CONFIDENTIAL

Date Transcribed: 20th October 2023

Interviewer(s): [NAME]

Respondent(s): [NAME]

**INT: Right there we go. That’s great. Okay. So, I’ve got a little bit of introduction that I need to say for the record. So, thanks for taking the time to talk to me again. In this interview I’m just going to talk to you a little bit about your experiences of Music in Mind training. How it’s impacted your musical knowledge? Your wellbeing? And any significant moments that you feel there have been across the program? And as we just said the interview should last no longer than 60 minutes. Do you have any questions before we get started?**

RES: No. That’s fine.

**INT: Fabulous. So, the first question- So, just a little bit about, about yourself and your background. So, I wondered could you tell me a little about your background in terms of how long you’ve been working in your current role at [CARE HOME] and also in caring roles more generally, how long have you been working?**

RES: I’ve been working for [CARE HOME] for roughly about 18 months now. Previous to this I was a nursery teacher. So, I’ve done my- I did my teaching degree and I got a BA Honours in teaching and learning. So, I’ve kind of come from that background and then I kind of just slipped in this role if you like. I come here as an assistant and then got promoted within a month. So, yes, that’s, that’s, that’s mainly my, my background.

**INT: Right, okay. So, caring, caring roles sort of more recently and then teaching- Nursery teaching before that-**

RES: Yes.

**INT: - is that right? Great.**

RES: Yes.

**INT: And do you have any previous musical experience? So, like have you had any formal training in music? Or are there any significant moments in your life where music has played an important role?**

RES: I mean for me, music- I go to a lot of concerts and a lot of gigs, it’s, it’s a massive part of my life. Because I have, I’ve seen- And I like all genres of music. I don’t just like you know, I like anything. I played the violin at a very young age but that wasn’t for long. My little boy’s just learning the ukulele now in school and my, my former partner who I’m still good friends with, he was in a bad as well. But he didn’t really play an instrument, he was a lead singer. But I just think, music’s just really important to my life anyway. I just, I just listen to it all the time. Yes.

**INT: Great. Lovely, thanks [NAME]. So, thanks- Thank you for that context. Next questions are around your expectations going into the training program and-**

RES: Yes.

**INT: - sort of your, your thoughts going into it. So, before you were involved in Music in Mind training, did you have any expectations or preconceived ideas about using music in dementia care?**

RES: Yes. I, I literally just thought, that it was people coming in and we were all just going to sit there and just tap instruments and that were it really. I didn’t really think any deeper into it, you know? I just thought, we’ll just be giving out random instruments and then we’ll just do what we want kind of thing, you know?

**INT: And did that-**

RES: Yes.

**INT: - did that, did that feeling come from anything- Did you have any experience of sort of music in dementia care before this point? Or was that just a general idea?**

RES: Yes, we had a guy that- I mean because I’m used to- I’m fairly new to this role, so, I’ve only every worked- I’ve only worked here for 18 months. So, previous to this I’ve never really had any experience with working with elderly and dementia. I had zero experience. So, we had a guy that come in who, who is- he was Music in Mind, but it was just him sat playing the guitar and then making random jokes in between.

**INT: Right.**

RES: Yes, he wasn’t really meaningful, if you know what- Do you get what I mean?

**INT: Yes. Yes.**

RES: Yes.

**INT: Yes. And so, then going into this training that you’ve, you’ve been doing. What did you expect to learn or experience during the project?**

RES: To be honest, I didn’t think about it. I just- I just thought, it’s going to be something really good that the residents are going to get out of it and I were just thinking, *it’s another feather in my cap.* Its because I’m always one for learning new skills. I like learning new things. And I- If I can do something that going to make my job better, for the residents, then I’m, I’m willing to do anything. So, I didn’t have any preconceived ideas before going in. I just thought, *it’s something what’s going to be- It’s free*. *It’s research and I’m open to anything like that*. If someone’s going to offer you free sessions with your residents, then you’re not going to turn it down, are you? And then if I’m gaining something out of it that’s going to help me in my job, then it’s a win, win, isn’t it? So, I, I have no, I just thought, no, it’s all good, it’s positive. I think we should do it.

**INT: Just jumped in, great, thank you.**

RES: Yes.

**INT: Thanks [NAME]. This is- I think this is a double question, it’s just again, did- So, did you have any musical experience before taking part in the training? But you’ve already mentioned about your- how music is important in your life and you used to play the violin a long time ago.**

RES: My sister also, she- When we were younger my sister can play be ear. She can play the piano by ear.

**INT: Okay.**

RES: So, we used to get her to play us tunes all the time, it were like, [NAME] will you play this for us? [NAME], will you play that for us? Yes, so, we used to do that a lot when were kids.

**INT: Great, brilliant. Moving away from expectations now, these are questions around your wellbeing. In this study that we’re doing we’re interested in staff wellbeing with people who’ve taken part in the training. So, how would you describe your personal wellbeing before starting this project?**

RES: Personal wellbeing before- Not too bad. I can a bit stressed at work sometimes. You know, like I think everyone can get a bit stressed in their workplace. I do suffer with anxiety which I have tablets for. But on the whole, it was all right, you know? Yes. Wasn’t too bad.

**INT: Okay. And then during the course of the- Sorry, one further, further question on that. So, in terms of wellbeing at work, were you feeling- Can you comment on your sort of job satisfaction?**

RES: I think with me, because I’ve spent a lot of time on my own in my role, and it’s been a bit of struggle with staff. So, I’ve spent a lot of time being on me own and it- I’ve found it quite a lot of pressure. Because I haven’t got that- I haven’t had the, the support that I’ve needed. So-

**INT: Okay.**

RES: - that’s had an impact on my wellbeing. That has- Not enough support.

**INT: Okay, thanks [NAME]. So, then moving through the course of the training and then now at the end of the training, how would you describe your wellbeing, or your job satisfaction, or professional fulfilment during training? And then at the end of the training?**

RES: I think jumping to the end I feel like, I’m better equipped now to do me job as in, I’ve got more to offer the residents, future employers. I think during it, yes, when I was doing the, the, the course, I felt like- Because the residents got so much out of it, so I did, I did feel like a good, like job satisfaction because it was me whose arranged it all for you guys to come in and I’ve been doing the training. So, I got job satisfaction from that. So, yes, me wellbeing during it has been positive. Yes.

**INT: Great. Thank you. So, kind of related to, to what you’ve just said. Did anything change in your feelings around wellbeing, or job satisfaction, fulfilment across the course of the project? And if so, was there anything in particular that you think made that change?**

RES: I think obviously because- I think with me job satisfaction, I did feel more positive doing the Music in Mind because I knew- Like again, what I’ve just reiterating what I was saying that, it was something that I and the residents looked forward to. So, we’d really like speak about it, we’d talk about it when- Like today for example, we were in the hairdressers today, we’d talk about it the hairdresser, and we’d talk about it to the resident’s family. So, it was kind of something that we were all experienced together. So, it was, it was a talking point a lot. Yes, because it’s probably the best activity we’ve done in the home. Because it’s all right getting someone in and watching them and it’s entertaining, but it’s nice when you- Because- Yes, them leading it is- You know what I mean, getting involved. Yes.

**[00:10:09]**

**INT: Great.**

RES: Yes.

**INT: Thank you. Thanks [NAME]. By the way I should have said at the very beginning, if there’s anything- any other points as we go through this that you’d like to comment on, you’re absolutely free to sort of-**

RES: All right, okay.

**INT: Yes.**

RES: Even if it’s not related to the question?

**INT: Yes, sure. There’s time and at the end as well I’m going to ask whether there’s any other things you’d like to talk about. So-**

RES: Okay.

**INT: - there’s, there’s space for that too. So, next questions are around significant moments. So, can you describe a personally significant moment for you, from your involvement in the Music in Mind training project?**

RES: I’ve had a few.

**INT: Okay.**

RES: I think one of our residents, [NAME], just seeing him and because he’s- He had a brain injury. So, to see him in the Music in Mind, he is a totally different person when we do the Music in Mind sessions. So, he just- It’s like he becomes this other person and he’s like he’s a stage and he’s entertaining everybody. And he’s, he’s no longer got these disabilities. You know, nothings stopping him, you know? So, that’s quite emotional to watch when you’re used to see- him seeing- him getting frustrated with things. So, that’s been a really nice moment. There’s a lady called [NAME], she just sits with the maracas and she just, she’s just so relaxed, chilled. She, she really, really enjoys it. And it’s lovely watching her. And then there’s a little lady called [NAME] who comes in and because we’ve been doing singing as well, it’s helped her with her- Because she had a stroke, it’s helped her with her speech. So, her speed has vastly improved. And I do think a lot of that is from Music in Mind. Because obviously, it’s a weekly thing. So, they’ve got into a routine with it. But there’s, there’s like a couple of the residents that come with dementia who are really anxious. But once they come in, and they choose their instrument, and they’ll just sit and just join in and they’re not getting up. They’re just sat joining in with the music, and that’s quite significant as well. And I think because we look- A lady passed away. Now normally when you’re in a home, if someone passes away, it kind of like, it’s not- It just kind of like happens and then it’s spoke about for a minute and then that’s it. But we lost one of the residents, [NAME], she passed away. And she was a massive character in the Music in Mind sessions. And we all really felt it when she went because she was extremely quiet and shy and never- wasn’t outspoken. She came alive, yes, she did come alive and she’d talk about it to other people. And she took on the role of you know, the chimes? And we used to every week just give her the chimes because it was an instrument that was on its own, so, for once in her life- I’m not saying, in her entire life but, in this environment, it were like she were more of an individual rather than someone who were just, who were just quiet and didn’t speak. She had her own instrument that it was its own- on its own if you know what I mean?

**INT: Yes.**

RES: So, there’s been loads, there’s been loads of significant moments that have really stood out. It’s just, it’s just the enjoyment that your- the residents get out of it, isn’t it? It’s just seeing- It’s giving them that purpose for something to look forward every week. It’s that, that sense of being in a group, if you like. That sense of belonging. And just joining in and yes, just- have just fun. And escaping from the normalities of life and just having that hour where you just playing the music.

**INT: Thanks [NAME], you kind of answered my next question as well which is great. So, which was around the impact that, that you taking part in the Music in Mind training has had on the residents in your care.**

RES: Yes.

**INT: So, that, the question is really, what impact if any has taking part in Music in Mind training had on the residents in your care? And also, on your care practice? So, you know, the things that you do.**

RES: For my- For me and the care practice I’ve, I’ve used it with my exercise. I’ve done it on me own with them. I’ve got the instruments out on me own, on me own. And it’s more meaningful, meaningful than before, previously. I’m in the process of- I want to learn my own instrument now. So, I’ve been looking at lessons so I can learn an instrument. Because I just think that’d be- If I can learn an instrument that’ll just be amazing for my job and for me as well. You’re never too old to learn something new.

**INT: No.**

RES: And I’ve already, already in the process of- I’ve got a guy whose got some instruments that he’s going to sell us. On the residents, like I say, it’s, it’s calming for them. And again, it’s just giving them that purpose of wellbeing- being part of something. Their wellbeing, I’ve even said to one of the residents that I’m going to let him practice in his own room with the drums because he likes the drum. Because that’ll just, just for him to be sat on his own and get the drum out and just play a few beats for a bit. You know, maybe, maybe the other residents might not like it but you know, he’ll enjoy it. Even if you just give it him for half an hour to let him have a, a tinker around with. And I think doing out one to one’s as well. Like going into residents’ rooms, never got chance to get involved with it. But I were thinking of maybe starting something with that, you know? Giving them, giving them a tambourine, and just putting some you know, tracks on and seeing how that works. But yes, it’s had a huge impact on the residents definitely.

**INT: Thanks [NAME]. And then last one of my sort of formal questions really is, is there anything that you do differently now that you perhaps didn’t do before you took part in Music in Mind training?**

RES: Anything I do now-

**INT: That’s- Anything you do now that’s different?**

RES: Right. So, if I did the Music in Mind session now, compared to before?

**INT: So, so, more, more like in your, in your whole work, is there anything that you do now that’s different since you’ve been doing the training?**

RES: I think it’s, it’s just being more aware of, of people. Yes, being more aware and attention to- Yes, but- Like more attention on the residents, just checking in on them. Communication. You know, it make- You know, it makes you more aware.

**INT: When you say more aware, is that aware of- Aware of what? Could you describe like how they are? Or their mood? Or what kind of things?**

RES: Yes, because I remember one time, we had some music on and one of the residents got really upset by it. But what [NAME] taught me, she said “That’s good.” She says that’s good to let them get that emotion out because music can do that to you. And it’s not a bad thing to be listening to a song and just burst into tears. Obviously, that particular resident has dementia, so it triggered something in her, her past life. And [NAME] said to me you know, just, just let them- If they do that, just let them get it all out. And you know, that it’s healthy to experience these emotions, you know? Sometimes if you’re upset and once you’ve had a good cry you feel better, don’t you after? So, yes. Yes, I’ve been taught- Throughout the whole experience I’ve been taught about listening to- You don’t realise when you’re listening to a piece of music and then when you really listen to it you can- you’ll start, oh right, yes, its rain dropping and you know, sometimes you’re just oblivious to it, aren’t you? And it’s just like you don’t really listen.

**[00:20:00]**

RES: So, it’s quite calming and relaxing. And you’re listening to the beats. Whereas before I’d just be get these instruments out and that’s it. And, and now I know what instruments go with what instruments. I know about like the beats, listening the beats more. Some instruments can be the beat. And others can just be the tinkering in the background. And again, about emotions. Even confidence and friendship groups and how they deal with- How the residents react with each other as well. That’s a big- That’s a massive, massive thing I’ve noticed with this, with the Music in Mind, is I’ve noticed how much- Yes, but I’ve noticed that a lot of the residents who have got capacity have not got a lot of patience for people who’ve got dementia, which is [unclear 00:21:00]. And it’s because they’ve not been brought up, they’ve not been educated about it. And that’s come through a lot with our sessions. A lot.

**INT: Yes. And that was commented in one of our- I think maybe it was at the last session I observed, or the one before. I remember a-**

RES: Yes.

**INT: - discussion about that. Yes.**

RES: Yes. But the different groups and the different dynamics and it’s trying to navigate through that. It’s trying to nav- Because you- I’m not, I’m not a believer in having, so, you’ve got this disability so you should be in that group. Or if you’ve got dementia, you should be in that group. I’m, I’m a massive not- I’m not for that. I think everyone should be mixed and treated exactly the same. And I’m not really into mixing- I’m not even- I’m not into segregating people just because, she’s got dementia so we’ll shove her over there. He’s got MS, we’ll shove him over there. I don’t agree with that. And I don’t think Music in Mind’s about that. It’s about bringing everybody together, isn’t it? So, I feel like I’ve just way got off track. I can’t remember what the question was.

**INT: No, that’s absolutely fine. It’s all, it’s all good, it’s all relevant. Thank you for, for that [NAME]. I’ll ask kind of a closing, closing question now then. Which is, just sort of is there anything else that you want to express about your experience of Music in Mind, positive, negative? Anything at all?**

RES: There’s nothing negative about it. It’s just been- The only negative is obviously that, that bit about the, the noticing the- But that could be with anything. If I got somebody in, a singer in, you’d notice that.

**INT: Yes.**

RES: But it’s just been fantastic. It’s been such a lovely experience. I’ve thoroughly enjoyed every second of it. When I’ve- I said to [NAME] and [NAME], I said, “I’m not going to lie, the first time when you come in, I thought it was a bit weird.” Because it were just kind of, they just come in and they just started playing music. And it took me a couple of weeks to start kind of the grasp of it. And then I were like, right, yes, I get it now. And it took me a while till like the penny drop of what it were all about, you know? Like it’s not communicating through talking it's actually communicating through the music. And it took a bit for the penny to drop. But it- The whole experience just has been fantastic. The residents, what they’ve got out it is, it’s just been amazing. We were absolutely gutted that it finished. But yes, the residents. And even the families as well. Even some of the families would come in who, who weren’t in it every week. Because we’d have some of the families that come every week and then you’d get family members that’d come in who had just brought say their family member- They’d just brought their family member in the home. So, they’d come in and I think it were a massive, massive relief for the families to see what kind of activities that we do with them. And then to see the relative who’s basically immobile in a chair to suddenly start tapping an instrument, it was- I think it was reassuring and nice for the residents’ families. Because a lot of them would come in and they started videoing them and sending it to their friends and family. You know, so that, that were nice as well about it. And just that anyone could just come in and join in. It, it got really busy though.

**INT: Right.**

RES: It got extremely- More- As the weeks went on, it just got absolutely hectic.

**INT: In the- In terms of being in the, in the sessions? Or like in- doing the Music in Mind? Or hectic as in just in work generally?**

RES: Just as in how many people were coming to the Music in Mind.

**INT: Got you, right, okay, I’m with you.**

RES: That it were just like- It just grew every week. And you didn’t want to like say to someone, you can’t come you know? Because some weeks- Well, no, it started off quite tame. Maybe eight or nine residents because like [NAME] and [NAME] were saying, anything over like 13, 14, it probably is a lot, isn’t it? So- But it were just going and going [unclear 00:25:51].

**INT: [unclear 00:25:51].**

RES: Yes. I thought if we carry on doing this, it’s going to be a full on like- everybody.

**INT: Great.**

RES: But yes, it’s been amazing. It’s been thoroughly enjoyable. I’ve learnt so much, learnt so much about music and learning to- I’ve been taught how to like speak like if we’re in, in that situation and say, a carer comes in and they just come in and interrupt, or if a resident comes in and- you know, I’ve been taught how to deal with that. And you know, without being too negative like, you know, so I’ve been taught little, little things like that. I’ve been taught how to deal with some situations.

**INT: Great.**

RES: But I’ve got no negative, nothing negative to say about it.

**INT: Okay, thanks [NAME]. Thank you for- thanks for talking to me and for all of your answers. I’m going to stop this recording now is that’s okay.**

RES: Yes.

**[Audio ends: 00:26:59]**

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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 |