

LIVE MUSIC NOW

MEANINGFUL MOMENTS EVALUATION

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INTRODUCTION

Meaningful Moments is a programme of high quality live music performances for audiences of older people in nursing and care homes, day centres and other community settings across the UK, devised and delivered by Live Music Now.

The quality of life and care for older people, particularly those with dementia, is at the forefront of current political and social agendas, most notably with the publication in February 2009 of the National Dementia Strategy by the Department for Health.

This report aims to assess the impact of Live Music Now's programme on the well being of older people, the work of their carers, and the musicians involved, in the context of wider policy implications.

Acknowledgements

Thank you to all contributors to the research which founded the basis of this evaluation, including:

- Jude Sweeting, Dementia Officer, Westminster Council
- Alistair Addison, Activities Manager, Nightingale House, London
- Stepanie Ross, Mountvale Nursing Home, Dromore, N.Ireland
- David Penna, Stevenage Road Day Centre, London
- Julian West, musician and trainer
- Sue Gardener, Manager, Patchett Lodge, Holbeach
- Leanne Olding, Care Home Manager, Wellingore, Lincolnshire
- Kerry Ryan, PhD student
- Live Music Now musicians (cited in this report)
- Live Music Now staff, including Sarah Derbyshire, Executive Director; Trudy White, LMN London Director; Anne Engel, Development Officer; Ann Marie Boyle, Administrator, London/UK.

SUMMARY FINDINGS

From our observations, interviews with care staff, stakeholders, and musicians, as well as contextual research, we can summarise the following key findings:

- Meaningful Moments makes a vital contribution to the well being of older people, particularly those with severe dementia.
- Regular performances demonstrate significant impact on the engagement, memory and vitality of residents with dementia.
- The performances are most effective when care staff are actively involved, contributing greatly to the social aspect of the events. The setting of performances is also influential.
- Meaningful Moments can assist care staff in their work, offering valuable insight or points of connection with older people for whom communication is often difficult.
- The musicians involved in the programme are outstanding, not only in their musicianship, but also in their ability to empathise and communicate with their audience intuitively, on the basis of very little formal training for work in these settings.
- Meaningful Moments is highly accessible, easy for venues to manage, suitable for delivery to diverse audiences in a wide range of contexts, and offers excellent value for money.
- LMN's programme responds closely to wider strategic social and political policies, research, campaigns and initiatives such as the Dignity Challenge, the Dementia Strategy, and the Alzheimer Society's 'Home from Home' report.
- There is much scope for developing the programme, including collaboration with other artforms such as dance, performance and story telling, offering repeat performances to the same and new venues, and developing the training of musicians, perhaps through accreditation.

LIVE MUSIC NOW

LMN is the largest provider of live music to the UK's welfare, educational, justice and health sectors, with a unique resource of specially trained musicians.

For over thirty years, LMN has been putting into practice the visionary ideals of its founders, Yehudi Menuhin and Ian Stoutzker; bringing the joy and inspiration of live music to those who have limited access to conventional music-making, and helping to develop the careers of young talented musicians.

LMN's music programmes deliver social, emotional, physical and educational benefits to participants of all ages and abilities through their work with, not only older people, but also:

- children with special needs
- hospital and hospice patients
- adults with learning difficulties
- prisoners and young offenders
- people with mental health problems.

LMN has been working with older people on a regular basis since 1977, giving some 700 performances a year, reaching an estimated 16,500 older people, through a number of different programmes.

MEANINGFUL MOMENTS

Meaningful Moments is a two-year programme (2007-09), designed to have a positive impact on older people, the staff working with them, practice in the care homes targeted and wider policy implications. Live Music Now's initial partner for this programme is the Orders of St John Care Homes in Wiltshire, Oxfordshire, Gloucestershire and Lincolnshire. A pilot programme was run in 2006 with 16 St John Care Homes; this project worked broadly with care home residents and did not focus specifically on dementia.

Meaningful Moments was initially supported by funding from the Balance Foundation and the Dulverton Trust, as a two year project with a focus on providing repeat performances for older people in care homes. It was used as a focus for development and capacity building work through LMN's 'Active Music, Active Minds' programme, supported by Bank of America Foundation. In the second year of the programme, a specific strand focusing on dementia was developed, resulting in a pilot project at Nightingale House where two musicians ran monthly sessions for a specific group of dementia patients.

Meaningful Moments is funded by the Balance Foundation, the Rayne Foundation, City Bridge Trust and the Orders of St John Care Homes. The Rayne Foundation's contribution is allocated specifically to the evaluation of the programme.

Meaningful Moments aims to enhance the physical, emotional, mental and social well-being of the older people - there are 3,200 elderly residents in St John Care Homes. The programme integrates an intergenerational element, involving school children, to challenge ageist attitudes and prejudice across the spectrum of age groups.

Output aims:

- over 300 interactive music events reach 2,000 people in 76 residential homes reached by the end of March 2009
- repeat performances
- participants' families involved in at least 30% of events
- local school children participate in a selection of events, with preparation for teachers on challenging prejudice around age
- measurable changes are recorded for: stress levels (institutional and individual), communication and expression, interaction between older people and fellow residents, older people and families and friends and older people and care home staff.

Objective outcomes:

Improved health and well-being for older people, measured through long-term indicators showing:

- depression and pain reduction
- memories tapped
- improved relationships between care homes and the surrounding communities through contact with schools
- additional information on the contribution of live music to positive ageing, especially for those over 75 and those suffering from dementia
- a growing pool of young musicians have the skills and experience to expand the amount of activity carried out in this sector by Live Music Now.

Success factors

According to Sarah Derbyshire, Executive Director of Live Music Now, key success factors of Meaningful Moments to-date from LMN's point of view include:

- increased capacity to deliver activity for older people – both in terms of resources and expertise.
- sustained activity – repeat visits and progressive experience for beneficiaries
- excellent relationships built with venues, and also between musicians and beneficiaries.

EVALUATION BRIEF

Platform3's brief for this evaluation was to:

1) measure the impact of the Meaningful Moments programme to-date on the well-being of older people as delivered by Live Music Now, based on agreed indicators

2) refer to previous LMN programmes with older people and assess progress

3) measure the programme's success in increasing awareness of the value of music for older people, in nursing and care homes, with stakeholders and funders

4) measure the programme's success in training musicians for this type of work

5) include a brief overview of wider existing music provision for older people in the UK and an assessment of Live Music Now's position in that spectrum

6) propose data collection systems for ongoing monitoring of Meaningful Moments

7) make proposals for the future development of Meaningful Moments in terms of:

- potential partners (including those working in other artforms)
- links with current research and practice in the field of older people's well-being
- links with current agendas and policies (The Dignity Challenge, the National Dementia Strategy etc).

EVALUATION METHODOLOGY

Platform3's evaluation is based on qualitative research comprising:

- observation of six live music performances in a variety of care settings across Greater London
- dialogue with care staff at these and four other venues outside London, in urban and rural settings
- interviews with musicians
- conversation with elderly residents / day centre visitors
- phone interviews with key stakeholders
- review of feedback already gathered by LMN
- desk based contextual research
- dialogue and information exchange with PhD research student, Kerry Ryan.

Platform3 obtained prior consent to attend performances from the venue management.

Limitations

Dialogue with elderly residents / day centre visitors was limited and in some instances actively discouraged if deemed inappropriate or insensitive, due to communication difficulties experienced by those with dementia.

While we were able to gain some evidence of enhancements to memory and mood resulting from LMN's performances through our limited observations and interviews with carers / staff and researcher, we were not able to gain evidence of reduction in pain, medication or falls, which would require a longer-term clinical study.

EVALUATION OUTCOMES

I. IMPACT ON OLDER PEOPLE AND THOSE WITH SEVERE DEMENTIA

Meaningful Moments makes a vital contribution to the well being of older people, particularly those with severe dementia.

Academic medical research has shown that live music can effect levels of extreme well being amongst people with dementia.

A study published in 2004¹, following 96 controlled observations over a three-month period, showed that levels of well being, engagement in meaningful activity and responsiveness were significantly greater during live music performances than while listening to recorded music (even recordings by the live musician of the same repertoire), or no music – regardless of the degree of cognitive impairment.

It is the opportunity for social interaction and participation in non-verbal activity offered by live music that is key to its effectiveness.

Feedback and observations from Live Music Now's Meaningful Moments programme has borne out this research.

“ Maintaining personhood involves providing a high standard of care and finding positive and meaningful ways in which to interact with the person with dementia. Listening to music has the potential to maintain personhood, even in those with severe cognitive impairment. One reason may be because language abilities, which may have deteriorated, are not necessarily required. However, there is a danger that by listening to recorded music, the social and interactive qualities of live music (which are essential if personhood is to be maintained) are lost.

The findings of this study support the use of music—specifically live music—as a way of increasing levels of engagement and well-being for people with moderate to severe levels of dementia. The added benefit of live music seems to be the opportunity for social interaction and participation in non-verbal activity. Kitwood's theory of personhood emphasizes the importance of positive social interaction in the process of good psychological care in dementia care settings. Music therapy philosophy has similar underlying assumptions, although it is not a resource that is readily available in all care settings. Provision of live music by trained musicians is, by comparison, much more accessible and easily implemented.

¹Emotional and behavioural responses to music in people with dementia: an observational study
K. Sherratt; A. Thornton; C. Hatton; Gloucestershire Partnership NHS Trust, Bolton, Salford and Trafford Mental Health Partnership, Institute for Health Research, Lancaster University, 2004

Communication and memory

For Sarah Derbyshire, Executive Director of LMN, the Meaningful Moments programme has clearly demonstrated, through observation and qualitative data, “that live music has a special power to connect and revivify memories, even if only momentarily.” As demonstrated by academic research, Sarah adds that live music, as opposed to recorded music, “enables not only flexibility, but a real line of personal interaction between musician and participant as the music is chosen specifically to respond to a participant’s mood, utterance or memory.”

Jude Sweeting, Dementia Officer for Westminster City Council, commented in support of the LMN programme, “Music is the most accessible medium to have a good time and have your emotional world lit up. Music works in magical ways. Musical memory is one of the last things to go; there is evidence of non-speakers suddenly bursting into song; it is a very human thing to enjoy music.”

This is evidenced by Leanne Olding, manager at the Orders of St John Care Home Trust (OSJCT) Homes in Lincolnshire:

“It was especially rewarding to see the impact of the performances on residents with dementia. For some, the music was able to touch them in a way that others means of communication cannot.

We had one example of a lady who had not uttered a word for the whole of her stay at one of our Homes, but after the first performance clapped her hands and shouted encore.

She continued to delight in each subsequent piece. The Home was astounded by her reaction. Following on from this, the lady was given a CD player and we played music to her in her room, to which she moved her hands in response. We also then found out that the lady used to be a keen pianist.”

Following the Order of St John Care Homes project, Live Music Now has been working on a long-term project at Nightingale House, London delivering monthly performances over a year, using the same musicians for ten consecutive sessions. The live music offers residents the opportunity to communicate and share feelings. Some residents who have difficulty talking have found a voice through singing; in one session a resident who can barely talk, sang a song three times very coherently.

The musicians’ relationship with the residents has grown over the course of the sessions, to the point where residents are comfortable enough to request songs.

“ Ted loved it - he engaged with the performance and responded to the musician by playing in time with the percussion instrument. Speaking to him, it was clear that the music had really lifted him (he talked enthusiastically about his past). Three other residents, including two with dementia clapped and responded to the musician when he spoke to the audience. Two of them were also inspired to reminisce about their past, through the musician describing geographical origins of songs.

From Platform3’s observation of a LMN performance by Dimitris Dekavallas at Sedra Nursing Home, London, 20 Nov 2008

Pavel Timofejevsky, one of the musicians from the Philomel Duo which has been working with Nightingale House, commented on the communicative aspect of their work: as well as eliciting remarkable verbal responses, there is also often a perceptible emotive resonance.

For example, during a performance where one resident's wife was present, a particular piece of music inspired a visible emotional recognition of his wife whom he engaged with sparkling eyes, as though reunited in love.

On another occasion, a woman who was lying on a wheelie bed, apparently asleep, sang along to 'Edelweiss' with her eyes still closed; the music seemed to reach her unconsciously.

Kerry Ryan, a PhD student who has been observing the Nightingale House sessions throughout the programme, remarked on seeing memory increasingly 'unlocked' during the sessions.

“ The singer Daniela Lehner’s intensely engaged approach to everything and everyone around her really brought the room alive, giving a sense of occasion and joy. One resident in the front row who played the bells was particularly responsive to Daniela’s tactile interactions, and at the end of the concert kissed Daniela goodbye.

From Platform3’s observation of a LMN performance by Daniela Lehner & Jose Luis Gayo at Harts House, London, 8 Dec 2008

The interactive nature of the Meaningful Moments performances, and the efforts of the musicians to tailor their performances, elicits an active engagement and involvement from the audience, as evidenced from Live Music Now’s involvement with the Mountvale Nursing Home in Dromore, N.Ireland where the musicians and a storyteller got all of the residents talking about their lives and their former jobs, which then became part of the performance (see section 7 below).

Social interaction, mood and movement

David Penna, Manager of the Stevenage Road Day Centre, London said that he had underestimated the level of enjoyment that the Live Music Now performances would bring to his residents: “The performances feel like a show, which gives the residents (and staff) a ‘high’ and a buzz, bringing happiness and joy – so much more than from recorded music or live music delivered without any interaction.” The musicians’ interaction with explanations and conversation between songs is key to the audience’s engagement.

“ Older people often tell me that the afternoon of the concert was the best afternoon they had had in ten years...most of the time ten years which they had spent in the care home, unable to go out! So it really means a lot to them.

Very often people start to cry and don't want to let us go; very often we get reactions from dementia patients who, according to staff, haven't reacted to ANYTHING for years. It's incredible. In my years on the scheme I have seen that music really touches something in people and that it really means something to them, and that it makes a big difference in their daily lives. LMN is definitely one of the best things that has ever happened to me!

Daniela Lehner, LMN musician

Leanne Olding from the Orders of St John Care Trust (OSJCT) adds to this: “The music itself stimulated many memories amongst residents and provided hours of discussion, giving a common bond to those who might not normally interact with each other. We have residents who may have had musical or theatrical careers for whom this brought back vivid memories. I saw myself how certain pieces may have brought back happy, but also painful memories, as residents recalled happy times with loved ones. Either way, this experience is still beneficial to residents.”

Alastair Addison, Head of Activities at Nightingale House explained that working with people with dementia is very much about capturing the moment; it is very difficult to predict or prescribe a response.

Platform3 observed a performance by Philomel Duo: Kokila Gillett and Pavel Timofejevsky at Nightingale House on 1 Dec 08:

Before the performance there was a mood of subdued anticipation. During the performance residents reacted emotively and energetically in keeping with each piece. The conversation and laughter between each number increased during the session and by the end of the performance the general mood felt both animated and relaxed. A couple of the residents who had started the session either asleep, withdrawn, or in a negative posture, ended up conducting and dancing to the music.

Alastair Addison commented on the vibrancy of the residents' responses to the performance, their spontaneous applause – even after the first item, and how they were verbalising openly by the end of the session; one resident was trying to say thank you to Kokila during the last song.

Throughout the session Kokila witnessed moments of interaction and changes of expression, including manifestations of great happiness and crying. The live music sessions provide both individual and communal experiences; songs like 'Oompah-pah' and 'Che sera, sera' facilitate physical and verbal engagement through the simplicity and repetition of the words and rhythm.

Empowerment and control

According to trainer and musician, Julian West, “Meaningful Moments is massively valuable: people in homes have lost control of so much: their home, food, where they can go, their finances; they have lost value and LMN can add value to their experience in a home.”

Musician Kokila Gillett remarked on how care home residents are empowered to take control through the performance, for example by using the instruments of their own volition or by conducting her performance; she responds by following their conducting, playing quieter or slower accordingly.

Respite from routine

Jude Sweeting described the Meaningful Moments performances as “a magnet; an event which lights up the month – often with lasting effects.” As such, these performances comprise a very powerful tool for a home, offering a sense of focus and social occasion, as well as respite from routine both for staff and residents. Staff can capitalise on this by creating a sense of occasion, and by using the events to help build community.

This is evidenced by Leanne Olding, referring to the series of performances offered in collaboration with Orders of St John Care Trust (OSJCT) Homes in Lincolnshire: “The performances were enjoyed enormously by residents and staff alike. The increasing frailty of residents living in our Homes means that it is becoming more difficult for them to leave the Home to enjoy these sort of events. This makes it even more important for us to ensure that we provide a wide range of entertainment and stimulation for residents within the Home.”

See section 3 Value awareness below for more on benefits of Meaningful Moments for staff and carers.

Individual response

As stated by Julian West, “Meaningful Moments recognises people as individuals with preferences, long and valuable lives; it can tangentially address these – uncover and respond.” This is borne out by the project with Mountvale Nursing Home in Dromore, where the performance was inspired by residents’ personal anecdotes and stories of their working lives.

The Live Music Now musicians performing at Nightingale House (Philomel Duo) adapt their repertoire according to the audience’s response and mood.

They personalise the music for the residents wherever possible; in one concert they played a piece of Beethoven on special request for a resident with a musical background. Initially in the programme Kokila did not sing, but they found that this was a very effective means for engaging the audience, allowing them to join in, especially with songs from the audience’s generation.



I felt that the experience was very rewarding and diversified. We have residents who played instruments in their younger days and worked in music halls and they were thrilled to have them visit, as well as those who have not had any experience. Residents were also delighted in being able join in on occasion and were given the chance to play the harp.

Tracy Turfrey, Ermine House, OSJCT,
Lincolnshire

Behavioural change

As revealed by the above cited study on 'Emotional and behavioural responses to music in people with dementia', accurately measuring the impact of live music on behaviour is very difficult because of the variability and subjectivity of behavioural causes: "The reason why one person 'wanders' around a day centre for two hours may be entirely different from someone else displaying the same behaviour."

However, anecdotal and observational evidence has demonstrated the highly positive effects that Meaningful Moments can have on behaviour, which is pertinent at a time when the use of anti-psychotic drugs to stop dangerous over prescription to people with dementia is under review.

The musicians from Philomel Duo who have been performing regularly at Nightingale House reported instances where symptoms of dysfunctional behaviour, rudeness, physical disquiet and crying, have all been quieted and calmed through the soothing effects of music.

“ Lots of compliments at the end of the concert, including one from a female resident who, according to Shaista, Activities Manager, “never compliments anyone”.

From Platform3's observation of a LMN performance by Benjamin Segal and Annabel Thwaite, Willesden Court Care Home, London, 19 Dec 08

Following a performance at Nightingale House observed by Platform3, one gentleman engaged the musician Kokila in conversation, asking her about her work and was reluctant to leave the room at the end of the session. The activities manager said afterwards that this man's respectful attitude towards Kokila was in marked contrast to previous aggressive sexual behaviour displayed towards female care staff.

Anne Stuart, who works with Alistair Addison at Nightingale House, related the story of John, a previously hard-to-engage patient who habitually roamed the corridors, demonstrating challenging behaviour towards staff, was brought into the Meaningful Moments second performance. John, who did not previously participate in activities, showed no agitation during the performance and willingly attended the third session, at which he approached Pavel with a request for Beethoven. Meaningful Moments revealed the real person behind the dementia, and John has since connected with other activities at Nightingale House.

Alistair remarked that the timing of the performance can have a strong bearing on the mood; the performances often follow lunch, which can be a difficult experience for some residents. This is backed up by Leanne Olding (OSJCT): "I noticed that musicians with performances taking place immediately after lunch could find it harder to engage with residents."

The setting of performances can also affect mood and behaviour; Alistair noted that in the lounge (as opposed to a bespoke performance space), residents are more able to be themselves, and that the project is about bringing music into their home. The lounge provides for a more intimate setting and allows more residents and staff to participate.

“ *Research shows that availability of activities and opportunities for occupation is a major determinant of quality of life and affects mortality rates, depression, physical function and behavioural symptoms.*

‘Home from Home’ report, Alzheimer Society, 2007

2. PROGRAMME PROGRESS

Regular performances demonstrate significant impact on the engagement, memory and vitality of residents with dementia.

Meaningful Moments has evolved from a pilot initiative supported by Orders of St John Care Homes: “We trialled the musicians in all 16 Lincolnshire Homes, contributing around £3.5k towards the cost of this. Following the success of the events in Lincolnshire, we recommended the Scheme to the other Counties in OSJCT, whom I believe have also enjoyed performances. I am told that a few Homes had one-off performances paid for by various charitable funds. We were then contacted by LMN about a further round of performances for which funding was obtained by LMN. These were concentrated in various geographical areas and residents from other Lincolnshire Homes were invited to attend performances nearby.” Leanne Olding, County Finance and Business Manager (OSJCT, Lincolnshire).

Meaningful Moments has since been delivered at venues around the UK, on a repeat basis subject to funding, with a specific focus on dementia as a result of the first year’s work.

From LMN’s experience, as stated by LMN London director, Trudy White, “benefits increase exponentially with repeated visits. Familiarity and trust are key to successful projects with dementia patients, even though they may not actively remember from one visit to the next.”

All venues that we spoke with during the course of this research and evaluation expressed a keen desire for LMN to deliver more performances; they have a demonstrable impact, which risks being lost if not repeated on a regular basis. As Jude Sweeting remarked, the development of relationships is a vital aspect to the success of the project, contributing greatly to the sense of expectation.

Venues value the diversity of experience offered by having different performers from LMN each time. By the same token, Live Music Now’s work at Nightingale House has acted as a ‘beacon’ project, demonstrating the remarkable effects that are achievable from a sustained programme of performances delivered by the same musicians.

Kerry Ryan, a PhD student who has been observing the sessions throughout the programme, remarked on seeing memory increasingly ‘unlocked’ during the sessions.

Over the course of the ten sessions so far performed, the musicians have seen huge changes in the residents; they are really coming out of themselves, demonstrating better articulation and control – to the point of being able to direct the music and repertoire, lending a sense of real empowerment.

During the session that we observed, one resident who took to the dance floor and led a member of staff in the movement is quite new to Nightingale House and had apparently been much more guarded in previous performances, demonstrating a clear progression and increased level of comfort and enjoyment.

From the musicians' perspective, it has been enormously beneficial being able to get to know the residents through the duration of the programme. The relationship they have established with the residents has been key to the programme's success. To an extent it has also been a journey for the musicians and they feel that they could take it further still, with residents benefiting from the continuation.

Repeat performances in the same venue also allow the musicians to adapt and evolve their repertoire according to the individual residents' preferences and mood, thereby offering a more personalised experience with greater communicative impact.

Trudy White and Sarah Derbyshire of LMN share an ambition to use Meaningful Moments to demonstrate the need for repeated activity with beneficiary groups and to build scalable and repeatable projects elsewhere in the UK.

3. VALUE AWARENESS

The performances are most effective when care staff are actively involved, contributing greatly to the social aspect of the events. The setting of performances is also influential.

The Nightingale House staff, who were present throughout the performance that we observed, participated fully, singing along with the residents, helping with their percussion instruments, and dancing with hands, or even taking to the floor for those who could.

The performances had previously been held in the residents' lounge area, but for this session the organisers were experimenting with using a dedicated performance hall within Nightingale House, to allow the musicians to use a proper piano (instead of a keyboard) and to see if it enhanced the experience in any way for the residents.

To what extent did the change of venue (from lounge to hall) affect the performance? The musicians appreciated the use of the piano but felt that the hall had created a different, more formal atmosphere amongst the residents and that they had to work harder at the beginning to create a good energy, talking more than usual.

“ *Staff who have never seen live music or felt that they could be interested in some classical entertainment were surprised how much they enjoyed it*

Tracy Turfrey, Ermine House, OSJCT,
Lincolnshire

There was a noticeably different dynamic amongst the residents who had been quieter than usual. The lounge is very much more the residents' space; it is very personal, relaxed and cosy, allowing the residents to sit in their own chairs rather than wheel chairs or upright chairs from the hall – which may affect their sense of identity.

Anne Stuart from Nightingale House commented that the residents were calm, rapt even, showing a sense of anticipation and less agitation than before some performances.

Sedra Nursing Home in Ealing is a residential home for older people, several of whom have dementia. When we visited the audience comprised 15–20 residents. One member of staff, Donna Humphries, was present throughout the performance, and five other members of staff came and went.

The concert happened in the lounge area, which was slightly cramped and narrow. Residents sat either side of the room in a horseshoe shape. The entrance door was right next to the performer, which meant anyone entering or leaving the room had to walk in front of the musician, Dimitris. Residents' attention was easily distracted by carers and a couple of residents moving in and out of the room.

The carers were nice, but they did not treat it as a proper concert, walking in front of performer, coming and going from the room and distracting the musician.

“ I have been on the scheme for nearly three years and have benefitted from many training days, each one dealing with a different aspect. Before auditioning for LMN, the auditionees are required to attend at least two LMN performances of musicians who have been on the scheme for a long time and are very experienced. Auditionees also receive individual advice from LMN staff about preparing the audition, what to keep in mind etc.

Once on the scheme, all new musicians receive an afternoon's briefing and information from staff and LMN "oldies"...what to expect, how to deal with unexpected situations, what to expect in various surroundings (care homes, hospices, hospitals, special schools etc). They also get an introduction in the basics of Makaton (basic sign language used in special schools).

Advisors and observers then come along to the first few LMN performances to give advice and feedback to the new ones.

During the scheme, we get regular training from specialists - LMN works with the Royal Institute of Blind People, organizations for the Deaf and Hard of Hearing, introductions to sign language, organizations for special needs etc

Daniela Lehner, LMN musician

Meaningful Moments can assist care staff in their work, offering valuable insight or points of connection with older people for whom communication is often difficult.

As Jude Sweeting remarks, "Meaningful Moments performances give a focus of occasion and offer an opportunity for staff to sit down and see themselves, their colleagues and patients in a different light; the performances bring revelations. Often it is about just being with people."

She continues that current dementia care is very much about focusing on person and relationship centred care; recognising differences. Arts centred training for dementia can be very instrumental in person centred care as it is very conducive to analysing the way people respond, revealing nuggets from the past. Staff can create other activities around that and generate meaningful occupation based on preferences and likes.

Carers' work is incredibly challenging. Meaningful Moments provides ways for canny managers to use projects to have staff valued, offering a sense of belonging and inclusion, which is not always obvious; staff don't always feel included; only in well run homes.

As trainer and musician Julian West observes: "Meaningful Moments can make big difference to staff; jobs are bound by routine and long hours; work can be mundane and unpleasant. Meaningful Moments can make a difference to a day and routine; it can help see people in a different light; reveal information about themselves."

The staff at Nightingale House seemed to enjoy the performance as much as the residents, and their participation greatly enhanced the experience. They were able to interact with the residents, sharing the experience in a very positive way with singing and laughter, movement and touch. The live music performances have given the staff a new perspective and point of connection with the residents ("You love music, don't you, Eric."); it has given them greater insight into their lives, which they will be able to use to connect with residents beyond the performances.

A couple of the residents at Nightingale House had family members present, who also helped engage with the performance, singing, dancing and sharing emotional moments with squeezes and kisses.

In general terms, staff recognise the importance of activity for residents and how the performances serve to change the mood in the space; staff can learn from this and use music in their future interactions with residents and patients, potentially ameliorating problematic situations.

Nightingale House activities manager, Alistair Addison, expressed an interest in monitoring more closely the impact that the performances have on the staff's work in the days and weeks between performances.

At Stevenage Road, London, manager David Penna said that staff were on hand helping during the concerts; "they very much enjoyed seeing the residents enjoy themselves so much."

For Leanne Olding at OSJCT in Lincolnshire, "the events give a common bond and topic for discussion. Some residents may be calmer, enlivened. They have also provided us with an insight into residents' pasts, which allows us to better care for them."

Meaningful Moments is highly accessible, easy for venues to manage, suitable for delivery to diverse audiences in a wide range of contexts, and offers excellent value for money.

Live music is accessible, variable and flexible – it also offers choice, including the choice to leave if desired (an important option in terms of person centred care). At Hart's House one resident joked to us that she takes her hearing aid out if she doesn't want to listen to something!

Meaningful Moments is very successful in catering for different cultures, which is demonstrated by the range of care homes, day centres and other venues that the performances are taken to across the public and private sector throughout the UK in both rural and urban settings.

Leanne Olding says of the scheme: "It was nice to provide something different by way of musical entertainment to the usual singers that we have. What was interesting was that some residents and staff had never experienced this type of music at all and were surprised by how much they enjoyed it.

I think the nature of Lincolnshire as a rural County has played a part in this, as we have less opportunity to hear this type of performance than city dwellers for example."

LMN performances offer excellent value for money and LMN needs to reinforce recognition that the service is worth paying for, from partners at commissioning level.

4. MUSICIANS & TRAINING

The musicians involved in the programme are outstanding, not only in their musicianship, but also in their ability to empathise and communicate with their audience intuitively, on the basis of very a short intensive course for work in these settings.

Live Music Now musicians are drawn from the most talented young professional players living in the UK. Performing as soloists or in small groups, they come from a range of musical traditions: classical western music, world music, jazz, rock and folk.

Musicians are selected through a rigorous audition process. They must combine both exceptional musical talent and an ability to communicate and establish a rapport with participants. On acceptance onto the scheme musicians are given induction training, participate in mentored performances and continue to receive support and professional development throughout their minimum two year involvement. LMN is seeking resources to expand on the musicians' training for work in these settings.

Trainer and musician Julian West observes that "LMN needs to be careful which musicians work in which settings. Working with elderly and dementia can be a tricky audience; careful selection is very important."

The maximum age for Live Music Now musicians is 27 and 30 for singers. Jude Sweeting commented on the benefits of the youthfulness of these 'bright young things' which, combined with their professionalism and the quality of the music, provides a tremendously uplifting experience.

In the performances we observed, the musicians all interspersed their repertoire with conversation about each piece and direct dialogue with the audience. While playing or singing, they would maintain eye contact, approach and 'serenade', or hold hands with individual audience members.

As David Penna of Stevenage Road Day Centre (London) says, "They put on a real show, which gives everyone a high".

For the Philomel Duo musicians, Pavel and Kokila, who have been working with Nightingale House, these sessions are about finding ways to open up communication zones. As Pavel says, it's like 'taking a cloud away' through music. During the performance they feel instinctively where to take the music, who to approach and connect with; who needs that 'moment'. They very much respect the intelligence of the audience, and realise that the music and songs can help enunciate locked up thoughts and emotions. The song, 'Where is Love?', for example, provokes a very strong reaction in many of the residents.

“ It was nice to provide something different by way of musical entertainment to the usual singers that we have. What was interesting was that some residents and staff had never experienced this type of music at all and were surprised by how much they enjoyed it.”

In terms of other schemes - I am aware of various theatre groups offering a similar experience to residents.

Leanne Olding, Orders of St John Care Trust, Lincolnshire

From our observation of the session it was evident that Pavel and Kokila work very well together, allowing for spontaneous improvisation, which by turn allows them to work well with the group, showing great empathy and ability to treat each as individuals. When asked about their training, they said they received an induction to the programme a year ago and attended a talk by a social worker, whose best advice was to go in to the situation without prejudice, with an open mind, and with love.

The musicians have also attended a special dementia day workshop arranged by Live Music Now and facilitated by Music for Life, which provides music therapy in care homes and other settings.

Nightingale House activities manager, Alistair Addison, believes that a broad understanding of the communication needs of dementia patients is necessary for musicians to have an impact.

At the performance we observed at Sedra Nursing Home in Ealing, where by no means all residents suffer from dementia, the musician Dimitris found the concert challenging, experiencing particular difficulty in engaging the audience, and appraising their enjoyment of it - he felt it was the least successful concert that he'd done of this type. He also found it distracting that the carers kept moving around:

"I enjoyed the performance but I found it hard to entertain the audience. I had some training sessions in the past but never had a training session for people with dementia. I think I needed to know more information about the reaction of people with dementia.

The most valuable aspect of my training was to ask my audience questions and information about the pieces and that helps them remember periods of their lives and enjoy the music more. It would be definitely helpful if I attend some more training sessions about people with mental diseases and how to keep them entertained. I believe they (the residents at Sedra) were more relaxed at the end of the performance and they had more energy."

Sarah Derbyshire, LMN Executive Director recognises the need for more in depth training for musicians: "training is essential for musicians delivering work, and must be focused on the needs of the beneficiary group, e.g. where the beneficiary group has dementia this must be covered specifically in training for musicians prior to the project starting."

Carambita musicians, Ulises and Jorge, attended workshops on different sorts of audiences, provided by LMN on induction to the scheme: “we received the training a couple of years ago so I can’t remember in detail, but we were told about people’s conditions and how they’d react to the performances. That was very useful in terms of preparing a better repertoire of music for them.”

Our conversations with musicians suggest an inconsistency in the level or type of training provided, particularly in the field of dementia. It is apparent that the training is readily available to proactive musicians, as observed by LMN musician Daniela Lehner:

“Musicians are actively encouraged to get back to LMN and request specialist training which THEY would find useful - that’s one of the great things about this organization - it really works with and for the community and the musicians. My training made me really understand the varied needs of the different LMN target groups (old people/special needs/etc)...we get very specialized and professional training.”

According to musicians Benjamin Segal and Annabel Thwaite, whom we observed perform at Willesden Court Care Home, London, (which was Benjamin’s 15th performance for LMN), “you learn through experience how to intuit, be flexible and respond to situations - which have been quite extreme at times. More ‘hands on’ training would be good.” Their training consisted of one workshop and a previous performer monitoring their first performance. They also remarked that accreditation would be useful as their LMN experience features strongly on their CVs.

5. WIDER PROVISIONAL CONTEXT

All the care homes interviewed by Platform3 said that the LMN Meaningful Moments performances provide something completely different and that they were not aware of anything similar. They often have live musicians or other performers, eg. organists, accordion players, singers (usually popular / old time), panto / Christmas shows, etc.

As Sue Gardener from Patchett Lodge, Holbeach says, “Even if it’s not always the type of music all residents like, they love the (Meaningful Moments) performances because they offer something different; it’s about the live performance and how the musicians really involve the residents.”

The quality and range of the LMN performances is frequently cited as a key differentiator, as expressed by David Penna, Stevenage Road Day Centre, London: “..excellent standard of musicians; very different from anything else we book or have access to through agencies that deal with nursing and care homes / day centres - which offer the standard Old Time ‘Lambeth Walk’ stuff. LMN has provided a great variety of performances and music.”

Meaningful Moments is also seen as most effective mechanism in terms of eliciting a response from residents, as the manager at Sedra says: “They responded more to this concert than they do to many other activities (eg. bingo).”

Music for Life is a parallel organisation which adopts a very different approach using music therapy in which musicians to do improvised pieces in weekly sessions for eight weeks with closed groups. Music for Life carried out a project in Nightingale House involving specialist improvisational music therapy; it was described as an intense and valuable experience, the success of this project being attributed to the dedication of the Nightingale House staff member; some of the other staff found it quite difficult to follow and participate.

The following provides a brief overview of other organisations working with older people through arts and music, some of which Live Music Now already has links with:

Age Exchange

www.age-exchange.org.uk

offers older people a wide range of reminiscence-based creative activities and arts products, including dementia training and outreach work

“ Local services could deploy strategies for community engagement, to increase levels of understanding and to build supportive social networks. Attention should be paid to the potential of inter-generational engagement for positive and lasting improvements in community acceptance.

Transforming the Quality of Dementia Care: Consultation on a National Dementia Strategy, Department of Health, 2008

Lost Chord

www.lost-chord.org.uk

musical sessions designed to stimulate responses from dementia sufferers through the media of music, song and dance; based in South Yorkshire, with satellite schemes in London and Wales

Sinfonia 21

www.sinfonia21.org.uk

working with people with dementia in collaboration with Music for Life on music therapy project

Magic Me

www.magicme.co.uk

creative projects which bring together young people (aged 9+) and older people (55+) for mutual benefit, learning and enjoyment; based in Tower Hamlets, East London

Music in Hospitals

www.music-in-hospitals.org.uk

live music for people in all care settings

Mickie Driver's Variety Collective Agency

www.varietycollective.co.uk

a range of professional entertainers specialising in single acts and full shows for an elderly audience

Music for Life

director Linda Rose; music therapy for people with dementia

Connaught Opera

www.maria-arakie.com/connaught_opera.html

arrange and perform around 200 concerts a year for older people in the Greater London Boroughs

Entelechy

www.entelechyarts.org

arts company with an informal network of over 300 members, including people with learning disabilities, young people, older people, people with different histories and interests. The company works with people society has often kept apart: people who carry different descriptions and labels; people who lead parallel and unconnected lives

Time of Our Lives

www.toolmusictheatre.co.uk/history_and_portfolio.htm

perform Old Time Music Hall for older people

6. DATA COLLECTION SYSTEMS

Live Music Now uses a variety of report forms to gather feedback from venues, musicians, and workshop trainers. According to Trudy White, London director, LMN achieves approximately 70% response rate to the forms, which have been designed to be quick to complete and are distributed as hard copies only.

Live Music Now has identified a number of issues with its data collection systems in order to monitor the effectiveness of the Meaningful Moments programme:

- Venue report forms are often not completed, or are very rudimentary, if we do not have a good relationship with the venue, or visits are irregular.
- The data is mainly qualitative. No examination against a standard model of issues relating to improvement of wellbeing, for example.
- No input from individual beneficiaries.
- No progressive data - how beneficiaries responses change from one visit to the next.
- No empirical data to show why music, as opposed to other interventions or artforms, is so effective.

Please see below for recommendations in response to each problem and a suggested revised evaluation / feedback form in Appendix 4.

Recommendations

Venue report forms are often not completed, or are very rudimentary, if we do not have a good relationship with the venue, or visits are irregular.

Send forms, but also phone up to carry out feedback in person; this should engender a fuller and more useful response and help to develop a relationship with the venue, and possibly secure future bookings.

The time spent on a ten minute phone call is probably equivalent to, if not less than, the time spent administering forms and typing up comments. Although similarly pressed for time, the venue should also appreciate the care and attention LMN is paying to their views and the experience for them; it might also provide a way of encouraging them to adopt staff training and awareness to maximise the benefits of each performance.

Do you think that the request for donations at the end of the evaluation form may possibly hinder some venues from completing the form? While obviously necessary to raise, perhaps there are alternative avenues for this?

“ *Long-term care is about living one's life. Good care homes have a good atmosphere and warm relationships among residents, staff and relatives. Policy goals for residential care must reflect this by prioritising social needs alongside safety.*

Opportunities for activity and engagement have a huge impact on quality of life and affect important outcomes including mortality, yet over half of carers felt the person they cared for did not have enough to do during the day in the home

'Home from Home' report, Alzheimer Society, 2007

The data is mainly qualitative. No examination against a standard model of issues relating to improvement of wellbeing, for example.

This type of data might be gathered most meaningfully through a clinical study, but a broad attempt to collect this type of information could be made by incorporating a series of 1 - 5 scores into the feedback form, collating general audience responses eg.

- active engagement
- emotional response
- improved communication
- stimulated movement
- enhanced mood
- memories triggered
- improved behaviour
- improved well being
- enhanced relationship with staff
- lasting impact.

Venues should also be given the opportunity to qualify any of the above items with examples.

No input from individual beneficiaries.

This was a difficult aspect of our evaluation process, but may be easier for venue staff to gather, who already have a relationship with the residents / beneficiaries.

No progressive data - how beneficiaries responses change from one visit to the next.

This would largely need to be negotiated with individual venues to establish more detailed forms to measure progressive responses, however a section could be included on the standard feedback form / questionnaire to assess this on a broad level, and if the 1 - 5 scoring system outlined above were implemented, this could be used to measure progression (provided the participants were more or less the same, which is not always the case).

No empirical data to show why music, as opposed to other interventions or artforms, is so effective.

Again, a clinical or more in-depth study might be a more appropriate means to generate this kind of data in a useful way. A general question could be asked about the other types of interventions and entertainment used by the venue and how LMN's performance differs in terms of engagement and effectiveness.

7. DEVELOPMENT POTENTIAL

There is much scope for developing the programme, including collaboration with other artforms such as dance, performance and story telling, offering repeat performances to the same and new venues, and developing the training of musicians, perhaps through accreditation.

Another example of how this work was developed creatively was seen at Mountvale Nursing Home in Dromore, N.Ireland. Musicians Roisin O'Grayd, Lorna McLaughlin and Niamh Lavery worked together with storyteller Fra Gunn to collect songs and stories from residents about their lives, which they presented back to the residents in the form of a performance a few days later. The project was a huge success, allowing residents to reminisce about their past, giving value and life to their memories.

Manager Stephanie Ross says of the project, "It really brought the residents out of themselves by directly referring to their lives and the jobs they used to have. The project gave us the idea to put on a series of plays, combining music and acting out." She adds, "We'd love to have LMN back; the performances really enhance well being but they are not always remembered for long, so it would be good to have them on a regular basis."

“*...quality of life is as related to the richness of interactions and relationships as it is to the extent of brain disease.*”

Transforming the Quality of Dementia Care: Consultation on a National Dementia Strategy, Department of Health, 2008

This project demonstrates the great potential for LMN to collaborate with other artform practitioners in the delivery of Meaningful Moments and also the value of repeat performances, as delivered at Nightingale House.

As previously referenced, Jude Sweeting highlights the huge propensity to deliver person-centred care through arts projects, and the Meaningful Moments performances which combine a degree of interaction through singing, dancing, storytelling or opportunity to play instruments, seem to have the greatest visible impact.

The highly accessible, 'portable' and immediate nature of the Meaningful Moments performances, mean that they can be delivered in the widest possible range of locations, bringing unique experiences to venues with more limited opportunities, such as rural locations.

LMN would like to see a commitment to training for staff from partners and individual settings. LMN could bring their experience and knowledge to assist with this in a creative way, working with care homes to involve more closely carers, in terms of staff and relatives, to extend the benefits of the performances, as well as enhancing them for the residents. As Leanne Olding comments: "OSJCT could also do more in terms of inviting family, offering refreshments and making it a big special occasion."

Further work could also be done to include outside communities, such as schools and local authorities.

Manager of Hart's House, Essex Jo McGonigal, noted that live music undoubtedly improves staff/resident interaction, providing something tangible to talk about and share. Live music is the residents' favourite activity, alongside visits from local children. Jo brings her cat in when she works which offers comfort, pleasure and affection for many residents. If she had the funds to provide any activity she liked, she would have daily live music, and get children and animals to visit every day. These three things all offer staff a road in to converse with residents, and noticeably enhance residents' mental wellbeing.

The inclusion of children at the performances has the double benefit of allowing them to experience high quality live music 'up close'.

The following provides a brief overview of other arts organisations which LMN might be able to collaborate with in some capacity:

Dementia Positive

www.dementiapositive.co.uk

encouraging communication, consultation & creativity in work with people who have dementia

Clod Ensemble

www.clodensemble.com

the company has created a huge range of performance projects, workshops and events across the UK and internationally. Music and movement is at the heart of all our work. Including: xtravagant Acts for Mature People is a sensational programme of free arts events and projects for over 60s. The core of the programme is an ongoing series of monthly lunchtime concerts featuring a diverse range of music and performance from all over the world.

Green Candle Dance

www.greencandledance.com

dance productions & education programs for specific communities, taking intelligent dance directly to those with least access to it in educational, community and arts settings.

Escape Artists

www.escapeartists.co.uk

production company that has been working in the field of socially inclusive art

HISTORYtalk

www.historytalk.org

community history group

Stream

www.streamarts.org.uk

produces public and collaborative art

Studio 3 Arts

www.studio3arts.org.uk

promotes and delivers quality arts to empower local communities and address today's social issues

LSO Discovery

<http://lso.co.uk/aboutlsodiscovery>

the London Symphony Orchestra's education and community programme

Ist Framework

www.istframework.org

production company, comes at the arts from a community, intergenerational angle, providing unique events and experiences

Arts Express

www.arts-express.org.uk

visual arts education charity that is dedicated to making the thrill and joy of creating a work of art available to everyone

Camden Housing & Adult Social Care

(Promoting Independence Group)

<http://tinyurl.com/96zuct>

outreach Service for older people over 55... also includes the Older Voices team who lead on engagement with older citizens in Camden and the 'Borough of Opportunity' strategy

Sixty Plus

www.sixtyplus.org.uk/aboutus.htm

registered charity based in Kensington and Chelsea set up in 1994 to support older people in the Borough and its surrounding areas to maintain their independence

Community Focus

www.communityfocus.org.uk

inclusive arts centre based in the borough of Barnet in North London. CF has developed a strong history of participatory work, specialising in visual, performing and digital arts for all members of the community

Leap of Faith / East London Dance

www.capitalagefestival.org.uk/projects/view/90

dance performance group for people aged 50 years and over run by East London Dance - project delivered in partnership with Healthywise aims to improve the physical and mental wellbeing of older people in Newham through the delivery of free weekly creative dance sessions

Healthywise

A partnership of organisations working with and for older people in Newham. The network aims to improve the health and wellbeing of local older people and their carers through a 5year programme of activities including: Capacity Building and Development, Training and Information, Healthy Living Activities and projects, Older Peoples Involvement Programme, Elder Abuse Awareness.

Capital Age Festival

www.capitalagefestival.org.uk

London's largest and liveliest arts festival organised by, for and with older people

Open Age

www.openage.co.uk

user led charity working across Kensington, Chelsea and Westminster enabling retired older people, from 50 to over 100 years old to sustain their physical and mental fitness, maintain active lifestyles and develop new and stimulating interests

Southwark Arts Forum Senior Creative Network – Silver Festival

www.southwarkartsforum.org

formed in order to provide creative activities and events for seniors in Southwark.

LMN's programme responds closely to wider strategic social and political policies, research, campaigns and initiatives such as the Dignity Challenge, the Dementia Strategy, and the Alzheimer Society's 'Home from Home' report.

The Alzheimer's Society compiled the 'Home from Home' report in 2007 as part of its campaign to raise the quality of care provided to people with dementia.

The report highlights the importance of and current dramatic lack of activities provided for people with dementia in care homes, affecting their quality of life. Their research found that residents can typically spend less than two minutes in conversation (or other forms of communication) with staff or other residents, outside of care tasks. People in the later stages of dementia are particularly at risk of isolation and lack of stimulation.

"Care staff perceive communication problems as one of the biggest challenges in providing good dementia care."

Maintaining staff morale and motivation is also a key issue with 44% of managers listing it as top three challenges.

The report shows that staff enjoy providing opportunities for activity and occupation and would like to be able to do more of this within their work. The benefits of maintaining good relationships between relatives and the home is also highlighted; as is supporting the relationship between relatives and the person with dementia.

According to 'Home from Home', there is no shortage of types and levels of activity and occupation that have been described for people with dementia. The challenge is to apply occupation and activity as part of regular care practice.

The recently published National Dementia Strategy (Living well with dementia: A National Dementia Strategy, Dept of Health, Feb 2009) states an intention to provide more consistent levels of care, through joint commissioning, raised awareness and better checks.

The Dementia Strategy follows a consultation period as framed by: Transforming the Quality of Dementia Care: Consultation on a National Dementia Strategy (Department of Health), 2008. This document sets out the imperative for government to prioritise dementia care, the cost of which is estimated to exceed that of cancer, heart disease and stroke combined.

The consultation reveals that the UK is in the bottom third of European performance. Alongside the need to raise the general level of quality of care, it recognises the need for tailored approaches.

The importance of social environment is stressed, along with a recommendation for strategies that could be deployed by local services to increase levels of understanding and to build supportive social networks, together with the potential of inter-generational engagement for “positive and lasting improvements in community acceptance.”

The Dignity Challenge (Social Care Institute for Excellence) is a clear statement of what people can expect from a service that respects dignity. It is backed up by a series of ‘dignity tests’ that can be used by providers, commissioners and people who use services to see how their local services are performing. As evidenced in our findings above, Meaningful Moments clearly responds to the following six out of ten indicators:

- treat each person as an individual by offering a personalised service
- enable people to maintain the maximum possible level of independence, choice and control
- listen and support people to express their needs and wants
- engage with family members and carers as care partners

- assist people to maintain confidence and a positive self-esteem.
- act to alleviate people’s loneliness and isolation.

There is a wealth of research and reports around the issue of dementia care and the use of activities to raise the quality of life. See Appendix 2 for further consultation.

RECOMMENDATIONS

Our evaluation has highlighted the key successes and development potential for Meaningful Moments, as well as raising any issues in terms of its delivery. The following are suggestions and recommendations to enhance further its success:

- Develop accredited training scheme for musicians to ensure consistent level of training and to provide them with a valuable and recognised tool for progressing their careers beyond the scheme. Include more 'on the job' training and mentoring delivered by musicians experienced in delivery in these specialist settings
- Encourage musicians to be flexible in their repertoire and allow for interaction - particularly singing - and to realise that communicating with dementia patients is about capturing the moment
- Consider developing a collaborative doctorate with HE institution to further explore the positive effects of live music on people with dementia, looking at the clinical aspects, and considering such issues as what frequency of live music performances is required to maintain the positive effects and levels of responsiveness
- Offer greater number and frequency of performances and develop more long-term projects with series of performances delivered by the same musicians, as at Nightingale House
- Train care staff on the benefits of live music performances and how they can best exploit these benefits (and how their lack of participation / respect for the performance can be very counter productive). Commitment to the arts in health care settings needs to be 'top down' and start with managers to then infuse it through the staff - clearly showing them the benefits of participation. Include careful consideration of the time and space for performances - what impact the context might have on the residents (including detail such as choice of chairs, whether it is directly after lunch, etc).
- LMN is keen to work in partnership with major providers - NHS, care home groups, etc. Therefore, ensure bodies such as Department of Health are aware of LMN's work - respond to consultations etc (eg. Arts and Health Working Group) "the Department should produce and publish a Prospectus for arts and health, illustrating benefits and good practice approaches, to publicise and share the wealth of material sent in by respondents and others, so that the NHS does not miss out on the wide range of opportunities these present."
- Carry out a longitudinal study on the impact of the programme on staff and residents following performances.
- As expressed by LMN, if resources are limited, choose depth rather than breadth.

APPENDIX I: FACTS AND FIGURES

From Transforming the Quality of Dementia Care

- 700,000 people in the UK have dementia (570,000 in England).
- The number of people with dementia is projected to double in the next 30 years, and the costs of dementia will treble.
- Over a third of people with dementia (244,000) live in care homes.
- Dementia is the strongest determinant of entry into residential care in over 65s.
- Two-thirds of care home residents in the UK have dementia.
- 45% of care home residents have moderately severe to very severe cognitive impairment.
- Dementia costs the UK economy £17 billion a year (two thirds of which is paid for by social services).

What is dementia?

The term 'dementia' is used to describe a clinical syndrome characterised by progressive decline in multiple areas of function, including a decline in memory, reasoning and communication skills and a decline in skills needed to carry out daily activities. Alongside this decline, individuals may develop behavioural and psychological symptoms, such as depression, psychosis, aggression and wandering, which complicate care and which can occur at any stage of the illness.

Dementia is predominantly a disorder of later life, with 98% of cases occurring in those over the age of 65. It affects men and women in all social and ethnic groups. Its incidence (the number of new cases per year) and prevalence (the number of cases at any one time) rise exponentially with age. The prevalence rises from around 1% at age 65 to 35% at 85.

It is clearly a devastating disorder for those with dementia, and it also has profound negative impacts on family members who provide the majority of all care. Family carers of people with dementia are often old and frail spouses and often have high levels of carer burden, depression, physical illness, and diminished quality of life. Dementia is a terminal disorder, but people may live with their dementia for 7-12 years after diagnosis. The challenge is how to enable people with dementia and their carers to live well rather than badly with dementia, maximising quality of life.

APPENDIX 2: REPORTS ON DEMENTIA CARE

- Alzheimer's Society (2007). Dementia UK: The Full Report, Alzheimer's Society.
- Ballard, C, Fossey, J, Chithramohan, R, Howard, R, Burns, A, Thompson, P, et al (2001) Quality of care in private sector and NHS facilities for people with dementia: cross sectional survey. British Medical Journal. 323:426-7.
- Ballard, C, Powell, I, James, I, Reichelt, K, Myint, P, Potkins, D, Bannister, C, Lana, M, Howard, R, O'Brien, J, Swann, A, Robinson, D, Shrimanker, J and Barber, R (2002). Can Psychiatric Liaison reduce neuroleptic use and reduce health service utilization for dementia patients residing in care facilities? International Journal of Geriatric Psychiatry, 17: 140-145.
- Darton, R, Forder, J, Bebbington, A et al. (2006) Analysis to Support the Development of the Relative Needs Formula for Older People: Final Report. PSSRU Discussion paper 2265/3, University of Kent: Canterbury
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- Healthcare Commission, CSCI, Audit Commission (2006) Living well in later life: a review of progress against the National Service Framework for Older People, The Healthcare Commission
- Mor, V, Branco, K, Fleishman, J et al. (1995) The structure of social engagement among nursing home residents. Journals of Gerontology Series B: Psychological Sciences and Social Sciences 50(1):P1-P8.
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- Marshall, M.J. and Hutchinson, S.A. (2001). A critique of research on the use of activities with persons with Alzheimer's disease: a systematic literature review. *Journal of Advanced Nursing*, 35 (1), 488-496.
- National Audit Office (2007). Improving services and support for people with dementia, National Audit Office
- National Institute for Health and Clinical Excellence/ Social Care Institute for Excellence (2007). Dementia: the NICE SCIE guideline on supporting people with dementia and their carers in health and social care, National Collaborating Centre for Mental Health, London
- Sherratt, K., Thornton, A. and Hatton, C. (2004b) Music interventions for people with dementia: a review of the literature. *Aging and Mental Health*, 8 (1), 3-12.

This paper provides a qualitative review of 21 published articles of clinical empirical studies looking at the effects of a variety of music activities on the emotional and behavioural responses in people with dementia.

General information is reviewed such as the setting and context of studies, research findings and explanatory variables. Methodological issues are also discussed, particularly in relation to observational methods, and theoretical frameworks such as the progressively lowered stress threshold model are evaluated. Music appears to have a range of applications in dementia care but previous reviews have highlighted methodological weaknesses of studies. Recommendations for future research include the use of continuous time sampling methodology and to record the duration of observed behaviours. This review paper also argues for the use of Kitwood's theory of personhood as a framework to inform and guide future research.

- Sherratt, K., Thornton, A. and Hatton, C. (2004a). Emotional and behavioural responses to music in people with dementia: an observational study. *Aging and Mental Health*, 8 (3), 233-241.

Using continuous time sampling and direct observation methodology, this study examined the impact of social interaction in music listening on behavioural responses of people with moderate-to-severe dementia (n = 24). Using Kitwood's theory of personhood as a framework, it was hypothesized that levels of well-being and engagement would be greatest during a live music condition compared with recorded and no music conditions and that levels of challenging behaviour would decrease most in the live music conditions compared with the other music conditions. The relationship between severity of cognitive impairment and well-being, engagement and challenging behaviours across conditions was also examined. The findings suggest that live music was significantly more effective in increasing levels of engagement and well-being regardless of level of cognitive impairment. No significant differences across conditions were found for challenging behaviours, but the correlation between these and cognitive impairment revealed mixed results. Clinical implications regarding the use of live music in dementia care settings are highlighted and recommendations for future research of interventions aimed at reducing challenging behaviours are discussed.

- Everybody's business: Integrated mental health services for older adults: a service development guide. CSIP (2005). London: Department of Health

The Government's key policy document detailing how services for older people with mental health problems should be organised

A National Service Framework for Older People, Department of Health, 2001 has been established to look at the problems older people face in receiving care in order to deliver higher quality services. The key standards that underpin the Framework are outlined. These include plans to eradicate age discrimination and to support person-centred care with newly integrated services. A new layer of intermediate care is being developed at home or in care settings, while general hospital care should be delivered by the appropriate hospital staff. The NHS is also to take action on stroke prevention, in the promotion of health and active life and a reduction in the number of falls for older people. Integrated mental health services are to be provided for older people. The process of translating these nationally supported standards into local delivery is outlined.

- Our health, our care, our say

The Our health, our care, our say White Paper sets out a vision to provide people with good quality social care and NHS services in the communities where they live. NHS services are half way through a 10 year plan to become more responsive to patient needs and prevent ill health by the promotion of healthy lifestyles. Social care services are also changing to give service users more independence, choice and control.

- Jackie Pool, 2002, The Pool Activity Level (PAL)
- Alzheimer's Society Book of Activities, 2003

Contains many tried and tested practical ideas – including activities for people in the later stages of dementia – and explains how to set up an activities programme. Written and edited by Sally Knocker from the National Association for Providers of Activities for Older People (NAPA), the book includes ideas from Alzheimer's Society services and activities organisers nationwide. It will help users meet the government's national minimum standard for care homes for older people (no. 12, Daily life and social activities). [NB. Cover shows musician playing guitar to older person]

- Alzheimer's Society, Dementia UK report
- The Good Practice Guide to Therapeutic Activities with Older People in Care Settings (Speechmark Editions)

Provides a statement of good practice and a benchmark against which activity provision can be measured and evaluated.

- The New Culture of Therapeutic Activity with Older People (Speechmark Editions)
- Profiling, A Practical Resource for Carers of People with Cognitive Impairment

Available from www.jackie-pool-associates.co.uk

- Our NHS, Our Future', Putting People First: A shared vision and commitment to the transformation of adult social care,
- Carers' Strategy
- National End of Life Care Strategy
- Improving services and support for people with dementia. London: Public Accounts Committee (2008) TSO
- Forget me not: Mental health services for older people. Audit Commission (2000). London: TSO.
- National Service Framework for Older People. Department of Health (2001) London: TSO.
- Using the Creative Arts in Therapy and Healthcare: A Practical Introduction, Edited by Bernie Warren, Routledge
- 'Invest to Save: Arts in Health' from Manchester Metropolitan University (MMU)
- 'The View from the Hill': A Study in Current Practice in Arts by, with and for Older People, 2006 for the Arts for Older People Network, Northern Ireland

APPENDIX 3: RELATED ORGANISATIONS

Action on Elder Abuse

www.elderabuse.org.uk/

Action on Elder Abuse (AEA) works to protect, and prevent the abuse of, vulnerable older adults. We were the first charity to address these problems and are the only charity in the UK and in Ireland working exclusively on the issue today.

The Afya Trust

<http://afyatrust.org.uk/>

To reduce inequalities in health for racialised groups in England.

Age Concern

www.ageconcern.org.uk

Our mission is to promote the well-being of all older people and to help make later life a fulfilling and enjoyable experience.

Aging & Mental Health Journal (Routledge)

<http://www.informaworld.com/smpp/title~content=t713404778~db=all>

<http://www.gerontologyarena.com/>

Alzheimer's Research Trust

<http://www.alzheimers-research.org.uk/>

The Alzheimer's Research Trust is funding world-class research to find ways to cure, prevent or treat Alzheimer's disease and related dementias. We also provide free information on dementia and the treatments available.

Alzheimer's Society

<http://www.alzheimers.org.uk/site/index.php>

The Alzheimer's Society is the leading UK care and research charity for people with dementia, their families and carers.

Association of Directors of Adult Social Services

<http://www.adss.org.uk/>

ADASS brings together the accumulated wisdom and understanding of the way services for adults are managed and financed as well as inputs from a widening responsibility for housing, leisure, library, culture and, in some case, arts and sports facilities.

Association of Professional Music Therapists

<http://www.apmt.org/>

The APMT is the professional body for qualified and training music therapists in the UK

Black Health Agency

<http://www.blackhealthagency.org.uk/drupal/>

Black Health Agency exists to improve lives and change futures. We aim to challenge health inequalities and take positive action in favour of Black and Minority Ethnic, disadvantaged and other marginalised communities. We do this by identifying and challenging discrimination and stereotyping through the development of good practice in developing services.

British Association of Dramatherapists

<http://www.badth.org.uk/>

Dramatherapy has as its main focus the intentional use of healing aspects of drama and theatre as the therapeutic process. It is a method of working and playing that uses action methods to facilitate creativity, imagination, learning, insight and growth. Dramatherapy is a diverse profession and it is important to ensure that those who practice it are maintaining the standards that we as a professional body uphold. Dramatherapists, along with Art and Music Therapists, need to register with the Health Professions Council.

British Geriatrics Society

www.bgs.org.uk

An association of doctors, nurses, therapists and scientists with a particular interest in the medical care of the frail older person and in promoting better health in old age.

Capital Age Festival

<http://www.capitalagefestival.org.uk/>

London's largest and liveliest arts festival organised by, for and with older people

Care Quality Commission

<http://www.cqc.org.uk/>

Used to review the success of the quality of dementia services commissioned. The Care Quality Commission will regulate and improve the quality of health and social care and look after the interests of people detained under the Mental Health Act. Please continue to contact the following organisations until April 2009, after which time they will merge to form CQC: Commission for Social Care Inspection; Healthcare Commission; Mental Health Act Commission.

The Centre for Policy on Ageing

<http://www.cpa.org.uk/index.html>

Established in 1947 by the Nuffield Foundation with a remit to focus on the wide-ranging needs of older people. Originally called the National Corporation for the Care of Old People, the name change in 1980 was prompted by recognition of the organisation's transformation from a grant-giving to a policy-oriented agency.

College of Occupational Therapists (COT)

<http://www.cot.org.uk/>

Represents the profession nationally and internationally, and contributes widely to policy consultations throughout the UK. (Conference 23rd-26th June 2009, Brighton includes focus on older people.)

Connect

<http://www.ukconnect.org/>

Connect is a national charity. Our vision is a world where people with aphasia (communication disability) can find opportunity and fulfilment.

Connecting for Health

<http://www.connectingforhealth.nhs.uk/>

NHS Connecting for Health supports the NHS in providing better, safer care, by delivering computer systems and services that improve how patient information is stored and accessed.

Dementia Care Services UK Market Report 2009 - March 2009

<http://www.laingbuisson.co.uk/MarketReportsReleaseDates/tabid/554/language/en-GB/Default.aspx>

A brand new market report focusing on the full range of care services for people with dementia including care homes, extra care, domiciliary care and other community based services. Market size, structure, trends and future opportunities and challenges in the light of the government's national dementia strategy. Available as hard copy at £450 with electronic files for a supplement of £100 + VAT.

Dementia Services Development Centres

<http://stirlingjellycommunications.com/>

The Dementia Services Development Centre (DSDC) at the University of Stirling develops services for people with dementia and their carers. It provides training and information for nurses, people working in nursing homes, home care workers, psychiatrists of old age, social workers, police officers and those working in the voluntary sector.

DeNDRoN

<http://www.dendron.org.uk/>

The Dementias & Neurodegenerative Diseases Research Network (DeNDRoN) provides a world-class health service infrastructure to support clinical research and remove barriers to its conduct. The aim of the Network is to facilitate research by bringing about focused, effective investment to enhance NHS research infrastructure, and to increase collaborative working between academics, clinicians, patients, carers and research funders.

Department of Health

<http://www.dh.gov.uk/en/SocialCare/Deliveringadultsocialcare/Olderpeople/NationalDementiaStrategy/index.htm>

The first ever National Dementia Strategy is a landmark document that will transform the quality of dementia care. It sets out initiatives designed to make the lives of people with dementia, their carers and families better and more fulfilled.

The Dignity in Care Campaign

<http://networks.csip.org.uk/dignityincare/>

The campaign was launched by the Minister for Care Services, Ivan Lewis, in November

2006. Its aim is to put dignity at the heart of care services, and the role of Dignity

Champion has been created to help achieve this. These champions come from many

different sectors and professions, including older people themselves and carers, and speak up for dignity, challenging practices that are inadequate and working with health and social care organisations to improve the experience of older people.

Eastwards Trust

<http://www.eastwardstrust.co.uk/id1.html>

Eastwards Trust Supported Sheltered Housing provides this type of specialist housing accommodation to BME ethnic Asian elders and adults with learning difficulties within the London Borough of Newham.

English Community Care Association (ECCA)

www.ecca.org.uk/

ECCA is the largest representative body for community care in England. Working on behalf of small, medium and large providers, it speaks with a single unified voice on behalf of its members. ECCA campaigns to improve the quality of life for older people.

Entelechy

<http://www.entelechyarts.org/>

Arts company with an informal network of over 300 members, including people with learning disabilities, young people, older people, people with different histories and interests. The company works with people society has often kept apart: people who carry different descriptions and labels; people who lead parallel and unconnected lives

Equal Arts

<http://www.equalarts.co.uk/>

Equal Arts is the Northern Region's arts and older people's agency. We aim to improve the quality of people's lives in the North East by enabling older people to have access to high quality arts projects.

Health and Social Care Advisory Service

<http://www.hascas.org.uk/>

The Health and Social Care Advisory Service, is an evidenced based service development organisation working in all aspects of mental health and older people's services across the health and social care continuum.

Healthcare Commission

<http://www.healthcarecommission.org.uk/homepage.cfm>

We promote continual improvement in England's healthcare services, focussing on what matters to the public. We do this by assessing NHS and independent healthcare services, identifying where improvement is needed and investigating any serious problems. We publish our findings, making the information as accessible as possible, to help everyone make informed decisions about their healthcare.

See Care Quality Commission: <http://www.cqc.org.uk/>

Help the Aged

<http://www.helptheaged.org.uk/en-gb>

Help the Aged is an international charity fighting to free older people from poverty, isolation and neglect.

Housing 21

<http://www.housing21.co.uk/>

Housing 21 is a leading provider of retirement housing, care and support services for older people. Our mission is to improve older people's lives by promoting independence and choice.

Insider Art

www.insiderart.org.uk

Insider Art is an Arts and Health organisation, offering a range of services and events to artists, health professionals, counsellors, arts therapists, care workers, to those working in the voluntary sector, education and social services and to students of many disciplines.

Institute for Ageing and Health, Newcastle University

www.ncl.ac.uk/iah/

The Institute for Ageing and Health (IAH) brings together basic, clinical, social and computer scientists, engineers, and researchers in a variety of other fields, to address the increasingly important issues of:

- how and why we age
- the treatment of associated disease and disability
- the support of through-life health, wellbeing and independence

Journal of Dementia Care

<http://www.careinfo.org/dementiacare/>

Essential reading for all those working with people with dementia. The Journal of Dementia Care launched in 1993, at the forefront of a modern approach to care for people with dementia.

The King's Fund

www.kingsfund.org.uk

An independent charitable foundation working for better health, especially in London. Our goals are to help develop: informed policy, by undertaking original research and providing objective analysis; effective services, by fostering innovation and helping put ideas into action; and skilled people, by building understanding, capacity and leadership.

LinkAge Plus

http://www.dwp.gov.uk/opportunity_age/linkage/

LinkAge Plus builds on the proposals in 'Opportunity Age - Meeting the challenges of ageing in the 21st century', published in March 2005. This was the first ever cross-government strategy specifically focused on the issues facing society as people live longer, healthier lives.

One commitment in the report was to build on the success of the Link-Age Phase One developments (Joint Teams, Alternative Offices and the Partnership Fund) and pilot a LinkAge Plus service, to provide access to fully integrated services for older people.

LOPSG

<http://www.lopsg.org.uk/>

The London Older People's Strategies Group (LOPSG) is an umbrella forum for older people's organisations and individuals. It was set up in 2000 to engage with the Mayor of London on issues affecting the lives of older people. LOPSG holds quarterly member meetings, an annual Older People's Assembly, produces a quarterly newsletter, and founded the Capital Age Festival - the largest annual older people's cultural celebration in London.

Lord Darzi's 'Our NHS, Our Future' initiative.

Shapes the vision for the NHS over the next decade by making sure it focuses on meeting rising expectations and the challenges it will face over that time. Such challenges include clinical reviews in eight key areas: maternity and newborn; children's health; staying healthy; long-term conditions; acute care (urgent and emergency); planned care; mental health; and end-of-life care. Dementia is an important factor in all but the first two of these.

Medical Research Council

<http://www.mrc.ac.uk/index.htm>

Mencap

<http://www.mencap.org.uk/>

Every day, we support thousands of parents, carers and people with a learning disability to lead a full and valued life.

NAPA, the National Association of Providers of Activities for Older People

<http://www.napa-activities.co.uk/default.asp>

NAPA is the only voluntary organisation dedicated to increasing the profile and understanding of the activity needs for older people, and equipping staff with the skills to enable older people to enjoy a range of activity whilst living in care settings.

National Care Association

[http://www.carehome.co.uk/supplier.cfm/searchazref/22123](http://www.carehome.co.uk/supplier.cfm?searchazref/22123)

NCA is a non profit organisation, who represent care home proprietors. It lobbies on behalf of its members and keeps members informed of events through regular mailings and a newsletter. Legal advice is also available to members.

National Care Forum (NCF)

www.nationalcareforum.org.uk

The NCF promotes quality care through the not-for-profit sector.

National Council for Active Ageing (NCAA)

http://policy.helptheaged.org.uk/_policy/Community/ActiveAgeing/_default.htm

NCAA is a formal coalition of key agencies, voluntary organisations and stakeholders to act as a collective voice and to champion the promotion of physical activity among older people.

National End of Life Care Strategy

http://www.dh.gov.uk/en/Healthcare/IntegratedCare/Endoflifecare/DH_299

In preparation; the National Audit Office will publish a report in the autumn of 2008 on end-of-life care. End-of-life care for people with dementia is an underdeveloped area which requires specific attention.

NICE/SCIE: National Institute for Health & Clinical Excellence/Social Care Institute for Excellence (Dementia Guidelines)

<http://www.nice.org.uk/Guidance/CG42>

This guideline makes specific recommendations on Alzheimer's disease, dementia with Lewy bodies (DLB), frontotemporal dementia, vascular dementia and mixed dementias, as well as recommendations that apply to all types of dementia.

NHS Institute for Innovation and Improvement

<http://www.institute.nhs.uk/>

The NHS Institute for Innovation and Improvement supports the NHS to transform healthcare for patients and the public by rapidly developing and spreading new ways of working, new technology and world-class leadership

Partnerships for Older People Projects (POPPS)

http://www.dh.gov.uk/en/SocialCare/Deliveringadultsocialcare/Olderpeople/PartnershipsforOlderPeopleProjects/DH_080122

The 2004 Spending Review provided ring-fenced funding of £60 million (£20 million in 2006/07 and £40 million in 2007/08) for councils with social services responsibilities (CSSRs) to establish locally innovative pilot projects in partnership with PCTs and the voluntary, community and independent sectors. The key purpose of the pilots is to deliver and evaluate approaches aimed at creating a sustainable shift in resources and culture towards early intervention and thereby deliver improved outcomes for older people. Across the country, 29 pilot sites have been established and are delivering a wide range of interventions, including in some pilots older people's mental health services, aimed at addressing the spectrum of need from emerging mental health needs such as anxiety and depression through to dementia and the early stages of Alzheimer's disease.

PRIAE (Policy Research Institute on Ageing and Ethnicity)

<http://www.priae.org/>

PRIAE's vision is to make a difference towards an improved quality of life for all black and minority ethnic elders. This it does through producing clear information, focussed studies with targeted policy and service developments, engaging minority elders and organisations.

Putting People First

http://www.dh.gov.uk/en/Publicationsandstatistics/Publications/PublicationsPolicyAndGuidance/DH_081118

A concordat signed by government departments and organisations including the Association of Directors of Social Services, the Local Government Association, the NHS Confederation, and Skills for Care. It sets out the Government's vision for public services that enable people to live their own lives as they wish. It is underpinned by a set of values that includes "ensuring older people with chronic conditions, disabled people and people with mental health problems have the best possible quality of life and the equality of independent living". It advocates a personalised adult social care system which will need to work for people with dementia as well as those without cognitive impairment.

Registered Nursing Home Association

<http://www.rnha.co.uk/general.php?r=MANKY421443>

the RNHA campaigns strongly for high standards in nursing home care. Our members are nursing home owners committed to delivering quality services to their patients.

Relatives and Residents Association

<http://www.relres.org/>

The Relatives & Residents Association exists for older people needing, or living in, residential care and the families and friends left behind.

Royal Association for Disability and Rehabilitation (RADAR)

<http://www.radar.org.uk/radarwebsite/>

Welcome to the RADAR Homepage. RADAR is the UK's largest disability campaigning organisation, with a membership of over 900 disability organisations and individual campaigners. Our vision is a just and equal society whose strength is human difference. Our mission is to enable individuals, networks and policy-makers to do things differently.

Skills for Care

[http://www.skillsforcare.org.uk/about_us/about_us.aspx?](http://www.skillsforcare.org.uk/about_us/about_us.aspx)

Skills for Care is the employer led authority on the training standards and development needs of nearly one million social care staff in England providing over £25 million in funding to support improved training and qualifications for managers and staff. We work with social care employers and training providers both regionally and nationally to establish the necessary standards and qualifications that equip social care workers with the skills needed to deliver an improved standard of care.

Social Policy Age Information Network (SPAIN)

SPAIN is a group grounded in the reality of older people's lives today. We believe that it is right to have a completely new approach to social care, but it will not work unless the foundation of both positive attitudes to older people and adequate resources is solid.

SPAIN consists of: Age Concern England, Help the Aged, Alzheimer's Society, Abbeyfield Society, Anchor Trust, Arthritis Care, Association of Charity Officers, Association of Retired Persons Over 50, Beth Johnson Foundation, Carers UK, Centre for Policy on Ageing, Action on Elder Abuse, Counsel and Care, Elderly Accommodation Counsel, Fawcett Society, Greater London Forum for the Elderly, Hanover Housing Association, Health and Older People, Help the Aged, Hill Homes, Jewish Care, MHA Care Group, National Association of Citizen Advice Bureaux,

National Association of Providers of Activities, National Pensioners Convention, Parkinsons Disease Society, RADAR, Relatives and Residents Association, Senior Citizens Forums Network, The Leveson Centre.

(NO URL for SPAIN. Elizabeth Feltoe of Age Concern is Chair of SPAIN - visit Help the Aged website for more information: http://policy.helptheaged.org.uk/_policy/default.htm FYI: Help the Aged and Age Concern have merged to create a new organisation but their websites will each be operating independently until January 2010.)

Uniting Carers for Dementia

<http://www.fordementia.org.uk/forcarers.htm>

Uniting Carers for dementia was officially launched on August 10th 2005 at the Birmingham Botanical Gardens. A national network of carers, former carers, family and friends, its aim is to harness carer support for the work of for dementia. Uniting Carers for dementia offers the opportunity for those that have been affected by the experience of looking after someone with dementia to work together to make a real difference. Your experiences can have an impact by increasing the understanding of the needs of people with dementia and helping to improve the provision of support that will enable carers to continue caring.

Skills for Health

<http://www.skillsforhealth.org.uk>

Skills for Health is the Sector Skills Council (SSC) for the UK health sector. We help the whole sector develop solutions that deliver a skilled and flexible UK workforce in order to improve health and healthcare. Skills for Health offers solutions needed to tackle skills gaps and shortages in the healthcare sector. The Sector Skills Agreement for Health (SSA) is a series of collaborative agreements, brokered by Skills for Health, which through partnership with employers and other stakeholders, supports this process over the medium and longer term.

Workforce Review Team

<http://www.wrt.nhs.uk>

The NHS Workforce Review Team (WRT) is a group of dedicated healthcare workforce planners who provide objective modelling, analysis and evidence-based recommendations in order to enable patient-centred and clinically driven strategic decision making across the healthcare workforce.

Comments:

- Improved well being 1 2 3 4 5
(eg. reduction in depression or pain)

Individual/group*

Comments:

- Enhanced relationship with staff/family 1 2 3 4 5

Individual/group*

Comments:

- Lasting impact 1 2 3 4 5

Individual/group*

Comments:

4. How did you value the experience?

5. How suitable was the type of music and the musician's presentation?

6. Is this your venue's first Live Music Now concert? If not, have you noticed any progression in the audience's response?

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Signature

Date

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[include fax, phone and email details]

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