



## Impact report

2020





# Thank you



We are so grateful to all of our wonderful funders for supporting us throughout one of the most uncertain years we have ever faced.

Although 2020 brought many challenges, it gave us many opportunities to collaborate innovatively with our partner healthcare settings and musicians to share the healing power of live music in a new, safe and accessible way.

During this year, we developed a new live stream music programme which has enabled people across the UK to access #MusicEveryDay to support their own health and wellbeing.

It is thanks to the generosity and flexibility of our funders that we have been able to overcome the obstacles that faced us in 2020. Together, not only have we had a positive impact on thousands of people in hospitals, care homes, and hospices, we have been able to respond to the wellbeing needs of all.

We are delighted to share the stories of our impact in this report and hope that they demonstrate the wonderful difference that your support has made.

Barbara Osborne  
Chief Executive



“The idea of the live streams is fantastic. The residents felt included in the event, especially as the musicians did mention the name of our home. As you know families and friends are not able to enter the home, so any outside input is important to them.”

Lilly Stark, Activities Coordinator  
Sherwood House Care Home, Surrey





## About us

**Music in Hospitals & Care is a charity that improves the health and wellbeing of children and adults through the healing power of live music.**

Every year, our professional musicians share live music with over 100,000 people from across the UK, who may not otherwise get to experience it. This includes those living with dementia, who have mental health problems, or who are seriously ill.

We believe live music needs to be part of everyone's health and social care. Why? Because research shows that live music heals. It helps people feel relaxed and confident, and can relieve frustration, stress and isolation. Music can also reduce the perception of pain. It brings back memories and helps create new ones. When you move your body to

music – even just tapping a finger – it's natural physiotherapy.

Our dedicated music team handpicks professional musicians through audition. They're chosen for their blend of musical talent, sensitivity and people skills. The live music experiences they create and share unlock all kinds of emotions – from joy to loss, pleasure to nostalgia. Unlocking these emotions supports people's wellbeing. We see people interacting with our musicians by doing everything from smiling to getting up to dance or sing.

Live music can transform relationships between patients, families, healthcare professionals, residents and carers. When people enjoy music together, they feel more connected to each other, which leads to more personalised care.



# January - March

At the beginning of 2020 our musicians were sharing live music in health and care settings across the UK. This map shows just some of the places visited.



## Living with dementia

- Arran View Care Home, Saltcoats
- Age UK Trafford, Manchester
- Coed Mor Care Home, Abergele
- Maurice House, Broadstairs



## Mental health

- Royal Cornhill Hospital, Aberdeen
- The Mount Mother & Baby Unit, Leeds
- Tower Hamlets Centre for Mental Health



## Serious illness

- Sunderland Royal Hospital Critical Care Unit
- Northern Ireland Hospice, Belfast
- University Hospital Coventry
- Noah's Ark Children's Hospital, Cardiff

## Outcomes

Improved mood and raised spirits: 96%

Reduced feelings of isolation: 82%

Reduced levels of stress and anxiety: 71%

"The babies spend all day with the background noise of alarms, different voices and noises, and being handled with gloves. Lullaby Hour is a perfect opportunity for mums and babies to have a moment of soothing sounds."

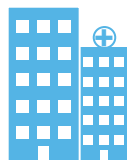
Parent at St Peter's Hospital Neonatal Intensive Care Unit, Chertsey



**858**  
live music sessions

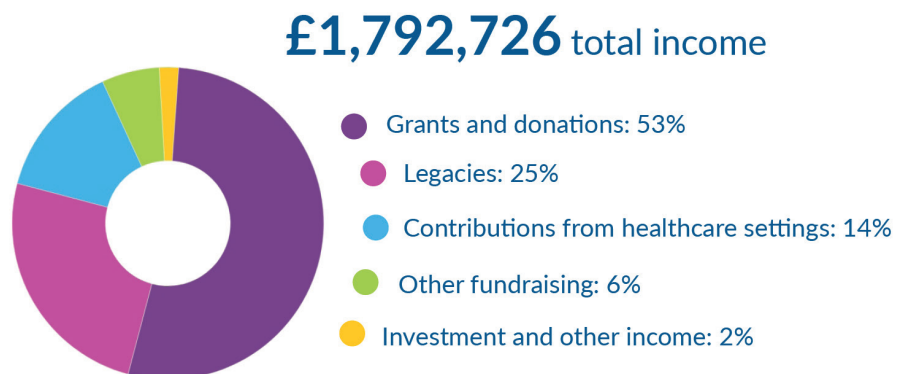


**7,160**  
people reached



**443**  
healthcare settings

# Financial review 2019/20



The total income for the year 2019/20 was £1,792,726 with expenditure of £1,429,386. The surplus for the year before gains/losses on investments and transfers between funds was £363,340.

and foundations, fundraising activity and the generosity of our supporters, almost half of the live music sessions were shared at no cost to the health and care settings.

Musicians are integral to the objectives and activities of Music in Hospitals & Care. In 2019/2020 £429,940 was paid out to Musicians in fees and expenses for their live music performances.

Scan the QR code with your phone camera to read our latest audited Trustees' Report & Accounts or visit [mihc.org.uk/publications](https://mihc.org.uk/publications).



Thanks to the income received from corporate partners, grant-making trusts

"The atmosphere is always lifted after these sessions, which is just what we really need during this challenging time."

**Claire Van Opstal, Play Specialist**  
Derian House Children's Hospice,  
Chorley





# COVID-19

In March 2020, following the outbreak of COVID-19, we had to make the difficult decision to press pause on all of our in person live music.

This unimaginable crisis has had an immense impact on our work, finances, staff, musicians, the health and care settings we work in, and of course, the people we support. COVID-19, and the resulting restrictions, has left many people alone and anxious whilst limiting the support they are able to access. For those living with dementia, mental health problems, or who are seriously ill, this only exacerbated the existing challenges they faced.

For our professional musicians, the cancellation of our live music marked a pause in a significant income stream. A year later, many musicians have been unable to find work during this time, or have been forced to find work in other industries.

At Music in Hospitals & Care, the pandemic had a significant impact, with the cancellation of live music sessions leading to the decimation of the income we receive in donations from health and care settings, whilst our income from trusts & foundations, corporate and community fundraising have also been greatly reduced.

We took measures to minimise our expenditure, including many of our Music Delivery and Fundraising teams being placed on furlough through the Coronavirus Job Retention Scheme, leaving us with a skeleton staff team.

Despite the impact of COVID-19, we remained determined to find new ways to share the healing power of live music with those who need it most in hospitals, care homes and in the community.



**91**  
supporters

**£7,383**  
raised

## Pause Play appeal

Following the pausing of our in person live music, we launched Pause Play, our COVID-19 emergency appeal. Thanks to the generous donations of our Friends, supporters and trustees, we were able to provide financial support to our musicians who were booked to play in March and April, as well as develop our #MusicEveryDay live stream programme.

# April - December

Throughout the pandemic, we have been heartened that music has continued to be a powerful tool that has brought people together, and helped them through this difficult time.

As we could no longer share the healing power of live music in person, we turned our attention to finding new ways of sharing live music. To achieve this, we developed a programme of live stream music delivery, that means everyone can make #MusicEveryDay part of their wellbeing routine.

Our live stream music programme includes personalised sessions for specific health and care settings, as well as open live streams for everyone to access via YouTube and Facebook Live. The public programme consists of three weekly sessions:

**Music & Memories** is an interactive session planned around our established timings to support those living with dementia in care homes, specialist units and in the community.

**Lullaby Hour** is our early evening session for pre-schoolers and babies offering soothing lullabies once a week to help your little ones drift off to sleep.

**Live in Your Lounge** is an uplifting session sharing great music to support everyone's health and wellbeing.

Thanks to support from our funders and partners, we have been able to reach a wide range of people, including health and care settings where we would usually be delivering in person live music and many people who had not previously had the opportunity to access our live music sessions, such as those who are cared for at home.

"The patients love the fact it's live and that they can request songs and hear direct feedback from the musicians. It's the closest thing to live music for them in the wards due to the pandemic and we are all really thankful for that!"

**Stephen Devine,**  
Therapeutic Activity Nurse  
Stobhill Hospital, Glasgow







## Mary's story

**Mary is 79 and is a resident at Grange Care Home in Kilmarnock. She takes part in all of the activities organised by Derek, the Lifestyle Coordinator, but she has a particular fondness for music.**

Mary: "I've always loved music. My mother loved music too, she played the accordion. Then I got one and had lessons, then my sister... we were like a three-piece band."

Derek: "The residents love to hear different music. We were doing exercise to ABBA this morning. Last week I had to control them all because I had Status Quo on and I didn't think that would go down well, but they were all up!"

We asked Mary and Derek about their Zoom live music session with Music in Hospitals & Care musician Neil Sturgeon.

Mary: "It was fabulous, he came on with the guitar and oh it was wonderful. Singing

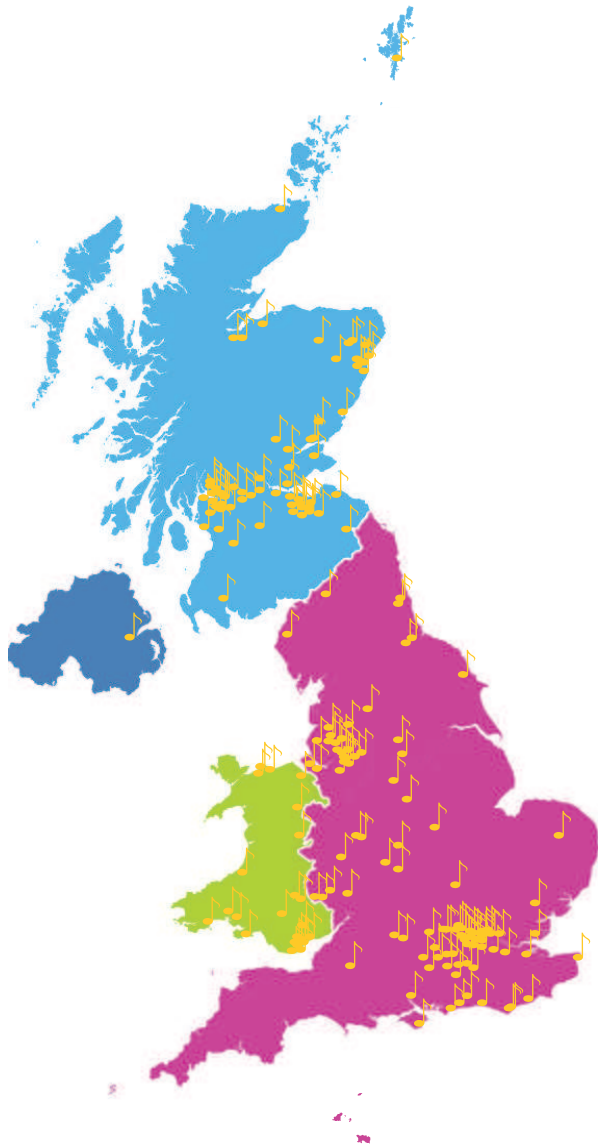
and dancing, brilliant... [Afterwards] I felt happy, because it just made you feel a wee bit more alive at the end. We all went to bed happy. Even Sheena and Margaret were singing, and they're about 90 odd! It was marvellous, I couldn't say enough about it."

Derek: "We haven't had live music for months. Everything we have been doing is just on the TV or videos, that type of thing. So to have someone who was actually interacting directly, asking them what songs they would like to hear, I think it was almost like a wee touch to the outside world again. And that just made you feel a bit more hopeful afterwards."

Scan the QR code with your phone camera to watch our conversation with Mary and Derek, or visit [mihc.org.uk/our-stories](https://mihc.org.uk/our-stories).



# Live stream



290

live stream  
sessions



250

health and care  
settings registered



5,900

Facebook  
video views



6,000

reactions, comments  
and shares

Health and care settings who have accessed our live stream music sessions include:

- Forget-Me-Not Dementia Café, Cardiff
- Stobhill Hospital, Glasgow
- Appley Cliff Leonard Cheshire Home, Shanklin
- Lothian Veterans Centre, Dalkeith
- Claire House Children's Hospice, Wirral
- Newham Centre for Mental Health, London
- Gilmerton Neurological Centre, Edinburgh
- Age UK Teesside, Middlesbrough
- St Michael's Hospital, Warwick
- St David's Hospice, Caerphilly

"I'd like to add how grateful and fortunate we are to have live musicians and music of such a high quality. This is a trying time for everyone, not the least for our people who have felt so cut off from family, friends, support and their usual care services. So to have such lovely people come to share some time with us makes us forget our woes for a little while."

**Kathie Mayer, Team Leader  
Forget-Me-Not Dementia Café, Cardiff**





# Alan's story



**Alan is a stroke survivor who accesses support and activities with the help of Donna, Stroke Communications Support Coordinator for The Stroke Association in Bridgend.**

**One of these groups is Movement to Music, led by Anwen at Rubicon Dance, who we have partnered with to share live music at dance sessions in care homes and day centres. Isla from Music in Hospitals & Care spoke to Alan, Anwen and Donna on a video call about the sessions moving online.**

Alan: "Lockdown has been awful. I've been unable to see family, meet with neighbours. It's been difficult to be motivated to get myself going. It's been far too easy to put things to one side, to leave it until later, wait until tomorrow. Because if I don't wash the dishes, nobody's going to see it. That was the mood to begin with.

Slowly I got to doing things and I have to say, Movement to Music made me move, made me do things and it gave me an interest as well. And when we get back to what everybody's calling normal, mine will be a different normal to what it was before. And hopefully it will be a more

active normal because I've been able to prove to myself that I can do things and it's encouraged me to do more."

Donna: "Today's session was the first live music Movement to Music session that we've done and the feedback I had immediately after the session ended was how great it was. That element of having live music performance was really uplifting, it was really engaging. It was so nice to see everybody smiling and joining in, and people who hadn't joined in the previous sessions, who were encouraged to come along for the live session, have now said that they are going to continue to come every week."

Alan: "It felt more like a combined 'live' performance, live by us as well as the performers."

Anwen: "That's what's so great about music. Alan didn't have to miss any sessions - he couldn't move because he had an operation, but [was] still part of the group, still listening, still singing along. It's still engagement. So even if somebody's movement range is so tiny, that music just brings everybody together, and it's just so uplifting."

Alan: "I feel that the music has been as helpful to me as my medication."

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Scan the QR code with your phone camera to watch our conversation with Alan, Anwen and Donna, or visit [mihc.org.uk/our-stories](https://mihc.org.uk/our-stories).



# Massage & Melodies

Building on our award-winning Lullaby Hour live music programme, Massage & Melodies was an initiative conceived by Emily Hills, Neonatal Occupational Therapist at Imperial College Healthcare NHS Trust in London.

The aim of this project was to use the positive sensory experiences of touch and music to relax both parents and baby, promoting connection, communication, sleep and digestion.

In August 2020 we began our first series of Massage & Melodies sessions, working with six babies and their families who had recently been discharged from the neonatal unit at Imperial College Healthcare NHS Trust hospitals.

Four weekly sessions were delivered via Zoom. Each week, Emily led a baby massage session which was accompanied by lullabies performed by musician Emma Stevens. The weeks focused on different

types of massage, and the families could request their favourite songs.

These sessions were hugely successful, helping families to deepen their connection whilst also gaining the skills and knowledge they needed in a relaxed atmosphere. From the feedback that we gathered, we found that 100% of families felt the sessions helped them to interact and feel close to their baby, 85% felt that the sessions helped their baby feel more relaxed, and 69% felt that the sessions helped them to understand their baby's behaviour.

The project was delivered in partnership with Imperial Health Charity, Imperial College Healthcare NHS Trust, and thanks to funding from French Huguenot Church of London Charitable Trust. We have since delivered a further two Massage & Melodies programmes and plan to continue this into 2021.

"It's a very personal space for the mummies, daddies and babies, so I wanted to be able to offer something really personalised. They just kept coming back and eventually they came back with requests, which was lovely. We had a couple of current songs I made into lullabies and a song from *My Fair Lady*... it went down really well."

**Emma Stevens,**  
Music in Hospitals & Care musician





# Onsite live music trial

We discussed the possibility and practicalities of trialling our return to onsite sessions with our health and care partners and musicians as soon as it was safe to do so.

When all the necessary safety guidance and support had been agreed, and with support from funders, we successfully held 43 onsite sessions at 12 different health and care settings across the UK between September and December 2020. 71% of the sessions were at hospitals, with the remaining 29% taking place in care or residential homes.

Our vision is to inspire confidence for a return to onsite delivery, ensuring maximum impact through meaningful music interventions in areas such as mental health, when restrictions ease.

Unfortunately, the reintroduction of lockdown restrictions in November prevented us from continuing. However, the learning gained from these onsite sessions will inform the training and guidance provided to our musicians before they return to onsite music delivery in 2021.



**43**

live music sessions



**860**

patients and staff



**12**

healthcare settings



**71%**

requested a special song



**86%**

said they enjoyed it



**86%**

sang along



**100%**

musicians felt safe



“Settings have gone over and above to ensure that musicians and audiences are safe, from using gardens and erecting cabins to finding spaces in empty wards and dining rooms, to keep distance. The adaptations that they’ve been willing to make at a time when staff are already incredibly busy just demonstrates how important live music is to people.”

Catherine Nunn,  
Music Development Manager



## Caroline Clipsham

**Pianist Caroline Clipsham has been working with us for over 20 years and featured in our Christmas programme of live stream and recorded performances for health and care settings.**

"I run a concert series here in North Devon for children and families, and our Christmas project was going to be several performances of *The Snowman* with local mime artist and storyteller Kirsty Allen. We were due to perform this in a few different settings until COVID restrictions meant we were unable to do so. We all had to rethink how we did things, so plans were put on hold for a bit until Music in Hospitals & Care enquired as to whether we could do a video performance.

We quickly got to grips with the tech side of things (which is not my field at all!) with an interesting set up of phones, laptops and microphones, all balanced precariously on piles of books and tripods. The only

thing missing was a boy soprano to sing *Walking in the Air*. We couldn't use another singer due to restrictions, so we toyed with the idea of just playing the music (neither of us are any good at singing!) until my daughter came in and started singing along. She learnt the song quickly and her voice was suited to it, so she completed our creation. We also thought that as it was aimed at children, they might quite like to see another child in the video too.

It was a lovely project to do, and made all the more worthwhile and enjoyable knowing the audience it was finally created for. Thank you to Music in Hospitals & Care for enabling us to do this."

Scan the QR code with your phone camera to watch Caroline's '*The Snowman*' performance, or visit [bit.ly/MiHC-TheSnowman](https://bit.ly/MiHC-TheSnowman).







## Looking forward

**We are very much looking forward to the time when we can fully return to sharing live music in person with people across the UK.**

We are currently working with our musicians to ensure that they are well equipped and supported to deliver onsite live music safely. This has included a 'Musician's Week' in March 2021, with guest speakers in the arts and health sector exploring topics from mental health to hospice care to develop and deepen knowledge in these areas. We have also undertaken wellbeing phone calls with all of our musicians to provide personal support.

Guidance for musicians has been reviewed based on current restrictions and the learning gained during our onsite trial. We recently updated our safeguarding

policy, and training to support its effective implementation is underway.

Our return to in person sessions will be focused on sharing the healing power of live music with people who may not otherwise experience it. This includes people living with dementia, who have mental health problems, or who are seriously ill. We know that live music improves people's mental, physical and emotional health, and our live music experiences are specially created to meet the individual needs of the people we support.

Thank you for making this possible, and for your continued support of our work.





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