**INDIVIDUAL INTERVIEW 11**

**WITH P16 & P17**

**21st July 2021**

Audio File Name: S1&S2 – IdoService project\_Individual interview-20210624\_160542

**KEY:**

Cannot decipher = (unclear + time code)

Sounds like = [s.l + time code]

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

***INTERVIEWER 2: = Secondary Interviewer (Interviewer in bold italics)***

P16: = Participant - PwD

P17: = Carer

P16: Sorry, [INTERVIEWER 2], did you say something?

**I1: Yes, we want to say about the recording.**

***I2: Yeah, sorry, we have to record because we have to be fully (unclear 00:00:17) in the discussion, but it will be anonymised after that. So, do you…***

P16: Yeah that’s fine, no problem. So, [INTERVIEWER 1] and [INTERVIEWER 2], they’d like to know what you enjoy doing. So, today you were at the club, what do you like to do when you meet up with the other people?

P17: Who was that talking?

P16: You know at the club today?

P17: Yeah.

P16: What did you enjoy doing? Did they have singing? What were you doing today?

P17: Well, I was out. When I came out… and then I went over to the other girl.

P16: Yeah.

P17: [s.l. two days 00:00:53] that was her, and then when that man came in and the girls were all around.

P16: Yeah, and did they have you colouring in? Do you like the colouring in?

P17: No, they didn’t do any colouring.

P16: Do you like doing that?

P17: No, I wouldn’t like doing it.

P16: So, what would you like to do then? What do you enjoy doing? Do you like the singing, dancing?

P17: No, probably because you know the youngest girl…

P16: No, hold on a second, the ladies would like to understand what you enjoy doing, so we can do more of that. So, what do you enjoy doing?

P17: Well, you do the [s.l. interview 00:01:25]

P16: No, but they want to know about you, not about me. Do you like to go walking? You like walking, do you? In the park?

P17: Well, I’m not going to do that with twenty minutes.

P16: Okay, let me interject here. So, basically, we’ve just recently, got together with some clubs, because obviously, with COVID everything came to a complete halt.

***I2:***  ***Yes.***

P16: It was quite difficult because my Mum was going to community centres. The church even had different social groups and that all came to a halt. The church did come back. So, today my Mum goes to two different clubs, and the different activities that I’m aware that my Mum enjoyed, because I’ve been along to one of the clubs when she first started is… I think, what my Mum missed was the interaction, seeing different people, because as much as we’re with her all the time, my [FAMILY MEMBER] and I, we have a week on and a week off. I think, just interacting with different people. Activities would be, dancing, singing, colouring in.

***I2:***  ***Yes.***

P16: My Mum likes doing colouring in. We go on walks, so, we joined an organisation called Together Dementia Support. They do lots of different activities.

P17: The young girl… woman.

P16: With [ FEMALE NAME]

P17: It wasn’t [FAMLE NAME], was it?

P16: With [ANOTHER FEMALE] as well. So, sometimes we’ll go to [A LOCAL] park and we go for a walk and then we go and sit and have a coffee, or they also have a group at [ANOTHER PARK]. Mum, just sit down here –

P17: Why?

P16: Because the ladies want to talk to you, look, they’ve arranged to see you today to have a chat.

P17: Who are they?

P16: They’re really lovely ladies from Manchester, from the university. My Mum’s normally a bit more patient than she is.

**I1: No problem, yeah. It’s nice to see you today. So, how are you today?**

P17: I’m fine.

**I1: Have you done anything nice today?**

P16: What have you done today –

P17: Nothing.

P16: - that you like?

P17: Not today it’s…

P16: Did you go on the minibus?

P17: I went on the minibus.

P16: Where did the man take you?

P17: He took me up to a place, we had to go up on one time, then he went up, and we ended up going into the other place.

P2: Into a club, it’s like a community centre.

**I1: Right. You can go back to the community centre now? Has it opened again after COVID?**

P16: Yes. From May, they do small groups, and they pick you up from the house and drop you back. I think it’s helping with the routine.

**I1: Yes.**

P16: This particular one on a Thursday, they were initially going to do every fortnight, and what we found was that Mum… if you said to her, “Do you remember that group?” She wouldn’t remember it. Do you want to show the ladies the thing that you made with the different colours on the vase with the flowers? Do you want to go and get that and show the ladies?

P17: Yeah.

P16: On the table, there. If I visualise things with Mum, she then seems to remember.

**I1: Yes.**

P16: If I just say, “Do you remember that? The group with [THE SECOND FEMALE]?” it can be a bit hazy.

**I1: Yeah.**

P16: But that’s really helped. See the piece of red paper Mum?

P17: This?

P16: No, the other one. I’ll get it in a minute. So, yeah, we’re finding as a family that it just really helps, because you get days where Mum can be pretty co-operative, and then other days where she isn’t.

***I2: Yeah.***

P16: We’re working full-time so, it’s a bit of a balancing act as you can imagine.

**I1: Yes, it’s really quite challenging sometimes to look at… to manage everything during the day.**

P16: Yeah.

**I1: I’ve got experience of my grandmother, had Dementia and my mother looked after her for a very long time. So, we have some personal experiences. We’re trying to find out how can we help with… We’re from the design department, how we can help with creative activities or leisure activities to bring better service to people.**

P16: Yeah, well, I think from my experience, there’s a few things really, because my [FAMILY MEMBER] and I… It’s actually, first of all, as carers you’re trying to understand what Dementia is, and try and then relate that into your day to day, and also come together to see what support is out there. Obviously, it has been quite difficult over COVID because prior to COVID, I think it would have been a whole lot easier, but throughout COVID we’ve worked really hard together. What we found; Together Dementia support, which are based in Hulme, and we’ve built a relationship up with [FEMALE STAFF THREE], and then over time… this is going back, we’re talking before Christmas, and basically, we could have Zoom calls, and again, for my Mum to understand the computer, because she would think that you’re in the house.

**I1: Yes.**

P16: So, you’re on the computer now, but Mum would think that… So, when we finished the Zoom call, she would think that person is still somewhere in the house, and obviously, you’re on a laptop. Then a lady was assigned to be with us, when my Mum first met this lady, as you can imagine, she hasn’t really seen anybody apart from us – her children, but to see someone in a mask and try and build a relationship with someone that you can’t really see their lips moving, because with Dementia, what we’ve learnt is, it almost, can be like a different language, can’t it? It’s almost like, I’ll say to my Mum, “Are you okay?”, and I couldn’t understand why my Mum wouldn’t really respond. Now what I ask her is, “How are you keeping?”, I don’t know if you have experience with that? You almost have to change your language, because the questions seem to go in a bit easier. You’re asking the same question but using different words.

***I2: Yeah.***

P16: When [FEMALE STAFF THREE], the lady that was assigned to us, her calling round every week, initially, it was Zoom calls, and then she used to call to the house and my Mum got used to seeing the lady, and I think that really helped. My Mum’s from [IRELAND], so they created an Irish heritage group.

**I1: Yes.**

P16: They were bringing people who were suffering with Dementia from Ireland, and the great thing with that was people with Dementia reminisce about when you were younger, that you could all come together and reminisce about where you were from and songs and different things. So, we actually had a call with the Lord Mayor, the Lord Mayor of Manchester joined one of our calls. He was born in Manchester, but he’s from an Irish heritage, so it was really good. Then our first day when we all came together, [fFEMALE STAFF THREE] played the harp and [FEMALE TWO] sings. It was all Irish…

**I1: Folk music?**

P16: Folk music, yeah. Everyone really enjoyed it I think with the music. Together Dementia, which was on today, they do different activities each week and I think they’re trying to think like… I know my Mum wouldn’t really be interested in poetry or flower arranging. That’s not really what my Mum would be interested in, because she never has been. She might give it a go, but I think her attention span would be low. What I discussed at the group is, you might want to have some activities like colouring in and singing. You almost need a range of activities, because some activities people enjoy, and some get quite bored quite easily.

**I1: Yes.**

P16: The other club my Mum’s going to is Age UK and that’s a full day. Can you excuse me for one second, my brothers at the door?

**I1: Yes, of course.**

***12: Of course.***

P16: It’s with Age UK, again, they pick Mum up at nine o clock in the morning and then they drop Mum back about 3 o clock. So, they have lunch there which again, is more socialising, and they had a singer in and they’re doing different activities within the parameters that they can. Is this helpful? Is this the information that you need?

***12: Yes, exactly that. Really perfect. I think you said your Mum has these activities on Tuesdays and Fridays?***

P16: Yes, Age UK is Tuesday and Friday, and then Together Dementia Support is a Thursday.

***I2: Okay.***

**I1: Right, so she’s got three activities during the week?**

P16: Yeah. This week has been the first week where she’s done Tuesday and she’ll do Friday, so it’s only just really started, because we thought two days, it’s just jogging the memory, isn’t it? Even getting onto a minibus, because you’re going on a minibus and going somewhere. Although we’ve been to see [MALE ONE] at Age UK, and my Mum came with us and she met [MALE ONE], I think initially getting on that minibus, you could get a bit anxious, because you don’t know where you’re going, you don’t know the people on the minibus. What they’ve done is, they’ve almost put the same people in a bubble on a Tuesday and a Friday, so when she gets on, she’s now recognising the same people. She knows that she’s in a safe environment.

***I2: Yeah. As you say, it was, and it still is very complicated sometimes, communication with the mask, but how does your Mum feel about social distancing and those kinds of things?***

P16: If for example, we go to the park, and my Mum used to work in a school years ago, she loves children, so, if she sees children, she’ll almost go over to say hello. If we see children in the supermarket with parents, you almost have to say… because it’s also from the other side, the parents, everyone’s a little bit more on guard, aren’t they? Because of the pandemic.

***I2: Yeah, exactly.***

P16: She’s just basically saying hello, but I think sometimes the social distancing… I mean, we explain it, but sometimes I’m not sure that she really understands it to be perfectly honest with you.

**I1: Yeah.**

***I2: Yeah, so, she really enjoys being with children. Do you know if she has some activities with children? Maybe not now, but maybe in the past when she was at Age UK?***

P16: This is our first time with Age UK, but I know in the community centre in [MANCHESTER] in the past, the church in [MANCHESTER], it’s connected to the school, and I know they bring the children through into the church. I think if there’s activities with children it’s important because they seem to have a connection.

**I1: Yes.**

P16: It’s the same with animals, isn’t it? It’s like a different connection, whether it takes them back to when they were younger. I suppose a bit of vulnerability, I think Mum definitely understands that we… I mean, she’s able and she’s [IN HER 80s] now, but we do literally most things. She can fold the clothes and she can do a few things, but obviously, not to the degree. So, I think within herself, she probably feels that she’s more vulnerable than what she has been before, in the past.

**I1: Absolutely. You said she might be folding clothes or she’s helping with some of the household tasks, but is there something perhaps that she’s learnt in the past to do, that she particularly likes doing, where she feels** **she has an achievement or makes a contribution in some way, so that she feels valued?**

P16: Yeah, my Mum has always… she loves writing, so she was always sending birthday cards. When Mum gets cards, she loves writing. We get her to write things as much as we can. She loves looking at photographs because she’s from Ireland, and she doesn’t have any family here, basically. So, she loves looking at photographs, I think that helps the visualisation, rather than… Sometimes, we’ll phone Ireland, but I think actually speaking to and seeing somebody is different than trying to retrace your memory about what they look like.

**I1: Yeah.**

P16: We do sometimes call, we use WhatsApp calls so you can see the person, rather than just speak over the phone. In terms of like round the house, folding the clothes, drying up, we’ll wash the dishes and Mum will dry the dishes. She’ll come to the supermarket; she quite enjoys doing that. I think it’s nice to keep different activities that she’s always done.

**I1: Yeah.**

***I2: Yes, exactly.***

P16: Yeah. Sorry, [INTERVIEWER 1].

***I2: Yes, as you said, routines and keeping things, it’s really important.***

P16: I find, like, in the daytime sometimes, Mum will have a habit of bringing down clothes from upstairs to downstairs, so, at this time of the day it can be like there’s lots of everything. Ultimately, I just think, she’s enjoying herself. I think you’ve got to think about where you’re at, because if you’re working, you can’t be-

**I1: In two places at once.**

P16: So, I think it’s best to just leave it to the end of the day, and then we’ll tidy up at the end of the day, there’s no problem. Otherwise, you just end up stressing yourself out.

**I1: Yes, so if she initiates some process of whatever goes on in her mind, right?**

P16: Yeah, I think it’s just like now, she’ll pick up cards and bring them down, she wants to read them, and letters, when the postman posts the letters, she’ll be looking through the letters, and she’ll enjoy that. I think what I’ve learnt is that if she’s enjoying it, there’s no point in keep saying, “put that down”, or “take that upstairs”, because you could say that all day, and at the end of the day you end up exhausted.

**I1: Yeah.**

***I2: Okay.***

P16: What I’ve learnt, especially over the last year, is that because of lockdown, as a family, we’ve all had to pull together, and you’ve also got to look after your own self, haven’t you?

**I1: Yourself. Yes.**

P16: When you’re working full-time, there’s no point in… the thing is, you want to enjoy your day, you don’t want to be spending the whole day…

**I1: Yes.**

P16: […] if you’ve got a child, that you’re always saying, “put that away, put that down, put that upstairs”, it’s exhausting for you at the end of the day, so you just learn to go with it.

***I2: Yeah, exactly. It’s a better way for everyone, so, that’s great. Have you had some information or some support, especially at the beginning of lockdown, to give you some advice or giving you activities at home? Because with COVID-19 it was not possible to go, as you said, to the community centres. So, some activities online? Have you had to find it by yourself, or have you had some external information and support?***

P16: To be perfectly honest with you, my experience is that there is support out there, but it seems like the organisations don’t necessarily all talk to each other. So, you’ve got quite a lot of different places, but in saying that, I know Together Dementia Support, I found them online and I think they’ve been doing a lot of Zoom calls, to try and assist and help. It is quite surprising when you go on the calls, there’s not that many people, considering the amount of people with Dementia. If you look at the statistics, you would think that the calls would be busier. Personally, I don’t think that they have captured everybody, in terms of, either people with Dementia, or their carer’s. I attended a call a couple of months back for carer’s, and I have to say, I’m [AGE] next month, and I was probably the youngest on there, which I thought was quite surprising.

***I2: Yeah.***

P16: It seemed to be, if it was a husband and wife – maybe in their 70’s, 80’s? There didn’t seem to be a lot of their children, which could still be in their 40’s and 50’s.

***I2: Yeah.***

P16: Personally, I don’t think… like now, Mum’s doing a lot more than what she’s ever done, but we’ve had to work hard to get that into place.

**I1: Yeah.**

P16: When I say, ‘work hard’, I just mean, you’ve got to make contact with Age UK, you’ve got to go down and meet with them, you’ve got to see the facilities. That all takes time and energy and effort, and if we were children that lived in another part of the country, I don’t know how that would work.

***I2: Yeah. It really –***

P16: I don’t know how easy that would be, because we find it… we all know, the three of us, there’s me, [AND TWO FAMILY MEMBERS]. We all know what’s happening, but we’re here 24/7. So, in terms of your question, there is a lot of support out there, but I don’t know how well connected it is to the people that need it.

***I2: Yeah, because it seems that you are co-ordinating very well with [YOUR FAMILY], and your Mum is very lucky to have you, because we know it can be very tricky and difficult to access these kinds of activities, especially with COVID-19.***

P16: There’s been a lot on the radio, I listen to LBC, I quite like the debates, but there’s been a lot on the radio in the last couple of days about… because obviously, people are living longer, and if people are being cared for, it’s a lot less on the state, than if you have to go into a care home. It’s a lot cheaper for the state and for the local authorities. So, what they are trying to do is, if people can… like, we look after Mum at home, if you can get support to do that, it’s actually a lot better. Not only for the person, but it’s also cost efficient. It seems to be on the news quite a lot at the moment, I’ve noticed.

***I2: Yeah.***

P16: In my job, I work for a company, it’s a membership organisation, but they do a lot about pensions and elderly care. So, in my job, I listen to quite a lot, but at the moment it seems to be a lot with the general public.

***I2: Yeah.***

P16: Because people are living longer, aren’t they? In the generations people are living longer, and I think it’s, what support is out there to help the person, plus the carer’s as well?

***I2: Yeah, exactly. Do you think that you and your Mum could benefit from some financial support, or transport support? What could be improved at this point, to help your Mum access more activities, or have easier access?***

P16: Yeah, I think, with the Age UK, I know you can apply to see if you can get a discounted rate for the day. So, we’re working through that, I think with the council. Today, Together Dementia is only for twelve till three, it’s only for three hours, basically, but they do charge for the transport and the attendance. I suppose it’s like anything, the more funding there is to do it, then you can do more, because my Mum would do more.

***I2: Okay.***

P16: Even activities that we could both do together, because in a way, I think it’s good, it’s having that balance. In some ways, I find that if I went along with my Mum, she’d be sticking close to me and not meeting other people, and that in a way, defeats the purpose, but I do think it would be nice. For example, Together Dementia Support, they did a group from [A LOCAL PARK], and you walk round, so, I went with Mum, I drove the car, went there, met [MALE TWO] who works for Together Dementia, walked round the park. It was really nice, because it’s a break for me, it’s a break for Mum, you meet different people, I’m meeting other carer’s, you’re in the fresh air. You know?, you have a coffee, you get away from your emails for an hour, and you come back. Although my Mum’s [IN HER 80s], she’s good on her feet, so to speak.

What we also started to do of an evening time was… I find her attention span to watch an hour’s programme can be quite difficult. My Mum can be up from six in the morning till ten o clock at night, it’s a long day. So, what we were doing was, say nine o clock at night, because it’s light, we’d walk round the block, and that’s good because it just gives you… It’s funny because when you’re just walking round the block, you’re looking at different things, aren’t you? Trees, people, we’ve seen a lot of people that we know, when you’re in the car, you don’t see that.

**I1: Yeah.**

P16: I think the fresh air, you come back into the house and it’s like, right, let’s get ready for bedtime, rather than doing something wrong, just sat watching the television, because I’m not sure whether Mum really enjoys it or not.

***I2: Yeah. As you say, you have time together and you are outside, moving, so that’s great. Your Mum seems really active and really enjoying doing things?***

P16: Yeah, are you going to come back in Mum? She’s over there reading the letters now.

P17: Yes.

P16: Yeah? Yeah, she’s active. I was always mindful of… we got to [ANOTHER LOCAL PARK], I don’t know if you’re familiar with [THIS PARK]? It’s got a big lake there.

***I2: Yes.***

**I1: Yeah.**

P16: We walk round the lake just to get the exercising and seeing different things. Especially when the weathers better, it’s a bit more difficult in the winter months, isn’t it?

***I2: Yeah, winter can be tricky.***

P16: I think in the winter, that’s when the clubs will really help, because Mum’s having different activities and it’s inside the centres. I think the routine, seeing the same faces when you go. Mum does a Tuesday and a Friday with Age UK and it’s the same people on the minibus for a Tuesday and Friday, so, she’s getting to see the same people. It’s good to have that routine.

**I1: Yeah.**

***I2: Do you know if she has adopted some friendships with other people? Is she happy to be with other people?***

P16: Have you made some friends Mum, at the club? Mum? Have you made some friends? You saw that couple today, didn’t you?

P17: What club? With the man?

P16: Yeah, the man from Scotland?

P17: Yeah.

R2: Yeah, my Mum has made friends. What we try to do is… there’s a lady… funny enough, I went on the Irish group, they joined a Zoom call, and my Mum recognised one of the lady’s and it was lady that used to work at the school together.

**I1: Oh.**

P16: But we didn’t realise that she’s also got Dementia, so we tried to organise to go to some clubs, but she suffers with a panic attack thing. Although Mum, when she goes to the club, she hasn’t met them before, she’s just trying to make friends, and she recognises things, and the minibus driver now, so that helps. I think if we were to do it one day a week, every week, or every fortnight, it wouldn’t be… we need it more regular.

**I1: Yes.**

P16: To us, a fortnight can go quickly because we’re working and we’re busy, but I think when somebody’s retired and they’re not working, a fortnight probably is quite a long time. That’s why we increased it to two days.

**I1: Yeah.**

***I2: Yeah. Do you think you’d increase it from two, or do you think that’s a good balance?***

P16: Hopefully, yeah, we’d like to. [MALE ONE] said that what they’re looking to do is maybe do day trips.

***I2: Yes.***

P16: Like, take the group out to different parts of Manchester or do different things. So, if that was the case then yeah, we would look at definitely increasing, maybe to three days a week possibly. We’d definitely be open to that.

***I2: Are you looking about some special activities? So, she is already happy to have this Irish community group, but is she maybe, missing some opportunities?***

P16: Personally, I think she enjoys the Irish group, because you’ve got that connection, haven’t you, depending where you’re from?

***I2: Yes.***

P16: She met some people from Dublin and some other people from other parts of Ireland, but you’ve already got that instant connection. My Mum used to do an aerobics class, like a bit of exercise, which she really enjoyed. That’s stopped at the moment, so, I think we would look towards that, because my Mum has a lot of energy.

***I2: Yes.***

P16: We’re ready for bed and my Mum’s not ready for bed. [Laughter] We’re going, “You’ve been up for 18 hours, are you not tired, no?” So, yeah, anything with exercise.

**I1: Yeah, I can imagine.**

P16: That’s on the list.

***I2: That’s great. Has your Mum learnt new activities or is she looking for new things?***

P16: As far as I know, at the group, I know they’ve done flower arranging and things, but I can imagine my Mum wouldn’t… she hasn’t got a huge attention span for things she’s not interested in.

**I1: Yes.**

P16: I’m hoping that we’re going to do some different activities.

**I1: Is she ever interested in initiating any of these activities, or providing anything from the skills that she’s learnt in the past?**

P16: Well, I know she was always really good with numbers, because years ago she worked as [JOB ROLE] office doing the wages, and she loved bingo. So, I’m hoping that they’ll start bingo up because that is a mind thing, isn’t it? Not just with numbers, but you’ve got to find that number in a certain amount of time once the numbers drawn out.

**I1: Yes.**

P16: I think more that sort of thing. We’ve been given books on word searches, which I know are important to exercise the mind, but I don’t think my Mum would…

**I1: touch those? [Laughter] Yeah.**

P16: It’s quite difficult, isn’t it? I mean, I’ve started to do word searches now; I’m trying to exercise my mind. I don’t think there’s anything dramatically new, but it’s something maybe for me to ask [MALE ONE] at Age UK to find out exactly what they do each week.

**I1: Yes.**

P16: I think they do quizzes and different things. Saying that, my Mum’s not really into the garden, but Together Dementia did some gardening, so, maybe sometimes, we wouldn’t do that because she’s never done that ever. It’s like anything; you give it a go to see if you enjoy it or not, you might surprise yourself.

***I2: Exactly. You mentioned gardening, do you have a garden?***

P16: Yeah we have a garden, [FAMILY MEMBER] is more of a gardener than me, but yeah, we go out into the garden.

***I2: And your Mum is giving help a little bit with gardening?***

P16: Yeah, it’s funny you say that, because I’ve got a photograph, we were out there last week and I said to her, “Come on, we need to water the plants”, because I’m here for a week and then [FAMILY MEMBER] is here for a week, so we alternate, and she said, “Don’t forget to water the flowers”, because it’s been so hot. I took a photograph, I can send it to you, I got her to water the plants and it was really good, she enjoyed it with the water and the hose. Again, it’s something that I wouldn’t have thought of, so sometimes, getting her out into the garden and doing things. Today, to be perfectly honest with you, she just hasn’t seemed so engaged, I don’t know if it’s because she’s been at the group today.

**I1: Yeah.**

***I2: Yes.***

P16: Normally, she would be a bit more chatty, so, if you want to set up another call another time, then that’s no problem at all, we can do that. We just try and make each day a bit more… we went to the cinema for the first time on Sunday.

**I1: Amazing.**

P16: I haven’t been to the cinema for years. We went to watch Peter Rabbit and we went to the cinema. I wasn’t quite sure how it would go, but she was actually okay, because obviously, I know it sounds silly, but it’s a dark room, isn’t it? You’re going into a dark room, but we sat and watched Peter Rabbit. [Laughter]

**I1: Yeah, that’s great.**

P16: Sometimes, I think as a family, it’s thinking a bit outside of the box and doing different things.

**I1: Yeah.**

P16: We certainly have busy weeks actually, now I think about it. It’s funny because my Mum went for her annual health check.

**I1: Yeah.**

P16: The nurse said, “Your blood pressure is so good, it’s perfect”, and I said to the nurse, “It’s the family.” Mum was like, “Yeah.” It’s the family’s blood pressure that’s through the roof. [Laughter] We’re juggling and working, whereas my Mum’s like, “Yeah, yeah.” So, she’s got really good blood pressure, no stress.

***I2: Indeed. You are doing*** ***an amazing job, she can enjoy having activities and being relaxed, so that’s good.***

P16: That’s of course what we want. I can see that it’s definitely got easier.

***I2: Okay.***

P16: Last year was quite difficult, I don’t know how, but it just seems… I think it’s more your understanding. I’m just talking of my experience but I think my understanding and not getting frustrated.

**I1: Yeah.**

P16: That can happen, so, that’s a lot better now. Just try not to be too hard on yourself and take it in your stride, because like for today, it would be great if she was sat there. Normally, I’d be getting cross with her, but I’m not going to get anywhere, so, I just think…

**I1: No, absolutely.**

***I2: Yeah, no problem at all. I don’t know, [INTERVIEWER 2], if you have another question?***

**I1: No, I’ve asked everything that I wanted to.**

***I2: No, you’ve given us a lot of very interesting information. I don’t know if you want to add something about access to activities or participation in activities for your Mum? Or maybe, from your side, support as a carer, that you will need?***

P16: Yeah, It’s something I will definitely have a think about. Is it something I could email you about, [INTERVIEWER 1]?

***I2: Yeah, of course.***

P16: Yeah, any information, any help I can give, in terms of experiences of what we need, then definitely. At the end of the day, if it helps any other person or any other family, because with all due respect, it will affect people, it will affect families, because of the statistics of what’s happening. People living longer and Dementia and Alzheimer’s on the increase, so people will be in my shoes.

***I2: Yeah.***

P16: It’s just a fact of life. So, if there’s anything that we can support on, questions, or even as a group together. For example, if someone’s just been diagnosed and their family just don’t know where to start, it would be good as a Zoom call or Teams call, just to make you feel like you’re not on your own.

**I1: Yes, that’s definitely something that comes up every so often, that people say that there isn’t enough support at the early stages when people are being diagnosed. Is that your experience also?**

P16: Yeah, going back probably about four years now, Mum did a medical trial and obviously, you don’t know if you’ve got the placebo or the… that went on for about a year and then unfortunately, for whatever reason, the trial stopped. From the very start we were trying to understand and like, the power of attorneys we put into place, the legal documents that you have to have.

**I1: Yes.**

P16: In a way, you just think, because it’s not… sometimes, I used to get frustrated because I used to think like, if you’d lost your limb, but you’ve got capacity, is that easier to deal with, because you can still get in and out of a car? You can recall things, you can remember what I’m saying, you can understand, but because it’s not a visible thing, it’s a lot… Last year, I actually had a bit of counselling myself because I just couldn’t cope with everything. I couldn’t cope with caring for Mum, looking after myself, my job, it just got too much. It’s overwhelming.

***I2: Yeah, exactly. I think it’s really something in the last year, it’s more and more support for carer’s, or just information, because having information about Dementia and which kind of things you have to do, it’s really important. When we planned this project, it was three years ago, so, of course it was not COVID-19 at all. We can just imagine how it’s more and more difficult.***

**I1: Yeah.**

P16: Yeah. Obviously, we’ll be in touch via email, but anything that… if you find that’s of benefit to anybody then do let us know, because as a family we’ve just all pulled together and we’re doing the best we possibly can.

***I2: Yeah.***

**I1: Yeah. It sounds amazing the way you’re managing. The next part of our project is to analyse the information that we’ve got from all the interviews. Then to bring that information together to present it back to anybody from the interviews, who’s interested in it, and bring together co-design groups to think of what we’ve found. What good things have we found? What things that are missing that we’ve found? How could we create something perhaps, to service that? Hence the project being called the IDoService. Trying to help people with Dementia and their families, loved ones, to have a better approach, better services, provision, and better offers.**

P16: Yeah, that sounds really good. We’ll definitely -

**I1: Whether it’s connecting them or whether it’s adding something, we’re looking at what can be done.**

P16: Yeah. Well, definitely keep me in the loop, that’d be fantastic.

**I1: Yeah.**

P16: I think it’s more awareness, even for organisations out there, because I think my Mum goes to church and we actually had quite a difficult period of time where the church for example, they just don’t really cater. I mean, if you look at the congregation that we go to, any church, they’re 65 upwards.

***I2: Yeah.***

P16: My Mum was going to the church and she’d go for the communion, which is when you go to the alter, but of course, if you think you’ve got a mask on, my Mum sometimes has a walking stick, a handbag, and you’re there, and you’ve got to try and route, you’re at the alter and the priest is trying to give a communion, and there’s nowhere to put anything down. My Mum used to take it, I don’t know if it’s like a wafer?

**I1: Yeah.**

P16: So, my Mum used to take it and then put it in her pocket, and then a few of the ladies that were sort of a bit (unclear 00:46:47) thinking, ‘you shouldn’t be doing that’. We as a family spoke to the church to say, “Well, you’ve got to cater, you’ve got people coming in wheelchairs, that you come down as the congregation to give out the communion, but people that have got Dementia, how are you…? So, my Mum then lost a bit of confidence in going.

**I1: Yeah.**

P16: So, she didn’t go for a couple of months and it’s only recently, since now, that we go back, but I actually went online and there is an organisation where they’re trying to… whether it’s a mosque, or a Hindu temple, or a church, they’re trying to educate the people. Ultimately, they’re there for the community.

**I1: Yeah.**

P16: I think they’re missing a lot there.

**I1: Yeah.**

P16: What’s important to note about that is at that time, there was only really the church in the community that was available. Everything was shut apart from the church.

***I2: Yes.***

**I1: Yeah.**

P16: That half an hour routine every morning, going at half nine, suddenly came to a stop. So, I think it’s not only in my view, the person, the family, but I think it’s the wider community awareness.

**I1: Yeah.**

P16: But, it’s great to meet you both and like I said, keep in touch, and I’ll be in touch, [INTERVIEWER 1] as well.

**I1: Yeah.**

***I2: Yes.***

P16: And [INTERVIEWER 2], of course.

**I1: No, that’s absolutely fine, [INTERVIEWER 1] is driving the project.**

***I2: I try to. [Laughter] Thanks a lot, it was really great, and I will write you an email because as we said, you can have a £20 voucher, 20 for you, and 20 for your Mum, so, I will just ask you some information and what kind of voucher you want.* *I’ll just write you an email, to say thank you for your participation.***

P16: Oh, that’s very kind, thank you so much.

***I2: No, thanks to you.***

P16: I think my Mum will be spending it on cakes if she knows she’s got a £20 voucher. [Laughter]

***I2: It will be perfect if she is happy with that. We’ll just write to you tomorrow morning and then we just have to ask you which kind of voucher you would like. If you have other ideas or new insights, you can of course write to me. [INTERVIEWER 2] will let you know what kind of result we had and when we will organise the next steps, if you want to be part of it.***

P16: Oh yeah, of course, yeah definitely. Really nice to meet you, take good care.

**I1: That’s great, thank you so much [P16].**

P16: Bye bye.

**I1: Take care, bye.**

***I2: Bye.***

**[End of Recording]**