



## LIVE MUSIC AT THE HEART OF HEALTHCARE



### WISHING WELL MUSIC FOR HEALTH

#### TRUSTEES REPORT 2023-24

*"Thank you for bringing my memories back. As soon as you sang that song, it all came back to me!"* patient participant at Royal Sussex County Hospital in Brighton.

The trustees present their annual report and financial statements for the year ended 30 September 2024

The financial statements have been prepared in accordance with the accounting policies set out in note 1 to the financial statements and comply with the charity's governing document, the Charities Act 2011 and "Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102)" (effective 1 January 2019).

## **Objectives and activities**

The objects of the charity are as follows:

- To promote and protect the health for the public benefit, through the use of music and other arts within the health and social care sectors and in the community, including advocating the role of music and other arts in relationship to health and wellbeing, providing training and promoting good practice amongst artists and people who work in the health and social care sectors; and
- For the public benefit, the relief of those in need by reason of physical and / or mental ill health within the health and social care sectors / settings and community, primarily through delivering and providing music and art related activities and experiences with the overall objective of improving quality of life.

## **Our Organisation**

***“I wish we weren’t in the hospital but at least we have met you - you have lifted us up!”*** patient and spouse at Royal Sussex County, October 2024

We turn clinical places into cultural spaces to support the wellbeing of the whole hospital community: patients, families and healthcare staff. Hospitalisation can be a time of isolation, boredom, distress and a decline in general wellbeing. We tackle this by bringing live music right to patients' bedsides, creating interactions that enable people to feel valued, motivated and uplifted. A decline in health can be a time of great loss - of independence, mobility and choice - so we use music-making experiences to shine a light on what people *can* do, create and remember.

The Wishing Well programme was created in 2013, became a non-profit Community Interest Company in 2019 and a registered charity in February 2022. We are a small charity making a big impact across Sussex and Surrey, creating long-lasting partnerships with a wide range of healthcare settings including acute hospitals, psychiatric wards and neonatal units. Partnership working and participant voice informs every aspect of our work. We evaluate our programmes using an outcomes approach, using feedback from participants and families and the observations of our partners in healthcare settings and the musicians themselves. We also work towards our long-term aim of embedding live music in the culture of healthcare by delivering training programmes for medical students, healthcare professionals and hospital volunteers.

The trustees have paid close attention to the guidance issued by the Charity Commission in deciding what activities the charity should undertake.

## **Our Impact**

We remain an adaptable and lean organisation. This is critical now more than ever as we find ourselves in a challenging financial environment, where services we work with face significant capacity constraints and are vulnerable to closure. By remaining adaptable and lean, and keeping running costs low, we have made sure our funding creates maximum impact for our participants. The demand for our work is higher than ever. In the past 12 months we have seen our biggest ever

investment from our NHS partners, showing how much they value our work.

Wishing Well's strategy contains 3 central pillars: Programmes, Training and Advocacy. Here is what we delivered in each category:

### **Programme**

**We delivered a total of 274 participatory music-making sessions** in healthcare settings across Sussex and Surrey, reaching **a total of 1500 children, young people and older people** in hospital and **750 family visitors**.

At the Trevor Mann Baby Unit, Brighton, we sang to early born babies in their incubators, and supported parents to sing lullabies to their newborns for the first time.

At The Royal Alexandra Children's Hospital in Brighton, we put instruments into the hands of young patients so that they could create, have fun and express themselves.

At Chalk Hill, an inpatient psychiatric ward for young people in mid-Sussex, we supported young people to write lyrics and brand-new music to help express how they were feeling and to provide a consistent safe space for creative connection.

At Princess Royal Hospital in Haywards Heath, we developed new work with speech and language therapists, co-creating singing groups for people recovering from stroke.

Across Sussex, in acute and psychiatric wards for older people we heard countless life stories and musical memories; we created space for older people to sing and play themselves back to feelings of levity and motivation.



As part of our ACE funded portfolio, we commissioned two Artists to create original sketches incorporating our participants' voices. This sketch is by Krina Patel and the quote is from a young person who took part in our music sessions at Chalk Hill Psychiatric unit.

Our **outcomes** for people in hospital, captured through evaluation tools, feedback and observations are:

1.Reduced anxiety: music-making refocuses attention on an uplifting activity and soothes the nervous system.

*"It was all going round in my head, but it feels smoother now."* patient participant

2.Reduced loneliness: music-making builds a bridge across loneliness, creating a safe and inclusive space for connection

*"You're the first person I have really spoken to all day. You don't know how much your visit has meant. Are you coming back?"* patient participant.

3.Increased self-expression: Music is a strengths-based activity that shines a light on what we can do, create, remember and learn. We create space for patients to be people.

*"With men's mental health....people don't open up enough and it's a problem. It's a way to spread your message..... I hope in the future.... I can make music for people to enjoy and relate to I've just got to get to that point of feeling better and music is going to be a big part of that"*

4. Increased understanding of Creative Health practice amongst healthcare staff. Through seeing our work in action, healthcare professionals value the role of the arts in healthcare.

*"You know you'd be welcome here every day - now go and work your magic!"* Nurse at Worthing General Hospital

An ever-growing evidence base underpins all of our work, and we are delighted to be developing a new research project with Brighton and Sussex Medical School which will include a literature review and new data collection from our programmes.

## **Training**

**1. We taught 40 medical students** through our "Music and the Future Doctor" elective modules at Brighton and Sussex Medical School. The students learn about the impact of participatory music programmes for the hospital community and explore the transferable skills used by hospital musicians which enable us to build trust and rapport with patients and families. One student told us:

*"It was so enjoyable and I have recommended it to everyone. It was a breath of fresh air to focus on something that wasn't physiological but that can equally or even more so can impact our patients, the relationship we have with them and ultimately, the level of care we give. It was also lovely to see that by the end of the module, everyone could say they were musical."*

**2. We guest lectured on the MSc in Paediatrics and Child Health** at Brighton University, exploring similar themes of outcomes and communication.

**3. We delivered a series of three training sessions for 24 Dementia Champion nurses across Sussex**, reflecting together on the role that music plays in supporting the wellbeing of people with dementia and identifying achievable ways to increase their patients' access to music.

## **Advocacy**

We represented the [Culture Health and Wellbeing Alliance](#) (CHWA) as a Southeast Arts Champion, providing support to the Creative Health sector in our region through advocacy, networking and resources.

## **Organisational Development**

We engaged a freelance consultant to help us apply our learning from working with young people in inpatient NHS settings, to develop a new community-based music programme. We have consulted with groups of young people with lived experience of mental health challenges, mapped existing services to identify gaps and created brand new partnerships. This resulted in the delivery of a new community-based pilot programme in Horsham and the confirmation of a second set of pilots in Brighton and Hove for 2024/25.

The consultant also supported a sustainability review, working with us on a refreshed fundraising and communications strategy to increase our community of support and diversify our income. We identified the need to tell more compelling stories online, to

refresh our website and to consider what offer we could make to local corporate partnerships.

The trustees and CEO were delighted to embark on a year-long Equity, Diversity and Inclusion training programme with Spotlight Inclusion. Monthly online meetings offered space to explore key themes and to learn from peers, helping inform how we can continue to embed equity, diversity and inclusion in every part of our organisation and the work that we deliver.

The trustees and CEO also developed a new and comprehensive risk register, giving us a more detailed understanding of risk and mitigation for all of our activities.



A joyful moment at East Surrey Hospital with Doctor fulfilling a long-held ambition of playing violin! These important interactions create a feedback loop that benefits the whole hospital community.

We are grateful to have received support from the following Trusts and Foundations and charitable organisations attached to our partner healthcare settings:

**The Allen Lane Foundation**  
**Arts Council England**  
**Brighton and Hove County Council**  
**The Chalk Cliff Trust**  
**The Early Birth Association**  
**Ernest Kleinwort Charitable Trust**  
**Garfield Weston Foundation**  
**The Foyle Foundation**  
**The Margaret Fisher Trust**  
**The National Foundation for Youth Music**  
**The Friends of Uckfield Hospital**  
**The Friends of Brighton Hospital**  
**The Kitty Harrison Foundation**

## **My UHS Charity (UHS NHS Trust)**

### **Financial review**

Income for the period totaled £84,175 (2023: £115,283). Of this £62,241 (2023: £83,060) related to restricted funds. At the balance sheet date, the charity has restricted funds of £15,411 (2023: £16,058) and unrestricted funds of £44,817 (2023: £53,976).

After making appropriate enquiries, the trustees have a reasonable expectation that the charity has adequate resources to continue in operational existence for the foreseeable future. For this reason, the going concern basis has been adopted in the preparation of the financial statements.

### **Reserves policy**

Our policy ensures financial security and the best chance of sustainability for the charity. We aim to make the best possible use of unrestricted income to safeguard the charity itself whilst ensuring maximum potential for running programmes and achieving our aims.

At all times, we aim to keep between three- and six-months running costs in reserves. We define “running costs” as the costs the charity needs to cover every year which includes subscriptions, accountancy and payroll fees, CEO salary, Insurance and freelance communications, fundraising and consultancy.

Unrestricted funds held at 30 September 2024 were £44,817 which equates to six months of running costs, therefore meeting our target.

The trustees will keep reserves under review on a quarterly basis, or more frequently in times of financial difficulty or concern. Should the reserves fall to a level where the charity is at risk of insolvency, external advice will be sought and proper procedure followed. If our reserves are above six months, we will consider using the excess for a purpose to be agreed by the trustees.

### **Plans for future periods**

Our three-year strategy re-affirms our commitment to - and expertise in - bringing musical interactions into the most acute hospital environments to support the mental health and wellbeing of the whole hospital community. Conversations with hospital partners continue to demonstrate an ever-growing need for our services as pressures on the NHS increase.

Our priorities for the coming year include:

- recruiting additional staff resource to fulfil our ambitions
- expanding our music programme to reach more young people in the community facing mental health challenges
- exploring opportunities to expand our training programme for medical students, hospital volunteers and early career music facilitators.

### **Structure, governance and management**

Wishing Well Music for Health obtained charity status from the Charity Commission on 18 February 2022 and is a charitable incorporated organisation (CIO), charity number 1197978. The charity is governed by its governing document, the Memorandum and Articles of Association.



The Trustees on the up to the date of signature of the financial statements were:

- Eleanor Carson (Appointed 18 February 2022)
- Olivia Doyle (Appointed 18 February 2022)
- Denise Cook (Appointed 11 January 2024)
- Anisa Dar (Appointed 11 January 2024)
- Marie Benton (Resigned 11 January 2024)

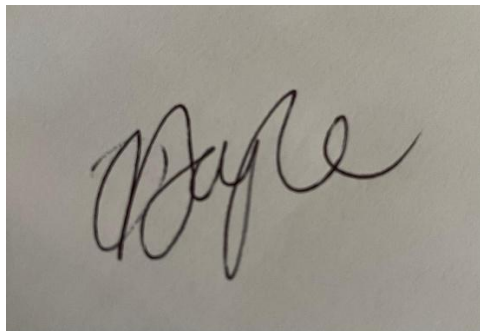
Our trustees bring skills in voluntary sector governance, finance and risk, strategy and safeguarding to the organisation.

### **Method of recruitment and appointment of trustees**

During the year we undertook an extensive process to recruit new trustees. Training from organisation “Getting on Board” informed our recruitment process. We advertised well outside of our own networks, through social media, websites and organisations specifically chosen to make sure that we are actively encouraging new trustees from diverse backgrounds including race, disability, lived experience of caring and mental health. Our recruitment pack was carefully compiled and checked with a gender decoder. We were explicit that previous trustee experience was not a requirement and that support and training would be provided and meetings held in accessible venues.

The Board oversees the charity, and the day-to-day management is delegated to Joanne White, the CEO and founder of Wishing Well Music for Health.

The trustees' report was approved by the Board of Trustees.

A photograph of a handwritten signature in dark ink on a light-colored surface. The signature is cursive and appears to read 'Doyle'.

Olivia Doyle  
**Chair of Trustees**



The trustees are responsible for preparing the Trustees' Report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

The law applicable to charities in England and Wales requires the trustees to prepare financial statements for each financial year which give a true and fair view of the state of affairs of the charity and of the incoming resources and application of resources of the charity for that year.

In preparing these financial statements, the trustees are required to:

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles in the Charities SORP;
- make judgements and estimates that are reasonable and prudent;
- state whether applicable accounting standards have been followed, subject to any material departures disclosed and explained in the financial statements; and
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charity will continue in operation.

The trustees are responsible for keeping sufficient accounting records that disclose with reasonable accuracy at any time the financial position of the charity and enable them to ensure that the financial statements comply with the Charities Act 2011, the Charity (Accounts and Reports) Regulations 2008 and the provisions of the CIO constitution. They are also responsible for safeguarding the assets of the charity and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.