

Draft Template of Playlist for Life Operational Guide for NHS Ward Settings

This guide is based on a procedure created by NHS Fife for a Playlist for Life project on their wards. Please only use this, and the supporting document in section 6.2, as a starting guide for using downloaded music in your care setting. You should adapt it to fit existing procedures and policies within your own setting and consult with the relevant teams or departments for sign off before proceeding with your project.

FUNCTION

1.1 Playlist for Life is a process of providing individualised music for patients with dementia. Over two decades of scientific research has shown that listening to a personal playlist can improve the lives of those living with dementia. [Your organisation] is committed to the provision of a service that is fair, accessible and meets the needs of all individuals. Listening to music that is personally meaningful has many psychological benefits. Personal playlists can reduce anxiety, improve your mood, make difficult tasks more manageable and evoke memories that can help families and carers connect. Playlist for Life harnesses the powerful effects of personal music to help anyone who is affected by dementia, their families and carers.

1.2 In the absence of a family member or carer being able to provide a Playlist and associated equipment for a patient, [Your organisation] will endeavour to provide this (where supplies permit) to allow a patient to benefit from individualised music.

1.3 This procedure will provide guidance to ensure each member of the ward playlist for life trained team knows how to:

- Create a generic email account for each patient receiving Playlist for Life in the ward setting
- Create an Amazon Music account for each patient to buy music
- Buy tracks from Amazon Music for use with an individual patient

LOCATION

2.1 All in-patient wards in the Health and Social Partnership

RESPONSIBILITY

3.1 All healthcare employees who are part of the ward team responsible for leading Playlist for Life in a ward.

OPERATIONAL SYSTEM

4.1 The Project Leader will identify relevant ward teams following Playlist for Life training and will make a request to the Digital and Information Team for the Playlist for Life Ward Team to be given access to an Email provider (in this case Gmail).

4.2 Once a patient is identified to receive Playlist for Life in a ward, the Playlist for Life trained Ward Team will create a non-identifiable email account for the patient i.e.

[\[wardname\]patient1@gmail.com](#) , [\[wardname\]patient2@gmail.com](#) etc.

4.3 After the email account has been confirmed, an Amazon Music account will be created using the email address. Instead of adding a personal name when creating the Amazon Music account, the email address should be used as the account name.

4.4 A password protected spreadsheet will be created by the Playlist for Life trained Ward Team to record patient details and corresponding email address and password, and Amazon Music account username and password. Access to this spreadsheet will be password protected and only accessible by the Playlist for Life trained Ward Team.

4.5 The Playlist for Life trained Ward Team will create a master folder on the shared drive of the ward computer and name it 'Ward Playlists'. Within that folder the ward should create a separate folder for each patient's music.

4.6 Music will be purchased using Amazon Music gift vouchers issued to the Playlist for Life Ward Team by the Project Leader from the agreed upon Endowment Fund or by donated gift vouchers to the ward. See Related Document 7.2 on how to do this.

4.7 Purchased music should be downloaded to the patient's music folder as soon as it is purchased.

4.8 Music from the patient's folder can be transferred onto their listening device.

4.9 When a patient receiving the Playlist for Life initiative is discharged, the Amazon Music account will be closed, and the email account deleted. The date of doing so will be recorded on the spreadsheet.

RISK MANAGEMENT

5.1 It is the responsibility of the healthcare employee to follow all relevant [Your organisation] policies in relation digital and information policies

5.2 List any policies relevant to your organisation

REFERENCES

6.1 How to create a Gmail account

<https://support.google.com/mail/answer/56256?hl=en-GB>

6.2 Playlist for Life factsheet- Downloading Music: A Guide for Care Providers

https://www.playlistforlife.org.uk/wpcontent/uploads/2019/11/Downloading_Music_Care_Provider_Guide_Sep19.pdf