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Interviewer: Hey P9, thanks for coming back [Laughter]. So, we had a log in to Thought Cloud.

P9: Yeah.

Interviewer: And we're just clicking through one of the recordings, C24's...

P9: Youngest daughter.

Interviewer: Yeah.

P9: Right. So, so, so what happened is that spent, she, we had, Libby, the daughter had arrived in the [Care home] house group, the previous week and she's doing an MA, a bit like following your career, only in a different field obviously, going on to do a PhD, and she was great in the group and she was very, very interested and she asks if she could come back.

Interviewer: Oh, that's amazing.

P9: So, she's thinking that the PhD might become part of Horizons. Which would be great, and that's what I've been after. And it's just pure chance that he turned up and then this went ahead. She was there, what drew her in was what you already know about, which is we were writing and as she arrived we were half way through C16's poem, so, that was then types up and she agreed to come back the following week which is the recording that we've got, just after the session. And then, em,

everything was there, the poem was read and she witnessed everything I've told you about, C16 saying that she wanted to send it to an MP because they need waking up.

Interviewer: Yeah.

P9: One of the things that she told me, which is of more interest to me but I wouldn't have got this if it hadn't of been for ThoughtCloud because I wouldn't have spent so much time, nineteen, twenty minutes with her. And I would have missed the story. She was amazed because she is now, she's in her forties, maybe late thirties, she, what we did, I wanted to transport her mum whose eighty-three back to 1954 when she was in Edinburgh and it was a family outing, it was before she'd met her husband, her husband got an MBE and is now ill in another bad dementia, really, really ill, down the road from where she is now. That part of her life hadn't started and she was with her parents and it was on Princes Street and about 4 months ago we did an improvisation based around that and she just took off, she flew, but the idea was, simply, one exercise leading into another by chance. Stick her in the middle of the room, get her to talk about that experience on Princes Street at that time, very basic forms: What were the sounds? What was the soundscape? And then get everybody around her, I'm sure you've seen this done with the guys at the university, everybody gets around and makes those noises and they close their eyes, so risky with someone with dementia, if they are comfortable closing their eyes. She closes her eyes, sits in the centre of the room and we recreate, and suddenly she launched into, the first time, and then again, into this, they're not reminiscence they were stories that she was inventing, they were about sheep getting killed and run over and guys doing this and that and it was just amazing. I think I might have a recording of that original thing when she went off. But, what was incredible was, that when we

transported her back and her daughter is there and her daughter who you recognised had a Scottish accent she said she has never, ever heard her mother speak in a Scottish accent. She had quite a posh accent, quite English and we took her back and we tried to work out the psychology of this, why it suddenly appears in that setting. I suppose it's psychology that would tell us what that's about, it could be much more. Absolutely amazing, she was, not only in a Scottish accent, it wasn't a mock Scottish accent. It wasn't Billy Connolly it was actually, she said, soft Edinburgh accent, which is what C24 had when she was a child presumably. So, how these things work and what it did for C24's brain, how it stimulated her brain in so many different ways. I don't know, I don't what to make of it.

Interviewer: So, what was she saying about it in the interview? Was she just trying to make sense of it?

P9: She was trying to, yeah.

Interviewer: Did she have some ideas of what?

P9: Yeah, it was a lot to do with, I don't know if you remember the very first poem we wrote in that group, it's nearly a year ago now and that was called, the Crow's Nest and it's about sibling rivalry, because she, her older, the first thing that she came out with was: 'Oh, my sister always dominates me. From when I was two, she dominated me.' She was four, 'she used to read,' they used to read Tennyson, 'and she would never let me read the books and so when I was six I couldn't read Tennyson and she could.' And that goes on until this day, cause the sister still lives around the area, so there's something going on and she always puts herself down, you might have heard her when you were there, so what is that about? We don't know. But, Libby, the daughter, has come up with a theory, from hearing what's happened last week, that in

fact she didn't speak Scottish because big sister could imitate Scottish accents, she was a brilliant theatrical lady. So C24, being the little sister, afraid to do it, cut it out of her life and wouldn't even do it mockingly in front of the children. Isn't that strange? I don't know I'd need to speak to a proper psychologist, but we shall see. Does that make sense?

Interviewer: Yeah. And it just sounds really interesting. You must...

P9: I mean it's not good for your research but it's...

Interviewer: It's not good for my research, but it's good for your research.

P9: Well it tells us that this opens doors to understanding, it is good for you because that, as I've said before, without that we wouldn't have had that interview.

Interviewer: That's cool. It would be amazing if he comes and does the PhD with you. Okay, that's lovely and I'm glad that's now on here and it's actually worked! So, that's good.

P9: So, have you any idea why the other one didn't.

Interviewer: I don't know.

P9: It doesn't matter, but it's great if I can use it for a few more sessions.

Interviewer: Yeah, you can totally carry on using it. Yeah, so they are all there. No, I can't explain it because we tested before you took it out and it worked and then I don't know, it just seems every time I test it, because I used that one on another project and it did the same thing to me. Actually, in one of the audios, the audio came it a little bit later on and then went out, I just don't trust that tablet basically. I'm not going to use the old one. You've got a good one now. So, we'll do that. Em, yeah so I've got the usual questions, they might seem similar to what we have been over. So, it's really just to try and get a sense of it

as a whole thing, because I think I've said to you before, one of the unique things that you're doing is actually, you're transcribing your data and really trying to learn from it and that's really interesting from my point of view, so just to get all that on record, em, so I don't think you need to introduce yourself again, we know who you are.

P9: Yes, indeed.

Interviewer: Have you got a new title now?

P9: New title?

Interviewer: Are you the managing director?

P9: Oh yeah I should be shouldn't I? I'm just, I don't know what I am actually, to the university I'm a consultant, I'm an independent consultant.

Interviewer: An independent consultant?

P9: Anybody is an independent consultant. [Laughter]

Interviewer: As a sort of introduction, em, I've been asking people to say the things are that are most important to their organisations. So...

P9: What's the most important thing to my organisation?

Interviewer: Yeah, what's most important to Horizons, for you?

P9: Well, there's a first and second thing, obviously it's getting the independent objective, assessment of the work, so I can't fiddle with any of the results and anything that comes out has to be, it's authentic and the mistakes I'm making in questioning, doing leading questions, stuff like that, can be identified by anybody who wants to do it. And that's good for me because I can learn from that. After doing a two hour group you're so knackered you don't always think, research,

research. So, I suppose the next step would be to get a proper researcher, and that proper researcher might well be Libby. But, in the mean time, it's just been absolutely fantastic.

Interviewer: What do you think gives it the authenticity?

P9: It's just I can't fiddle with it, it's quite simply and the connection to you and the university obviously. So, there's definitely that, that's been a great advantage and the other thing is that it's opened doors for me because people, managers, chief executives in fact have gone, 'Oh, I'll have a bit of this.' Which is...

Interviewer: So the authenticity is not the fact that it's a recording it's more the connection with the university.

P9: The recording is great because it's, and that's been, actually Libby gives a view on there that you might want to listen to, you might have heard a bit of it. I forgot about this, sorry, Libby talks about her research with learning difficulties I think, that's what she been working on for the last ten years, and she has a view on there which I think, fairly powerfully and I can get it again for you if it's not on there, about you know the smiley faces?

Interviewer: Oh, wow. Okay.

P9: And what she said is that, well my problem with the smiley faces is that, a) It's at the beginning of the process. So, I could go up to, and I'm sorely tempted to do this of course, go up to anybody and say, 'Would you like to assess?' And I could press the button knowing that they'll forget it in half an hour or they'll not understand the process, or I could press it and get it out and show them and say, 'Would you like to talk?' and then I'll record it, so there is a way of cooking the books if you like, which is a difficulty for me, especially after the pie chart

[Laughter]. So we need to be careful round that and the temptation is always there.

Interviewer: You don't buy the pie chart?

P9: No, it was just the mistake I made by having the 29% of 'what do you think of my bald patch?' I'd listened back to the first time I did that and it's an absolutely hilarious recording. C22 and I listened to that b chance, we were just going through searching for the missing stuff and we pressed on that one by accident and I'll let you know the date.

Interviewer: So someone was reviewing that? The question you asked was about your bald patch and then they pressed, they were pressing...

P9: No, no, no, it's the way that I was doing it. When I was introducing it, because I wanted to relax them with the machine, and not to make them scared, I would just go up to them and say, 'Oh look it's four smiley faces, that one's rubbish, so press that one, always press that one!' Because, it was a test, so that was what gave the 29%, what percentage have you got now of rubbish?

Interviewer: This is for the 18th.

P9: Oh right, I think she pressed 'good'. That was Libby, the session that we'd done, which was a good assessment.

Interviewer: Yeah, I think that bit needs to be controlled. To be honest I don't think anyone finds those numbers...

P9: Well they're valid, they are.

Interviewer: But, it's difficult without context.

P9: Exactly.

Interviewer: You almost need, because I work with organisations who are, who have staff and volunteers and they give them the ThoughtCloud and say, 'Go and do it'. So they, they can't see how it's being controlled. So, it's almost like you need someone to sign, it's the authenticity that you mentioned before. You almost need to be able for the person who does the ThoughtCloud to say, 'This was recorded fairly.' That's an issue.

P9: Yes, indeed

Interviewer: But I think I explained this to you before, we think of it as a way of pulling people in, if you think of the way it was originally designed to run. It's meant to just sit in the corner and maybe people see the buttons and then press it and then hopefully we've got them. You don't really need that so...

P9: Oh I see...

Interviewer: Well that's how we justified it retrospectively, originally the ratings data was supposed to be important, but I think far more interesting stuff comes out of the video and the audio.

P9: Absolutely. Particularly in a dementia setting because they don't, yeah, dementia, don't, if you have dementia you don't understand, no matter how you explain it.

Interviewer: They don't understand the?

P9: Pressing buttons, we do, well you do. I'm getting there, with computers and things, but the ratings and things like that. C24, who you know is a pretty cookie in many ways, but going downhill quite quickly, sadly, but bright cookie. Two three months ago, having done it for months, yellow, 'Oh that's interesting why did you, you've just said it was really good why did you press yellow?', 'Because I like the colour.'

Interviewer: That is interesting isn't it?

P9: It is. So the, yeah, so you're not going to get accuracy from people with learning difficulties and that was what Libby, have a listen to Libby on the 18th of August, I think that's what she says, and let me know if it not one there. She had the same problem, she did not think that the learning difficulties people that she worked with, young people who you would think would be used to these things, were pressing buttons for the right reasons.

Interviewer: Yeah, so in some ways that could just be a configuration thing for you, you could just, already you can just change the questions, which I know you don't really do that, because of the style that you use it. You can change the amount of smiley faces, you can't just say get rid of them altogether, so maybe that should be an option.

P9: Yeah, if it doesn't apply. So, that would be a good one for me to be asking the psychologists, the proper psychologists. I'm trying to make links with them but I can't get through their doors at the moment.

Interviewer: And if we think of it as a way of attracting people's attention so that they want to use it, maybe it shouldn't be ratings, maybe it should be something, you know, something that makes people want to touch it. Maybe something that is a bit more fun?

P9: It's complex isn't it?

Interviewer: But, I don't what that would be.

P9: It would have to be very specific to the setting.

Interviewer: Yes.

P9: There's so many factors, yeah, whether they understand computers, if they're over 80 they're not going to understand,

over 60 they're not going to understand. If they're twenty, they should.

Interviewer: But then they might not.

P9: If they have learning difficulties they mightn't... some of them will some of the won't, so you can't accurate data off of it.

Interviewer: Yeah.

P9: And as you say, draw them in and get the excited about it. Learning difficulties could be. At Home Group, they want me to work at the Foyer which is their national training centre. Do you know the Foyer?

Interviewer: I thought you meant they want you to work in the foyer of the building. [Laughter]

P9: Yeah, the foyer [17:05] is a place for homeless 16 to 24 year olds or people at risk and it is also their national training centre but also, going in and working with that age group could all tie in nicely. So, you could be modifying your system to suit that while working with homeless people [crosstalk]

Interviewer: Yeah, it's a sort of, there's not a one size fits all. Yes, that's, in the search for the one size fits all it seems like, great adaptability.

P9: Is necessary. And that would make it hugely complex.

Interviewer: We want it to be something that is simple.

P9: So, maybe it's the recordings, but then people aren't going to transcribe them. That's why I've cut back, I've realised I haven't got the time to do the transcribing if I'm writing, potentially a book.

Interviewer: Well that's it, everyone has got that trouble, even the organisations that I use it with that have the average clip length is ten second, maybe twenty.

P9: You're joking. [Laughter] Nineteen minutes.

Interviewer: Yeah, actually it would be good to produce that data to compare the way it's used, but you know if it's on a stand in a room and somebody presses it, they just go, 'Hello', you know? It doesn't last long. Even, but once that, over time, once you've collected hundreds of those, even that's becoming a big project, to go through all that to find the stuff that's actually useful. I don't know, I need to think about that a bit more.

P9: Would you also need to think of, before I forget, whether you would want to, it wouldn't be a chapter or anything like that, but in the manual, or what might become of that manual, a little section about the sort of stuff that we're discussing to, sort of, put it out there and once you've finished you...

Interviewer: Yeah, can do. Once I've written up this bit you can maybe have a look over it and see what you think. And, if any of that is useful.

P9: To you as well, because it could be. And that would be, because the research side of it is very, very interesting and putting you out there would...

Interviewer: Get it known a bit more. Yeah, okay. That's interesting stuff. So, that was just the first question P9. Right away we went to the authenticity bit, I might come back to that and ask you again. One of the other things that we talked about before is 'giving voice', one of the whole intentions is to give people a voice. That's interesting to me, what does that mean to Horizons.

P9: Right, increasingly, who are we talking about? The residents in care homes, mainly, suffering with dementia but also potentially the staff. So, someone like Helen could, at any stage, jump in with, you know, 'This doesn't work'. Because of the regime and they're very careful not to do that, I haven't picked up any of that, mainly because I've been focussing on the group. But that would be an interesting sort of, so giving a voice to staff, giving a voice to managers as well. Giving a voice to residents mainly, because when you're eighty, you're lost from society. C24 was talking about this the other day, brilliantly, wheeled off, 'you're shove into a care home and then forgotten about basically.' And that is true, and nobody comes in and asks them their views. Now incredibly we have a, I suppose this conversation came about last week because of C16's poem, so suddenly is going to go right to, in inverted commas, 'the top' in this country which is great, we'll see what happens. On the level of pride for her, she's very self deprecating is C16 but she's clearly got a brain going on there. She's great. And therefore we are saying, 'you are somebody who counts in society,' so just because you're ill, just because you're in a wheelchair, just cause you're ninety for god's sake, doesn't mean that you haven't got views that are really valid. Now let's see if we can make connections, let's get through the schools, let the young people realise that, you know, work together. So, there's all sorts of little things like that kicking about.

Interviewer: And I think you called it 'giving status' before as well. Do you remember saying that? So, maybe that's tied into that idea of self worth as well.

P9: Self esteem, yeah, it all ties together beautifully. You just put those two words in my mouth, but they're good ones.

Interviewer: No, you said those.

P9: Prove it where's the recording?

Interviewer: I'll show you. Yeah, so, if we think of those things together then the important thing I guess is where that voice is heard as well. That's a special case right? So, what about just what we have with ThoughtCloud, where...

P9: The voice is, 'This is what we want, more of this.' We have the ninety-eight year old C18 saying we don't want shorter groups we want longer, which is great, it's a lovely example. So we've got C16...

Interviewer: What was it? We don't?

P9: The management has said if we're doing one two hour group, why don't we have two one hour groups? And I've consistently said, it doesn't work in a group. It's absolutely crap. To do one and a half hours and then get interrupted and say, 'Can you stop?' And I said, 'No'. I needed another half hour and they have me another half hour and it had a natural cycle. So, yeah, yeah, yeah.

Interviewer: And C18 said, 'We want more of this?'

P9: Then I stepped back and a carer, like a Libby went in and said, 'Hey, there's this idea, that we have shorter groups.' And ninety-eight year old C18 who usually doesn't say anything except, 'This is really nice, it's lovely, we're all friends together.' I'd never seen, she's like a union leader, 'We don't want shorter, we want longer!' And everybody agreed, it was great, it was great and I've actually got that in the introduction to the manual, I've got that in the opening sentence and if it's a book I'm going to have that on the back if I get C18 to give me permission because it's just lovely. [Laughter]. Yeah, get in there C18.

- Interviewer: Cool, yeah. So giving voice is important and I think that's important in my work as well. I mean, I'm not sure what it means for me at this point because it's, you know, you don't want to just put it on the internet for people to ignore it, you want, or making people feel like they have a voice. Do you think that's important?
- P9: That's an interesting idea, yes. I love that, I love that. So make it, yeah.
- Interviewer: But do you know what I mean? Like making people feel listened to, or feeling like they have a voice.
- P9: Well, that's what counselling is and that's my background to a certain extent, I'm not an official counsellor but that's what I've been doing and that draws out people and you listen and you reflect back. So, one of the techniques that I use in the group is to use that. So, today, Mary was going on about, in a little wheelchair and this group down in Wallsend, she was going on and on and on about totally, I've no idea, the queen coming to her house and she fed her and her daughter said, 'The queen will offer you a job in Buckingham Palace, buh, buh, buh, boom.' Which may all be true and you should never underestimate the stories because some of them, sometimes, they really catch you out, but this, we were doing an improvisation with the queen. But this emerged, I don't think this was an intended improvisation but it was brilliant, and I was picking out, I feel bad about this, but I've checked it out with some experts, if you can't, if they're making no sense at all because of the illness, then all I can do is reflect back what I understand, so she would say, 'The queen turned up and spoke to my husband,' so, I would just reflect back, 'spoke to your husband?' And she develops it further and makes her feel she's being listened to and, so yeah, so making them feel

they've got a voice, they can tell a story. Does that make sense?

Interviewer: Yeah, that makes sense. And that's kind of like, that's important to underline as part of your work and I think in my work as well. So, that probably leads quite nicely onto, so if we just think about ThoughtCloud as a complete system. You've been using it for a while, I know it hasn't always worked, I'm sorry. But, if we think of the whole process, so gathering stories and information, to looking at it or looking at the recordings. What do you think it's good for, or what's the main thing that it's good for? For Horizons?

P9: One of the things for Horizons would be, actually being involved in this field study has just been bouncing ideas off you and getting it transcribed, which is why I would love to see the transcriptions if possible. Cause there's a hell of a lot isn't there? So, it's, yeah, actually having that time, which you wouldn't have long term, other people wouldn't get that advantage I suppose. It's having the objective work, it's the doors that it's opened, I have to say. Which is selfish but that's definitely been a, the place I've been today, that is what the manager wanted. And, that's interesting, don't worry about the residents [laughter].

Interviewer: Well that's what I'm afraid of sometimes, maybe residents aren't...

P9: ...a priority.

Interviewer: Aren't the priority.

P9: No disrespect to care homes, I could be misinterpreting, but they have to manage a finite amount of money, it's not very much and they have to bring people in and so they [traffic noise] an hour and a half initially, but I got two hours with a group of, I think, eight people and I could have just sat there

and read them a book, I could have read that, but it could have been nonsense. None of the staff were in there. Normally that place does put a member of staff in but it's all... [unclear]

Interviewer: So, they're not interested in...

P9: Yes and no. It's, they obviously see it as valuable, but they see it as valuable to the organisation, to bring them funding and stuff, which is not a bad thing, because that funding will go and be a benefit.

Interviewer: You mean like, recording people speaking?

P9: Not the recording, but...

Interviewer: The ratings?

P9: No, I'm not going to give them those, no.

Interviewer: So, just the association.

P9: Yeah, so they can say that they are associated with the uni. And that's fair enough. They've opened the door, they allow me in and it has been useful, a good learning experience, a brilliant learning experience. And that's the other advantage of this for you, well for me, because it's opened those doors, it means I can go in and do, I hope, meaningful work and test out things, the new exercises.

Interviewer: Yeah. But, I hope the actual recordings that you've made, so talk me through your typical use of the system, if you think of the process from recording to transcribing, that is your typical use isn't it? In a practical way?

P9: In a practical way, so an average care home, so if we think about [Care home] house which you've seen, and you've met the people. I go up there, I obviously introduce them to the idea which is difficult because of their illness and then at the end of each session, all going well, I will ask them in the last

ten minutes, either as a group, so I go around very, very quickly, 'What have you thought of the session?' Or I will identify and this is easiest because what happens is that at the end of the group people come rushing in and take them away: toilet; food; medication, very, very important stuff, so I lose people. So, I grab whoever I can. But, then they've started letting me sit in during lunch hour. So, I'm sitting at the table and I can then bring this out and record them. But that's easier with the little hand held one to be honest, for obvious reasons, that's a bit intrusive at lunch time. So, I will then have those recordings, I will give them, they will be given to you, they will come direct to you at some stage, today, like today. And then you give them me back and I transcribe them. And from that, that's been really encouraging, because we're getting no negativity and it's difficult because when you, there's a power differential, if that's the right way of putting it, between me and someone who has just been in a group. Ideally, I need an outside researcher to come in, which could be Libby, although she's not an outside researcher, it could be the doctor, Kate, who you and I know from the university, yeah? Tall, white-ish hair?

Interviewer: Yes.

P9: [Cross talk] ...and I think I told you, we will be meeting in the next few weeks and we will be looking at her coming in and doing it as part of her PhD, so, it might not come off but we'll see, we'll see, that will be very, very interesting, you can imagine. Does that answer your question?

Interviewer: The interesting thing is that it comes to me. It doesn't really [cross talk] I mean I can look at it but I try not to, well I will look at it obviously, but maybe we can have a chat about the best ones to look at. But really, for you, the helpful thing is the content?

P9: Absolutely it's the content, yeah, the numbers don't mean anything.

Interviewer: So, forget about that bit? Let's get that off the screen. And there's a problem with explaining it to people, so moving beyond that?

P9: What they say can be very, very valuable, and it's caught immediately after, if I can catch them during, before, during and immediately after then we've got something.

Interviewer: Oh, so you're recording them at different points on the same day, the same people?

P9: I can do, I can do, I don't do it very often cause it interrupts the flow of the group I've discovered even though I wanted that. But if I do something interesting the plan is, if I do something new like that thing that I described before with C24, then get her immediately afterwards. But, it's really difficult when you do something like that and it works really, really well, be it the poem, C16's poem, or that Princes Street scenario it leads to something else so you're stopping it and I don't know where it's going to lead, cause I didn't know that she was going to take off in the middle of it in the way that she did in the middle of that because all sorts of things are going on in her head. There's a guy called Neil Armstrong.

Interviewer: The guy that plays the trumpet. That was a joke [laughter] Yes, I think I've heard of Neil Armstrong.

P9: He and I have been, yet again, meeting up and seeing things and within two weeks he's coming up and doing what you did, which is meeting the group. And he's a film person so the potential is that we'll capture, but he'd have to do a hell of a lot of filming to do it, cause sometimes it doesn't work, or it's very low key or very boring, but the other day it was going so well and I happened to have that there, my little camera, I'd been

showing them some images and C23 and C16, I set them up to do a little interaction and it was superb. It was absolutely, what happened, can I explain? Sorry, I'm digressing again. It was great. C16's always at eleven o'clock, one hour or one and a half hours in, eleven o'clock we always have this thing, a member of staff comes in and takes her to the loo, she always needs to go, she's the only one, it's the one toilet break. Instead of going, 'Oh isn't it embarrassing,' cause she always goes, 'I'm embarrassed after going to the toilet.' We always go, 'No, it's a celebration, you go out and when you come back we'll have another exercise for you. And we'll set you up.' So, when she comes back in we always give her a big cheer and all that sort of thing. She sits down and we've twice done it now, we all go right we're in different modes so, who are you? Who are you? Who are you? And they go, 'I'm the queen', 'I'm a policeman', 'I'm a pilot', 'I'm this', and 'I'm the other.' And I'll be an interviewer with a great big interviewing thing.

Interviewer: Microphone?

P9: Microphone, yeah. Actually no it's a rolling pin, yeah. So, she comes back in, she doesn't know who anybody is, she has to work out through questioning or whatever and we have to respond in any way. Well, with Libby there as well, she was the policewoman and it just worked absolutely great, she went into role straight away, the others and then there came a point, which is on there but I won't bore you with, where they just, C23 and she just got into this routine and it's fabulous it's just great and I missed the beginning of it which is really powerful, dead, dead, funny. Really, really good and it's great because it's improvised, it's using their creativity, using the right hand side of the brain which is randomness, you'll know better than me. Randomness, spontaneity, creativity, sort of side. As opposed to, but also using, left hand side which is logic, language, so keeping that ticking over is the important thing.

And it's just great, so if we could replicate that, with a proper camera, capture it forever that would be brilliant training stuff for going on with these courses and things, because Neil Armstrong isn't an astronaut, nor is he a musician, well he is a musician actually, he plays guitar and he plays trumpet and he's got a different name as well. There's all sorts of crazy possibilities. He'll do acting, he was in a punk band for god sake, he went to New York and all sorts, almost make it big, didn't quite become the sex pistols, lovely lad you'd love him he's grand. So, I don't know, I'm just keeping an open mind about that.

Interviewer: No, that's cool, they must love having all these different visitors, to come and speak to them. But, that's good, that's come out of, kind of, the way you use the system. Actually and we were talking about the content of the recordings as well and you've obviously recommended some. Are there any that you've listened to and think, or you can think of, examples where you've went, 'Oh!'

P9: Should have asked that?

Interviewer: Could be that, or just thought, 'I'm going to change something that I do,' or?

P9: Yeah, I've been given great bits of advice and they don't come very regular and I'm increasingly saying look, 'What's the negatives? Tell us what the negatives are.' And I get really upset when they tell me negatives but they, eventually they'll get there, because of that power differential. They won't say it and because they're in a good mood, cause I've just given them a boost for two hours, but C23, for example said, I did two sessions about six weeks ago and I was very flat, I don't know why, but I was just, I was tired. Maybe I was writing until two in the morning which I have been doing and I just went in and I just went, 'Hey right, here's my plan, uh, let's just read

some poems.' So I spent probably the first hour just reading bloody poems out which is dreadful when you think about it. But they were poems about them, it was person centred poetry, supposed to be okay and some of them were identifying it but it wasn't working, I wasn't giving any energy. Physically I wasn't standing up, I wasn't charging around like you did. So, in the end, sit down, C23 says, 'It's great P9, it's great,' he'd described it two weeks previously as magnificent, which is one of the ones that got lost, but I'm recording it now, I swear, I'll swear an affidavit and he said, 'It was too flat,' and oh yeah.

Interviewer: This was recorded as well, but it was one of the ones that got lost?

P9: I don't know. It might be, ah yes, it might have been just at the tail end. But it stuck here because it was brilliant and it was, 'What you need to do P9 is put more energy,' and, 'You're absolutely right. Right, okay, tell us more.' He said, 'Well normally you do,' And this is, I've been writing about it, it's crazy, 'You do, it goes like that, high, low, high, low, high, low.' And you start off high and then you go to the deep emotional stuff if that's appropriate, then you bring it out to a high point, bring that up and you take it back down if you want to. And then at the end you put them on a high and put them out the door. And then you don't see them for a week and he was right, so the next session and I think the next session might have been the one where we did the poem, wrote the poem with, yeah? So, I'd taken them high with the superficial and one of the reasons, the irony of this is, one of the reasons this was a great learning for me, one of the reasons why I did the deep stuff, or at least I justified it afterwards, was that I feel for C23, because C23, at ninety-five is so bright, he's having to put up with all these 'let's count to ten' and 'let's', do you know the count to ten?

Interviewer: No, but, oh wait is it the one where everyone tries to count to ten at the same time?

P9: Yeah, it's brilliant. It's fantastic, you should [cross talk]

Interviewer: I was actually trying to think of ice breakers the other day and I forgot that one.

P9: I've got a list of hundreds of them now. You have to buy the book [laughter] I've got to give you 30 quid, you've got to give me 30 quid.

Interviewer: Well I've written it down now, so...

P9: Ask me for some more [cross talk] So really powerful feedback, thanks to that, from C23, telling me what I should be doing. Brilliant, absolutely brilliant, because I'm gonna, I'm going to make mistakes, and there's nobody else to feedback. It's just me and the more you're like that, the more you compound your own prejudices I suppose or justify the rubbish that you're doing. So, that's been good and there have been one or two other ones as well, I can't think of them off the top of my head, but it's good, it's what I need. [40:23]

Interviewer: Cool. And has the system changed the way you gather feedback? Cause I think before, you're taking a lot of notes, you're writing up a lot of the stuff that you're doing?

P9: Both, I'm still doing both. I didn't have time to use it today. They gave me an hour and a half and I never got an extra hour but I got an extra half hour so I then had to revamp, 'Okay where am I going to take this improvisation?' We went all over the place. And, it, then suddenly the staff just descended and they whipped everybody away, it's partly my fault, partly there's, but in the middle of the session, how's this? Can you imagine, you're at the university with capa-pie and first of all it's, you start and you're less than ten minutes in and

somebody goes, 'I want to go to the toilet.' They should have been taken to the toilet before hand, that's fair enough I think yeah. So, somebody disappears and doesn't come back for fifteen minutes which is slightly disrupting but no matter, so then you plough on and then somebody turns up with this chair, 'Hello, I've come to weigh everybody.' You're joking. It's just, staff communication, 'It's got to be done today, it's got to be done today.', 'Can't you wait until?', 'No, no, no.' So they started putting them in the chair, actually in the room, which wasn't as bad as taking them away and bringing them back. But, that took another, twenty odd minutes, but there was another interruption as well, I can't remember what it was, but yeah...

Interviewer: You don't have a lot of time, and you don't want to stop early. If the group's going well, you don't want to stop early to do feedback?

P9: Not really, no. If I'm happy and I've got enough now, but I do want more, and that'll mean all I have to do it come here and you do that, so it won't be as time consuming.

Interviewer: No, no, If you want to carry on using it, I'll probably try and get you for an interview again at some point.

P9: But would you mind me coming and just transferring it so I don't press the button and [cross talk]

Interviewer: No, no you can come by anytime. No that's totally cool. Okay, so, use practices, there's things you need to focus on and sometime this can take a back seat?

P9: Yeah, yeah.

Interviewer: It's just the nature of it. Cool. We talked about how you're using the feedback and we went over that just there. Has it given you any new ideas, any like, for new games and stuff?

P9: No, I suppose that's coming mainly from the reading stuff. But I don't know because, I'm reading so much and then, it drives C22 mad. We had our wedding anniversary the other day, 37 years and she's got me always thinking about this, always talking about it. Yeah, it's dead exciting but for her it's not. So, I can't think of any specific examples where, there must be times when I'm listening back and I'll think, 'I can try that. That was something I missed for an improvisation' Because things crop up all over the place, yeah, so that's quite good. But, things are popping into my head all the time, it's ridiculous, I'm always carrying bits of paper and I'm filling in these and now I'm ripping them all up and transcribing these into this training manual, so goodness knows if that will ever be any use to anybody cause it's all my thoughts, but it does seem interesting.

Interviewer: Yeah, you'll organise it as you write it down I'm sure, a structure will emerge, these things always start off messy. From my point of view.

P9: It's fascinating though, I'm really enjoying it, if I had the time.

Interviewer: But, because there's so many different sources, but if there was an idea in a recording you would try and implement it in some way? [44:51]

P9: Oh gosh yeah.

Interviewer: And do you think that the people that you're working with would know that it was their idea, or?

P9: Oh I tell them, or I try to, if they've come up with something, that's again giving them a voice and showing that they're be listened to and giving, it's about boosting them isn't really, because the whole of society has locked them away in these care homes, literally locked them away in care homes. Some of them try and get out and they can't. And they're forgotten,

as C24 said the other day. And if we can, 'hey, come on you are somebody.' C16's poem, everybody contributed something towards it, because by being in the room, by being, emphasises things like that. And all the songs and everything like that, are about group identity and the strength of the group identity.

Interviewer: So, do you think that, do you have a duty to respond to them if they're leaving you ideas or messages, or whatever it is?

P9: Oh yeah.

Interviewer: You think you have a duty to respond to feedback that is there?

P9: Oh yeah, I think so yes. If they say something serious, yeah. Do you mean in the sense if it was negative about the care home or something like that? I would be more than happy to do that, I have done that actually.

Interviewer: Not feedback, not recorded is it?

P9: No, just stuff that I've seen in groups that I've fed back.

Interviewer: No, I'm more about, I mean that sounds heavy. But, even positive stuff, if we're talking about people having a voice and self esteem, if people have gone to the bother of saying something, passing you on a message, is it important that it is acknowledged?

P9: Damn right it is.

Interviewer: How do you acknowledge it though? All that stuff and why? Why's it important?

P9: Even if it's not understandable you acknowledge it in the way I talked about before. What is, I'm told by professor Riseburgh's sidekick, [Trumen Carrow? 47:01], is that what distinguishes Horizons is the emotional content, from all the other stuff that

is going on, apparently that she is aware of in the North East or whatever. So, yes you can give activities to old fuddy duddies like me in a home care setting, which does something, because it means that you and I are coming together and we're playing carpet bowls or whatever it is, but then, what I'm trying to do is see whether it's valuable, when they do come to the border of something emotionally or if they say it straight out, like Sylvia did today about her brain and what's going on inside it, she's got dementia, she couldn't remember what she had but she had something that she was trying to explain, because I used the same trick that I had used on C16, trick being the wrong word, the same process, of trying to structure a poem around her words, her thoughts, very simple instructions and I think that's very important, that you go with it and then we got interrupted by the person coming in to weigh people. [Laugh] And I didn't complain, I need to raise it with them but I'll let them off.

Interviewer: Well you can't have everything.

P9: You can't have everything, I mean how often do you get the opportunity to be weighed? In the middle of a group work session? Psychologically [Cross talk.]

Interviewer: That's interesting. And under here I've written: authenticity and legitimizing. I think that this is a key thing that we keep coming back to though. Maybe I can formulate that into a question later. Could the system play a role in making what you do more transparent to others?

P9: Em, role that one past me again.

Interviewer: So, this is something that I've been thinking about for a future version of the system. I keep asking you about making feedback public through the website? But, we couldn't do that?

P9: We could do it anonymously.

Interviewer: Even if it's an audio file, you could still tell who that was, maybe. So then we were talking about maybe use statistics, so maybe not the 'greens' and the 'goods' and the 'greats', the hard data, like: How many minute of feedback have been collected at [Care home].

P9: Oh yeah, that's interesting.

Interviewer: Like a way of visualizing, so, you know if it is to give some kind of evidence, of evidencing, if you know what I mean, that makes it transparent because it shows people if you are doing things, that your speaking to people. I mean, could that be something that was built into it and could that be important to you?

P9: I think that's fantastic, yeah so we actually have that don't we, all they have to do is read that?

Interviewer: Well this isn't public.

P9: Oh I see what you mean. Well I could compile that, but that's still me compiling it, interesting. And actually even on the ones that were lost, I wouldn't mention that they'd been lost.

Interviewer: We still have the time, you could still say that you spoke to these people. [Laughter] Yeah, you just wouldn't have the content. Because I think it's too tricky to make the actual content available, it's maybe not appropriate so we're trying to think of ways round that, and some new things that we could add in. And we also talked about families having a voice in this and the wider community. I mean you talked about the chef at one point at [Care home].

P9: Yeah, yeah. Anybody, I mean the [Care home] model, as we're calling it, was to train all the staff in the whole building and at St. Peter's, even the blooming gardener. So, that everybody knows why these people go into this room. So, that they don't

pigeon-hole me as quote, 'an entertainer'. Which is what happens, down on some piece of paper as an entertainer, yeah about as entertaining as... anyway. And, then, because what you want is no inter-staff conflict, because people get jealous and they're going in and there's laughing and you come out and all they see and hear from the outside is people howling with laughter, but in fact when we go quiet and do the emotional stuff they don't come across that. So, I've got, last week, I got this and I met round one member of staff whose been in the group, knows it and she's absolutely tremendous. And it was one of the ones we've lost so I was re-producing, it will be in there. So, that was good. And she was great, she sat down...

Interviewer: What was she talking about?

P9: She was just talking about the impact of the group, of Skylark's approach, on the group, in the group, cause she's seen it, she's been part of it, but also on the outside in the aftermath, afterwards, whether it works hours later, or days later. When I came by and asked to speak to someone else, she said, 'Yeah, I'll get you Kirsty' And I thought it was a big set up, I thought it was a big joke but it wasn't. And I went out and this was, it was Mary the cook, it was Kirsty the little shy little lass and there was another woman whose name I don't know, I'd never trained her. So, I trained two out of three, and she was like the barrack-room lawyer, the one I didn't know, she was very, very good, very bright so I want to work with her, but she was just sitting there going, 'Well what do you think, what do you think?' Clearly they had, had discussions and they would come out not really understanding from what I tell them about the theoretical basis, and maybe that's my fault, but I was given about half an hour, in pairs, not knowing what their background was, just to talk to them after lunch and what, so, they seem to understand that they are asking good questions

at the time, just several months on. And this barrack-room lawyer going, 'well you don't think it's very good do you?' 'Well, you know I was a bit confused,' 'Well you would be, you need to be in the group, have either of you been?' 'I don't know, I don't know what's in the group.' And at the time they said they do come out and it seems good, well then, so I pigeon holed the barrack-lawyer and said, 'Well what are you trying to say? You know, you tell me what you think, not what they think.' And she said, 'Well, I don't know what you're talking about,' and blah, blah, blah, 'and it causes problems for us.' 'Why?' 'Because you finish at 12 o'clock but by the time they're out and had lunch, the others having lunch are slightly, one of them's sitting on their own, and she's a big problem, she, Audrey the one that has a go at everybody, she's horrible, screams and shouts and balls, and perceives me as a threat because she used to be a high ranking lawyer and she's not in my group because she couldn't cope with it at all and the staff have said, 'It's not for her, she's too ill,' took her out, but then she's got this idea that I'm somebody who she used to work with in Birmingham twenty, thirty years ago and I was her boss, so she was my boss and she, so when we're sitting round the table having lunch she'll be trying to get everybody else against me, 'Who is this man? What's he doing here?' And they will protect me, because they've been in the group and they know what I'm about. And C16, absolutely great, you should see the smile on her face afterwards, 'Oh, I'm really glad I did that,' in that deep gravelly voice, cause she just turned round and said, 'This bloke, comes here, once a week, he does these great groups, we're really enjoying them, will you please stop being so rude, it's grossly,' and I'm going, 'It's okay, it's okay, she's not well, it's okay, it's okay.' But when C16 did that she went, 'Right, in that case I'm resigning from this committee and unless you're going to throw him off this committee,' and the manager comes across, Linda, and says,

'It's not a committee meeting, this is lunch and we invited P9 to come and eat with us as he does every week.' 'No it's not, I'm resigning.' It's terribly sad, terribly sad, so this confusion, by me delaying the group by ten minutes to do this perhaps, to use ThoughtCloud, or because we're so engrossed in some exercise, having such good fun and getting them raised up psychologically, what happens is that Audrey, that proper person there is sitting on her own at the table and when they come out buzzing, she's built up this anger, 'Why are they happy? Why am I not? I am the most important person here. I am the chief nurse and they shouldn't be laughing in my presence, they should be respecting me.' That sort of thinking is going on, we've had this fed back from everybody, management and so on. So, all I needed to be told by the barrack-room lawyer was, 'Could you finish ten minutes earlier?' So, obviously yes, sure. But then I'm going to try and get her in and do training and also I've invited her to come and sit in on the group so that she can understand what goes on. So, does that answer your question? I can't remember what the question was.

Interviewer: It's the wider group, it's the wider community so whether that is family members or support workers or staff in homes. So, I mean, actually, apart from the one that is complaining, although you said you wanted the complaints.

P9: Yes, yes, yes, I don't mind that at all.

Interviewer: You can clearly change what you do based on that. [Cross talk] So, I mean even getting feedback from the might help, and that's the sort of thing that could be public. Not the negative stuff.

P9: Staff no problem, and Helen the one, the first one we did, she signed that bit of paper.

Interviewer: And that might be quite good for you, if they left you a video or an audio and you were like so, 'The groups are on there, they are giving me feedback, I am listening,' you can show them, you've got the numbers to show them that you are listening, but you could always say that these staff said this about it, that could be part of it and that again comes back to what I was saying about transparency I think.

P9: That's right.

Interviewer: You, about, you know a public facing transparent side, but I guess that's not as important to you because.

P9: It opens doors, there is that, you need to get these ideas out and a lot of people have said that from the CQC, down to and they said, 'We can't promote it for you cause we're inspectors, but what you are doing is right, so carry on and do it.' That was the biggest thumbs up that I've ever got and then obviously these other organisations have come in. Mental health people have said, 'Yes this is brilliant can we send a member of staff every, you are a benchmark,' and all that sort of stuff. So, it needs, it's working and we need to spread it, so the manual maybe a bit of writing after that can help, but this ties in with it cause we need it as authentic as we can get.

Interviewer: Cool, that's been quite a lot of time. My last bit was really about, cause I haven't really talked about this, I realise, was just, do you want some more water? Well, the last thing was to get your ideas, cause we've talked about how the people in your groups don't really understand ratings properly.

P9: I don't to be honest.

Interviewer: You don't [laughter]. Like, what do you think they understand about feedback, which I think is interesting, or the process of feeding back? I actually did workshop and we did a sort of paper based ThoughtCloud and we wrote letters, sending

them, but when I explained feedback I wasn't confident that they knew what I meant, they knew what I meant by messages, but that just made me think about your groups as well. So, I don't know if you have any thoughts about what you think that they think they're doing.

P9: That's really interesting. What, in particular, seems to happen in the groups, in particular at [Care home], is that they have got, as a group, a sense of their identity as a group and that they are pulling together, so if you imagine what it's like, flash forward, forty, fifty, sixty years for you and you're slightly ill and you can't cope and somebody comes along and takes everything away from you, all your decision making. All of your, your home, your car, your bicycle, everything, you're not safe doing any of that and locks you in an institution called a care home, which sounds very nice but it is basically a prison, a very nice prison on most circumstances and then there's one big room where you all sit round and you have to watch people who are very seriously ill as I think you identified, you have to watch fights, you know what I mean. So what we're doing is taking them away and putting them in a separate room and boosting their links, their connectivity, their connections with each other and giving them that emotional thing. So, they know that something good is going on and one layer of feedback, and sorry the feedback to you and meeting you as well is important, cause you were running round the room doing all sorts of strange things.

Interviewer: I was, I think I was flapping.

P9: You were flapping and all sorts, yeah, yeah. And, that's important because it makes them feel that they are, that's giving them a voice, yeah, going back to that discussion and they are feeling great about themselves. And again they don't really understand it. If you sat them down certainly a day or

two later and said, 'So what do you think about the feedback and Interviewer being here?' They'd say, 'Whose Interviewer?' And they'd say, 'Who are you?', 'I'm P9.' 'Whose P9, what do you do here?' So it's that emotional memory that's the important thing, it's not clear cut, it's yeah you're right and you've made me think about the word feedback.

Interviewer: It's what I think about all the time. [Laughter]

P9: What is it?

Interviewer: I think I need a new word for it.

P9: Yeah, that would be good wouldn't it?

Interviewer: Have you got another word for it?

P9: I can't think of one, we need some feedback on that don't we, we'll have to ask other people and get feedback. Interesting.

Interviewer: The other thing is that you have recordings of them I suppose, so if you do, and they keep working, you should have quite a record.

P9: Which I could play back to them.

Interviewer: I don't know, would that be helpful for you?

P9: I can't see...

Interviewer: Could you imagine revisiting it?

P9: It would be very time consuming and I'm already very time consumed. It's a good thought, it's a very interesting thought. When I've played back on my little hand recorder. One problem is that it hasn't got a loud enough speaker and when they do, they go 'Ah yeah, is that me?' They can't remember having said it, hopefully you or I would remember. Interesting. So how could use of...

Interviewer: Well maybe not just playing it to them. I mean, you have breakthroughs don't you, when really good stuff comes out, maybe you would listen back to something from a long time ago, or maybe just the week before C16's done her thing and then after to sort of compare or?

P9: If I had the technology I would do that, if, oh actually if I could plug that into that, which a probably can, you know I haven't got the brain to do that. Well I can download it onto my computer, and then do something, yes of course I can do that but I just don't. So, if I did that and then thought, 'Right I'll play that back to her.' But what you tend to get is, I mean I did show her that video immediately afterwards and her comment, a beautiful poem, with real world meaning that's going to a prime minister and she said, 'Oh doesn't my hair look white?' [laughter] So it's how valuable it would be and whether there is a disadvantage in that when you play them a recording, 'This was you a month ago, this was you an hour ago.' If they can't remember it, it's actually going to cause anxiety. The nearest I do I suppose are the poems. So, I can go back, nearly a year now and dig out the Crows Nest poem, which is the first one we did, and read it to them and some of them will identify with it and I was sitting with a bloke who was in that group and he mimed throwing the apple to me as we were improvising around that, and he was scrumper, little lad scrumping, he picked up one of the apples and he threw it to me and I mimed having been hit in the eye, being thrown out my chair, an eye black, bloodied and blue I think was the line that I came up with and I sat with him at lunch the other day and I happened to have it and I said, 'That's you and he's lovely, he's got no perception of anything but he goes, 'Oh is that me?' So, there was a lift there so that didn't bother him that he couldn't remember but it was nice to have it recorded, it seemed [01:05:04?] but he's a lovely bloke in any case. He would

come up to me and he wears training pants, what do you call them? Joggers, jogging shorts, yeah? He'll just come across and he'll go, 'Look at that' and he'll pull his pocket inside out and he'll go, 'Look at that.' And you go, 'Yes, look at that, there's one there as well.' And you never know if he's joking you or he is actually confused. He's lovely. Anyway, it's interesting.

Interviewer: Cool, that was just something I was thinking about. Well, it's not just playing it back to them I guess, but I think you've identified that problem is that there would be too much information for you to reasonably deal with after a while isn't it.

P9: I can't quite think what the benefit would be of the recording, unless...

Interviewer: Well forget about playing it to them, I just mean if you have a historical record of C16 over time.

P9: Yeah, you could see deterioration or progress.

Interviewer: Or that yeah, but is that helpful to you thought?

P9: Yes, professor Riseburgh suggested, 'What would happen if we did this in a daily basis for two weeks.' I would love to try that, it would be phenomenal, because we would see a massive change and if we could track that, we could go to Thatcher, Margaret Thatcher? Then we could go to Teresa May and say hang on you're missing a trick here, the implications are just financially impossible.

Interviewer: What do you mean?

P9: Well every care home should be doing this.

Interviewer: So, doing your workshop with them every single day.

P9: It would drive me mad, but by god it would be good. You could do it shorter, you could reduce it to an hour and have a

massive blast of input the next day. The idea is to stop medication, anti-depressants are used massively throughout the country, throughout the world, to deal with dementia, some of the staff have said, 'This is as good as medication.' So, if you could cut down on the bill there, transfer it across to me and make me rich, oh did I just say that? Cut that bit.
[Laughter]

Interviewer: But would they be up for it, would your groups be up for it? Doing it every day?

P9: Oh good god yes, well yes I think so yes. It's whether the staff would be. You've got to keep the staff on board.

Interviewer: Well probably it should be part of their job. Is that what you're end goal is, get them?

P9: That would be ideal, ideal, you have to get them trained properly. I'm not trying to be clever here, but you can make huge mistakes in groups, you can devastate people by making mistakes. Which is why the member of staff went, part of the reason why I put a case against her. But, the main reason was that she attacked a member of staff, in public, at a Christmas do, beat the living daylights out of her, not a good...

Interviewer: A member of staff attacked another member of staff?

P9: Yeah, just amazing and this person was given to me as a co-facilitator in a group.

Interviewer: After that?

P9: No, I wouldn't have her back.

Interviewer: P9, we could talk about this forever, but just to round it off, any last comments you would like to make about feedback or ThoughtCloud?

P9: Yes, could I feedback that I want to go home now?

Interviewer: You can definitely go home. Thank you very much for your time.

END AUDIO.