**INDIVIDUAL INTERVIEW 14**

**WITH P19 & P14**

**18th August 2021**

Audio File Name: S7 – IdoService - Interview

**KEY:**

Cannot decipher = (unclear + time code)

Sounds like = [s.l + time code]

**INTERVIEWER 1: = Interviewer (Interviewer in bold)**

P19: = Participant - PwD

P14: = Secondary Participant - Stakeholder

**INTERVIEWER: Do you want a drink, [P19]?**

P19: Yes, please.

P14: Coffee?

P19: Can I have chocolate please.

P14: Chocolate? Would you like anything hot to drink?

**INTERVIEWER: No, it’s fine thanks. Thanks a lot.**

P19: How are you going to drink it, I mean with your mask on. You can have a straw.

**INTERVIEWER: Yes, exactly. No, it will be fine. So just now we are recording, can you say again you agree to take part in the study.**

P19: I agree to take part in the, whatever it is.

**INTERVIEWER: The name is I Do Service but it’s…**

P19: In the research.

**INTERVIEWER: Yes. So as I say, the idea is to learn more about daily living activities because we learnt in previous studies that sometimes when you have memory difficulties it can become more difficult to access activities and these kind of things. So we would like to design something or to create maybe something to improve the situation. It’s recording. I’ll just have a look at my questions. So it’s not good or bad answers, just what you think if there is anything to say. I have some questions but it’s really an open discussion so don’t hesitate to bring up topics. If you are not sure you can ask me. So just to be clear, we are speaking about meaningful activities. So meaningful activities, it’s physical, social, leisure activities, all kinds of activities but these activities are important for you, they have some meaning. So my first question if it’s okay for you is I know currently it’s a very weird situation with COVID-19 restrictions and all these kind of things but… your hot chocolate is coming. Drinking, is it a good activity for you, drinking chocolate? Do you like that?**

P19: Yes, because they don’t do a bad job making it here sometimes.

**INTERVIEWER: We used to have a lot of coffee now we have chocolate after lockdown so it’s your favourite drink now, isn’t it? So yes, could you please describe a typical week for you and your usual meaningful activities inside your home but also outside of your home?**

P19: I don’t do a lot at home apart from going stir crazy. You know what that is, don’t you?

**INTERVIEWER: No.**

P19: Going stir crazy. Going doolally.

**INTERVIEWER: So you said just before sometimes crosswords and these kind of things, you like that?**

P19: Yes, crosswords, word puzzles, word search type things, keeps the mind ticking over.

**INTERVIEWER: You are doing it at home or more…?**

P19: Well I get up in the morning, go out and get a paper, get my papers. I must be the oldest paper boy in the world because the guy that used to live underneath me, he still lives there but I’ve moved across but his daughter asked me if I’d pick him a paper up in the morning. He pays me for it on a Sunday so I get his paper every day of the week, drop it off to him, then go round to mine and then I’ll look at my paper, find the crossword in it and then find the word search, then the crosswords and then I spend my time doing them.

**INTERVIEWER: Good. So it’s…**

P19: But now they’ve lent me a tablet that I’m just about now finding my way how to get on and all that rubbish. Not rubbish but all that stuff so that I can join with the Zoom meeting on a Thursday.

**INTERVIEWER: Have you used Zoom for the first time with lockdown or have you…?**

P19: It’s the first time I’ve ever used it. The first time I’ve ever had a tablet and something like that.

P14: Just recently. If I can add because we have this new project called Maintenance Cognitive Stimulation Therapy and there’s two options, there was face to face groups and Zoom meetings and we just thought about [P19] because we tried to get him on the Zoom during lockdown but he wasn’t very keen on that. But this is a good opportunity because except the project itself, I think [P19] has capacity to use it on a regular basis and get some useful stuff from it but it’s in the process. It’s the first stage of trying to…

P19: I think the word is stimulation.

P14: Yes. It’s difficult because they’ve never used any tapping device and I think once you pass that, [P19], I think you’ll be great but it’s just to get used to the new device. So yes, that’s what we’re trying to do so [P19] can use it not only for Zoom but maybe to check the weather, I don’t know, find something, do some quizzes, whatever. It’s endless opportunities on there so yes.

**INTERVIEWER: Great. Future opportunities with a tablet. So these things are more in the morning, it’s to make your break work…**

P19: Stimulate it.

**INTERVIEWER: Yes, exactly. I don’t know, do you have some other kind of activities? Are you cooking?**

P19: No.

**INTERVIEWER: Going outside?**

P19: No. I used to have my own personal chef, my [FAMILY MEMBER], who, well I live there, [MY OTHER FAMILY MEMBERS] lives over there, all in the same complex.

**INTERVIEWER: Okay. That’s perfect.**

P19: Until my [FAMILY MEMBER] had a little accident a couple of weeks ago. [DISCLOSES MEDICAL HISTORY] but he’s now getting back on. But we’ve told him not to be doing as much as he was, you know what I mean, to slow down.

**INTERVIEWER: Exactly. So yes, you would say inside your home you don’t have other activities?**

P19: I only do what we call ding meals.

**INTERVIEWER: Okay.**

P19: You put it in a microwave.

**INTERVIEWER: Okay, ding meals.**

P19: Until it dings.

**INTERVIEWER: I can do that too.**

P19: You can do that too?

**INTERVIEWER: Yes.**

P19: Is that the total of your cooking skills?

**INTERVIEWER: I’m not very good at cooking. I’m not great and I’m not very motivated by that I have to say. I like to eat but not to cook. So outside you are joining this activity on…?**

P19: Wednesday.

**INTERVIEWER: Wednesday, okay.**

P19: Which is today.

**INTERVIEWER: Yes, exactly. I don’t know, have you other activities or…?**

P19: Well…

**INTERVIEWER: It can be a lot of things, going to a park, chatting with friends.**

P19: We do curling on a Monday and Wednesday. Normally I leave here early because we do curling on a Monday and Wednesday down at the [PLACE] just at the bottom of the road. But because every year they have a kids club in the hall where we do the curling, so the curling is off for normally two weeks but this time it’s three weeks so it was Monday today, Monday coming and the Wednesday and then the Monday and Wednesday, 2nd, 9th and 16th. The 2nd, 4th, 9th, 11th, 16th and 18th, back on the 23rd.

**INTERVIEWER: With whom are you playing curling? With friends or a group?**

P19: I play for a team, Cornerstone. We were inspired by watching the curling at the Winter Olympics and you play it on a circuit, not on a carpet, on a hardwood floor, put a mat there and whoever is nearest gets a point. I also keep the brain ticking because I normally do the scoring.

**INTERVIEWER: Yes. That’s my next question, what are your motivations to do this activity? Is it for your brain, for your…?**

P19: It keeps the brain ticking over and it gives me more chance to wind people up, doesn’t it, [P14]?

P14: You like to be around people.

P19: I like to be around people.

**INTERVIEWER: Yes. I can see that already actually.**

P19: If I’m not winding people up, they think I’m ill.

**INTERVIEWER: That’s great.**

P19: So if I’m quiet, [P14]’s said it before if I’m quiet, “What’s up with you, [P19]?”

P14: You’re usually actually not feeling well when you’re quiet. It’s living giving energy in the group definitely.

P19: I like to get everybody going in whatever way. If I see somebody down, I’ll turn around and say, “What’s up with you, have you seen a ghost or something?”

**INTERVIEWER: That’s great.**

P19: I mean I slipped up once with it. I turned round and said, “What’s up with you?” and I didn’t know but her husband had died so I just said, “Come on, cheer up. It’s not the end of the world,” and then somebody turned round and said to me, they said, “Such and such body’s husband’s just died.” I thought, “Oh shine a light.”

**INTERVIEWER: Yes.**

P19: I open that before engaging that.

**INTERVIEWER: Yes, I know. The same for me, so yes. Are you interested in, I would say physical activities like walking around, swimming, staying fit?**

P19: I’m saying nothing on the grounds it might incriminate me. I always try to get out of doing [P14]’s exercises.

P14: Yes. Today at 2 o’clock we’re doing exercise and I’m trying to do chair exercise.

P19: I’m going at 2:00pm.

P14: [P19] is not very keen on it.

P19: I’ll do it at a push.

P14: Well curling is a sport, isn’t it?

**INTERVIEWER: Yes, it is.**

P14: So you move a little bit as well, yes.

**INTERVIEWER: Yes. So my next question was, but I think I have already answered so do you prefer to do activities individually on your own or do you prefer to be with other people?**

P19: It depends how I feel. If I’m feeling lively, I’ll do it with other people. I prefer to do things on my own. I don’t like doing all this decorations. I’m not very artistic.

**INTERVIEWER: Me neither. Are you doing some artistic activities sometimes?**

P14: Yes, we do, yes. [P19], again, was always reluctant. Coming back to the old setting, before lockdown we usually use this room as well and move to the other room in the afternoon for lunch. So [P19] was coming to Wednesday group and Thursday group (unclear 00:13:49) as well and both venues had a snooker table so [P19], most of the day that he spent with us was playing snooker. Anything else maybe except quizzes because I can say [P19] is great at quizzes, he has great general knowledge. That’s your thing I think. But other than that it was mainly snooker. Now you can play but you don’t like to play anymore but you like to play snooker.

P19: Well I’d prefer to be playing on my own. I don’t like…

P14: You had your fella on Thursday, but we don’t do Thursday anymore so that was that. Any other activities except snooker and quizzes maybe, that’s my perception of you, [P19]. You were finding that very…

P19: Stimulating.

P14: Stimulating or attractive enough. But after lockdown and actually spending all day there and [P19] is trying new things and he’s saying he’s not artistic but in my eyes, when he draws something, it’s nice. Okay, it’s not Pablo Picasso but it’s nice. So for [P19] I think it’s more trying new things and maybe he can say, “Okay, I don’t like it,” and then we’ll leave you alone but you know we are going to leave you along anyway but that’s the thing. You don’t like to do it [P19]. Then when you finish and you see results and the results are actually quite nice. Sometimes we do a gift for the relatives or carers. You actually are satisfied and you’re actually happy with the results so sometimes it’s just a matter of breaking that…

P19: Breaking that stigma.

**INTERVIEWER: Yes.**

P14: Well everyone has their own things they think. So you have a right to not like, prefer something other than another but [P19] is really good. Eventually he’s going to do something just so we can leave him alone.

**INTERVIEWER: Great. So which kind of activities would you like to do? Do you think you have everything you want for the moment or I don’t know, maybe one of your dreams, I don’t know, is to try something new or to have a new activity or maybe, I don’t know, 20 years ago you had some activities you are not doing now and you would like to do that again.**

P19: Well 20 years ago I used to play darts but now I can’t even hit the board with my hands.

**INTERVIEWER: I’ve never tried it. It’s difficult for me. I will never be able to.**

P19: What I used to do, I used to think that it was somebody I didn’t like was the board and throw the darts at it.

**INTERVIEWER: That’s a good motivation, yes. I’ll have to try that. So yes, but you have stopped not because of your memory difficulties.**

P19: It’s not my memory. It’s just I haven’t got the coordination that I used to have. I used to play rugby as well.

**INTERVIEWER: It’s coordination and you need to see that clearly.**

P19: Hand to eye coordination.

**INTERVIEWER: So snooker, darts and (unclear 00:17:23).**

P19: Rugby.

**INTERVIEWER: Oh okay, great.**

P19: Rugby League not Union.

**INTERVIEWER: Have you played in the past?**

P19: Yes. I used to play Rugby League.

**INTERVIEWER: Impressive.**

P19: My biggest regret was not going when I was asked by a professional player, well my granddad was asked by a professional player to take me up to Swinton. They were going to give me a trial just to see how good I was. If I’d done that, I could have been playing professionally but I didn’t go because at the time you didn’t get paid if you didn’t play. My job was a bit awkward. They’d say, “If you don’t work, you’re not getting paid.” So with a young girl, I couldn’t afford to not get paid but I still carried on playing rugby.

**INTERVIEWER: Do you like, I don’t know, watching rugby at the TV, that kind of thing?**

P19: Yes. I’m actually in the middle of watching the Olympics.

**INTERVIEWER: A good time for watching sport on TV. Okay, great. Is it still okay for you? Do you have some questions?**

P19: No.

**INTERVIEWER: Great. Why do you think sometimes maybe it’s difficult for you to have access to some activities? I don’t know, is it due to transport because, I don’t know, maybe you don’t have a car.**

P19: I don’t drive anymore.

**INTERVIEWER: Yes, exactly. I don’t know if you have some public transport close to your place.**

P19: Yes. I’ve got to walk about 200 yards. I can manage that.

**INTERVIEWER: So usually you are moving around by walking.**

P19: By foot or bus and then…

**INTERVIEWER: Are you taking the bus?**

P19: Yes. Not literally. I take the bus. That’s how I got here this morning.

**INTERVIEWER: You live far from all this?**

P19: Not that far but I need to get two buses.

**INTERVIEWER: So transport is okay for you?**

P19: Yes.

**INTERVIEWER: It’s okay? You can move around and…**

P19: Transport links are okay.

**INTERVIEWER: I don’t know which kind of difficulties you could have. It might be, I don’t know, if you think people will not passionate enough with you or will not understand your difficulties (unclear 00:20:38)?**

P19: On my bus pass I’ve got something, what does it say? It’s one my daughter has put in. My bus pass is in my pocket.

P14: Do you want me to bring it for you?

P19: Yes, you can do.

P14: I’ll bring you the jacket, yes.

**INTERVIEWER: Thanks.**

P19: It’s just the… I’ll show you when [P14] comes back with my coat. I used to have a badge. I have dementia. There.

**INTERVIEWER: Okay, great. Yes, so if you have some you can (unclear 00:21:51).**

P19: Would you buy a used car off that man? No.

**INTERVIEWER: In the past you had this badge but now you prefer to have that?**

P19: Well my daughter just took it in.

**INTERVIEWER: I don’t know, just because you lost the badge or you were not very happy having this badge in front of you?**

P19: I got a little bit self-conscious with it, thinking that everybody is… I got anxious with people looking at me and looking at the badge. People used to, as you were walking past, move their head across and be looking. I’m not a very outward, well people might disagree now but I used to be very self-conscious about things like that.

**INTERVIEWER: Yes, I can imagine. It’s awkward because yes…**

P19: It’s very awkward.

**INTERVIEWER: It’s something indeed we know we don’t have to be like that but sometimes we are just very self-conscious of ourselves so yes. For example this sentence in your wallet, are you using it a lot or, I don’t know, in your daily living are you feeling people are not patient in, I don’t know, shop centres, these kinds of things? Is it true or okay?**

P19: Well at the moment I don’t care. With losing my wife [MANY] years ago, I came out of my shell and thought, “Sod it,” but I used a stronger language. It wasn’t, “Sod it,” it was another word that I won’t use in front of ladies.

**INTERVIEWER: Yes, exactly. So exactly, you dealt with the situation so what do you think was really a support, a facilitator for you for having activities, I don’t know, for example how have you been in contact with these organisations?**

P19: Well we used to… a long time ago they used to meet up at [A] Cricket Club and then… did it move to here or was it [SOMEWHERE ELSE]?

P14: No, [IT] was on Thursday so we moved to (unclear 00:25:03).

P19: We moved to (unclear 00:25:04).

P14: For years the club was in [PLACE], yes. I think it was the first one because before lockdown there was three days of the (unclear 00:25:17) of exactly this service where they started with one day or was it (unclear 00:25:25) first?

P19: No, that was Friday.

P14: Yes, but which one was the first day, the first one? (unclear 00:25:35) I think. Never mind, it’s just the old club that was the begging of the service happening.

**INTERVIEWER: At first it was one day after…**

P14: Yes. When this started being more successful and there was bigger demand, they opened another day. For a few years there was functioning three days a week.

**INTERVIEWER: Now with COVID-19 it’s just two days?**

P14: Just two days, yes. It was reduced. We used to provide transport as well. So we had an agreement with Ring and Ride, I don’t know if you know Ring and Ride, it’s like a council donated transport instead of taxi or buses.

P19: Or, as we used to call it, (unclear 00:26:20).

P14: Yes. It’s much cheaper than a taxi. Obviously it’s not the same efficient like they will pick you up maybe a bit earlier or later but anyway, it’s still helpful for especially elder or people with disabilities as well.

P19: There’s only one thing wrong with it, Ring and Ride, they used to pick you up and at the time, they used to go all over the place picking people up and then they’d drop you off and there was always either, they’d say they’d be there at a certain time and sometimes they could be half an hour early or half an hour later depending on how the traffic was. So I decided to make my own way.

P14: They were using it as an individual, but we had a contract as Age UK with them for a group transport. That was only for us for two hours so we can collect our clients that come to the group without collecting anyone else on the way so that was quite helpful, yes. So that’s how you started coming to the clubs because you know someone from the cricket club because [THE INTERVIEWER] just asked you how you actually connected with Age UK or was it because of your sister, [P19], because your sister was a volunteer.

P19: [SISTER] (unclear 00:28:08), she used to be a volunteer and then she used to drive me in her car.

**INTERVIEWER: It you’re your first contact. It was your first time. Are you in contact with other service provider associations or things like that or just this one and curling?**

P19: Just this one and curling.

**INTERVIEWER: Good. Do you feel you have enough activities?**

P19: Yes.

**INTERVIEWER: You’re happy with that?**

P19: I’m not really happy with it because of the fact that we can’t go to (unclear 00:28:58) on a Thursday. Mind you, in a way I’m glad we’re not at (unclear 00:29:09) because it’s a bloomin’ big hill to get up to get there.

P14: Were you trying to say if you would have one more day of the group then you’d be more satisfied?

P19: Yes.

P14: So you’re missing one more day being out, yes.

P19: Because other times I’m out most… I used to be out most days. I was out on a Monday, out on a Tuesday because there was a group at the [PLACE], Bruise not Booze, you used to play dominos and things like that and pool. You could do a quiz. That seemed to drop off.

**INTERVIEWER: Is it because of the lockdown?**

P19: Because of lockdown and all that. Then Wednesday was here. Thursday was at (unclear 00:30:23) and Friday was down at [A CHURCH] (unclear 00:30:30). Friday afternoon was at the [CHURCH]. They used to do curling. I was curling Monday, Wednesday, Friday.

**INTERVIEWER: So hopefully it will come back.**

P19: So it was only Saturday. Sunday I was at [THE] Church itself.

**INTERVIEWER: So what were you doing at church? Were you volunteering?**

P19: No. I was a member of the congregation.

**INTERVIEWER: So your sister was a volunteer. Have you volunteered in the past?**

P19: No.

**INTERVIEWER: No? It’s not something you are interested in?**

P19: Well I would but it would mean… I can’t think how to put it.

**INTERVIEWER: You think it will be too difficult now?**

P19: It would now because sometimes I can’t even… it’s the short term memory. I can go back years and years and years but it’s now I can’t even remember what I was doing yesterday.

**INTERVIEWER: And you are a rugby fan so maybe you can play (unclear 00:32:05). Okay, great. So you are living on your own?**

P19: Yes.

**INTERVIEWER: Do you have a cat or a dog?**

P19: No.

**INTERVIEWER: No pets?**

P19: No. I’m not keen on cats. I like dogs but I couldn’t eat a full one.

**INTERVIEWER: But no cats?**

P19: No.

**INTERVIEWER: Okay.**

P19: In fact, where I am we’re not allowed to have pets or not supposed to have pets.

**INTERVIEWER: Ah yes, it’s often the case. When I tried to find a flat it was really a lot of…**

P19: No pets.

**INTERVIEWER: They said no pets. It’s good I don’t have one because… I think I’ve asked all my questions. Do you want to say something more?**

P19: Not really.

**INTERVIEWER: No? It was really great so now you will have your bingo?**

P14: Bingo is on but it’s fine, I’m just going to go…

P19: I’ve been sacked because I normally do the calling.

**INTERVIEWER: Sorry.**

P19: It’s not your fault. I was being kind then, [P14].

P14: Sorry?

P19: I was being kind, more polite.

**INTERVIEWER: You really are. It was really helpful so thanks a lot.**

P19: So can I go now, mum?

**INTERVIEWER: Yes. Thank you. Thank you a lot.**

P19: No problem.

**INTERVIEWER: Just to say thank you for your participation.**

P19: No problem.

**INTERVIEWER: You will have a £20 voucher so I will organise with you for you.**

P14: Oh really?

**INTERVIEWER: Yes.**

P14: To where?

**INTERVIEWER: I don’t know. It’s two for… those kind of things you can use in a restaurant but I will check with you if it’s okay for…**

P14: So is it individual?

**INTERVIEWER: Yes.**

P14: Is it?

**INTERVIEWER: Yes, it is.**

P19: No problem.

P14: See, [P19], £20. Half an hour chat with a nice lady.

P19: Yes, with a nice lady.

P14: Good day for you. Right, I’ll go again.

**INTERVIEWER: Yes, thanks a lot.**

**[End of Recording]**