

# Expert Critique Transcript

## Group Discussion

Researcher	<b>So, I thought we might regroup now and just kind of go through what we've got in our two separate groups together, to come up with our big list of what we're going to keep, change, and get rid of. So, we're going to come up with our group one? Cool. So erm, have we got any ideas of the main things we should keep from Ticket to Talk.</b>
P5	I think we want to keep most of it?
P3	Yeah most of it.
R2	Ah! That's good!
R	<b>So, are there key points that stand out that we want to improve help encourage conversations?</b>
P3	Images.
P5	Music, hobbies, key events, both personal but also maybe historical? Maybe if you knew key events in somebody's life that people would often have talked about then maybe you might talk about those. Key achievements, but equally historical ones.
R	<b>So historical and personal, working these into the Inspirations? There is only personal events in the inspiration, but we could put some of those historical events into the Inspirations.</b>
P2	Like when they got married or something like that.
R	<b>That's something that's in the application already, but you were saying something around maybe a Ticket about where were you when Kennedy was shot?</b>
P5	You know, where were you during the coronation? They might be very very significant kind of historical events that might trigger something?
R	<b>So, if we're thinking about Inspirations, I heard some good points that the Inspirations might not be suitable for everyone, because of the different generations. Do you want to tell me a little bit more about this idea?</b>
P6	Well I've got a few ideas. The person with dementia could be any age from about 50 up to into their 90s or 100. For those people that's a very – their lives are very very different. The 50s person was at school late 60s, what was big in their world was very different than the person that was in school in the 30s, and they have Adolf Hitler, and your, the threat of war. They also have Vera Lynne, and Gone with the Wind as films, which is totally different, from the younger person. They don't have those as part of their history. Actually, helping by using the age to make some suggestions of what was big, what was the bands, the groups, the films, the theatre things of those eras. What books? What was the big publication? What was everybody sharing? What was everybody raving about at that time? It might help you have keys, but they're different keys for those different people.
R	<b>That is a very important point. Just to make sure, when you are going through the inspirations they are still very general, quite vague, to make you think a bit more about it, to make you get a bit creative, if you're adding things to this it might help you create a conversation very quickly.</b>

	<b>Sometimes you might you want to get a conversation together straight away and not worry about what the Tickets are going to be.</b>
<b>P5</b>	Adding to this, what about, I don't know because I don't know enough about dementia, but what about smells? If, you know the smell of a particular plant, or the smell of a particular food, or something? If you knew somebody loved roses you might have in our playlist bring some roses or take some lavender.
<b>P2</b>	I don't think it would stimulate a man.
<b>P5</b>	No but we're just talking about the memories, aren't we? The memories come in different forms. We're talking about music which is sound, but taste, and foods – different foods because I every so often when I go into a flower store, I get over powered and images come back to mind, some happy, some not too happy. There is something about flowers that really does have an effect. So, I mean taste, food, er, also they bring back memories. Touch, it could be a material, a texture. It could be a find texture that reminds a lady of their wedding dress? Who knows?
<b>R</b>	<b>So, I've written down props, does that kind of capture it?</b>
<b>P3, P5, P6</b>	Yeah.
<b>P5</b>	It's senses, it's difficult, it's senses that are important.
<b>R</b>	<b>We had some talk on this table about how it's quite backwards looking, looking back in the past, but instead maybe think about the present? Do you want to talk to use maybe a little more about these ideas?</b>
<b>P3</b>	We were saying the person going to make the conversation can make it about themselves. The person with dementia can talk about their day, the issues that they have. They could ask the person with dementia advice, getting something to the conversation. It's a two-way thing, it's not all about you, you, you. It should be a conversation, a natural thing. And we were saying that the app is not everything. Maybe an app can start a conversation, or maybe they can stop and do something like maybe a puzzle, or go for a walk or something.
<b>P2</b>	If they had a pet, if they took a cat or a dog along, with you or something like that that would stimulate them!
<b>P3</b>	That's a prop, isn't it?
<b>R</b>	<b>That's a cool idea, I like that. Then you can have conversations where the person you're talking to can have a picture of where they grew up, say London in the 50's, and I can have a picture of where I grew up, like London in the 90's, I didn't but, they can have those side by side.</b>
<b>P5</b>	As you were saying with puzzles, maybe something like drawing, handiwork, something like that. Also, it's very important because you can't just expect the person to think. Like doing! Using their hands that could also stimulate the person, bring out the ideas.
<b>P3</b>	I think you must remember that person making the conversation, this young person, how do you keep them going? Because an issue is there you know, you try this way it doesn't work, that way it doesn't work, they have to have a lot of ways they can try because you can reach a lot of dead ends. The attention span can be quite limited. So, multi.
<b>R</b>	<b>That's quite true, if it is quite a younger person using it, say 13 or 14, then</b>

	<p>it can't just rely on their curiosity on who they are talking to. That's when the conversation might become more one-sided. That's why it's good to have different methods. Maybe the songs? If you had songs from your time they can go "I hate that song! Let's listen to this one instead!". Then you can go, that's quite good! Are there any more points to share?</p>
P4	<p>We were saying here it's quite important to have a guide for the person who's making the call, to be flexible, because every day is different. One day you might get a terrific reaction, the next you might get nothing and so on. So, you have to be, it goes back to your point, you have to try various ways, you have brief the person that's making the conversation, making the point of contact, making the conversation flexible, being prepared for reaction and non-reaction.</p>
P5	<p>That's a point we made, having tips around managing the interaction, they this or if someone gets angry what to do about that. Just having some key tips really.</p>
P7	<p>And also, the fact that each person, that person with that nature might react differently to each person, we were saying that the app is useful because yes it combines, it keeps us all together. That person might react differently to me, I ask a particular question to the other person. Maybe the way I say it, though er maybe my stipulations might create a reaction, that is not created by another person.</p>
R	<p><b>That's very true, you could have one younger person using the app with a Ticket that always works for them, they can always talk about that. But, if say another grandchild used the ticket and it didn't work for them, they might be like "What am I doing wrong?", when it's they've done.</b></p>
P5	<p>That comes back to the senses, as someone must get some kind of feel. Why does one person react more to one thing than another, what is the trigger for that response?</p>
R	<p><b>How do we get that in the app? Is that something we can do? Maybe some kind of reflection step in there to think about why these things worked well?</b></p>
P3	<p>I was telling researcher 2, it would be nice to have in the app, oh they're getting angry, what should I do next? Or dead silence, what do I do? And then you get all these tips. I mean I... The help of the app.</p>
P2	<p>You need a guide for all of the different stages it could be.</p>
P5	<p>I think this point is really interesting, I can just imagine, so say if you were talking to somebody about something where you, where you have shared memory of the time or of the incident. How you would talk about it would be very different from say a 13-year-old who has no idea what it is they are talking about. But they have on the prompt sheet "Talk about..." you know... Erm, well, remember the time... You have absolutely no idea! It might be okay with me because we would have a shared memory, but an absolute disaster for someone who has no idea what ever it is.</p>
P3	<p>Well that should be, there should be a whole list of ideas and the person that relates to them, that relates closely to their age group, they should choose that one so you've got if you are negative, there are only 5 prompts so you need maybe 20 prompts to cover as you say, ages, personality.</p>

P6	One thing we've not mentioned are toys. Even young people you remember your, because again that differs from generations. If you think of the Rubik's cube, that was a great fad. I remember when I was little it was gyroscopic toys, that sat on top of a tower and you span it up. You could turn it over and do all sorts of things. Slinky, you know the thing that you put down the stairs. Then you've got the Lego, the wooden block. Mecano, this is very different. But a lot of that, a lot of Mecano, you remember the little screws, putting them together, trying to get them straight to make another model after it. Train sets, things like this often that's very deeply embedded because people when they were young spent a lot of time doing this. Obviously, I remember boys ones, girls ones.
P8	I remember a metal hoop and a stick.
P2	You couldn't let them on the road with that now.
P8	Wouldn't it be nice if the person with dementia got something out of the app?
R	<b>How do you mean?</b>
P8	In as much as interaction, is it too much to ask someone with dementia to interact with anything at all, so there, we do with children we'll ask. But it's getting them to participate, communicate, or co-operate with you. You can use the app to involve them and get something out of it.
P3	If they can touch, touch the screen, you know, make things move, make things happen.
P4	Come on?
P3	Yeah! Yes, you can!
R	<b>I think if we move on to get rid of. I think one of the topics we spoke about on this table was sometimes if you've got a conversation and maybe you've got the tickets you might just be flicking through them going who's this? What's that? What's this? Kind of grilling someone, they're going to get frustrated. They might get a bit mad, I mean, I would if someone were doing that to me. Can we think about that? How do we get around these things? Have we any ideas?</b>
P8	I think more conversation than a question.
R3	Asking them how that conversation makes them feel, rating rather than just asking. If one thing comes up, ask what do you think about this, and that might start a conversation in itself. Or they can judge if they are feeling positive about it it's something that they can pick up on next time. Or, something to avoid.
P6	Trouble is by the time you get around to asking them, will they remember what you're asking them about. I think it's more you, I would be happier with you, the questioner or the person holding the conversation with them, assessing how you felt how they were reacting based on what you were talking about.
P2	Well you've got to do that anyways because everyone is different with dementia. Some days are good, others people are blank.
P7	Questions must be annoying, to be asked questions. What do children do?

	As soon as they want information from you they just close down. They don't want you to keep asking questions. I think it's the same for a person with dementia. Just annoying.
<b>P3</b>	Why do you assume when people see the prompts they are converted to a question? They see a prompt, oh that's a nice picture, is that your sister? What makes you think that these prompts will be interpreted as a question. Maybe that should be part of the guidance when the app is given to people that they shouldn't treat them as questions, they are literally prompts.
<b>P5</b>	And also, whether in your playlist, again in the guidance, you should also aim for a variety because what Mike works today is a picture or piece of music or a – you've got a little bit of a toolbox, your playlist of different things. You're not necessarily going to use them all, probably won't use them all but you're giving yourself a bit of a pic n' mix to see what works.
<b>R</b>	<b>Another thing we can think about was you making a profile for yourself. Do you want to tell us a little bit about that?</b>
<b>P8</b>	I downloaded the app, I obviously know people who have dementia, in varying stages. I thought rather than make a profile for them I'd make one for myself. I haven't gotten very far, but I've created a page with one or two things about me. What I thought was none of know when it might happen to us so wouldn't it be a good idea to use it to put our information in so that if something does happen your members of your family who have access to your phone can look at it and say that's actually quite useful. It's fantastic because they can look at it.
<b>P6</b>	We'll get asked to write questions.
<b>P9</b>	Well yes, we know what we want and we know what we like, rather than just thinking for young people, as older people we can use it and make that information ourselves.
<b>R</b>	<p><b>I can change it to things you might want to talk about so like photos you like, but why not write your own inspirations? You can do things like "I used to love this film, can you find a photo of it?". Then you can make your younger relatives go out and find these photos for you. That could be quite fun I guess?</b></p> <p><b>Another thing I wanted to talk about was on the application as an older person, you can't actually log in to that profile. That's a profile someone makes for you, I was just thinking as I've shown you the screenshots. You see here it asks what was their name and where were they born? Someone has made a profile for you. If you were a person with dementia would you want to log in and see this?</b></p>
<b>P2</b>	Yeah, if you could add your own details in it can be useful for your children.
<b>R</b>	<b>Do you have anything else, topics you want to share?</b>
<b>P5</b>	What if someone was multi-lingual, and the language they ended up being more comfortable in wasn't the language they had most recently spoken. There's. that whole thing around how you, you know, Google translate I guess. It's not totally good. It just might be a thing. You know, it's quite hard.
<b>P4</b>	Well it can be a conversation point. You can say "What's 'Dog' in your language?", and er, that's quite stimulating. Maybe?

<b>R4</b>	Just wondering whether you'd used it as ticket topics. Just wondering with my grandma she always talked positively with fashion and dance. At the time it used to bring back quite positive memories for her, so suggesting that as a potential topic.
<b>Researcher</b>	<b>We can think of ways we could support conversations around hobbies and interests. Sometimes these change a lot between different generations. We were talking about model trains for instance.</b>
<b>P6</b>	Trainspotting? You have to be funny to go trainspotting these days. Back in the 50s and 60s kids trainspotted!
<b>P2</b>	Yeah, I used to do it!
<b>P6</b>	Trains were much more interesting then.
<b>Researcher</b>	<b>That's interesting, if I wanted to go talk about trainspotting to an older relative it might be hard as I don't know anything about trains!</b>
<b>P6</b>	You've got to find it out, get some pictures from the York Railway Museum.
<b>P8</b>	And stamp collecting, have you ever sent a letter?
<b>Researcher</b>	I have!
<b>P6</b>	Actually, I think fashion is a very interesting one. Particular clothes, fabrics, crimpli, that dreadful fabric! Fashion could actually be great! It really does define you at a particular point in time.
<b>Researcher</b>	It really does hallmark a decade or period. The music or clothes help you define an era like that.