

Family 2 – Exit Session

Researcher	Have you had a chance to use the app much and make a few Tickets?
P1	Me and P2 did with Grandma that time.
Researcher	Oh, okay, cool!
P1	When they went to the vet.
P3	We took the cat.
Researcher	Well err, what I can do is I can come back and we can talk about those err maybe tomorrow or a couple days' time or something, if it's back up. For the mean time, I thought what we could do is erm we could make some together. They will be really fun ones on paper, lots of drawing and getting involved and stuff like that. Does that sound fun? Okay, I'm just trying to find my recorder.
P4	I've got a couple felt tips?
Researcher	Oh, that would be great, I've got a couple coloured pens.
P4	Oh, literally I've got an embarrassing range actually. I'm getting my social work ones, this is serious.
P1	It was good, we used it but we didn't really show her the photos that we used it as in it was good to get up so we had something to talk about. So, I looked at the app as P2 and my grandma were talking. Then I knew what to talk about then because I'd seen it on the app.
Researcher	Ah, that's quite interesting!
P1	But then I thought I didn't want to show it to her because the screen was so small and her eyesight. Then I thought if we maybe just download it on the iPad, then I can do that thing of I know what to talk about and also, I can show her the photos as well.
P3	Okay!
Researcher	Ah nice, are we all feeling artistic today?
P1	I'm not, I'm not good at art.
P2	You are kind of rubbish at art.
P3	I'm aware that we've got lots and I'm just sitting there watching you do that. We've got lots, haven't we? That's your art paper so we won't use that, but we can use this one.
Researcher	Cool, so yeah, I was wondering if we can all think about erm, what kind of, if I give some of these out, have you got paper there? Oh, there are coloured ones. Erm, pencils? Do you need pens and pencils? So maybe we can think about erm, kind of what kind of tickets you'd make for your grandma, and what ones you think the rest of your family might find quite interesting.
P3	So, ones we've already done? Or?
Researcher	So, you can tell me a little bit about those, or, I was thinking we can do a bit of a discussion afterwards and talk about the ones you've already done. Er, but if we're thinking now kind of erm, yeah kind of, what kind of tickets would you think your grandma will find quite useful at the moment and ones the rest of the family actually find quite useful as well.

P1	They could be quite general, couldn't they? She doesn't remember specific events, she loved talking about the scouts and guides but...
P2	I think Lourdes would be a good one.
P3	Because she's just been.
P2	And when I've been showing her all the photos on her iPad and she was using it to recognise people.
P4	Do we have any photos of when she's been to Lourdes in the past? I'm wondering if that might be something. Or, videos, even if it's not her, but like the HBT singing, like the rise and shine, even if we had a clip of that even if she hadn't been there.
P3	You do the Lourdes theme.
P2	Okay.
P4	Do you want a photo?
P3	You know what we talked about in the car, one we haven't done yet. One of the things Grandma has always said.
P5	Is this exempting son's-in-laws?
P4	Sit down!
P3	We're being recorded!
Researcher	Oh, yeah, sorry!
P5	For the benefit of the tape, father has entered the building!
P3	Go on mum, what were you saying?
P4	Grandma says, every five minutes, "I've not got the car anymore."
Researcher	Oh, okay.
P4	But, we thought it would be a good ticket. It's something that she wants to tell us, crucial to her, is your car. She loves the idea that you've got a car.
P3	And it happened literally at the time, she, didn't have her car taken off her, but wasn't allowed to drive anymore, and then I passed my driving test and got a car very similar to hers. So, it's almost like this passing over, so when she sees my car she's like "Ohhh!", and gets really excited about it every single time. And, we same conversation about it, but -
P4	We do, but it then takes you on to the fact that she didn't pass her test for like 5 or 6 times and she was my age when she learnt to drive.
P1	She doesn't remember why she got it taken off her.
P2	She just thinks it's – she just sometimes "I'm a bit old now".
Researcher	Yeah, that's something we spoke about in our first interview as well, was the car. I remember that. Um, so that could be a good one?
P3	Okay, I will draw a car.
P4	You can do Lourdes.
P3	Can someone pass me the -
P2	I've already done a Scouts one, should I just do another one of them?
P1	Yeah guides and scouts!
P1	Yeah, P2, when we were in the room, we spent ages talking about that – We spent most of the time, grandma had been on guide camp, and we spent most of the time talking about the photos -
P2	The photos -
P1	And Grandma told us numerous times that she met Grandad in the scouts

	and all this, and so, that's definitely something.
P2	Yeah!
Researcher	Oh, that's really cool! While we've got the paper as well, we don't have to draw just like, draw just like photos or stuff like that. You can try and draw like an MP3 player or a song. We've got videos as well.
P4	You've got, I mean all the Lourdes songs are fair enough.
P1	Yeah but, our songs are different to their songs. Our Lourdes songs are different to theirs.
P4	Yeah, you're right.
P1	I just said rise and shine because she likes that one anyways.
Researcher	Do you mean, your songs compared to like?
P1	When we got to Lourdes we go with like a group that takes disabled children, and it's more like happy-clappy. Grandma used to go with HGBT.
P4	She didn't go, she's always loved it!
P1	Right well okay, it doesn't matter.
P4	She watched that video, the scouting one, that's good.
P2	It's guides.
P4	Oh sorry, fleur de lis. The badges are on the table. You're being recorded.
P2	Oh, sorry. Does this look like the communism sign or did I make that up?
P3	Did you think a picture of my car, if I start doing it blue, instead of hers?
P4	Yeah, definitely.
P3	Hers did look like dogem.
P4	With you stood behind it.
P3	Oh right okay. Great, okay.
P4	I have no idea, P5, give us something you talked to mother about.
P5	Oh, sorry, no I wasn't particularly playing, erm, I'll come to you, sorry I'm just.
P1	Erm, I'm trying to think what comes up a lot in conversation, church and stuff.
Researcher	We spoke about churches last time, and some of the hymns as well. I remember that.
P1	Yeah I think church, because she likes to talk about church opposite John's church.
P2	About how it's closing down.
P3	What about holidays you had when you were younger Mum? She likes talking about that one, you know where you went and stayed on that farm for years and basically ran it.
P4	Ferguson's yeah.
P1	Wait and someone got ran over and had to chase a goat or something?
P4	You're right!
P3	She really likes that one, she really likes the whole living in the country.
P4	She doesn't remember -
P1	I think it was Grandad that wanted more living in the country side.
P4	She doesn't - It has to be prompted, doesn't it?
P3	But I guess that -
P1	No but she -

P3	Is something that wants to be prompted?
P1	Church as well, there for the second bit.
P4	You do the Lourdes and the church bit.
P1	Does church go into Lourdes?
P2	Yeah!
P1	Okay, fine.
P3	What church did you go to when you were on holiday there? Would she remember that one?
P4	No, she'd remember bits of it.
P2	Why don't you do, getting married because she talks about that as well.
P4	She does, she talks about St. Mary's church you're right.
P1	We kind of prompted the stuff out from guides.
P4	No, you're right.
P2	No, no, no. I'm saying we pushed the stuff out from that they were different religions, Grandma and Grandad, as well. She talked about that one church wouldn't and one church would.
P3	She'd been running a cub group at that church and said that they might get married there.
P2	Church has lots of things that we can talk about.
P4	And the fact that they had to drive round and round the church until Great Grandma was ready.
P3	Why wasn't she ready?
P4	She was a very old lady, she probably had dementia!
P1	Where did you find the pictures of Lourdes Mum, that are on the iPad? Was it on a website or something, or on their Facebook page or something?
P4	? did it.
P2	What group? Salford?
P4	Salford yep.
P3	I don't know how you'd do it, but she talks quite a bit about [relative] and [relative] coming.
P4	Does she?
P3	Yeah, and like how badly they were treated in school.
P1	Yeah, she talks about that.
P4	Oh, yeah.
P5	You've got all the colours!
P3	So yeah, because it was the 70s and Gran- [relative] and [relative] are half Pakistani, erm, and so quite obviously -
P5	Worse than that, half Irish.
P2	People would stop in the street and go "Oh, they're your children? That's interesting.", she went "Yes! They are!".
P1	I thought mum told us that story, not Grandma.
P3	But Grandma, remembers that time.
Researcher	Sounds like quite a fun story?
P4	She thinks it's funny, because of that slightly risqué nature to it. Mum gave this other woman the idea that she'd had this affair with someone from Pakistan, but she -

P3	But she didn't intend to give that impression. They actually asked "Oh, are these your children?", and she was like "Yeah."
P4	And "Where is their father from?", "Pakistan.", as if that was the way it is.
P3	But wouldn't go into details.
P4	No of course not, because she, I think my mum just thought, what a stupid question to ask in front of a child! She was ahead of her time wasn't she.
P3	Yeah, she was a bit.
P4	We'll do my dad in a suit rather than her in a wedding dress.
P2	We can ask about a wedding dress, I never heard about that? And Rise and Shine song which is a song we sang at HGBT.
P4	She will sing it for you.
P2	No! And then the fact she went in summer, and there is pictures on the iPad of them, of when she went in summer. Which was last week? Or something.
P4	She went last week.
P2	The pictures are really blurry though.
Researcher	Do you go every year to Lourdes?
P1	We go every year that it's on.
P2	There is one every year, but we go every other year.
P1	But er, but Grandma is going next year as well.
Researcher	Do the rest of the family kind of go with you on that one?
P1	It's just us three, and probably P3 next year, probably.
P3	Nah, there isn't much chance I'm going down.
Researcher	So that can be quite a fun one for like the rest of your family then. They can ask what you get up to?
P1	Steven has been as well.
P3	She talks about the time her and [relative] went.
P1	She talks about that a lot.
P3	Because they had a big trauma getting on – basically the first time they went it was like amazing! [relative] is a child that they fostered and she's got quite significant, like, yeah learning difficulties, like she's blind, deaf, mute. Not mute, but doesn't really speak but – They got on this plane to Lourdes and they had this fantastic time. But then, the second time they got on the plane, and she refused to sit on the plane. So they had to take her off the plane and delay the whole flight and they didn't ended up going. Um, but for Grandma this memory is like very.
P1	I think it was quite traumatic to -
P3	Very traumatic but now it's quite funny. Was that only last year?
P1	It was 2016 yeah.
P4	She went the year before.
P3	2015
P1	She did say it was the year before last year.
P5	The thing that she gets well in to was UKIP. Not, obviously, it's gone off the boil, but she really she -
P1	She hated Nigel Farage.
P3	She kept writing letters to Nigel Farage telling him off! Like, repeatedly.
P1	But when she came around a couple months ago she kept telling me how

	much she hated Theresa May, and she loved Jeremy Corbyn, but without knowing their names. "That old man, he's got some good ideas him", and all this. She doesn't really know what she's doing does she?
P3	I remember Grandma telling me this whole like "I don't know why they're saying they don't have room for people because when I got the train down to Cornwall there was lots of room in the country side! Why can't we build houses there?". So -
P1	She chats about politics in like – she's just so liberal really!
P3	Maybe Cornwall maybe? That would be something – she talks about that view you get out of Auntie Lucy's house. I've never been to [relative]'s house.
P1	It's lovely there.
P4	The only problem is it then reminds her of the fact that Lucy is stuck at the top of the hill. So that's yeah, but maybe
P3	But then it gets -
P4	Maybe it's sadness that other people don't -
P3	But also, like she's allowed to feel different emotions, like we can't just be like "Oh, let's have lots of tickets about really happy lovely things.". There are some things where you want to acknowledge the sad things as well? P1 Is like "Uh oh!", gonna cry.
P1	I don't think it is?
P3	But is it not like, false and patronising for it like, oh, grandma look at all these happy lovely things!
P1	No
P2	Her life is happy.
P1	No, no, yeah, I get what you – no, I don't, I get what you're coming from.
P5	For the benefit of the tape, P6 has entered the room.
P3	So, we don't have the app today, but we've drawn pictures of the ideas -
P1	Oh, that's why you couldn't log in P6, the servers are down.
Researcher	Yeah, all over the servers in the lab are down. Unfortunately, we're without the app. So, what we're doing is making tickets but on paper. It's pretty fun, you can get involved if you want. I've got coloured paper, I've got pens.
P6	What are we doing? Just drawing stuff for Grandma?
Researcher	Yeah we're thinking about tickets you might want to make for your Grandma, and also what might be interesting as well for the rest of the family who are going to use it to. So they could be quite cryptic and your family could ask "What is that?", or they could be more like fun stories that you all share. Er so we were talking about -
P1	I've got Lourdes, like all the Lourdes stuff, how we go and how she goes at different times.
P6	Oh, okay.
P1	P2 is doing scouts and guides because grandma talks about how she met grandad and stuff, and because P2 goes – what's the
P6	You've done lots of one to one sessions with her haven't you?
P4	What does she like to talk – what do you like to talk about to her?

P6	Um, Welook?
P4	Welook? That was my Dad's side.
P6	Grandma likes to talk about it -
P4	Oh does she? Go on then.
P6	Okay.
P3	I'm just traumatised by memories of that place.
P6	And Sandbatch?
P3	Yeah.
P3	Do you not remember we went to that mass, like the memory mass for Grandad after he died, and got the giggles because the singing was so bad? It was like a sad situation.
P5	Don't point at me!
P3	Well it was, oh, horrendous!
P6	It was so funny, the dude, the dude sung like a lady
P3	Grandma wasn't there for that.
P6	No but it was funny. That was funny, and that guy, that guy was – sounded like a girl!
P3	I was trying to say that's not funny that's just -
P6	Anyway! He was just like -
P5	He must have been -
P6	I know.
P3	Draw Sandbatch.
P1	Remember, we were [relative] and [relative], weren't we?
P3	Yeah, it was horrendous. But I don't think, does Grandma -
P1	Grandma remembers the place, what's it called, the place where Grandad went when he had a stroke.
P4	Nazareth House.
P1	Nazareth House, oh. Yeah. Talk about that.
P6	Yeah, I suppose she likes to talk about that doesn't she. Maybe she really wouldn't want to talk about it?
P3	No but she talks about what a nice place it was!
P6	She does yeah.
P1	Yeah but I just think of [relative] and [relative] when I think of it. So, funny when you mention it.
P3	I don't know that.
P4	Did I mention Nazareth House to you?
P1	Yeah because you told me in the car park of Nazareth House -
P4	What Dad had died and [relative] had left [relative]?
P6	It was awful times -
P1	No but in the car [relative] was on her way to Nazareth House -
P3	And you were like, oh, don't mention [relative].
P1	Because as [relative] was on her way, [relative] had left.
P6	Why did he, why did he do that?
P1	Because, because dad kissed him once.
P6	When, when, when, wait, wait, wait, a day or two?

P5	Well it was opportunity I suppose?
P1	Yeah if you're sad, you can't really get that much sadder.
P6	I had a good time in Rotherham thanks for asking.
P3	Oh P6 we're literally in a session to talk about things to talk to Grandma about.
P6	I had been upstairs.
P2	And, what else, what else should I draw?
P1	Poacher, talk about -
P6	Guides, she likes to talk about guides.
Researcher	What about er, things that you've been up to?
P6	Oh she doesn't wasn't to hear about that.
P3	Oh, she loves that!
P1	Housework, housework for you two!
P6	But she, but she, struggles with specific memories so it's hard.
P1	She wouldn't remember so it.
P3	On the holiday you've just been on P6, what would be the moment you would like tell Grandma about?
P6	The cathedral.
P3	There you go.
P6	The words I learnt in the cathedral, about how to describe certain -
P5	Columns.
P6	Vaults, dorian, ionic.
P3	Grandma would love that!
P1	Yeah and you can show her photos, because she actually does like photos when they're big enough.
P2	My phone is quite big.
P1	Yeah but when we were doing it on the iPad, she actually like that, and you could zoom in, on the bishop space, she liked that.
P6	What does grandma like to talk about? She loves to talk about her and Grandma, but not in the, she didn't, actually, yeah! You're not a, not a conversation about her and Grandad meeting.
P1	The Scout one?
P6	Even then, even then she told me the same story, obviously over and over again. But, it was the one, the one about her meeting Grandad, in the café and never spending any money in the café.
P4	Just having one cup of tea.
P6	And gradually, the story became more implied, because she knew I obviously knew it, and she could tell.
P3	And you'd ask leading questions?
P6	Because she can kind of tell obviously, I'm asking the kind of questions she wants to answer -
P1	WHSmiths!
P2	Oh my, oh!
P1	I'm doing that one.
P2	She was wearing socks on her first day and she shouldn't have been wearing socks!

P1	I've never been told that story.
P5	Or even her whole work life stuff isn't it? About this, that thing, that hit with the bubbling chemicals, the tunnel it was.
P6	Asbestos? Asbestos?
P1	No it -
P3	No, it's the tunnel, they used to hold their breaths as they ran – She worked in an asbestos factory and they used to hold their breaths as they ran through the tunnel.
P4	She was in the office as the girls – and the other – we're talking 1940s, late 1940's and the other woman in the office said if you're going through that tunnel, hold your breath. And, asbestosis hadn't really been recognised, as for what it was in those days. Yeah.
P6	It could be anything, but it's the story that matters doesn't it?
P5	It's come up in the context of working, of kind of dangerous, people, people, not being safe.
P4	It doesn't matter, you should see mine -
P1	Yeah I kind of -
P6	She likes to talk about her Dad, her collecting, her dad collecting wood as well.
P1	Oh yeah! [crosstalk]
P4	It's a tricky one to share outside of the -
P3	Yeah, so this is the thing with the app isn't it? You wouldn't want to, you wouldn't want to put anything on there that anyone might – yeah it can be very – you're all interested in other things, you might find things more interesting than others but you also don't want to upload anything that might upset people.
P4	I would avoid, if it was just babies being born, that would be a conversation just between me and Mum. She wouldn't talk about it with anything else, and I don't think that's right.
P5	Which babies?
P4	Me, [relative], and [relative] and [relative].
P1	Why?
P4	Because, because it's private.
P1	Yeah but -
P2	Although she always did, she does say like she knew the order she had the babies and she adopted between them. I had -
P3	That's quite an impressive knowledge to still have.
P1	Two babies, then adopted, or whatever it was.
P3	Yeah, two then adopted two, then two then adopted two more, then two and adopted two.
P1	That's 10?
P1	It's like a maths exam question! Gran goes to the adoption centre and takes 2 babies!
P6	I think it's difficult, isn't it? You're right about -
P1	They have flown 50000 miles from Pakistan!
P6	I think the family members who don't, who wouldn't want to talk about it -

P3	Mums gone!
P4	Poor [researcher]!
P6	I, mum, they wouldn't wanna talk about it, with auntie who was adopted and has got loads of problems, what would she talk about Grandma with? So, it's really easy if she wants to. But, in her life she hasn't got much going on. She probably wouldn't engage with this but at the same time it's difficult – what what does she talk to her about, what does she talk to her about?
P1	We went shopping with them that time, you know they go shopping every week, what do they talk about? Because I don't know.
P4	They talk about the work that [relative] did when she worked, they talk about memories of Grandad when we were kids, and you're right, the holidays.
P1	Okay so Grandad is definitely the one for everyone.
P3	I'm interested in Grandad generally because [relative] was obviously living with Grandma and Grandad.
P1	[relative] would have something to say about this app, wouldn't she?
P6	Why don't you tell us about the holiday, could we do that now?
P4	We tried in a ticket.
P6	I know.
P3	One that comes to mind is she talks about driving up to Newcastle for when I was born.
P4	[relative] brought her, so she came with [relative] and [relative].
P6	The priest at St. Mathews, I'm doing that. [Crosstalk]
Researcher	You're all quite musical, would you record a video of you playing an instrument, do you think that could be quite fun?
P1	That could be fun wouldn't it. Really, they need a piano back in her house because that used to be something. Yeah, they would.
	[Crosstalk]
P1	Yeah, they could record – [crosstalk]
P5	P4, does 257 help? To look at themes that people -
P4	Yeah, search.
P1	The cat?
P5	I think the cat -
P6	Gizmo and Mikey!
P4	She had Gizmo and Mikey, and she had a non-named cat before -
P1	Who died first, was it Smokey or Gizmo? [Crosstalk] Yeah because she'll talk about all the cats and they're mixed up [crosstalk]
P4	Music is an interesting one again, slight, would only want it on our tickets and not on other peoples.
P3	What?
P4	You lot doing music.
P3	Maybe.
P6	It would seem showy offy
P4	Might -
P5	You have that dynamic haven't you in families? We can't be the only one

	where its – there's a connection with the older person, but then there are, the dysfunctions of [crosstalk] but that must be across the board that issue I guess?
P3	I tell you what would be a really nice video, would be [relative] and [relative] singing with [relative]. [Crosstalk]
P4	So, for example, there is one on there of [relative] and [relative], singing, that's nice. [crosstalk]
P5	[relative] singing, [relative] singing one of the scout guides songs, one of those songs would be good.
P3	But in the context of with the babies.
P5	Yeah but.
P4	[relative] and [relative] and that would be, um -
P1	I've written it, yeah, I've done it.
P4	But then we could also, because that then got us on to again it's guides. We always – singing was what we all did in the vans when we went on holiday. Guide songs.
P1	And the thing about babies is we can talk about how they come every week and how lovely that is. [crosstalk]
P4	[relative] and [relative]' cats, weren't they? Maybe they were [relative]' cats. Not [relative], [relative]. [Crosstalk]
P1	[relative], what?
P5	The drains -
P2	I think it was Gizmo that was the feisty one and [relative] was the nice one.
P6	Mum was sick [crosstalk] that was the funniest thing that ever happened.
P1	Well, they're both dead.
P6	Oh, there was something funny that happened.
P3	Is it relevant to Grandma though?
P4	So I've got [relative] and [relative] singing, then you've got [crosstalk] singing in the car for when the family went on holiday.
P6	Your family as well dad for talking to Grandma.
P5	A little bit yeah. [crosstalk]
P1	Grandma?
P6	I'm saying she loves, she loves to talk about Dad's family.
P4	She knows probably more than your mum is Auntie ?.
P1	We can't relate to that.
P4	You can't relate to that but -
P3	Who is [relative]
P4	There were two [relative]'s, [crosstalk] less old [relative], and they were Dad's cousins I think, could have been cousins or something.
P6	She was a character, wasn't she? She loves to talk about that Irish woman as well.
P3	And the cream eggs. [crosstalk]
P5	But that's our baggage -
P4	That's our baggage, one of the things about this kind of thing is every family will have its own bit of baggage that means that we wouldn't necessarily know what upset the other family members.

P4	But [relative] is fine.
P1	Family secrets, she gave me a fiver. [relative] once didn't buy cream eggs for one of the children.
P3	[relative] always bought cream eggs for everyone.
P6	P3 is joking saying she left one of us out for example.
P4	Write [relative] and then draw a picture of a cream egg, I don't know if Grandma will remember.
P6	Me and -
P2	Who made the cream egg holders?
P4	[crosstalk] Next door neighbours.
P6	I'm not good at drawing [crosstalk]
P3	Just got back from holiday and now you have to draw.
P1	Just got back from Malaga absolute nightmare.
P4	Give me some of the guide songs Grandma would know? [crosstalk] She didn't know that one but she did know that one. But in the car.
P6	Lourdes! Oh, we spoke about that one.
P5	Barges.
P6	Do you know what she said?
P3	Yes – P3, she has two, [crosstalk]
P6	Did you talk about [relative]?
P4	A little bit in that she wouldn't get on the plane.
P6	Oh, she loves to talk about that!
P5	Brown camp?
P2	Brownie camp?
P1	The brown camp? [crosstalk]
P4	You've gotta do [relative], cream eggs. [crosstalk]
	...
Researcher	<p>I think that's quite good. I just wanted to have a go at making Tickets together and stuff, erm, just so if you haven't had a chance to use the app too much to go down to Manchester and that then we kind of have something to talk about here. So, if you want to have a bit of a chat about it now, like a chat about using Ticket to Talk and kind of what you think in terms of ideas.</p> <p>So, I was wondering if you could tell me a little bit about how you'd been using it already, you'd said you had used it a little bit.</p>
P1	It was more for me than like I was more using myself.
P4	You were using it more to get an experience of it.
P2	Well I was just using it more for ideas. Maybe if you could expand the inspiration bit or something because that's helpful, if you don't really know what to talk about, which is quite a lot of the time. You know, you talk about the weather, or like, you just sort of sit in silence and you don't really know how to start a conversation off I suppose.
P1	So I looked at the tickets and I saw a picture of the babies and then we were talking about family or something anyway weren't we? It was kind of slowing down so I was like, "Oh, have you seen the babies recently?", or

	whatever it was, and then actually I didn't have to show her the photo, that was something. Then we had a conversation so it's working, it's just I haven't been using it like showing her the photos really. That's just because we haven't got tickets like this yet. Do you know what I mean? It's because we've got tickets like, what we did last time she was up and she won't remember that.
Researcher	Oh, okay.
P2	It's quite hard to make tickets like that.
P1	Once we put these tickets in there I think it will be much easier, and especially if we can get it on like an iPad or something.
P4	Or something much more general.
P1	Or just use P2's phone, the screen was big enough for her to see.
Researcher	Could you tell me a little about kind of er, the effect it might have had on the conversations for you? So, do you think it would have changed anything?
P1	Well yeah because I knew that's what I wanted, that was the next thing I was going to talk about, like otherwise she might have told us another story that she'd already told us.
P2	Yeah, you could tell um -
P1	In fact, you could tell that she could tell us about the babies and so [crosstalk]. Although we sometimes know the answers -
P2	It's better when there are two of us as well because then when I'm sort of ending the conversation about Poacher -
P1	Yeah can like -
P2	Like "Oh!", and then family, because we got her talk about the marriage at St. Mary's -
P1	Grandad -
P2	And then I think she was wanting to go back to the scouts, talking about, I don't mind having already talked about that.
P1	It's quite good because you can bounce off each other. Like you've already got ideas of what to talk about before because we both had the app as well. It meant you had ideas before you went into the conversation as well, you weren't just being like "Oh, you recently went to Beamish", because she's not going to remember that. That's going to be more like telling her. Also, I know you haven't made a ticket about Poacher -
P2	I had -
P1	Yeah but when you were showing the photo that wasn't a ticket, you were just -
P2	No because I hadn't made a ticket -
P1	When we arrived and were talking to Grandma just to start with P2 would just be on Guide Camps, and was showing her all the photos and all the videos and it actually was an example of when it did work. Technically that was Ticket to Talk because you were using photos as a conversation starter.
Researcher	Oh, okay.
P1	So that did work, and I was like well it work, and when I was going through the iPad pictures about Lourdes, again that wasn't a ticket because I hadn't

	gotten a chance to make them yet but actually it technically was what Ticket to Talk is about, you know? I was showing her and we were having a discussion about it, she was telling me about Lourdes, because it also triggered her memory as well.
P2	Even though it sounds awful you could use the tickets more than once as well because by the next time you see each other she might have forgotten and you can talk about guide camp -
P1	You can talk about different things as well.
Researcher	Is that something you've tried then, so have you tried making conversations in the app of the tickets you've found were quite useful and thought you might use that again?
P1	I definitely will, I definitely will talk about the babies again.
P2	I'd definitely talk about Poacher again.
P1	Because next time you talk about that she would of – she wont have forgotten that you went to camp, she'll remember when you tell her, but she wont remember all the things that P2 told her about the camp.
Researcher	Oh, Okay, because we talked about a bit about anchor points in conversations so would you think there are certain tickets that would form those, that kind of represent those?
P1	Yeah definitely. So like guide camp would be an anchor because from that you can go into the Grandad stuff about scouts and when she had all the scouts round for tea, stuff like that. Like she, that's, she because that's a mixture. That's hearing something nice for her, hearing about guides now, and also her triggering her memories about Grandad and stuff, so a mix of conversation. It's not all hearing, it's not all telling. It's a mix. I think that's why. So anchor points are things which are full of both giving and taking, if that makes sense? It makes sense to me.
Researcher	So is that a bit of a change from what you'd seen before?
P1	Yeah, I'd say so. I'd say it was kind of more of a either we were telling a story or, she was, I don't know.
P2	It was more of a conversation, just with the guide camp we would have input with that. There was so much scouting and guiding she can input where she wanted. We would talk about going to Poacher and then she could say "Oh yeah, um, Grandad used to go on camps".
P1	Definitely.
P2	If you make tickets about that kind of thing so she could, she could have those kinds of conversations as well and not feel like you're just telling her something.
P1	Yeah and the photos make it better as well. It makes the conversation better because that's something you can link onto.
Researcher	So, it was like kind of a more reciprocal conversation than one focussed on telling? Just making sure I've got that? Yeah, how did you go about making the Tickets that you put in before?
P1	Um, I'm trying to think. Did you make some, in the car? That was you, wasn't it?
P2	I did them one day, oh no, just before we left I made one of Poacher, but

	before that when I came home from school one day I made a couple about like Beamish and stuff. Obviously, they're not good ones because yeah.
P4	There was something about, I found it quite tricky. Sitting here and doing this chat has made me come up with a few ideas but I'm not imaginative and that's probably my problem. Did we not feel that those, there was four choices at the bottom aren't there, pictures, videos, whatever? Now you said about there should be another option -
P1	Which is just memories. Just a memory without a picture because that's a conversation topic. I mean we can -
P4	You just don't have to include a picture.
P1	You can just say it is -
Researcher	Just a bit of free text?
P1	Yeah, like maybe yeah or we can just put photos and then just not show the photo, but do you know what I mean like? So, it was just like that as well. Just like to put something in maybe.
P2	Or even if there is a thing like to do a picture, you can even do a drawing thing.
P1	And that, and that cannot be to show her but just to remind us. Also, if it's like umm, like P3's car, it might not have a picture of P3's car but it could maybe be a drawing of her car or something? I don't know?
P2	Actually no that probably wouldn't work but.
P4	Well, it's an idea.
Researcher	Yeah, so something like we've done today?
P1	Yeah exactly.
P4	Yeah.
Researcher	Because that can be quite fun if you are using those. Did you use the inspirations?
P1	P2 did.
P2	I did. Like I, I didn't really make them out of it but it gives you inspiration at least, because I was finding it hard to think of things and it um like the movie stars and stuff and it was like oh, what did she ever go to the pictures and stuff like that? And then er, the blitz and you know the war, was it, I'm not sure. It was about how she'd go to the pictures and sometimes you'd get evacuated before it even started. It got you thinking about that. Was that her?
P4	I can't remember but what would Grandma always move on to, so what would make another ticket? Who wouldn't go into the shelter?
P1	Yes! Um, yeah!
P4	You would just start talking about cinemas as well, Grandma wasn't a great one for cinema, but she'd remember the coffee shop below where she met granddad and she'd remember the evacuation.
P1	I think the inspiration is something that would help because we might not use them directly but we could link onto something else.
P1	So, I haven't used that.
P4	I haven't used the inspiration stuff, partly because I couldn't see it.
P1	But P2 getting on to that, now you've said that, that is a good idea. You

	know we can and go from there. Maybe you only find that out through conversation probably.
Researcher	Yeah, so it was like a nice, starting point to get you thinking about things, but not actually super useful to use to make those Tickets directly?
P1	Just -
P4	One of those things [crosstalk] the inspiration.
Researcher	So, there were things like who was the biggest movie star, what were the biggest musicals? Err, there are more personal things like could you find a picture of an old family car, or and old family house? Er, there are things like your favourite teacher at school, or their favourite school they went to. Those sorts of things so. If they're not directly helpful but if they help you think about things that's quite.
P2	Yeah, yeah, you can talk about schools [crosstalk] or how, how she left school at 14 and had to work in WHSmiths and blah, blah, blah.
Researcher	So, who has been the biggest advocate for making tickets? Who's been doing that?
P1	Probably P2.
P2	Probably P3.
P1	No you, no you.
P4	You two have made more than I have.
P1	No, I've only made one. Using the app - using other people's tickets. I just haven't got around. I just haven't been making tickets. I can -
P4	You can talk about using it on Sunday with Grandma. By chance, you were thrown into a situation [crosstalk] and I said I will leave you with Grandma.
P1	So we needed an hour long conversation.
P4	And you just did it, but I think it took using it to be able to sit and have this conversation today, for it to be – you can think about it in the abstract, but you actually have to have the practical experience of the person using it. Yeah I think now you could make more tickets based on it to help with the next time. I would say as an observer of what happened on Sunday was that it actually gave you more confidence to do that time with Mum.
P1	I'd say so. I -
P4	Using that on Sunday, you had a job and you were gonna do it. You were gonna look at this and you had the Ticket to Talk -
P1	Yeah as much as I rolled my eyes when you were like use Ticket to Talk I thought actually it was something -
P4	I thought it gave you confidence -
P1	Once we ran out of conversation, once the conversation had died down I was like "Oh, now, it feels right to use it", because I didn't feel obliged to use it.
P2	I feel like you use it before and after you make Tickets -
P1	No but if there's two people in the conversation, that's when you'd use it.
P2	I wouldn't go on it, I don't think it -
P1	You were talking about Poacher, I could then join in, I could, you were showing like photos and I was like "I'll check my Tickets and see what I can talk about later.", so there is a time and a place for when you can go on the

	app. So, as long as you go on the app before or find a place in the conversation to go on it then you can find something to do.
Researcher	So you wouldn't want to go into a conversation with the app out to start with? You would like to say hello -
P1	Perhaps not, unless it was like oh, I don't know because the photos maybe I would.
P2	But I suppose you wouldn't go "Oh, Grandma, there's a photo." -
P1	You might lead into it like "Oh", talking about Lourdes, talking about there are some photos here, should be go through them or whatever. She would like that. She would like to see the Lourdes pictures.
P4	I think you have to have some skills, um, either as the young person or as the adult with the young people. So, if it was children younger than you that you might have to be prompted to use it. But, I think it's the using of it that breeds its usage, that develops its usefulness.
Researcher	So at the start -
P4	I think it's become better once we've got the idea of it. Would you agree or not.
P2	Yeah I think what I used it for was the initial idea of what to talk about. I might not have get all the – the reason I got photos out was because there was a Poacher, and I thought she might like to see photos of Poacher, but otherwise I probably wouldn't have gotten photos of Poachers out in a conversation.
P1	Yeah but I did, oh yeah, yeah, I know and that worked. So I think it does work. You do have the skills as you said to make sure that it's not patronising. More just that I've got these photos.
Researcher	What about these different kind of conversation topics you put into it. So, we spoke about if you were to make a video of yourself doing like a hobby you enjoy, you were saying you wouldn't want to put that in, kind of about the wider family would be using the app. Tell me a bit more about kind of that, er, thought process, and how that would shape the conversations you'd actually want to craft.
P1	I just, I think if my family was to use it then it wouldn't be something they could relate to. As much as Grandma does enjoy our music, maybe that's something for when she is here. Or, maybe I might talk to her about researcher -
P2	Recently I've done a few week ago I've done my music concert at [?], and sometimes she comes to concerts. I probably wouldn't show her a video of my playing the cello or anything -
P1	But if there's a photo of when you're playing then that would, I think that would -
P2	That would be alright.
Researcher	Yeah, yeah.
P4	I think personality playing a part and just sensitivity to not wanting to -
P1	But grandmother likes to talk about music because she like gets very emotional about stuff like that, like "It's very important for people". Like if she talks about work. You know how I asked her before about how work is?

	She will go from that into something quite emotional, “Oh it’s so important about how you do that for other people.”. Even when I talk to her about how I work in Greggs she will say how important it is for everyone to have that. Like hmmm, it’s just a pastie. She takes what you talk about and makes it emotional sometimes.
P2	I don’t know if emotional is the right word.
P1	She has something profound to say about it.
P2	Is Bridgewater cool?
P1	We did talk about this last week, last time.
P2	Just like oh, okay, you don’t remember the film, but you know when we watched the film about the -
P4	The day the children sang – [crosstalk] I just remembered I put on there singing, um the opera house when she went as a kid. That was when she watched Gilbert & Sullivan.
P2	Oh Gilbert & Sullivan. [crosstalk] I made a Gilbert and Sullivan Ticket to Talk thing about [?] and Steven doing the [?].
Researcher	I was wondering if you could tell me about like the actual kind of Tickets you created. The specific photos, the sounds and stuff. And, kind of, err, how that kind of effects or reflects your relationship with your Grandma. So, like erm do you create Tickets of maybe past experiences that you want to find more about or are they past experiences that your Grandma enjoys? Or, are they like interests that they both share?
P1	It’s kind of mixed because there are some photos on there of, there is one of your wedding, and what was the other one? Is that the girl from [?], and that’s something you hear more about, and then the more recent ones we’ve put on are memories from more recent times which probably aren’t very good tickets because she won’t remember that. That would be more just kind of us testing her really. Maybe that’s not really a good -
P2	The ones that we share, that’s not really a good, the um, the guides and stuff, are about how I went to Poacher, but then also about how Grandad did scouts and things like that. I tried to add a video of Poacher of like, getting ready for Poacher, but I -
P1	I don’t think any of the photos would be something we share because the photos we have are the ones that I’ve said are ones that don’t make good tickets. They are the ones that are more recent events. So, the actual photos we use are more like the anchor points which conversation draws off, so say if it was like an old photo, Grandma could talk about that, then we could bounce back in a conversation about that. Then if I showed a photo of Poacher, you could talk about that, and then Grandma could bounce back with something about. Like that one was good I think but then with the thing is you might not want a picture because if it was something older you might not have a picture and I don’t want a generic picture. [crosstalk]
P2	Yeah, I could say that really would be pictures we would share I would say.
Researcher	So, is that kind of er like what we’ve done today? I think the tickets we’ve made are kind of more past experiences that your Grandma would enjoy so that’s quite interesting. So, do you think they just give you the best

	topics to talk about? They produce those anchor points.
P1	They produce the topics and from there we create the conversation.
P2	The ones you know she will remember, like if you're not sure she will remember, because Beamish she won't remember. [crosstalk]
P1	Sometimes you don't know if she will remember or not and it kind of depends, you have to say what's kind of the feeling on the day, if you're saying that and you'd talked to her for the past 5 or 10 minutes you can kind of tell what kind of day she's having. Not day she's having, but where she's at in her head that day. And that would mainly mean actually today isn't the time to talk about Gilbert & Sullivan because we're gonna ask. We're gonna talk about Dad doing Ilanthia, she's not gonna remember that. Let's talk about something, an anchor point we know we can talk about. Even when that might be a little annoying for us. Sometimes you just have to go to those, as you say, anchor points, like the guides, or Lourdes or something like that.
P2	But like when we went on Sunday she was actually having quite a good day -
P1	She was having a really good day so we could have talked. Had we had done this say a month later, we could have talked about many of the different things, but perhaps not the ones we went there for. I wouldn't want to talk about her couple days with you guys if you weren't there.
P2	I say talk about Lourdes because she's just been, we've got photos, she almost, she will remember it. There are lots of things -
P4	When we go back, say after we've been away next week, when we go back and go and see Grandma the next time, would we talk about our holiday because that would be a new experience and she would be interested?
P1	Yeah, I think we could.
P4	That would be slightly different because it's a place she's been to as well isn't it? And, it's a long time ago. You're very sensitive to it being something she can share with.
P1	Yeah, it's weird, this is where it [crosstalk].
P4	I feel like you're avoiding giving her new information.
P1	This is where I notice that she's changed, because I know like a couple years ago, well we didn't go a couple years ago, 3 years ago when we came back from wherever we'd been, India? Whatever, so when we came back we told her all about it and showed her all the photos. Whereas now I don't know if I'd want to, and that's where I kind of notice the change. I don't often notice this change, and actually I don't know what I would do when we say, oh we went to The Gambia.
P4	She's been mentioning – Gambia is more memorable to her because she came with [relative] and [relative], so we've got when she came in years ago when she was 60 something. So, she will remember the place and she has quite strong memories of bringing children to [?].
P2	She didn't like flying was that it? Or, someone didn't like flying?
P4	She probably doesn't remember, flying isn't her favourite thing [crosstalk]. Yeah, I think it would be a very superficial sort of chat wouldn't it, but it might lead to chats to sort of what holidays we'd been on that she

	remembers, but then asking questions is tricky.
P2	It's a test.
P4	That's interesting, the girls have said that twice now, it feels like she's on test if you're asking questions and they don't want to feel – I don't mind.
P1	Actually, the first diagnosis thing I actually think some of the family, I don't know I'm not saying this now, did test because they didn't understand. They were like is it actually dementia, is her memory actually losing something? Should we test it? But, they didn't mean it obviously, but people do that because they don't know how you know what's going on. So actually, we need to be the ones that have conversations via this app to know that's not what we're doing. We're having conversation to try and make it seem like it's normal conversation. It just has to be tailored to how she is at the moment.
Researcher	So do you avoid it feeling like a test through the actual tickets you use or just through like the approach you have to that conversation.
P1	Well the approach and the ticket. I would never – I wouldn't want to put a ticket where I felt like I was like "Remember this? Remember this? Remember when we did this?". I'd want it to be something where I could say "Oh, we did this.", and if I got like a bad vibe that she didn't remember we could definitely change it to another thing, something we could link it to. So maybe it's when we should talk as a family when we make tickets, we should do the little notes section, links. So, Poacher, I know this is well known anyway because we've said it as an example so much, we write Poacher, we write this is in the caption, and underneath in the description we write Granddad in Scouts coming round.
P4	It's quite a big text box isn't it.
P2	Yeah yeah -
P4	So you can write it all in there -
P1	That's exactly the – it's not working dammit
Researcher	Yeah.
P1	I've got quite a lot of questions, obviously like, "Did Grandad go on camps?", well I know he did but -
P4	Could you link it to another Ticket?
Researcher	Yeah, that is something we could do! Erm, so, I wanted to ask what kind of media did you find more effective than others? So like, videos and photos, and -
P1	Just photos really.
Researcher	And I was wondering what you would change about that? So, if you wanted to link Tickets up, that could be quite an interesting way of looking it at. So, you could see like similar tickets.
P1	Yeah similar tickets, link them up.
P4	Like Scouts, linking to Scouts. That would be a good idea.
P1	Because actually we could find a picture of Grandad in the Scouts, you know the one on the wall, that used to be on the wall of him on parade in his older days? If we could talk about Poacher and we know the conversation is definitely going to go about Grandad in the scouts like that's just a given.

	So, we could say linked to this ticket.
Researcher	Yeah.
P1	And then there is this photo that we could or could not show it, again depending on the vibe that we're getting, that's why you have to be quite skilled at it. You have to know what's going on to know – and then you could skip right to it, that's when we can talk about Grandad for ages.
Researcher	Hmm, so is that something you think might help encourage the conversation? So, you could talk about a ticket and just like follow this one round, follow like a path from this one to that one.
P1	That would be good yeah. That's how conversations go, they link because what happens a lot is you might go oh okay let's talk about Lourdes, and then you worry that's going to die down, and then what do you go onto.
P2	That's going to die, you can't talk about Lourdes forever because you've [crosstalk].
P1	If you talk about it for a while she's going to go deep a bit and then it's going to go silent for a bit until you think about a -
P4	Could you link it to the music -
P1	Or church?
P4	You could link it to song files -
P1	And then that -
P4	Rise and Shine and [crosstalk] that's the only one that I can remember she would know.
P1	And that's a natural conversation, instead of that's like a block then a pause when you think of another subject, then a pause -
P2	Yeah links is definitely a good idea.
Researcher	So, do you use the format of the Conversation, like put it into a playlist? Was that useful?
P1	I don't think so, not really, I don't think we'd made enough tickets to know.
P2, P4	Yeah.
P1	Because actually the tickets we made, not all of them were that helpful, it was just a learning curve that we went through. Actually, these were bad things to have. Um but it probably would, it probably would be, because obviously that is kind of the link thing. But, yeah, we haven't actually put that through because we kind of did "That's a ticket, that's a ticket.". They weren't really close together. But, obviously now we have much more tickets. Definitely we could have a conversation, we could link it all together.
Researcher	Can you tell me a little bit more about this kind of learning curve then? So, you said you found yourself in a situation where you thought you might use it and it worked out well. Did the learning curve kind of like happen then in that moment when you were using it, or was it something like you thought about when you were using the tickets and kind of thought -
P1	It was when like I said, about the babies about [relative] and [relative], and then from that conversation you could see she knew, and she remembered so she was happy to talk about it, and that made me think "Oh, that's a really good thing.", I will have to remember that. That's when I thought that

	app has worked. The ticket has worked because I have managed to make sure the conversation hasn't died. I've managed to start a new conversation and she remembers stuff which makes us feel better as well doesn't it?
P2	Exactly -
P1	Because I was worried, "Oh what if she" – Oh because you see that a lot don't you, oh no I don't really see them, when we know they come every week. Do you know what I mean? You, because you're always scared like the question is -
P2	And also, and also -
P4	And not catching her out.
P1	Yeah, yeah, exactly, it's the whole test thing.
P2	And you're worried the conversation is going to stop soon -
P2	I always get a bit like the conversation is going to stop, oh yes, this subject, and then it's just going to die out. That's what I'm always scared of. And then – So I think the app has helped like that. [crosstalk]
Researcher	Does it make you feel more confident if you were going to have a chat like that next time?
P2	Definitely -
P1	I think I was a bit nervous about the fact you guys were going and we were staying. But, by the end of that I could have done another hour if you guys were – well maybe not another hour, but -
P2	It needs time before – it sounds awful, but to prepare for seeing Grandma, but it's not like that, it's that you can, you don't have to think in that hour of an hours worth of conversation, you could have, I could have made so many tickets if I'd wanted to. I could have made lots of tickets so there would be no gaps in conversation, and I would be pretty sure of that so then before I could have my phone, and I can always check my phone if you know I'm struggling of things to think of, and it's yeah, it's the confidence that conversation is going to keep going and you've got ideas of what to say to her that she's going to remember and know about and have input for.
Researcher	Yeah is that an experience you've had before, have you had that thing where you can think I could of chatted for another hour with Grandma, or, is that something different that has come around -
P4	When Grandma comes, you, because you would be the one that's been left with Grandma more, well you've both done it actually.
P1	I've done that time where I've done an hour and a half.
P4	But now I think you'd feel that you feel more, actually, I think it would be the same issue that -
P1	No because me and Grandma that was an hour and a half and she was worse than when she was when I saw her I think.
P4	She was a bit stressed because she'd been on the journey I think -
P1	Yeah but I actually, we did just end up talking about the same thing over and over, that's where.
P4	I think you would have more confidence now. I think it wouldn't be an issue for you.

P1	It wouldn't, no. I was nervous, I was on edge -
P4	You were a bit younger, it was only this year, only a few months ago. You've learnt to cook since then. And P2, you, yeah, I think you would still probably depend on your natural ability to talk.
P2	All the time! All the talking!
P4	But maybe use the tickets, if you were running out of ideas?
P2	It's the ideas yeah, the ideas that -
P4	Whereas I think [crosstalk].
Researcher	What about for some of your other family members, if you'd put these tickets that you've made now into that app and made a conversation for them, do you think that would be useful for them in that situation? If they're in a similar one as you. Do you think they'd feel the same?
P1	It depends -
P4	What do you mean? P3, or aunties and uncles? Or, cousins?
Researcher	Kind of for aunties and uncles, or cousins [crosstalk].
P1	It's quite hard, isn't it? It's quite hard, isn't it? Because it, its, just a different set of people than us but I think they would understand.
P4	Think Simon and Julie, rather than -
Researcher	How old are [relative] and [relative]?
P4	No, they're my age. So, think [relative] [crosstalk]. [relative], and -
P2	They're all too old -
P1	The thing with [relative] and [relative] is they will still talk about their life.
P4	Or, would they with -
P2	They don't see them often enough -
P1	Because they're, Grandma will be like -
P2	How, would they like -
P4	[relative] [crosstalk], [relative] and [relative]. [relative] is 20 odd, [relative]'s a little person.
P1	So, yeah, say [relative] and [relative] are running around the garden and its Grandma, [relative], and [relative], standing – sitting on that bench, watching them, like, [relative] could start a conversation about something to do with children. Yeah, definitely, I think -
P4	Or holidays that her mum used to go on when she was little -
P1	But if it was linked to what the situation doesn't spark out of nowhere.
P4	Yeah, you're right.
P1	She's quite intelligent so I think she would get it. It does take a lot of intelligence, like, of erm, obviously, [relative] just so you know, you know like [relative]? I don't he'd, there's a lot of different people and so they would, there are some people it wouldn't work for and some people it would.
Researcher	Do you think they would experience the same kind of learning curve you spoke about earlier?
P1	Probably, yeah, because I think everyone faces this thing where they don't know what to say, even if they won't admit it, like, some of your, even your brothers and sisters, even though they're older, probably still face it. I'm going to my mum's what am I going to say, what am I going to talk about?

P4	So, my immediate reaction when you asked that was would it be my siblings, mum's children, as well as the grandchildren who would find it useful. [crosstalk]
P2	He would feel like he was making a difference maybe.
P4	He would, yeah. Which other -
P2	But I'd be scared he'd talk about with her.
P4	Who are your other cousins? We've got [relative] and [relative] [crosstalk]. Motivated some of the other Grandchildren [crosstalk]. So, think of your cousins on my side, [relative], [relative], so [relative] and [relative] would definitely be motivated to use it if they were going around. The other cousins [crosstalk]. [relative], [relative] is in Berlin. I think it's the motivation to do it. And, where does that come from, is there a reason why Grandchildren don't go because they don't know what to say and what to do. And I don't know, so yeah would it make, would it help [relative] and [relative] and [relative] to feel more empowered to go and know that they could use it? I don't know, what do you think P1?
P1	I don't know -
P4	I know they're much older than you.
P1	It would be hard to know whether it would help or not, yeah [crosstalk] it would end up patronising Grandma or? Yeah you just have to be skilled with it.
Researcher	Yeah, that's kind of interesting. Is that something you don't think it would be useful if you were separated by distance for instance? Do you think you need, you need to be in the room with the Grandma to use it? But, if you were down South as you said, you wouldn't be adding Tickets to it then?
P1	Yeah it would be harder because there is not as much to think about.
P2	And they don't know how Grandma is at the moment -
P1	Whereas as much as we don't see her all the time, we keep up to date with her. Whereas I don't think [relative] actually know, not in a bad way, you know he's a medical student, I'm not expecting him to. But, I don't think he knows really how Grandma is.
P4	No not really, he's living his own life, but I think there comes that time in their 20s and 30s where -
P5	He's in Glasgow -
P4	Partly that P1, but the others are local [crosstalk]
Researcher	So, we spoke about err, you used primarily photos in the app, and kind of the linking to similar tickets. Are there things that you think you might change? Or, like, get rid of from the app if you could, to like make it more useful to kind of encourage conversations with your Grandma?
P1	Not really, obviously, we don't really use the sounds thing, but other people would. [crosstalk] we might end up using it. But um the sounds mostly didn't work for us, but everyone is different, like so different. For some people with dementia actually music is really, really, important, and I think for grandma it's just different for her, it's just different for everyone like.
P2	You wouldn't listen to it, but you'd definitely talk about it to her.
P1	You'd definitely talk about sounds, but I don't think you'd actually play

	them. But then again you might go to another family and they, and they will say we had a life of music, that's such a primary focus in our lives. So, I think the sounds are important.
Researcher	Is that because like it would stop the conversation if you played the sound? Is it that?
P1	Yeah and I don't think she's that.
P4	She wouldn't be able to concentrate enough. If it was a hymn she could join in with it would have to be in context. [crosstalk]
Researcher	It sounds like a very hard ticket to use.
P4	At the minute, in the future it might be different.
P1	Yeah, exactly we don't know.
P2	But I think we should still get a piano or something there. Or a keyboard or something.
P1	Yeah but it's only for us isn't it.
Researcher	Could you tell me a little bit more about the memories idea that you had? That you mentioned.
P1	Which one?
P2	Rather than pictures.
P1	Oh yeah, I just thought um I didn't show her photos when I went on Ticket to Talk, I was just like reminding myself something. Maybe some of those things that we thought of don't have pictures to go with. Just having a thing where you went on and it -
P2	Instead of a picture it might have a topic -
P1	Just a topic idea. So, something we could talk about which we know was a good. The tickets are like do you want to do pictures, sounds, videos, sometimes there is nothing to fit that category if that makes sense. It's just something you know is good to talk about.
P2	But actually [crosstalk] you might not show her I suppose.
P4	Or maybe, as part of inspiration there would be some just topics, just sort of ones that come through all the time. Every you family you meet, they say we that holidays is always one of those topics, your work history is always a topic, so that they would prop up, or whatever. Prop-up? Is that right? When you were dying, when the conversation was dying, it would kind of prop up -
Researcher	Yeah, it could revive it.
P4	Holidays were, so presumably within dementia there must be certain topics that are frequently used. We can't be the only ones to come up with what these topics are. It's a detail. The actual topic is probably repeated and repeated. For me I think I would struggle to do that. Sat here with kids around me, I'm fine, but in the car, I was really struggling wasn't I, looking through your photo albums trying to find anything to put on it. But as I said I need people with imagination.
P5	I can see maybe if you had photos albums that people put photos into that might be [crosstalk] if there is an album there that might be something you can refer to where you share memories. The way I'm seeing it – not just about your mum, but also about the family.

P4	[Crosstalk] the young ones in fact, because of our family dynamic, our children and the little people see her.
P5	Of all this would be typical wont it? The kind of age.
P1	The conversation would be good, like a big family conversation. You know, 257?
P4	Yeah, the WhatsApp.
P1	Whatever it is, like that, that but on Ticket to Talk and maybe having a shared photo album where you could share photos if you want for either other people to put on, use a ticket.
P5	So maybe like another photo from your dads 80 th .
P4	The 85 th , him and [?].
P5	No, the one from, family pictures, wedding pictures. Where you've got lots of people there. [crosstalk] Yeah, the web does that.
P2	I wouldn't have any of them because I wouldn't [crosstalk] and so that would be really helpful if I was trying to make a ticket I could go through that album of where everyone else has got their photos that they found useful. I can share my Poacher photos on that, and I could put photos of, I don't know it seems I've got photos other people won't have as well.
Researcher	There was err, you, kind of mentioned that you wouldn't want to share certain topics of conversation with the whole family, where it wouldn't be appropriate, would it be better to instead select certain individuals who might find that Ticket relevant to them instead?
P1	Yeah, or a group like, we could have our family as a group, and then some Tickets would be the [name] family, and then some tickets more general.
Researcher	Hmm, okay.
P5	It's a bit like how you'd use WhatsApp isn't it? How you just generate little news groups within it -
P1	So, if you've got contacts almost, if you have contacts then you can choose pictures to add them to.
P4	The thought of having different group on a WhatsApp [crosstalk]
Researcher	Okay
P5	It defaults to everyone, and then you can decide not to -
P4	So long as nobody knew you weren't -
P6	That is the other side of it yeah.
Researcher	How about the articles section of the application, did you have a look at that bit?
P1, P2	No.
P1	What does that one do?
Researcher	So there is a little bit in there, so we're talking about things we would change about the app, um, a little bit in there where you can store useful web articles and that you might have found. So it might have been about different hobbies or something that your er, Grandma might have enjoyed, or kind of just, on dementia in general, just as a bit of information. I was wondering if that was useful, but -
P1	We haven't used it but potentially yeah.
P4	I wouldn't put it, anything to do with dementia, it wouldn't prompt any

	conversations.
P1	No, he was just saying that was something on the app they could refer to.
P5	So, it just stores the URL?
Researcher	Yeah, then you can just view it in the app.
P5	Is it easy to do that? [crosstalk]
P4	Like what, making marmalade.
P5	Recipes, photos?
P1	No wouldn't it be like how to talk to people with dementia?
Researcher	It could be something like that, but it could just be a little bit of a crash course in a certain hobby. Or, something that your Grandma enjoyed. So, if I was going to talk your Grandma, it might be a list of popular hymns that I might, because I have no idea -
P1	Yeah that's true yeah!
Researcher	It could be quite useful to have something like that, erm, but yeah if you didn't get a look at that then that's fine.
P4	We didn't get a look at that, did we? Did you, can you think of anything?
Researcher	Were there any tricky parts of using the app? Anything you got stuck with?
P1	Not really, just where we got stuck with -
P2	I would ask where do you make a ticket or it was okay when I got used to it, I've got it now.
P1	And it's only just for us personally to know when it's appropriate to go on the app in a conversation to help ourselves.
Researcher	So you don't want to get the phone out -
P1	I wouldn't mind it if it was as it was the other day because I would talk and then P2 got it out because I wanted some inspiration for the conversation. But, if it was one and one, definitely not, unless it was pre-ready -
P2	Like "Oh, I've got photos on my phone, let me get them out.", because otherwise it would just look like "I'm having a conversation with you but my friend is much more fun to text.". That's what she would -
P1	She would definitely be seeing that as something because she's a little bit paranoid isn't she - so with phones she's never -
P2	And every time she's in - this is the other thing about phones and even though it was an iPad she says: "I should really get myself one of those, shouldn't I?".
P4	She said that to [researcher], didn't she?
P1	But then [crosstalk] so that's another thing about the phone is just that sparks that conversation which is a hard conversation because yeah.
P5	You have to turn it on.
P2	It was quite a funny conversation yesterday because she said "Oh I should get one of those". I said, "Oh, a phone?", she said "No, I've already got one of those, one of what you're holding right now." -
P1	She did mean, she meant a phone [crosstalk].
P2	She meant like a smart phone, but I don't think she knows the word that it's called.
P4	She's got the iPad and I think that's...

P1	If she learns how to use it...
Researcher	What do you think was the more useful for you, you said you'd been using it before hand -
P1	Because we'd been making Tickets yeah -
Researcher	Was that more useful using it in that context, or was it showing the different media.
P1	It was both really.
P2	I think before for getting the ideas and then making the ideas up, because I only had [crosstalk] Grandad worked on camps, what did he do? To guides, how did she help out?
P1	I think if she remembered it that was really helpful for when you go on it in general.
P5	What about practical things? We're really terrible parents so P2 hasn't got much internet so when she's not in the house she can't really use it. She's -
Researcher	This is quite heavy on the internet.
P5	Yeah, so if you could work offline -
P2	Or if at least if you could -
P1	Do something -
P2	If I could see the tickets offline.
P1	Login offline yeah [crosstalk] I know there is obviously only all this stuff that you need it for certain things, but maybe if you could login without internet, that would be good.
Researcher	Yeah, yeah [crosstalk]
P2	Or how about tickets that you save, if um like, if like -
P1	Like on Spotify when you add offline songs, so when on Spotify when I can go "Oh, this is a really good ticket, let's save it.". So, then you can have a ticket you can save. They could be the anchor ones.
P2	Be the anchor ones yeah.
Researcher	It does kind of do that at the moment. So, if you create the ticket yourself that's saved. It doesn't take any data to look at it, it won't download it again.
P1	You can't log on without [crosstalk].
P5	Is that a technical challenge?
Researcher	Err, it's not, you can get around it, it would be alright. But if you click on a conversation as well, so if you hit start conversation, that will download all the tickets beforehand for you, and then they're there on your phone already, so you can use that conversation without internet. But, you still have to be logged in. [crosstalk] I'm kind of interested to know about when you actually made the err, tickets as well. Were these when you were sat in the house beforehand, or was it in the car or on the train on the way down?
P1	No it was used on the way down, when did you make yours P2?
P2	You know when we were waiting around to get dropped off, I thought oh download ticket to talk. Then I made one about Poacher, but then when I

	think when we first got it a couple days after like Mum had said to start making Tickets um, I just made a few Tickets, just sort of like looked on the inspirations on the musicals and was like “Oh, Gilbert & Sullivan”, lets make one about that maybe.
P1	So, you used the inspiration, then on Dad’s camera roll on his phone to pick out something that would be helpful. I made one the last time you came, I was giving an example, it was the Beamish one.
P4	But then that, trying to remember the Beamish thing but also remember the games you used to play. So that might be a link you put in in the caption.