private dentist should you so wish.

Dietician

There are monthly visits to Nightingale by a dietician. If you feel that you would like to talk with a dietician for advice, please contact your Key Worker or Manager who will make the necessary arrangements.

Digital TV

Technology has been installed in most areas at Nightingale so that you can access Sky. You have the option of taking up a subscription at your own cost with a suitable retailer and having a box installed. This will not include Sky+ or Sky HD. Freeview is also available. For both services a suitable television will be required. Your retailer will be able to advise you.

Display Screen

The display screen is located on the Ground Floor opposite the shop and is updated on a daily basis with details of menus, residents' activities, fundraising events and other useful information.

Dry cleaning

Arrangements can be made for garments to be dry cleaned. Please contact your Key Worker or Manager who will make the necessary arrangements.

Financial advice

Nightingale is not registered as an independent financial adviser and therefore cannot provide you with financial advice.

Nightingale can assist you with the completion of forms in relation to the funding of your stay, but it is imperative that you disclose full financial details to Nightingale and any relevant statutory bodies. If you are uncertain as to what you should do our Residents Services Department will be glad to give you guidance. Please note that it is Nightingale policy that staff are not allowed to witness any legal documents.

Fire precautions

Nightingale has in place various fire precaution procedures for the instruction of staff and the safety of residents. Nightingale is extremely well protected against the possibility of fire. The building itself is specifically designed to withstand the spread of fire and is equipped with a sophisticated fire alarm system. Portable fire fighting equipment is placed around the site and designated Fire Marshals are on duty 24 hours a day.

As part of our fire precaution programme we expect you:

- Not to lock your room during the night
- Not to smoke, except in designated areas
- Cooperate with contractors who test all electrical appliances throughout Nightingale on an annual basis.

From time to time you may be disturbed by our fire alarm system when it is activated and whilst we do test our system on a weekly basis, you need to be aware that when the alarm is ringing you should:

- Never use a lift except on the Wohl Wing
- Be aware that all fire doors will close automatically
- Be aware that your bedroom door may automatically close.

In the extremely unlikely event that there is a need for you to move away from an affected area, a member of staff will provide appropriate instruction and assistance.

You should be aware that the fire alarm is considered to be finished when the bells stop ringing.

Fundraising

The Fundraising Department helps Nightingale raise the vast sums of money needed to run the Home. The contributions from local authorities and private fees do not cover the full cost of providing the many services that Nightingale offers. Additionally capital costs have to be borne entirely by Nightingale. Our fundraising takes many forms including numerous events that take place throughout the year.

If you have any ideas about fundraising, relatives or friends who are interested in fundraising or you wish to take part yourself then please speak to the Head of Fundraising.

Details of all fundraising events can be found on our website www.nightingale.org.uk

Garden Café

This is located on the Ground Floor beyond the main reception areas, with a pleasant terrace overlooking the gardens. The Café serves a variety of deli-style food, soups and hot lunches as well as tea, coffee and cakes.

The Garden Café is open 10.00am to 4.30pm on Monday to Thursday and Sunday, and 10.00am to 3.00pm on Friday. The Garden Café is closed on Saturdays and on Jewish festivals.

Gardens

Nightingale is most fortunate to have wonderful landscaped gardens which are wheelchair accessible. Within the gardens there is a Koi Carp pond, an aviary and a rose garden.

If you cannot get to the gardens unaided speak to your Key Worker who will help take you outside. The Wohl Wing has its own protected garden with reminiscence objects situated throughout.

General Practitioners

Every Unit has a General Practitioner who takes care of all the residents on that given Unit. If you feel unwell, speak to your Key Worker or Manager who will arrange for the Nurse Practitioner or the Unit General Practitioner to see you in your own room.

Hairdressing salon

The hairdressing salon, situated on the Ground Floor of the Main Building, is open:

Monday – 8.30am to 4.00pm

Tuesday – 8.30am to 12 noon

Thursday – 8.30am to 4.00pm

Friday – 8.30am to 1.00pm

On Wednesday our hairdresser works on the nursing units only and the salon is closed. It is closed on Saturdays and Jewish Holy Days.

The salon does not have an appointments system. You will be asked to take a seat whilst you wait for the hairdresser.

Prices are very reasonable. If you have arranged a Residents Safekeeping Account (RSK), payment for the hairdresser can be deducted from this account without the need to carry cash.

If you would like to visit the hairdressing salon but are unable to get there unaided contact your Key Worker who will arrange for you to be taken and collected.

Health & Safety

The Home has a Health & Safety Committee which meets quarterly to discuss health and safety issues affecting residents, relatives, visitors and staff.

Home Committee

The Home Committee, a body of volunteers, acts as a link between the residents of Nightingale, the staff and relatives. The Home Committee is intended to assist management and trustees in meeting its strategic, developmental and operational objectives and in meeting the ongoing and changing needs of residents.

Membership includes a residents' representative so do contact this resident, and/or any other Home Committee member, with any feedback, comments or suggestions you may have.

Hospital appointments

Transport and, where applicable, escorts will be arranged for you for any hospital appointments. If you are making your own private arrangements for transfer to any NHS or private hospital visit, transport will be at your own expense.

Housekeeping

The Housekeeping Department is responsible for keeping all parts of Nightingale clean and well maintained; it also has overall responsibility for the running of the laundry and linen room. If you wish to discuss any aspects of this service, please contact our Head of Housekeeping or Deputy Head of Housekeeping. The Housekeeping office is located on the Ground Floor of the Alfred Cope Wing.

Personal clothing is laundered on the premises and any necessary repairs are carried out in our Linen Room. Upon arrival at Nightingale the Linen Room staff will put name tags into all your garments to ensure everything returns to you. It is vital that any additional clothing that you or your family may buy once you are living at Nightingale is also given to your Key Worker or Manager to pass to the Linen Room for marking. Residents are encouraged to wear 'easy care' garments rather than silk or wool. Dry cleaning is not carried out on the premises.

Insurance

Whatever you bring to Nightingale, please remember to insure anything of value, just as you would in your own home. Any valuables, such as jewellery or cash, are best entrusted to your bank for safekeeping. Alternatively, they can be handed in for your safekeeping. If you wish to do this, please contact a member of the Residents Services Department. Nightingale cannot accept responsibility for any items of value and/or cash which are not handed in for safekeeping. If you do hand in any belongings for safekeeping, please note that these are not insured by Nightingale.

Key Worker

Key Worker is the title given to a named member of staff who will take a special and personal interest in your care. This named person will be a healthcare worker that would get to know you better than any of the other members of staff and someone who you could approach if there is anything which you need. Of course, if your Key Worker is not on duty, you can contact any other member of staff.

Library

There are books on every Unit/Floor in Nightingale. The central library called the Newton Library is located on the Ground Floor of the Gerald Lipton Centre. The Newton Library contains a wide variety of books including large print books and listening books. It is permanently open. There is also a mobile library which visits monthly. Please refer to notice boards on your floor for details or contact the Wandsworth Home Delivery Library Service on 020 8871 6350.

Mail

Personal mail will be delivered to you on a daily basis as it arrives apart from some festival days and every Shabbat. There is a post box in the main reception on the Ground Floor and is emptied by Royal Mail Monday to Friday at 5.30pm. The mail box is not opened on Bank Holidays, High Holy Days or Shabbat. There is also a small black post box on the Ground Floor of the Gerald Lipton Centre for the convenience of residents which is emptied daily.

Minibus

We operate a fortnightly Sunday minibus service from North West London to Nightingale. This allows family and friends to visit residents regularly with ease. The bus service collects from five points in North West London, travels to Nightingale arriving by 1.00pm and then departs from Nightingale at 4.00pm to deliver visitors back to the chosen collection point. To book a place on the minibus, please telephone the Fundraising Department on 020 8673 3495.

Newspapers

Newspapers can be ordered and are delivered daily by the newsagent. Payment can be made direct to the newsagent or it may be more convenient to charge it to your Residents Safekeeping Account (RSK). Please speak with your Key Worker or Manager to make these arrangements.

Nurse Call systems

Nurse Call systems are provided in every resident's room and bathroom and in other areas such as lounges, toilets, etc. This is provided so that should you be taken ill, sustain a fall or need urgent assistance for any other reason, there is always a facility close at hand.

This may be in the form of a pull-cord which will be coloured orange/red or a push-button facility. When the system is activated, a member of the care team will respond as a matter of urgency in order that they can assist you. For this reason, it is essential that this system is used only when absolutely necessary.

Optician

Eye tests and glasses are available through a visiting optician. To make an appointment to see the optician speak to your Key Worker or Manager. You are welcome to make your own private arrangements with your own optician should you so wish.

Physiotherapy and Occupational Therapy Department

Upon arrival at Nightingale all residents are assessed by one of our Therapy team. Depending on this assessment, an initial programme of activity/exercise will be drawn up and the therapists will be able to help you overcome any problems posed by day to day life. Treatment will either be carried out in the department which is on the Ground Floor of the Main Building or in your room, as assessed.

A Shoe Service is also run via this department.

Portering

Our Portering Department employs a number of staff and one of their responsibilities is to assist in the transportation of residents throughout the site. If you need a porter to assist you attending an appointment or event, please ask your Key Worker and/or any member of the care staff who will be able to help organise this.

Power of Attorney

It is strongly recommended that you make arrangements for a Lasting Power of Attorney and we suggest that a solicitor is consulted at the earliest opportunity. Please request an information leaflet on how to go about this from the Residents Services Department.

Reception

Reception is staffed from 7.30am until 8.00pm Monday to Friday and from 9.00am to 9.00pm Saturday and Sunday by a team of trained receptionists. They are responsible for greeting new residents, greeting visitors, receiving all telephone calls to the main switchboard number, using the public address and internal paging systems and receiving post and deliveries. Outside Reception hours, the telephone is answered by the Site Manager on duty.

Relatives Groups

Each Unit has its own Relatives Group which holds regular meetings throughout the year. In addition to this there is a coordinating Relatives Steering Group which holds regular meetings with the management team. Bi-annual relatives meetings are held to which all relatives are invited. For further information, contact your Key Worker or Manager.

Religious Coordinator

Nightingale employs a Religious Coordinator who works Tuesdays to Saturdays. This person carries out all the Shabbat and festival services, visits residents in hospital, attends events at Nightingale and provides religious and spiritual support and guidance to residents and their families and friends. He is also responsible for the supervision of the kitchens.

Residents Safekeeping Account (RSK)

Nightingale can administer for you a Residents Safekeeping Account which operates as an account for your spending money. With funds in this account you can purchase items from the Garden Café, shop and hairdressing salon and also put this money towards outings and external visits. Please contact the Residents Services Department to set up an account.

We also recommend that the Manager is advised if your relatives bring in for you items of value or you have asked for these items to be taken away from Nightingale. We suggest you keep only a small amount of money to cover modest daily needs. While no administration charge will be levied for the maintenance of the Residents Safekeeping Account no interest will be paid on any amounts held. If you would like guidance on these matters our Residents Services Department will be pleased to assist. The Residents Services office is located on the Administration Floor (3rd Floor, Main Building). Alternatively, ask your Key Worker or Manager to arrange a meeting.

Residents Services

The Residents Services Department arranges your admission procedure to Nightingale and is here to welcome you on arrival. They will be happy to assist with any general and non-clinical enquiries. Their office can be found on the Administration Floor (3rd Floor, Main Building).

Security

All visitors are required to sign in and out of the building (on Shabbat you will be asked for your name by the security guard). As a courtesy we would be grateful if visitors on arrival at a Unit could initially visit the Nursing Station and please also announce your departure to staff at the Nursing Station. Visitors should also inform unit staff if they take a resident out of Nightingale and report back to the unit staff on their return. Security is a matter which is taken extremely seriously by Nightingale.

Shop

Staffed by volunteers, the shop is located in the heart of Nightingale on the Ground Floor of the Main Building. It is well stocked with a good selection of confectionary, savoury snacks, greetings cards, as well as toiletries.

The shop is open Sunday to Thursday 1.30pm to 4.00pm and on Fridays 10.00am to 12 noon. The shop is closed on Saturdays, Jewish Holy Days and some Bank Holidays. If you are unable to visit the shop a trolley with a selection of stock visits the units on a fortnightly basis.

Smoking

Nightingale is essentially a non-smoking building. Residents who smoke may, however, do so in their own room. If you do smoke, please ensure that the Manager is aware that you smoke. Visitors, staff and others may not smoke in the building at any time. There is a smoking area at the very rear of the garden. Smoking is not permitted anywhere else in the garden, on the terrace or at the front of the building.

Staff team

All Nightingale staff are appropriately qualified. Written references from previous employers are obtained for them all as well as Criminal Record Bureau and Safeguarding of Vulnerable Adults (SOVA) register checks.

A comprehensive training programme is in place to ensure continuation of their development and skills. Staff are recruited and chosen to work for Nightingale based on their devotion and commitment to caring and respect for the older generation.

Standard contract / Resident Care Agreement

All residents are required to sign a contract prior to their admission to Nightingale. If you are unable to carry out this responsibility then the contract will have to be signed by your next-of-kin or appointee on your behalf.

The contract details terms and conditions in respect of the accommodation to be provided.

Suggestion box

We very much welcome your feedback on all aspects of the service we provide. Please feel free to talk to any of the management team at any time or alternatively you may wish to use the suggestion box which is located adjacent to the Reception on the Ground Floor. This box is opened on a regular basis and we always assure you of a response if you leave your name. A suggestion/comments and complaints form can be obtained from Reception.

There are also Residents Meetings on the individual units which are coordinated by the Managers. From time to time the Home conducts a

Residents Survey to obtain your views on the services that you receive. We also consult with relatives.

Synagogue

The Synagogue is based on the Ground Floor of the Main Building, near the Concert Hall. Services are held on the Sabbath and on Festivals. Usually Friday night services take place in one of the dining rooms in the Gerald Lipton Centre. Timings are also listed on the weekly Diary of Events circulated throughout Nightingale; if in doubt, then contact your Key Worker or Manager. Memorial candles can be obtained for a small charge from our Reception.

Telephone system

Nightingale is gradually introducing its own private telephone system. Where residents occupy rooms which have been incorporated into Nightingale's system, they are able to make free internal calls to specified facilities such as their Nursing Station, Activities Co-ordinator, Physiotherapy, Housekeeping, the hairdresser, shop and Garden Café. In these rooms Nightingale can offer instant access to external lines for new residents and for respite clients.

It is intended that eventually all Gerald Lipton Centre rooms will be integrated into this system. There are also a number of public payphones throughout the site.

Tips, gratuities and gifts

Staff who work at Nightingale are paid to undertake the work that they do and we do not believe that it is appropriate for them to accept tips, gratuities or gifts from residents or relatives and friends. Furthermore, it is part of all staff contracts of employment that they must politely decline any offers that are made.

Nightingale is very appreciative of the fact that you may want to show that you value the work of staff so you may want to offer to contribute to the Staff Amenities Fund which is a fund set up to cover training and other staff support initiatives.

Volunteers

Nightingale is extremely fortunate to have a large active group of volunteers who are able to assist in a variety of ways. Volunteers, of all ages, are involved with a wide range of activities – themed events,

classes, musical and dance performances, arts and crafts, pottery, bingo, befriending, discussion groups, outings, theatre and concert trips and reminiscence activities as well as fundraising.

Volunteers are able to afford time to the residents which staff members may not have so much time to do. They also bring an added dimension to the dynamics of Nightingale and, for residents, a range of alternative people to mix and socialise with.

If you feel that you would like to be visited by a volunteer and/or would like to know more about the volunteer service, please contact our Volunteer Support and Development Manager whose office is situated on the Ground Floor of the Gerald Lipton Centre and/or ask your Key Worker to put you in contact.

Website

Nightingale's interesting website is updated on a weekly basis with news of in-house events and fundraising events along with residents' menus. Our website address is www.nightingale.org.uk