

# Training: Initial Certification

## About you

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Your first name

**Margaret**

Your last name

**Smith**

Your email address

**Margaret@GovanhillHeightsCareHome.co.uk**

The name of your establishment. This is the name that will appear on your award plaque. Please amend if the name is incorrect.

**Govanhill Heights Care Home**

Firstly, please tell us the first name of the patient / resident you have selected as your 'One'

**Mary**

## Song 1

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Song and artist

**Living Doll - Cliff Richard**

What relation does this song have to the patient/resident's life history?

**Mary's husband Bob said she was always a huge Cliff Richard fan. Her daughters remember this song as they one that was always on when they were young. Mary would dance with them while singing it. She worked at the Palace Ballroom before she met Bob and used to tell a story of Cliff winking at her when he was doing a show there.**

What specific effects does this song have on the patient/resident?

**It seems to make her happy and animated. She can sing all the words and will 'dance' in her chair when it comes on.**

## Song 2

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Song and artist

**Moon River - Judy Garland**

What relation does this song have to the patient/resident's life history?

**Mary used to sing this as a lullaby to her children when they were young.**

What specific effects does this song have on the patient/resident?

**It calms her and helps her reminisce about her children. She can sometimes get a little teary when this comes on but not in a distressed way.**

## Song

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Song and artist

**Amazing Grace - Harry Secombe**

What relation does this song have to the

**Mary was not a big church-goer but loved this hymn. It was a favourite of her own mother.**

patient/resident's life history?

What specific effects does this song have on the patient/resident?

**This seems to help Mary to relax and focus when she has a shower. She will hum along while washing.**

## Evidence of use

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Please describe how you have tried to use your One's playlist. This could include, for example, using it at different times of days, or during specific episodes of care that your 'One' finds difficult (max 400 words).

**We have used different songs on Mary's playlist at different times of day. It has been a process of trial and error to find out which songs work well and when we can use them.**

**We have printed out the songs on Mary's playlist and stuck them to the wall of her room along with the Playlist poster. All staff who enter Mary's room were told about the songs on her playlist and encouraged to try singing them with her. Care staff were encouraged to offer her playlist on her mp3 player whenever they have noticed Mary looking depressed or agitated or when it's time for her exercise. Staff and visitors were all encouraged to add songs to the poster if they noticed Mary humming or singing and recognised the song.**

**Mary sometimes gets agitated when there are lots of people in the communal areas of the home so care staff bring her mp3 player and headphones when they bring her to mealtimes or activity times. Our activity co-ordinator has started using the playlist if she notices Mary becoming distressed.**

**Mary does struggle with showering in the mornings so care staff tried specifically to use her playlist before and during her shower to make it easier for her. Shania who usually helps Mary shower didn't know the words to Mary's songs so we bought a simple waterproof speaker that she could take into the bathroom while Mary showered. Shania found that some of the quieter and more reflective songs helped more.**

**We also tried introducing a specific 'reminiscence session' at 3 o'clock every day. Mary's husband visits at 3.30pm on Mondays, Wednesdays, and Saturdays every week. We thought that using her playlist before he arrived might help focus Mary and get her in the mood to see him.**

**We decided to record Mary's reactions to her songs in her care record. Care staff who have access to her care plan noted any reactions directly. Other staff reported things they had noticed to the day manager who recorded their findings in the plan.**

Please describe any improvements in the wellbeing of your 'One' that you have witnessed since introducing their playlist (max 200 words).

**In general, Mary seems less anxious and happier. Care staff report that just singing the more upbeat songs on her playlist can help to lift Mary's mood and can often distract her from feelings of worry and anxiety.**

**Mary's hygiene has improved since we introduced her playlist. Previously we found that she would miss her shower some days because she got too distressed. Shania reports that she now starts Mary's playlist when she enters her room in the morning and now finds it a lot easier to guide Mary to her bathroom and help her with her shower. Mary has not missed a shower since we introduced her playlist.**

**Our activity co-ordinator reports that Mary's playlist is 'a god-send!' She is able to use it to calm Mary when she gets agitated where previously she would have to ask care staff to remove Mary from the sessions.**

**Mary's dementia means that she does not speak much so we are unsure whether she is remembering specific events during her reminiscence sessions. But her husband reports**

that during her reminiscence sessions she responds positively to the music and his recollections. He believes she is remembering their good times.

## Your One's care plan

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Please tell us how you plan to ensure that your 'One's' playlist is used appropriately. You may wish to share an extract from your 'One's' documented care plan. If you are doing that please ensure you don't share any confidential information with us. You can either write your plan below or upload a scan of a document using the button below.

### Extract from Care Plan:

**Mary has a playlist that is recorded in her digital care plan on Fusion. It is also recorded in her printed Personal Music Journal which is kept on her noticeboard in her room along with the weekly planner that staff use to plan the activities of her day to day life.**

**All staff who work with Mary have access to her playlist through one of those documents. All are encouraged to familiarise themselves with it. The care plan and personalised music journal have also been shared with Mary's family who are very positively involved in the project and like to be kept up to date.**

**Care staff are to record any significant use of her playlist in Mary's care record in Fusion and to record the effects. All staff are encouraged to input their own ideas about activities and songs into Mary's planner. If a new song comes to light that staff believe should be added to Mary's playlist staff are asked to report it directly to Jenny (care manager).**

**Jenny will review Mary's care notes once a week and follow-up with staff or with the nursing and GP team to share significant developments or to seek advice if needed. The GP team also kept a record of Mary's playlist and have entered it into her medication record.**

**As per her weekly planner we use Mary's playlist at the following times:**

- 15 minutes before her morning shower (Shania to administer as appropriate)
- At 3.00pm every day while serving Mary's tea and to prepare for the arrival of Bob, her husband.
- It accompanies her to her activities sessions with Moira, our activity co-ordinator, for Moira to use as required.
- At any other time staff feel it is appropriate to life Mary's mood.

Upload plan:

*No answer given*

## Involving staff

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Please tell us who you have involved in the process of making and using your One's playlist. We understand that every organisation is different and don't expect you to have necessarily included everyone on this list.

**The One's family and/or friends,Nursing staff,Care staff,Serving staff/hosts,Cleaning staff,GP,Activities co-ordinator,Management staff,Porters**

Who did you ask?

**Shania - care staff**

What did they say?

**The playlist project has been amazing. It really helps Mary in the mornings when I'm helping her with her personal care and her shower. I used to dread Mary's shower because she found it frightening and would cry and shout out sometimes. But this has really helped. It's made showering easier for Mary and made me feel more confident in helping her.**

Who did you ask?

Joyce - care staff

What did they say?

Mary loves to dance! Who knew?! Sometimes when I used to bring her afternoon cup of tea Mary would seem gloomy. I used to sit with her and talk to her. That did seem to help a bit but I was never sure whether my words were getting through to her. But since we introduced her playlist I know that if she's feeling depressed I can put on her Cliff Richard or her Elvis songs and she'll begin to jig away in her seat! A few times I've got her up and we've had a wee dance around her room. It's lovely!

Who did you ask?

Carol - nurse

What did they say?

It's been wonderful to see how much Mary has transformed. She could get very anxious in certain situations. Since we introduced her playlist we have noticed that both her nutritional intake and her muscle tone have improved. I have no doubt this is due to the introduction of her playlist and the fact it has improved her mood.

Who did you ask?

John - cleaner

What did they say?

I think Mary used to be a bit scared of me. She could get quite scared while I was cleaning her room for her. Sometimes I had to call for one of the care staff to sit with her while I was there. But Jenny said I should try singing when I was in the room so I had a look at her playlist and I know a few of her Elvis songs. So now when I go in I'll go around singing Can't Help Falling in Love with You or Love Me Tender and she'll happily watch me going around the room and sometimes join in. It's great!

## Your playlist plan

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Please tell us about your plan to ensure that you will embed playlists throughout your organisation. Your plan demonstrates your commitment to residents, their families, and your own staff that you will use playlists in a consistent way to improve well-being. It's important that everyone in your home is aware of your plan so we like to know it's displayed in a public place to remind everyone of that commitment. You can either copy your plan into the box below or take a photograph of it displayed in your organisation and upload that using the button below.

**The management of Govanhill Heights Care Home have committed to embedding playlists into our work across our home.**

**Every resident will be offered a playlist and all staff who care for residents will be trained in using playlists. We have already added playlists to our 'Resident Contract' which is our commitment to residents and families about the care they will receive.**

**As well as the 16 members of staff who attended the training webinars we have now had 22 staff members complete the online e-learning. We have 4 staff members remaining to complete the e-learning and expect them to do that by the end of June.**

**When a new member of staff joins Govanhill Heights they will be asked to complete the Playlist for Life e-learning module as part of their induction. We run a buddy system at Govanhill Heights and the new staff member's buddy will introduce them to the way we use playlists at GH as well as to the particular playlist care plans of residents that the staff member will work with.**

**We will involve families in the introduction and use of a playlist. Every resident at Govanhill Heights has a member of staff who acts as their family liaison worker. When a new resident joins Govanhill Heights that staff member will introduce the resident and their family to the concept of Playlist for Life. They will use the Getting Started leaflet and other materials from Playlist for Life to introduce the concept to the family and to seek their input into making a playlist for their loved one.**

**We will make playlists visible throughout Govanhill Heights. The new version of our Residents Contract containing the playlist commitment is already displayed in our reception**

and we will add our Playlist for Life Certified Plaque that once we receive it. We have made space in every resident's room so that their playlist can be displayed so it is available to all staff to use as appropriate.

Playlists will be recorded formally in Fusion. Care staff will record their use of a resident's playlist in their daily records and those will be reviewed by the manager each week. At the resident's monthly care review meeting the senior care team will also review the use and effects of the resident's playlist.

Upload photo

*No answer given*

Is there anything else you would like to tell us about your experience of implementing your Playlist for Life project?

**The playlist project has been inspirational for us all! Some staff were dubious or hesitant at first but I think it's fair to say everyone has been won round. We found that the staff members who attended the webinar training were instrumental in pushing the project forward, 'selling' it to other staff, and getting it going with residents so they could demonstrate the benefits it brought.**

**We would also like to thank the Playlist for Life volunteer 'Music Detectives' who helped us track down some songs for a couple of our residents who had been born outside the UK. We wouldn't have known where to start for them but some of the song choices we received from Sandy were spot on.**

We love sharing good news stories about the use of playlists. If you are happy for us to share your successes and any inspiring moments you have had please tick this box and a member of our communications team will be in touch. We may share your stories through our social media, on our website, or in our email newsletters.

**Yes, I am happy to be contacted by the communications team**