

**Training: Initial Certification : Entry # 504****Salesforce ID**

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**About you****Your first name**

Jenna

**Your last name**

Jones

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**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

**Full address of your setting**

36 Washington Street, Glasgow G3 8AZ

**Weblink to your service**[www.govanhillheightscare.com](http://www.govanhillheightscare.com)**Part 1: Making your playlist****Name of 'One'**

Mary Brown

**Songs**

Song and artist

Living Doll - Cliff Richard

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

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 and artist

Moon River - Judy Garland

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

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 and artist

Amazing Grace - Harry Secombe

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

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

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.

## Part 2: Using your playlist

**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.**

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.

**Have you seen any of the following benefits for residents/patients that you have introduced a Playlist for Life to?**

- Reduction in medication
- Reduced stress and distress or anxiety
- Improved mood

## Describe the improvements here

Below are a range of best practice examples for this answer, with some developed from feedback from a range of real life settings:

Example 1. 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.

Example 2. L would become anxious during mealtimes, at times leaving the dining room often only after eating a small amount. When she listened to her playlist prior to mealtimes, she will be open to having conversations in the moment,

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appearing more relaxed. L's weight has seen a dramatic increase of 6.1 kgs since using her playlist prior and during meal times.

Example 3. As the dementia progressed, P's world became more confusing. They were disorientated, unsettled, and agitated and were prescribed daily doses of PRN medication. The one person providing safety and comfort in their everchanging world was their partner, who they followed everywhere. While it was great for them to feel safe, it caused their partner great distress. After introducing the playlist we found that we do not need to give him as required an psychotic medication at this time as he is much less distressed that he was prior to having his own personal playlist. They now require no PRN medication, just their music. In fact, in the group of 10 adults who participated in this project, 80% have seen a reduction in certain types of medication since they developed a playlist.

Example 4. E Experienced a significant childhood trauma. E Time-shifted back to this earlier traumatic event. Staff struggling to manage vocally disruptive behaviour – shouting and swearing at others.

Following the Playlist for Life intervention we saw a reduction in E's QUALID score from pre intervention (score 42), to post intervention (score 39), completed a week later. A Challenging Behaviour Scale (CBS) was completed when resident E went onto the Behaviours That Challenge CLiP. E had a total challenge score of 106. The CBS was then repeated when E was removed from the Behaviours That Challenge CLiP, following intervention. E had a repeat total challenge score of 46, showing a significant improvement in her presentation.

### Have any unpaid carers or family members involved seen any of the following benefits for the person living with dementia?

- Improved connection with loved one
- Improved communication with friends/relatives/ visitors
- Increased family satisfaction in care

### Please give further information on the impact you have seen, including any relevant examples. If you selected 'other' in the previous question please share the additional impact you have seen.\*

After using Playlist for Life techniques to source songs and create a playlist for them, it was observed, that after listening to their personalised music, they were more alert and engaging and for the first-time in a long-time, initiating communication with their family.

Mary's husband shared that he had often left the care homes very upset but being able to listen to music together during visits had helped them connect more and given some focus to their time together. He was very happy that the playlist for being used by staff to help Mary when she needed it.

### 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

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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.

### Part 3: Embedding into care

**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.**

- Nursing staff
- Care staff
- Cleaning staff

### Your feedback

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?

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. "I have felt pride throughout the entire journey of Playlist for Life implementation in care of our patients. Since its introduction, it has generated motivation, enthusiasm, and a strong sense of teamwork across the team. The shared stories of impact upon patients through using playlists has been profound and often joyful, bringing together families and developing patient-staff relationships."

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.

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!

### Have you seen any impact on the following for your team?

- Fewer incidents to manage

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- Improved communication with person living with dementia
- Increased job satisfaction/staff morale

**Please give further information on the impact you have seen, including any relevant examples. If you selected 'other' in the previous question please share the additional impact you have seen.**

The Playlist for Life project provided staff with an invaluable means of supporting residents with dementia. They have reported improved ability to connect with residents, better awareness of resident ability and improved response to resident distress. Through Playlist for Life, staff feel they get to know their patients on a deeper level, opening new streams of conversation and singing and dancing along to soundtracks with them, allowing them to get to know and understand the person rather than their diagnosis.

One team member shared that it can be hard to switch off after a hard day's work but she goes home in a better mood when she has used personalised music with people.

### Your playlist plan

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

### Finally

**Is there anything else you would like to tell us about your experience of implementing your Playlist for Life project? This could include any innovative ways you have included Playlist for Life or surprising outcomes you have witnessed.**

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 initial 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.