

# People's Postcode Lottery

## Impact Report 2019





# Thank You!



It has been a joy to work closely with the team at People's Postcode Lottery. Their obvious passion for supporting charities to reach those whose lives can be positively impacted ensures that we can be focused on the outcomes we seek to achieve.

We are proud of the ways in which we engage with both our partner venues and those that they seek to support. Through developing those relationships, we enable our musicians to deliver meaningful and personalised performances, which create moments of joy, relaxation and engagement for the recipients.

Thank you to the players of People's Postcode Lottery and to Postcode Care Trust for this special funding award that has helped to bring Joy through Live Music to more than 3,000 people in this last year alone. We are delighted to share some of those highlights with you in this Impact Report.

**Barbara Osborne**  
Chief Executive





Music in Hospitals & Care is a charity providing live music sessions for people who are receiving care or treatment in healthcare settings across the UK.

Since 1948, Music in Hospitals & Care has been breaking down the barriers which prevent people, regardless of their health or well-being, from accessing the benefits of live music. Each live music session is delivered by professional musicians and tailored to meet the needs of the audience group. From the Shetland Isles and the Highlands of Scotland to Northern Ireland, the Valleys of Wales and down to the south coast of England, we operate in hospitals, hospices, care homes, day centres, special schools and community settings too.

The generous support from the players of People's Postcode Lottery has enabled us to bring Joy Through Live Music to adults aged 18-55 who are receiving treatment and care in healthcare settings across four specific areas of deprivation in the United Kingdom: East London, North East England, South Wales & Central Scotland.

The first year of funding delivered 348 sessions, reaching over 3,500 adults and developing relationships with 22 new venues across England, Scotland and Wales. This foundational work put us in a great position moving into the second year of the project, enabling continued support of these venues and facilitating the development of relationships with new healthcare venues.

# In 2019 players of People's Postcode Lottery made possible...



**317**  
live music  
sessions



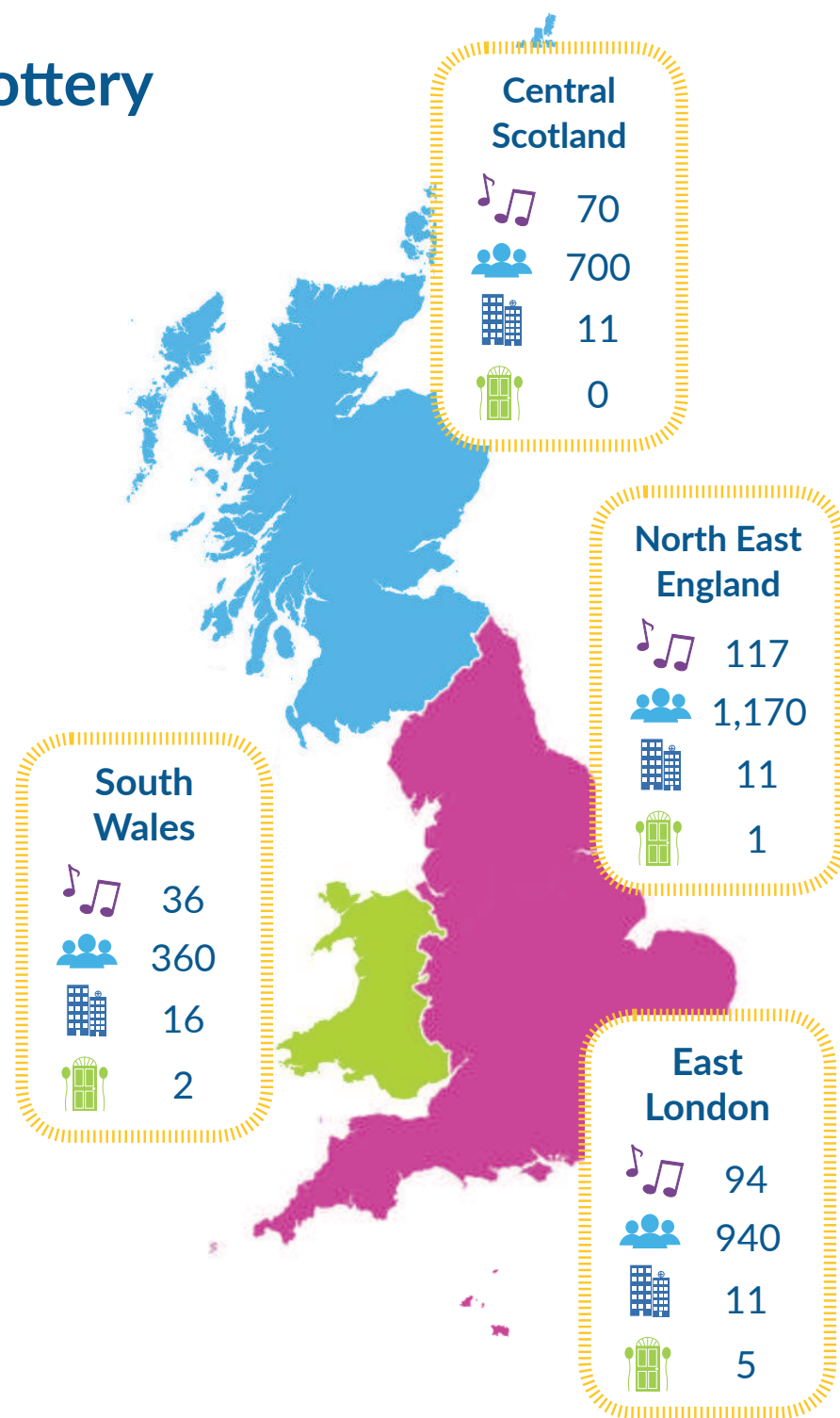
**3,170**  
people reached  
based on estimated 20 attendees per  
session with 50% newcomers



**49**  
healthcare venues  
visited



**8**  
venues visited for  
the first time





# East London

Facilitating live music sessions in East London with Postcode Care Trust funding is hugely rewarding, and has enabled particular service user groups, who so often get overlooked, to experience Joy Through Live Music.

We have witnessed young males suffering from complex mental health needs 'get dressed for the first time in a week' because they heard that a concert was taking place. We have seen how music has helped young people with disabilities to bond with their carers and share musical moments that are far removed from the weighty everyday tasks on a carer's to do list. We were delighted to welcome staff members from Postcode Care Trust to a live music session at The Tower Project, where they were able to experience the power of live music for themselves.

"I'm incredibly proud of the networks that this funding has allowed us to build and can honestly say that this project has been limitless in its advantages."

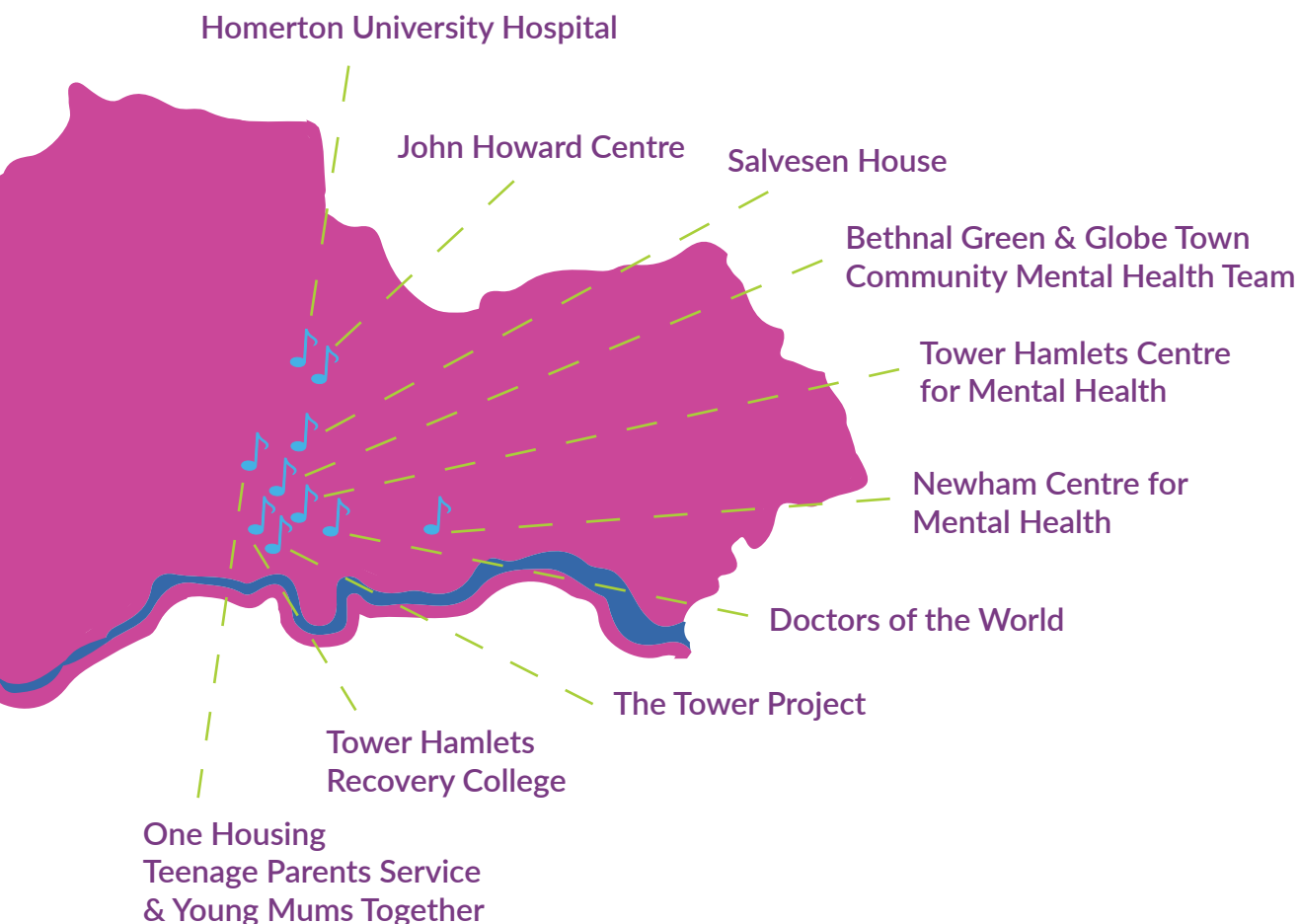
Phoebe Gorry, Concerts Co-ordinator, South England



"It can be quite tedious and depressing to stay in hospital for long periods of time like our patients have to do. They have been through a life changing experience and the music brings back nice memories and makes them feel closer to others again. Thanks for organising this."

**Homerton University  
Hospital**

# East London



“Ron was really able to adapt his performance to respond to the differing needs of the audience, including quite a lot of impromptu singing, participation and dancing! Often we promote service user performances and having a professional performer come in was an added inspiration to budding performers and those who just wanted to sit and listen - feedback was very positive from both staff and patients.”

John Howard Centre, Homerton

## Outcomes

### Participants



- Improved mood & raised spirits: 99%
- Reduced feelings of isolation: 86%
- Increased social interaction: 86%
- Reduced levels of stress & anxiety: 84%
- Improved self-confidence: 81%

### Staff



- Improved morale: 96%
- Enhanced understanding of people in their care: 87%
- Improved relationship with people in their care: 83%



# North East England

Across the North East of England, funding from Postcode Care Trust has enabled us to continue developing our work in a range of specialist settings, including critical care departments, mental health services and autism inpatient units.

The regularity of live music delivery that this funding has allowed has been particularly beneficial in critical care environments, enabling our ICU Hear® sessions to become embedded within the life of the unit, and the care of each patient.

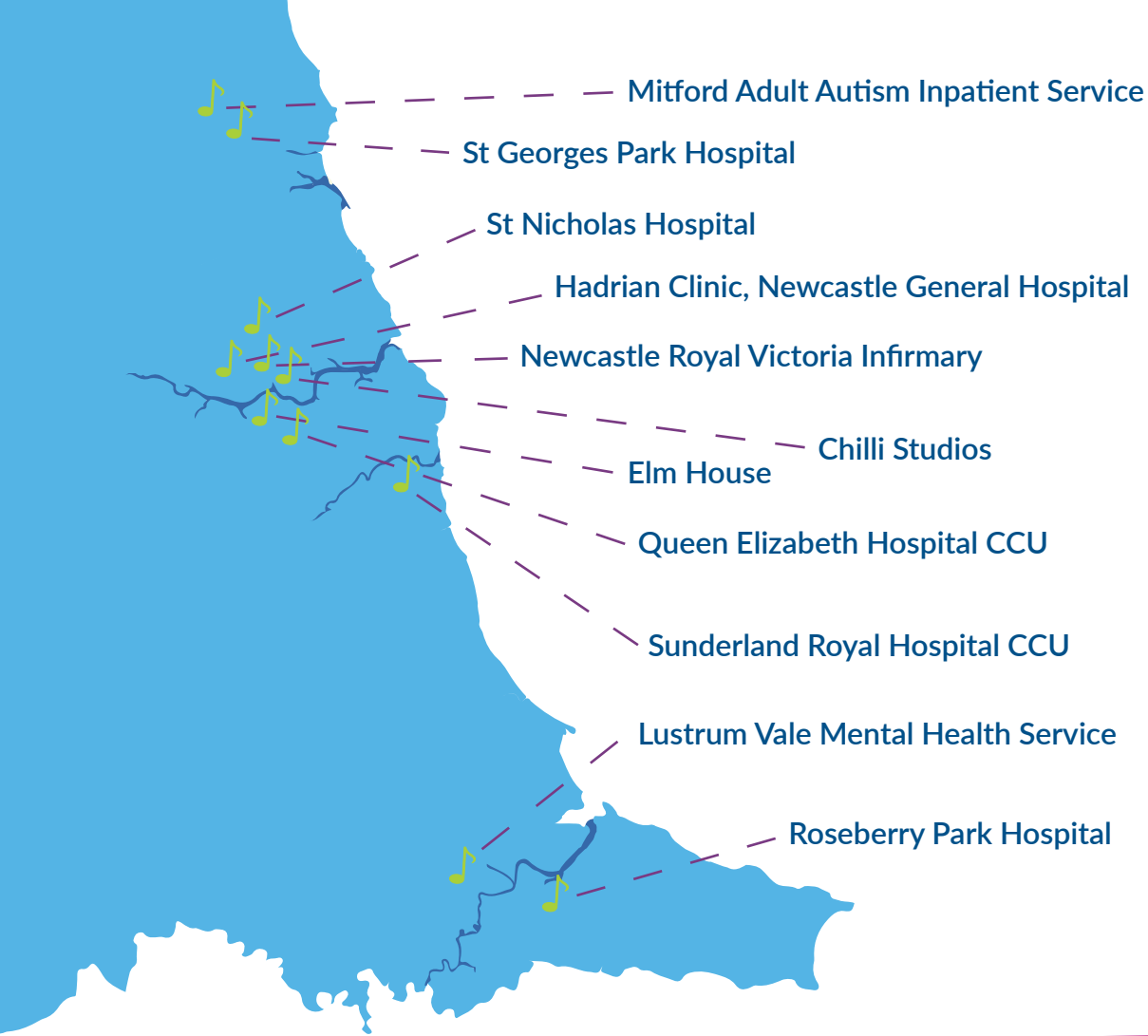
We have also been able to expand and develop important work in mental health. This has included working with Lynn Doyle, Occupational Therapist at St Nicholas Hospital, to give our musicians insight into what this audience group may be experiencing. This has enabled our musicians to adapt their delivery, as well as increasing their confidence in communicating and engaging with patients.



“Social events such as this allow clinical staff and visitors to see service users in a different environment where they are able to enjoy social situations, which reduces their anxiety and challenging behaviour. This allows for improved communication and socialisation not only between service users but also service users and staff/carers.

It showcases how different environments can affect mood and behaviour and how to adapt an environment to meet a service users' needs to allow them to engage in group community activities.”

**Mitford Adult Autism Inpatient Service, Northgate Hospital**



“Today’s session was truly joyful. It was so lovely to see people being uplifted by singing, and particularly to see a lady who is an inpatient spending lots of time up on her feet moving to the music while singing. She smiled the entire time and looked delighted to be there, and seemed to get a lot of out the session.”

Newcastle Royal Victoria Infirmery

# North East England

## Outcomes

### Participants



- Improved mood & raised spirits: 100%
- Reduced levels of stress & anxiety: 94%
- Improved communication skills: 91%
- Increased social interaction: 91%
- Improved ability to reminisce: 87%

### Staff



- Improved morale: 100%
- Enhanced understanding of people in their care: 100%
- Improved relationship with people in their care: 100%



# South Wales

Across South Wales we have been able to deliver live music sessions to a broad range of healthcare settings, including a number of Intensive Care Units.

In the past, many healthcare teams at Intensive Care Units have been reluctant to allow live music delivery into such specialist environments. However, this funding from Postcode Care Trust has enabled us to deliver a series of trial sessions into these settings, enabling healthcare staff to experience the impact of the sessions and how they fit into the life of the unit.

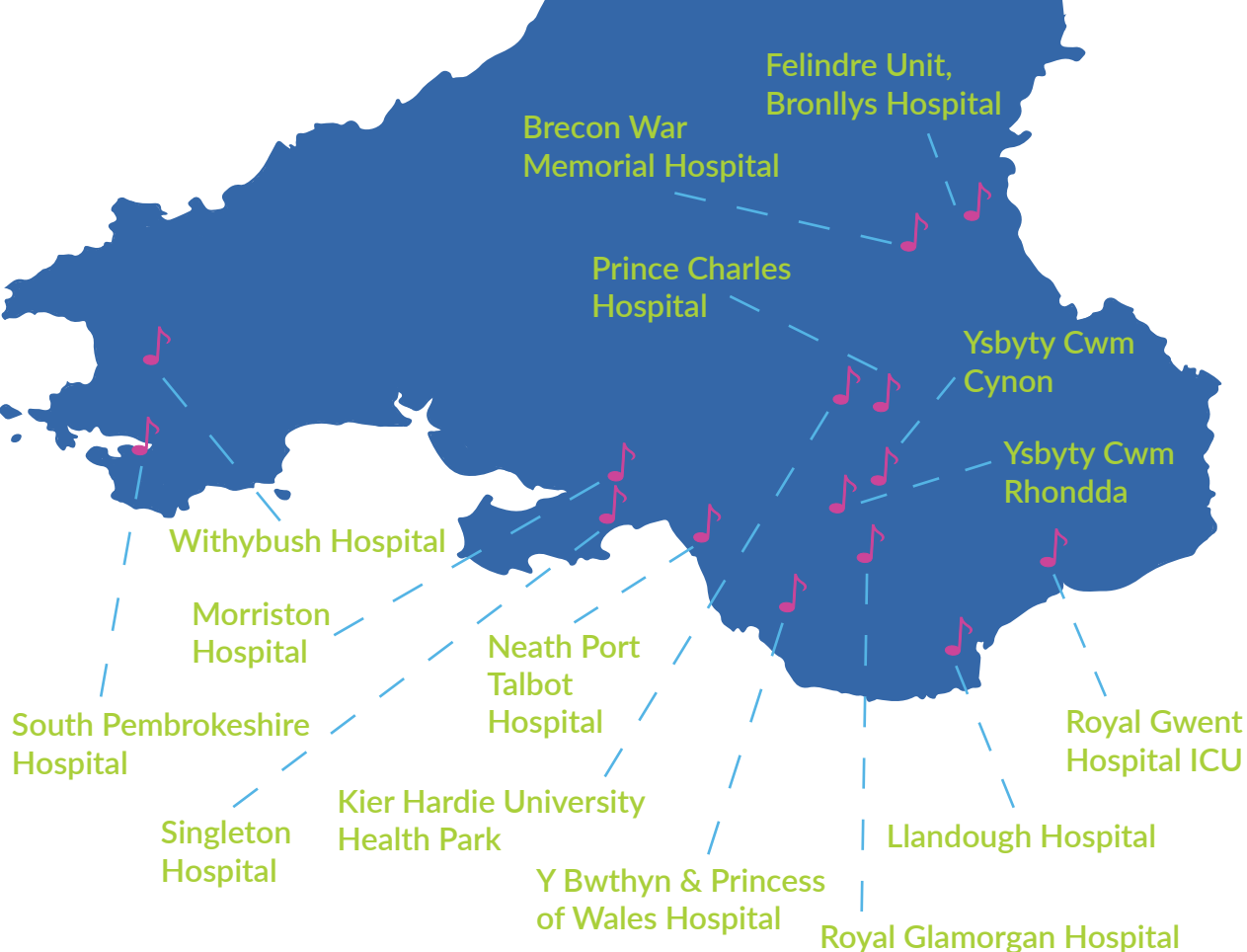
This year we have also been able to develop strong relationships with the Cwtmaf, Cardiff and the Vale, Aneurin Bevan and Cwtaf University health boards. This is thanks to the variety of hospital settings across these areas that the players of People's Postcode Lottery have enabled us to bring Joy Through Live Music to.



“The patient in the side room thoroughly enjoyed Will’s playing. He came into the room and played welsh music to the patient. It cheered her up as she feels quite isolated in a side room on her own. From a nursing point of view, when Will plays the unit seems calmer and it is soothing to hear it in the background.”

**Royal Gwent Hospital**

# South Wales



## Outcomes



### Participants

- Reduced feelings of isolation: 100%
- Improved ability to reminisce: 98%
- Reduced levels of stress & anxiety: 98%
- Improved communication skills: 96%
- Increased social interaction: 96%

### Staff



- Improved morale: 100%
- Enhanced understanding of people in their care: 78%
- Improved relationship with people in their care: 78%

“The duo were very intuitive to the needs of the audience and picked up what the patients would like very quickly”

Cleddau River Day Unit, South Pembrokeshire Hospital



# Central Scotland

Thanks to the players of People's Postcode Lottery, our work across Central Scotland has continued to develop, building upon relationships established in 2018 both with healthcare staff and attendees who have experienced our live music delivery over an extended period of time.

The relationships that our musicians have developed with individuals has been demonstrated through the increased participation seen within live music sessions, where patients have been more confident to engage with and respond to them. Sessions at Rohallion Clinic, for example, have become an opportunity for participants to perform to their peers, which has boosted the confidence of many of those attending.

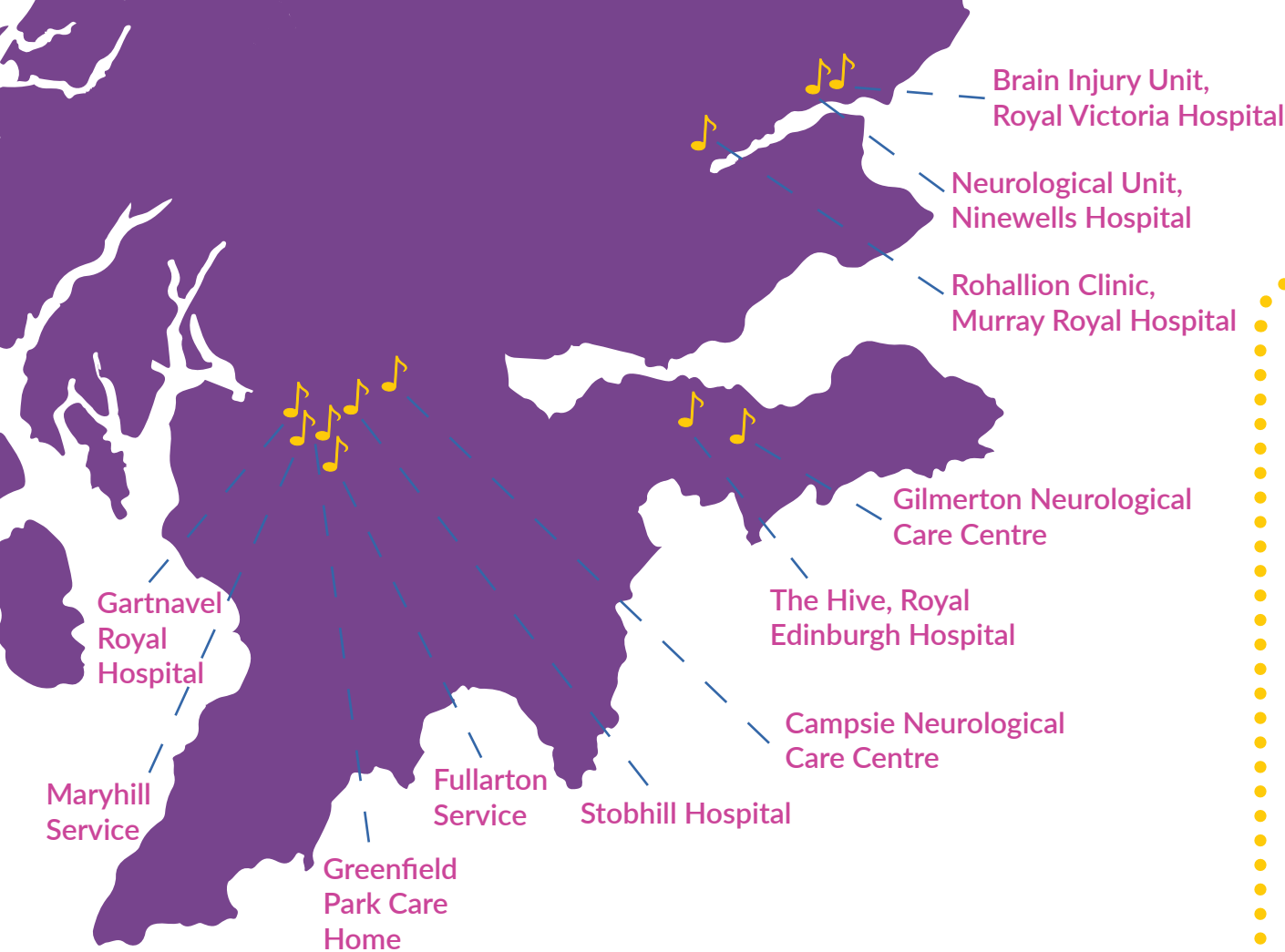
In December 2019, we were delighted to work with People's Postcode Lottery to invite members of the local community to their Edinburgh headquarters to share in afternoon tea and live music.



“Those present really got involved and I could see how much they benefited from it. I was especially impressed with how Jason got everyone involved and encouraged individuals up to sing, many of whom would not take centre stage at any other event. There was a lovely atmosphere and it was a delight to be part of.”

**Rohallion Clinic, Murray  
Royal Hospital**

# Central Scotland



## Outcomes

### Participants



- Improved mood & raised spirits: 98%
- Reduced levels of stress & anxiety: 95%
- Increased social interaction: 90%
- Improved communication skills: 83%
- Reduced feelings of isolation: 76%

### Staff



- Improved morale: 96%
- Enhanced understanding of people in their care: 83%
- Improved relationship with people in their care: 87%

“A patient who rarely communicates directly made eye contact, smiled and spoke with the musicians when they asked for her favourite song. I also observed her looking around the audience and when we made eye contact and I smiled, she smiled back... milestones are quietly being reached continually and subtly, when there is live music.”

Glasgow Gartnavel Royal Hospital



## Capacity

### **Building on relationships to widen reach:**

The connection we made with Tower Hamlets Centre for Mental Health in the first year of funding has facilitated approaches to other mental health venues in the local area.

### **Consistent delivery in sensitive settings:**

We are now able to deliver ICU Hear® sessions weekly at a number of hospitals, which enables it to become part of life of the ward, building trust with the healthcare staff and encouraging music to become part of holistic care for patients.

## Capability

### **Increasing knowledge base to improve service quality:**

We have developed our delivery specifically for mental health services and those under 55, allowing us to become proficient in areas that we did not previously specialise in.

### **Diversifying our offer to meet audience need:**

In 2019 we were able to introduce a wider range of genres and instruments to healthcare settings, guided by the diverse needs of beneficiaries. This included a Turkish kanun, a lute and three kora players.

## Leverage

### **Developing different evaluation methods:**

We have found that in mental health settings, flip charts are a good way to encourage direct feedback from participants and help them to feel heard and integral to the live music sessions.

### **Facilitating support from other sources:**

This project has helped the approach to new funders by demonstrating its impact and relationships formed. Successes include Merchant Taylors Consolidated Charities and The Beer-Harris Memorial Trust.

## Collaboration

### **Academics, researchers and practitioners:**

Evaluation work on our 'Singing for Wellbeing' drop-in choir sessions at Royal Victoria Infirmary will be shared with the MARCH Special Interest Group for Singing and Mental Health.

### **Working with a diverse range of services:**

Our relationship with One Housing, established in the first year of funding, has led to an effective partnership providing live music for their Young Mums Together and Teenage Parents Services.

# John's Story

John\* is a man with long-standing mental illness, who was devastated last year when he was diagnosed with early onset Alzheimer's. It left him feeling hopeless about the future, with worries about giving up his home and losing his independence.

During his 18-month stay at St Nicholas Psychiatric Hospital, John attended every Music in Hospitals & Care live music session, prioritising them over all other activities. John was having problems with his memory but found he could sing along and remember the words, which greatly improved his confidence. He had difficulties interacting with people, at times experiencing paranoia, but he always found he was comfortable around the musicians and able to engage appropriately.

John continued to attend every Music in Hospitals & Care concert until his discharge and even returned for a couple more afterwards. He credits the experience as helping him feel more hopeful for the future and helping him get back on his feet.

\*Name has been changed for anonymity



# Moving forward

As we begin our final year of this project, we are looking forward to spreading even more Joy Through Live Music across the UK. Building upon the relationships we have been able to forge with healthcare teams, we hope to focus on further developing our live music delivery in both mental health and critical care environments.

Our aim is to continue strengthening our existing partnerships, working to ensure that our music delivery can be sustained in the future, in addition using our established relationships to expand our delivery to new venues. We hope that this will lead to live music being accessible in a variety of ways throughout a person's healthcare journey.

We also intend to work closely with our musicians to build their knowledge and repertoire, ensuring they are fully equipped to deliver high quality musical experiences that meet the cultural, emotional and complex medical needs of our audiences. We would like to thank again the players of People's Postcode Lottery for making this possible.



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**IN HOSPITALS & CARE**  
Joy through live music