

## Organisations that make good Help Points and how to approach them

Help Points are being set up for people affected by dementia who are living at home, so the best place for a Help Point is somewhere that members of the public can access easily and on a regular basis.

There are two types of Help Point: Information Point and Helping Hands.

**An Information Point** is a permanent display of our A2 Help Point poster and our leaflets. The display needs to be in a public space, which is easily accessible to members of the public who want to drop by and pick up some information. This is the simplest form of Help Point and the host organisation do not need to be trained to become an Information Point.

**Places that make good Information Points** include GP Surgeries, libraries, hairdressers/barbers, community centres, pharmacies, carers' centres, hospital cafes etc.

**Helping Hands** Help Points have a permanent display of our A2 Help Point poster and leaflets and are provided with all our free resources such as the 100 Years Book. They will offer regular drop-ins when a trained volunteer will be on hand to answer any questions about Playlist for Life or even assist with making a playlist. We run free training for Helping Hands volunteers - upcoming training dates [here](#). We call our drop-in sessions 'Cuppa Time' (the name given by one of the first Help Points in Strathblane Church and Library). In practice many Helping Hands Help Points hold their Cuppa Time as part of an activity they already run and this is something we would strongly encourage as it gives them a group of people to get started with, instead of starting from scratch. So, for example, they might run their Cuppa Time as part of a dementia cafe or reminiscence group. The most important thing about a Helping Hands Help Point is that there is someone there for a person to speak to who has been trained by Playlist for Life.

**Places that make good Helping Hands** generally have staff/volunteers who are already running activities to support people affected by dementia (or are planning to in the near future). These include day care centres, places of worship, libraries (particularly those who have digi-volunteers/reminiscence groups), dementia/memory cafes, carers centres who run regular groups, football clubs, befriending groups etc.

Our Information Points and Help Points are advertised on this [map](#) on our website so people can find the nearest Help Point to them.

### Potential Help Points should meet the following criteria...

- Have a desire to bring the power of playlists to the people in their community
- Already support people with dementia or those caring for them
- Have physical premises with good public footfall
- Have space for a permanent display of Playlist for Life materials easily accessible to members of the public popping in
- Have volunteers who will undertake our free training (not required for Information Points)
- Want to connect with like-minded organisations, to share ideas and discover new ways to improve their existing services.

## **Important note re. Health Care Establishments interested in the Help Point programme**

Care homes and hospital wards can become Help Points if they can meet the basic criteria. We ask that Care Establishments who wish to become Help Points call the Communities Team to discuss whether their organisation is eligible before submitting an application.

## **Important note re. who can't set up a Help Point**

Individuals cannot set up Help Points and Playlist for Life volunteers should not attempt to set up Help Points on their own. If you have a local Help Point that you would like to volunteer at, let them know and they will let you know about their volunteer recruitment process and the necessary DBS/PVG checks.

## **How to approach potential Help Points in your Community**

- Find out who your local dementia-friendly groups and organisations are by asking around and searching on google. If you use social media, search for local groups and pages on Facebook and Twitter.
- Research the ones you think would make good Help Points and find out a bit more about how the group is run and how a Help Point might fit in with what they already do.
- Get in touch with them to let them know about Playlist for Life and the benefits of becoming a Help Point (see below). You might do this by making an enquiry in person and asking for the best person to speak to, or by emailing them or messaging them on social media.
- Point them to the [Set up a Help Point](#) page on our website and offer send them a pdf of our Setting Up Your Help Point guide.
- Make them aware that we have two or three intakes of Help Point applications each year. The next deadline for applications will be listed on the Setting up a Help Point webpage.
- Let them know that they can contact the Communities Team at Playlist for Life HQ if they have any questions you are unable to answer and we will be happy to help.
- If you feel confident about speaking to them in more depth about Playlist for Life, you could offer to attend a meeting or give an informal talk. Perhaps they would invite you along to their dementia-friendly group where you can hand out leaflets and speak to the group organisers, volunteers and those attending about making their playlist. We can provide you with guide notes.

## **Benefits of becoming a Help Point**

- Playlist for Life is a positive, useful and fun approach for organisations supporting people with dementia that enhances and supports the great things they are already doing.
- Organisations can attach a drop-in/Cuppa Time session to a group or activity they are already running.
- Help Points are advertised on the Playlist for Life website
- All the training and materials are free!

***“Playlist for Life has changed my ministry,”*** – Rev Helen Jamieson, Minister at St Andrews Church, Carlisle, one of the first Help Points in the country.

## **What do Help Points get?**

Help Point host organisations are provided with everything below – absolutely FREE:

- 2 x training places on training events held around the country. These are a chance to
  - o Understand the science behind the power of music
  - o Learn how to make a playlist and practice using Music Detective skills
  - o Test out different sorts of music equipment and technology
  - o Leave able to set up your Help Point and confident about advising the people you work with about making and using a personal playlist.
  - o Meet like-minded people from other organisations and share best practice about helping people live well with dementia
- Access to an online training package you can share with all your staff and volunteers to get them trained and up to speed
- A Help Point pack of high-quality materials and resources to help people make and use their playlist
- This includes a bound copy of 100 Years of Song, a book listing the top 100 songs from each of the last one hundred years dubbed *“a game changer for reminiscence activities”* by one Help Point Leader
- A limitless supply of leaflets for your Help Point
- Bulletins from the Playlist for Life team sharing best practice, funding opportunities and the latest news and research on using music to help dementia
- A listing on the main Playlist for Life website directing people to your service and organisation

### **Further resources:**

- *Our Help Point eLearning for volunteers on the Volunteer Zone*
- *Display Copy and Pdf of the Setting Up Your Help Point guide*

If you have any questions feel free to contact the Communities Team at [info@playlistforlife.org.uk](mailto:info@playlistforlife.org.uk) or by calling 0141 404 0683