CONFIDENTIAL

Date Transcribed: 15th October 2023

Interviewer: [NAME]

Respondent: [NAME]

**INT: Okeydokey. So, I’ve got a little script which I need to read, so excuse me if this suddenly sounds a bit like formal but wanted to just say thanks for talking to me today. And like I just said, in this interview we’re going to talk a little bit about your experience of Music in Mind training, the programme, and how it’s impacted on your musical knowledge, wellbeing, and any significant moments really that you think you’ve had across the programme. And the interview should last no longer than 60 minutes. Do you have any questions before we get started?**

RES: No.

**INT: Nope. Great. Okay.**

**So the first area of questions is around just yourself and your background in care. So can you tell me a little bit about your background, how long you’ve been working for the care home that you’re currently working in and working in caring roles just more generally.**

RES: I’ve been working here for just over five years now, as an activity coordinator. I’m now the senior activity - well, wellbeing coordinator now. But before that I was - when I was in university I was doing this kind of role in a care home part time. So I had, you know a little bit of understanding already from previous. And obviously some of my family members had dementia as well, so I’ve been around dementia and stuff for quite a while now, I’d say. Yeah, so -

**INT: Great.**

RES: - I got into because I think it’s a, you know a really rewarding job. You know it’s sad, but it’s a really rewarding job, you know. And I wanted to be the person that you know put a smile on some - you know people’s faces. That maybe they’re a bit lost now, because they’re not who they were. And if I can bring back a little bit of happiness and a little inkling of their previous life, or what they may have done, or just make them happy basically. After - obviously we all know that dementia is - sort of it doesn’t - you don’t get better with, it’s only going to progress, and you know you’re only going to go downhill. But if I can make them, even if it’s just for five minutes, you know a little bit happy. Yeah, then that’s really why I do it.

**INT: Thank you, [NAME], that’s really lovely. Do you have – just before you came into the Music in Mind training, did you have any previous musical experiences? So like have you had any formal training in music, or informal training for that matter. Or any moments in your life where music has played a really important role for you?**

RES: No, I used to sing when I was younger. I used to love singing. And I did some classes. And I was in a choir. And then obviously you just stop doing it. So no, I didn’t - apart from school and school things - no, I didn’t have any other musical - no.

**INT: Okay, thank you. And then moving into kind of your thoughts around expectations coming into the training programme now. So, before you became involved in Music in Mind training did you have any expectations or preconceived ideas about music in dementia care?**

RES: No, I just - I wanted to be able to have more confidence, and to know how to approach things with the residents. So I feel like before the sessions took place I didn’t really have that confidence and I didn’t really know how it would work with them, and how I should approach it. And what is okay to do and what is - you know that kind of thing. And I didn’t really feel like it would work as well as it has. I mean I have been shocked, definitely shocked, by how - with certain residents, that they love it, you know. And it works really well, and they enjoy it. So I feel like - coming into it I didn’t really have expectations, I didn’t think it would go as well as it did. And I didn’t think it would have progressed as much as it did. It’s - sometimes, even one of the ladies, the laundry ladies, came over. And she had to pop her head in last Monday, she was like, “Wow.” And then I saw her two days ago and she said to me that she couldn’t believe it. They were amazing. The instruments, what she could hear. She thought it was a band playing or something. She was so shocked.

**INT:** [unclear 00:04:51]

RES: Yeah, she was really shocked. Like some of the sessions that we’ve had, they have been you know really wonderful. So no, I didn’t have any really high expectations. I think it’s definitely exceeded what I did think. Definitely.

**INT: Just picking up on something that you’ve said. This is a slight diversion from the list of questions, but can you think of - are there any reasons why you thought it might not work so well, or why you didn’t have very high expectations for it.**

RES: Just - one moment. Sorry, one moment.

**INT: No problem.**

[00:05:23 – 00:05:32]

Sorry, just for the transcript, the interviewee has just muted the microphone and popped out of the room. So I’m just going to pause the recording for a second.

[00:05:43]

RES: You were saying -

**INT: Yeah, was there any - just sort of secondary question, were there any reasons you think, why you thought maybe it wouldn’t be - why it wouldn’t work, or why you had lower expectations.**

RES: Just because of previous - I think previously there was a programme with you guys, and they said it wasn’t successful. And I think that was more down to the staff, the activities, then. I was on maternity, so I wasn’t around. So that’s - I actually, when I spoke to you guys and said that I wanted to do it, that’s why I made sure that I was there for every session. And I tried my best to be - like do everything that you guys had wanted from me, so that I could get the best out of the experiment, the best out of the music - you know the musicians coming and helping me. Cause obviously it’s helped me and the residents.

Me to become a little bit more confident with music. Because I guess if you don’t know how to play something you maybe feel, Okay, let’s have a music session, but you don’t feel like you can give as much as a musician could, you know what I mean. So obviously that was my fear before doing it. Oh, what am I supposed to do with the instruments? How are we supposed to - you know what I mean. So I maybe had a little bit of fear about that. And maybe looking silly cause I can’t play, or something like that. So I think - yeah.

**INT: Yeah. Thank you. And what did you expect to learn or experience during this project, do you think?**

RES: Mmm, I probably expected to learn how to be more confident, or how to approach things, musically. I expected to learn how to group the residents together. And you know maybe like what I should be doing with - like as in, should I be telling them how to play, or should I be showing them? Things like that. So I think I learnt you know - yeah, what to do with the residents with the music, with the instruments.

**INT: Okay. Cool. Thank you. Moving a little bit on now from expectations and things around the beginning of the project towards thinking about wellbeing. So as you know, this, the research that we’re doing, is centred on staff and family care and wellbeing. And so I wanted to ask, how would you describe your personal wellbeing before starting Music in Mind training?**

RES: My personal wellbeing was okay anyway. Yeah.

**INT: Okay, great.**

RES: [small laugh] It’s well, yeah.

**INT: And did you feel that there was a connection between your wellbeing and wanting to start Music in Mind training in any way?**

RES: I also wanted to do it for the residents. That’s why I wanted to do it, to be honest, for the residents. And obviously if it gained my confidence then obviously that’s going to make me happier as a person, in work and out of work. So yeah, then that was a bonus, I guess.

**INT: Thanks, [NAME]. And how would you - these are all wellbeing related questions, so how would you describe your personal wellbeing or even your professional fulfilment satisfaction or motivations during the training.**

RES: Yeah, I feel like the sessions, they gave me a little boost. You know I looked forward to the sessions. I knew, Okay, this is what we were going to do today. That you know everyone’s going to be happy, which means I’m happy if the residents are happy. That means I would go away from the sessions and I’d be like, Oh, that was a really good day, you know. So obviously you know if you’ve had a good day it puts you in a good mood, and then it follows through. So yeah, the Music in Mind sessions were, you know they cheered everyone up, so.

**[00:10:00]**

**INT: And moving towards the end of the training as well, same question. So coming towards the end of the training, how have you - how would you describe your personal wellbeing, professional fulfilment, satisfaction?**

RES: I felt happy of what we’ve achieved. However, I do feel quite sad that it’s come to an end, because I feel like the residents really bonded with the musicians as well. I did as well. And it was - like in the other training, I think we’ve discussed this - it’s going to be hard for me to do it alone. So I don’t feel like the sessions will be quite as good as they have been. So I do have a little bit of fear and a bit of sadness about that. But the residents have been happy. And I feel like it all came together and it - yeah, so I feel like it was - it’s been a wonderful you know experience.

**INT: Were there any significant changes to your wellbeing or job satisfaction, or your sense of fulfilment during the course of the training, and if so can you relate that to anything in particular?**

RES: No. I don’t think so, sorry.

**INT: That’s fine. No, it’s okay, you don’t need to apologise, these are really broad questions and you just respond with whatever you want as is relevant to you.**

**So then, moving away from wellbeing related questions, can you describe a personally significant moment for you, from your involvement in the Music in Mind training? So that could be something in the sessions or in the training itself, anything at all, something significant.**

RES: I think in the sessions, seeing one of the residents who doesn’t engage, would never do anything, he has changed as a person completely. He is confident. He is funny. He’s making jokes. He’s even doing things now, with me, outside of the music sessions. And he’s literally changed as a person, completely. So I think that’s one of my biggest things. I’ve had - there’s been a lot of memorable moments. A lot of moments that have made me you know nearly cry or something. But I think seeing him change as a person, in a great way, in a positive way, has been one of the most amazing things.

**INT: Great. Thanks, [NAME]. And then moving into the last bit of the structured section, and then anything else you want to talk about we can go into. We’ve kind of covered some of this, I suppose. But what impact has you taking part in Music in Mind training had on the residents in your care, or your care practice?**

RES: I’d say it’s made them and myself happier. They look forward to participating. It’s had an impact. It’s changed certain residents. It’s made some residents who can be quite feisty want to teach other residents how to play instruments, how to communicate better. There’s been times where they’ve been obviously teach- like showing how to do a certain thing, and some residents are very aggressive usually, but they were passing around the instruments, helping each other. Which I think is really great. And they’ve bonded, I think, over the sessions. And they’ve also come together, as a group in a group setting, communicating. Which is amazing, because a lot of the sessions I do outside of this, they don’t want to spend time with each other. But in that session, in those sessions they don’t mind being around each other, and they’ll sit and listen to each other, which is a very big thing.

**INT: Okay, great. Thanks for that, [NAME]. And then, is there anything that you do differently now that perhaps you didn’t do before you took part in Music in Mind training?**

RES: I try to - I’m more persistent of trying to get group activities rather than one to ones now.

**INT: Okay.**

RES: Because I know they can do it. And I kind of go to the person that I said has changed, from not wanting to do anything. I make a point to try and persuade him. And yeah, so I feel that I try to do more group things than one-to one-things. Yeah.

**INT: And so is that different from before the training? You would -**

RES: Yeah

**INT: Would you say it was more -**

RES: Because now I know they can do it and they will be together, and they’ll be okay. So now I try and persuade them, “Come on, you know you like it with the music sessions. So come on.” So yeah, I try to group them more. Because I feel like being lonely and being by yourself, it can make you depressed. And a lot of the residents, they just want to be by themselves. But if I can try and - like when they’re in the music sessions they’re happier. So if I can try and make them you know have a little chitchat. So I feel like that’s been going much better actually, since the sessions.

**INT: Thank you. Thanks, [NAME]. And then is there anything else, yeah, different in your practice, anything else at all? And if not that’s also okay.**

RES: Sorry, say that again, cause it kind of -

**INT: Oh, sorry. So is there anything else that - again, same question as before, is there anything additional that you do differently, do you think, any other changes in your practice? But also it’s fine if there isn’t.**

RES: Going forward do you mean, is there anything -

**INT: Yeah. Yeah.**

RES: Just probably I would try and obviously continue the music sessions as best I can. Obviously it’s not going - I feel - I just feel like it’s not going to be as successful. That’s my - yeah, that’s my only thing. But I will do my best to - you know to get them right.

**INT:** Mmhmm.

RES: Obviously they don’t have to be the same as what they were, but that’s my plan going forward. And to try and do as many group sessions, and keep people communicating, talking. Yeah.

**INT: When you say that you’re thinking it might not be as successful, can you - is there a particular reason why you think that?**

RES: I feel like, because it’s just me, I feel like you definitely needed - for it to be as successful as it was, you definitely - I know you may not think so, but a musician was important, in my eyes, to tie everything in. And obviously more bodies, more people. I feel like me, myself, it’s not going to be - I will try with smaller groups, but I don’t think I would ever be able to do the amount of groups that we’ve done, the bigger - the amount of people, sorry.

But yeah, I can be proved wrong, you know. Maybe it will be more successful. [laughs]

**INT: Okay, thank you, [NAME]. That’s coming towards the end of my formal list of questions. And thank you for all of your answers. Is there anything else that you would like to talk about, as we’re here, related to your experience of the training? Could be positive, could be negative, could be in between. And if not, then that’s also okay.**

RES: No, I just feel like it was important to have consistency, you know. Consistency was important. I feel like whenever there was a bank holiday or something and we missed a week, it was hard to bring it back. But now obviously, from the start of the sessions to the end of the sessions, there has been a major development. Like every single person that was involved would be able to vouch for that. The residents, they know what they’re doing, and they know what they’re there for, they know you know what they’re about to do. Whereas in the first few sessions they didn’t really know. And they look forward to the sessions. So I believe it was really important to do, the Music in Mind in mind training. It was, yeah.

**INT: Great. Brilliant. Thank you, [NAME]. Unless there’s anything else you’d like to say, that’s kind of the end of what I have. So if you’re happy I will stop the recording there.**

RES: No, that’s fine. Yeah.

**[Audio ends: 00:19:10]**

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| **Key** | |
| [unclear] – unclear audio  [s/l] – sounds like  [ph] – phonetic | [overtalking] – to an extent no conversation can clearly be heard  [audio distorted] – connection issues/other noises which results in no conversation being clearly heard |