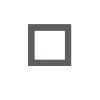
**Transcript**

16 September 2024, 03:02pm

 **DSC staff** started transcription

 **DSC staff** 0:14  
Your words matter. So just thank you for joining us, which is great. This is our sort of penultimate while we're with the Scottish Government, project connect and reflect. There's one more after this, but today I want to. I want to hear from you because I want to be able to feed it back. So I hope that's OK. I would love to hear.  
First of all, let's start with the positives. Yeah, any what sort of success stories have you experienced and who would like to go first? You can jump in.

 **X** 0:45  
Well, if I go first, can you hear me?

 **DSC staff** 0:49  
That's great. Yeah, we got you, X.

 **X** 0:51  
Yeah.  
I like to use those exercise classes. I've done quite a lot with the karaoke.

 **DSC staff** 1:00  
Yeah.

 **X** 1:01  
Or the sing along. But my residents really like the yoga and the Pilates.

 **DSC staff** 1:05  
How gorgeous.

 **X** 1:07  
So that is one of the one I use the most if I can. The only thing I would like with them is maybe getting more different.

 **X (Guest)** 1:14  
But the singing not just us.

 **X** 1:19  
When you exercises in there for the pilot, for the for the pilata and for the yoga.

 **DSC staff** 1:20  
News.  
And the yoga. OK, so some more more content. That's great, X.

 **X** 1:27  
Mm hmm.  
Yeah.

 **DSC staff** 1:31  
Yeah, good and well done and great that you've, you know, find what your residents really like and they'll get so many benefits from moving their bodies and their spines and that kind of way. So the health benefits will be great, really good for their balance and coordination as well. So that's brilliant. Thanks for sharing. Who else would like to share?

 **X** 1:49  
Oh, you're welcome.

 **DSC staff** 1:54  
Here's at X and X. I've forgotten your name.

 **X** 1:57  
OK.

 **X** 1:58  
Nice. So now you leave. We've not met. Yeah. This is our first time meeting. Hello.

 **DSC staff** 2:03  
Oh, OK. Perfect. Have you been using the resources?

 **X** 2:07  
Yes, everyday with the morning exercises.  
And the residents love it, and it's been fantastic to move along with where we're doing our exercises, moving along to the music. And I absolutely love it.  
They really they've asked a couple of residents asked if they can have it in their bedroom so.  
So I said we could look into that how that could work.  
But yeah, it's been really good.

 **DSC staff** 2:44  
OK, OK. Amazing. They can absolutely have it in their bedrooms and we've obviously got the radio going on 24 hours a day and it's so good at night time. So if we can help you in any way, come back onto a call with us and and we'll let you know if they've got a device they can use the same login and and they can get on and they can use it. If they've got us, if they've got a smart TV, they're allowed to do that. And equally, if you decide if you're.

 **DSC staff** 2:51  
Yeah.

 **X** 3:03  
I.  
Oh.

 **DSC staff** 3:14  
Your home is. Is it X, X? Yeah. And you've got a radio device, haven't you?

 **X** 3:17  
Yeah, yeah.  
Yes.

 **DSC staff** 3:22  
So you have got a device in one room, so that might be something that if you guys continue that people might want to purchase as well the family might want to purchase them so they can. So that's maybe something we can have a good chat with Amber all about that and things. So yeah, fantastic.

 **X** 3:39  
After day. Yeah. Thank you.

 **DSC staff** 3:42  
Superb, X. That's fine. I saw your message saying, X, that you you've got. You're there, I think. But your connection's terrible.  
Internet is down. Hopefully you can hear us.  
Do you want the X to come?

 **X** 3:57  
Hi. Yes. Hi there. I can hear everybody fine. I just can't see anybody. I don't have any access to your camera today and our activity staff have kindly all decided to leave at 4:00 today. So. So you've got me, but I'm enjoying listening to the chat and what's going on in other sites and stuff. And I will contribute as we go along. If you're OK with that.

 **DSC staff** 4:08  
I.  
Yeah, X, that's great. Can you just remind us who you're with? Which home?

 **X** 4:19  
So what we're X in X.

 **DSC staff** 4:22  
OK. Super. That's that's great. I'm really looking forward to continuing working with you all. So I know, yeah, that you're going to be coming forward for next year. So that will be fantastic. Yeah. X, that's great.

 **X** 4:23  
Thank you.

 **DSC staff** 4:39  
X, would you like to say hi? You're always good.

 **X** 4:41  
Hello yes I am in week this week. I'm doing an induction with new activities here so I'm in my hotel room.  
Yes, I know.

 **DSC staff** 4:55  
M.

 **X** 4:55  
So we've been using, I mean the radio is just great. I have to be honest with you, we didn't use it as much as we should have been using, but we just love it. I mean, I just put it on when I come because I have to be honest, it is the carers and other members of the staff, they don't have time for.  
You know what? How it is in a care home. But when we come or me or my colleague, we just put it on and the residents gather at the reception area. We have got the cafe there and I'm honestly too. It's all day long now. The radio.

 **DSC staff** 5:18  
Yeah.

 **X** 5:31  
The music is just great. I mean, it's just the right music for the right people. You know, I don't know what to say. This is just, it's lovely. The other, the other things that we use the as the exercises we've been doing exercises 1 to one syndromes.

 **DSC staff** 5:47  
Wow.

 **X** 5:47  
We did the dance with on our iPads and X, my colleague, she's really.  
Fun with them because it's just that kind of quality time with the residents that they always say, oh, I'd love to do things by content. I'm bored. And so we tried to do exercises and actually we had one of the one of my colleagues from another home that I'm overseeing is she's from X in X. She was doing actually the exercises with you at the beginning when you started the programme and things.

 **X** 6:04  
Oh, it's me, too good if you want to speak.

 **X** 6:20  
And she came to visit us in formula, she said. Oh, I can't believe you are using this. So she was really telling us how great, you know, the exercises. As I said, yes, we know. So yeah, we've been. That's the only one problem we've got is with see the theme music theme. You know that you've got recorded there. Ours. That won't work. I mean doesn't start the music because you know apart from a couple a couple of them like the the.

 **DSC staff** 6:29  
Oh.  
Yeah.

 **X** 6:47  
Opera things like, I mean the classical music, which I love myself.

 **DSC staff** 6:50  
Yeah.

 **X** 6:51  
I've got resident she really adores the classical music, so I put that on for her. That's works, but the other theme that they don't work, I mean, doesn't start, you know, I mean, I don't know why 'cause it tried the other.

 **DSC staff** 6:56  
Yeah.  
OK.

 **X** 7:04  
The the Christmas one you know worked well, but the others we didn't manage to listen to them because.

 **DSC staff** 7:06  
Yeah.

 **X** 7:12  
I wanted to do the country one. You know, the country music one or something like that. I don't remember exactly. And the musicals as well. So we couldn't, I don't know why, because I thought it was the Internet bad and things like that. But when I.

 **DSC staff** 7:14  
Yeah, yeah.  
Yeah.

 **X** 7:26  
And I try to, you know, when I tried the others that worked before, they were working well.

 **DSC staff** 7:29  
Yeah.  
OK, X, we're gonna check. And I I think someone's checking already.

 **X** 7:33  
Yes.  
Yeah. No, that's fine. It's just setting up. But actually we would love to continue with it. I think it's, it's great. It's good. I mean, the radio, as I said is is great. And for us, the exercises, this is what we've been using, you know more. And thus I said the music that it's already recorded there, which it's the team once they they are more the ones that we are interested in.

 **DSC staff** 7:36  
So.  
It's well to.  
Oh.  
Fantastic. X, can you remind me which group do you belong to?

 **X** 8:03  
Uh, X.

 **DSC staff** 8:04  
X. Oh, awesome. Good. We will be, we will be speaking to everybody. So I will let them know that you would like to continue. We would like you to as well.

 **X** 8:08  
Yep.  
Oh yeah, definitely. Yeah, absolutely.

 **DSC staff** 8:14  
Which is great. X, would you like to give us some feedback?

 **X** 8:22  
Oh, are you thinking of that? That certain you were sorry? It's X that's here, not X.

 **DSC staff** 8:26  
Oh, so it's X. You're you're in shadow. You're in silhouette. So you look very mysterious.

 **X** 8:33  
Oh oh, it's not any better. I've changed the angle slightly cause the window's right behind me.

 **DSC staff** 8:39  
Don't worry, just go for it.

 **X** 8:40  
I I mean it's it's me that does the uses the dance, sing and the yoga is definitely I think one of the best the basically the 1st the Beginner's yoga.  
There's one is it music and fitness it calls itself.

 **DSC staff** 9:02  
Yeah.

 **X** 9:03  
I tend to say music and movement because I think the residents think if I use the word fitness, they're going to be doing star jumps, you know.

 **DSC staff** 9:05  
Yep.  
That's right, I think. I think we've maybe changed that I think or it's because I think your feedback before was that I think we did change it.

 **X** 9:16  
Yeah, I think it still says that on on the the menu.

 **DSC staff** 9:19  
On the video with OK, we'll have a look.

 **X** 9:23  
Yep, I think it does. Maybe it's changed and I've just not paid attention.

 **DSC staff** 9:26  
Yeah.

 **X** 9:28  
Whenever it comes to singing and sing along well Monday afternoon, I do a singing session with them. I'm a singer myself, so I'm very much doing songs that they are choosing so, but we have on occasion looked for X please and.

 **DSC staff** 9:40  
Yeah.  
Yes.  
Oh, OK, OK.  
Yeah.

 **X** 10:00  
Once we're there, it's great because it's usually just three songs or something like that, and that's something it's just enough to fit the bill. We usually do that after we've been doing the music and movement.

 **DSC staff** 10:06  
Yes.  
Brilliant.

 **X** 10:16  
And because it's, it keeps them moving, but to the music.

 **DSC staff** 10:20  
Be.

 **X** 10:22  
So that's the way that I use it.  
We have sat and listened to.  
Various things over we've just been.  
Chatting and we've just had that on.  
You know, the 1960s or whatever music.

 **DSC staff** 10:37  
Do.  
Brilliant, yeah.

 **X** 10:41  
So that used.  
We do so much other stuff.

 **DSC staff** 10:46  
But that's great. That's that's fantastic. And and some homes have a a massive kind of variety of things going on and that's brilliant and what we're looking for is if you've got some really good core resources that you know this is some really good things that you can fall back on. Sometimes people make it, you know that this, you know, that's their consistent exercise that they do and they fit everything around it. So if you've got a wide programme, it's it's great and what the government's been looking for, I think you're aware they've been looking for five hours a week.  
And it's not a week, a month, which is not that I don't think that's that's that huge, but that's what they're trying to get you to hit some of you guys smash it out the water by, like, zillions of hours and some other people hit that and it's because you've got lots going on. So we make sure that we sort of let people know that back when we started last year, we had 71 homes. And in the first month we did 65 hours. OK. We are now doing clear. Check me if I'm right 500 hours a month.  
You're on, you're on mute.

 **DSC staff** 11:55  
Yeah, well, over 500 for the last three months. So that's great. I think one month we had nearly 700 hours, but it does vary month to month, but it's that direction.

 **DSC staff** 12:06  
You know, so for it's not for the government to see the progression, you know of what you've started at and where we've got to. Sorry, X, I didn't mean to interrupt you.

 **X** 12:06  
Well.  
I think.  
I think I'm the only one here that actually uses the dancing, but I do use it usually twice a week. It's on and we usually sort of we go from one thing to another sort of thing. If I've got it up and running anyway, will tend to do something else along along with it.

 **DSC staff** 12:22  
OK.  
That's great.  
And do you find it kind of puts people in kind of an open mood in mind that they then want to participate? X nodding her head.

 **X** 12:51  
Because it, I mean it's in the lounge. I do the yoga and what I think is quite nice is those who are not doing that and people, some people who their communication skills have deteriorated.  
They quite.  
They end up doing it anyway.  
The ones I don't want to do that you find that you don't push them, but.

 **DSC staff** 13:18  
Do you know what I feel? I feel like that every day when I have to do my exercise.

 **X** 13:20  
Ha ha ha ha.

 **X** 13:21  
It is but.  
Yeah. And the ones who?

 **DSC staff** 13:25  
I can relate.

 **X** 13:28  
The ones who have communication problems quite often emulate like they see I'm doing this.

 **DSC staff** 13:37  
Uh huh.

 **X** 13:37  
And then before I know what they're doing this, they've not said anything, but they're doing it, they're they're just emulating what's happening.

 **DSC staff** 13:45  
Fantastic.

 **X** 13:46  
So it and.  
There are two of the ladies in particular who.  
We've not, but we've not progressed very far in the ones we use because I'm as stiff as a board.

 **DSC staff** 13:58  
OK.

 **X** 13:59  
But with the yoga as the weeks go on, they're finding it easier.

 **DSC staff** 14:05  
Fantastic. I I did. You kinda see the confidence grow that they sort of know what's gonna come next and that they can do the movement. Do you see that happen?

 **X** 14:05  
Which is which is nice.  
Oh yes, and we can now sit with one foot in the floor and the other one on our ankle. They're not fall off.

 **DSC staff** 14:21  
See, that's X. That's yeah. And that's fantastic. And that's about balance and that's about us trying to make people feel safe and secure on their feet. So if their confidence grows in that way, the fear of falling becomes less, and it means they're going to fall less because a part of the falling thing is, is to do with the fear. So, you know, the knock on effect of what you've get done there with them and how that's happened is really amazing. And I've got, I've got, I have got a few notes. DSC staff. We'll keep checking me from right.

 **X** 14:21  
I'm not. I'm not feel as if we're falling off.

 **DSC staff** 14:53  
In nine months we've done almost 6000 hours, all of us.  
5692 which is, you know, a phenomenal amount of well-being that we're, you know we're we're we're feeding back the government are watching, we are going to have an MSP visit on the 1st of October. So if you don't follow us follow us on Facebook or I'm on LinkedIn under DSC staff and I will be sharing lots out there and it's all about you know what we've been doing and we really want them to, you know pay attention to all this amazing work that you've you've done so phenomenal amount of hours.  
X  
At X and that's you over there. You have they've. They've been great and I have invested in having radios, so they've all got radios over the last couple of months between you, the five homes that have these devices you've done over 2000 hours of radio.

 **X** 15:47  
Oh.

 **DSC staff** 15:48  
I know of.

 **X** 15:49  
I know as he's on, we're we're it's on every day, but we use the website as well to do some days. We're using it with exercising in the mornings. We have exercises every morning so that's amazing isn't it?

 **DSC staff** 16:04  
I love it. I love it. I'm trying to get, like, there you go.  
That that is so good. And and yeah it is. It is just brilliant and it shows that those devices have made it a little bit easier because it means the care team can just switch it on as well. So I'm really hoping that homes that go forward that these are something that we can get into you as well.  
Yes. So watch out for the shout outs from the MSPs, they'll be a bit in the press as well as press releases ready to go from the government and the university and us. So that's around the 1st of October, but I will post it all out. You can see it.  
Feel free to share it on any of your pages and just you know, please be proud that you have been involved in this and that you're kind of helping shape the future of of how well-being delivered and brought to everybody. DSC staff, I'm going to let you do the next little bit. Is that all right?

 **DSC staff** 16:58  
Yeah, yeah, I love how you get all the positive agenda items and this is the sadder part for me. That's great. Thanks. Thanks, X.

 **DSC staff** 17:05  
You're welcome.

 **DSC staff** 17:06  
It's all right. Yeah. So it's just a really update on there'll be emails coming out, but just to sort of, you know, let you know whilst you're here around the table, so the end of the project is officially coming to an end with Scottish Government, the end of next month. So the end of October.  
But access to the resources we've extended for you guys until the end of November.  
So it was just to let you know that, Yep, the project's coming to an end. It's been an incredible period of time to work with everybody, but we are reaching out now and we're starting to make the arrangements and the provisions for homes hopefully is continuing with us. So you might know about this. You might have had discussions with with your team or your manager. If you haven't, please do you know, let them know that you want to stay with us. We are trying to talk to as many group contacts as possible, because what we'd like to do is, you know, bring in.  
You know.  
Their homes in the group so that we can kind of discount it down for you all. So just let you know those discussions are happening there. We've got somebody else joining.

 **X** 18:03  
I'm.

 **DSC staff** 18:07  
Destroyed. If you mute yourself, X and welcome, we'll chat to you in a minute.

 **DSC staff** 18:12  
Yeah, just to have it on your radar that that's what we're working towards. And yeah, please get in touch if you need any more information.  
So that was around the project evaluation side of things you might did you get, did anybody get emails in shared inboxes from Scottish Government just sort of like talking about the time scales. OK then that they may be just sitting with maybe management.  
Yeah. Number six. Now project timeline. Yeah, I think we've covered that. We're just trying to make sure that everybody makes a smooth transition over the next couple of months. So any questions you can come back to us? Does anybody have any questions around that or?  
As far as we're concerned, it's just keep going, keep enjoying it.

 **DSC staff** 18:55  
Yeah. And hopefully we won't be losing you. As DSC staff said, we are speaking, you know, to see if if your your homes and your organisation will continue to fund it. I really hope they do because you've just made such an impact and it's it's been an incredible journey. X, are you with X as well?

 **DSC staff** 18:58  
Yeah.

 **DSC staff** 19:15  
Yeah, yeah, we'll have a WeChat with you, which is great. I don't think we've not no X homes on here is that, am I right? No, X.  
Just a little, a little bit of feedback. They were kind of slower to get to get going and to get off the ground. And we did a little bit of intervention and they had a funnel, yeah.

 **X** 19:31  
DSC staff.  
Can I just quickly ask so will that all finish now by the end of November, we won't have any access then anymore?

 **DSC staff** 19:40  
You're you're adverts for darn you, X.

 **X** 19:43  
Yeah.

 **DSC staff** 19:44  
Yeah, you're right. And you're not seeing the back of us. We're staying with you guys. You're we're going to be doing, we're going to be doing some work here. Research. X been really on it. So no, you're you're staying.

 **DSC staff** 19:48  
Yeah. X, I was gonna say.

 **X** 19:57  
OK, just let her know. I want the radios for all the floors.

 **DSC staff** 20:01  
Ah dude, you.

 **DSC staff** 20:02  
I'm I'm trying my hardest with X. We're we're we're we're we're trying to persuade her. So. Yeah. More news on that to come.

 **DSC staff** 20:10  
Messenger. Messenger. X, if you're listening, we love you.  
X great. She's a she is a big voice in the sector and you know, and she's really forward thinking, and we're going to do some extra research with X, actually, on the back of it, that she's really keen to do some more really powerful work. So I'm yeah, I'm really thrilled about that.

 **X** 20:30  
I just. I just think because we only have that one big tablet and which I don't have to move around the three floors and I rather would have a special in our top floor, the radio on all day long instead of the TV. But I can't do that if I'd end the site on a middle floor to use it because I only have that one device. So therefore I think the radios would come in quite handy.

 **DSC staff** 20:50  
Yeah, yeah.

 **DSC staff** 20:54  
Uh huh.

 **DSC staff** 20:54  
Yeah, yeah, there's quite a few people saying we want one for every floor and all that kind of stuff. So yeah, X, you mess, you can speak to her too. And we will keep. Keep going for that with the radios. I was just doing a bit of X chat. No one on, but they, they they've, like, smashed their hours and and you know, that was a group that did struggle earlier on. We struggled to get engagement and they it's just been, I don't know if you got the hours they're clear. I don't know if it's worth saying doesn't matter. They did great and and that's the whole point is we're going to stay with you you know and and keep supporting you and often if we notice someone's dropped out it's because someone's off sick or sick or somebody or somebody's left post and it's not changed over so we're just going to be that little bit of extra help to make sure that you you know things get handed over.

 **DSC staff** 20:57  
Yeah.

 **DSC staff** 21:38  
And DSC staff, the surveys I think's the next thing, there's an e-mail gone out today. I'll let you talk about that, DSC staff.

 **DSC staff** 21:46  
So the the surveys, yeah, have gone out this morning. Some of you might have already filled in surveys for residents and staff. This is the final round, the last chance to sort of complete these. So just saying, you know, please take the time. Just even just one or two resident surveys per home is, you know, makes a huge difference to the to the evaluation. It just makes everything so much more robust and significant. So if you, again, if you haven't, if you haven't got access to that e-mail and you haven't got the links.  
Either ask the manager because they they should have gone to all home managers. If not, get in touch with us and we'll happily sort of send it to you and just add you to our circulation list. But yeah, please, please, please. You've got until I think it's the middle, maybe even the end of October.  
To to to complete those. So yeah, please do. But sooner the better. And then we can we get an idea of numbers and things.

 **DSC staff** 22:39  
I know, and it's been so great, you know, even if if you've not done them before, jump in now. And if you can do them, it's great. And do them for you as well because this is being fed back to the government, OK? And it will let them know what your health and well-being is like. And and that of your residents. It's it's very powerful. Sterling University are going to be evaluating at all. You know, you are making a difference. So I'm just ask my little, my little I've got no emotional, you know, I've got nothing that does that. I think if I do this, I get something. Is it going to do something? Yay.  
Am I just being a bit silly? Yeah, Rex laughed. I love it. DSC staff. I'm sorry. Just one more for DSC staff.

 **DSC staff** 23:14  
Thank.  
Yeah.

 **DSC staff** 23:17  
Yeah. Thanks, DSC staff. DSC staff, can I maybe bring you in just to give any support there if anything that was kind of said that you want to jump on?

 **X** 23:26  
Yeah, absolutely. I'm more interested in the areas you guys are struggling with. You mentioned about some videos or was it music wasn't playing in a certain section.

 **X** 23:35  
Yep.

 **X** 23:36  
And whereabouts was that? I'm just having a look on this site and doing a bit of testing.

 **X** 23:38  
Well, the theme music like the Christmas theme, The This kind of so.

 **X** 23:44  
I mentioned.

 **X** 23:45  
There's a.

 **DSC staff** 23:46  
In the in the radio X.

 **X** 23:49  
I think it's radio and music something, and then you've got this recorded for now in half or something like that. Theme music, different themes. So the the Christmas one was working well, although I didn't want to listen to them to that yet, but the other ones that I was interested, they they didn't play basically they were just stuck. And I thought at the beginning I thought it might be our Internet, you know sometimes but.  
We just, you know, I mean, I can't exactly. I can't tell you exactly because I'm not only just now I could log in and see exactly which I'm talking about or I'll drop you an e-mail. Exactly.

 **X** 24:30  
Yeah, that'd be if if you wouldn't mind, that'd be fantastic. Just.

 **X** 24:30  
If that's.  
That's why I'd like to do that.

 **X** 24:35  
Support support at Dancing Dot Online.

 **X** 24:38  
Yeah, I will. I will do that because I I can't. I'm not. I mean, I can't remember exactly how you get there. I'm a little bit like cursing, you know, before I find found out the way you get into the radio, the radio's fine. But the other things, you know, the team I was enjoying.

 **X** 24:45  
That's fine.  
That's fine. I mean, the most important thing to remember is that the portal is for you. So the more the more feedback that you provide, if things aren't working or they're not working for you in particular, then then we can have a look at that and get that up and running for you. I haven't found any issues this side, but that doesn't mean to say it's there's not a connectivity issue or you've got an outdated device. It could be something as simple as that. But normally we can do something and make it work for you.

 **X** 25:13  
Right. OK.  
Yeah.  
Well, I will try again. It might be that day, you know, I mean, this technology at the end of the day, you know, it can be anything.

 **X** 25:26  
No problem.  
I think on that side was fine. There was another query about the section naming for movement and mobility. So I've just updated my files on this side. That should all be up and running and showing that now rather than music, movement and fitness.  
So it might just be that your your browser didn't refresh on your end, but normally on APC you can press control and F5 and that will do a refresh. A full refresh or if you're on a Mac it's command and R.  
Or refresh the page as well. Just sometimes when we're doing updates on our side.  
Your your PC or your browser won't fetch. Fetch those latest updates, so it's always worth doing a bit of a refresh if if something doesn't work.  
Any other technical issues or queries while I'm here while you have me.

 **DSC staff** 26:21  
Yeah, I just switched my telly on Rick.

 **X** 26:23  
Don't you start.  
Now I think that's that's it from me. It was just those couple of queries in regards to that section and which areas weren't playing, but hopefully you guys are really enjoying the portal. It sounds like it and making full use of it. So but when we see those results on a daily basis with the residents and that that's the magic.

 **DSC staff** 26:49  
X, you you, you came in late. I feel like everyone's been giving us their kind of positive success stories and any kind of pains and strains that they've got. Do you want to share how it's been going for you?

 **X** 27:02  
Yeah, that's fine. We are really enjoying dance and sing the radios on majority of the day and in the evening.  
We've done some exercises this morning.  
We've done sing alongs. We love the sing alongs. But yeah, we love all the movement and everything, so it it's definitely A plus for us. It's really, really good. We've all the residents who join in are really enjoying it.

 **DSC staff** 27:28  
X, where are you? Which home are you with?

 **X** 27:30  
I'm at X in X.

 **DSC staff** 27:32  
OK, nice.  
Who wants to shout out this week? X for sure on the radio. Do you want all? I'll just do all of it. I've got X X, where are you again? Which is the home?

 **X** 27:41  
Oh, yes, please.

 **DSC staff** 27:51  
Thought you're on mute.

 **DSC staff** 27:52  
Race, I think.

 **DSC staff** 27:53  
It's great. Is it great manner? Yeah, well done, DSC staff.

 **X** 27:54  
Raise my alarm.  
Yeah.  
OK.

 **DSC staff** 27:59  
X  
That do I say it properly? Is that how I say it?

 **X** 28:05  
Yeah.

 **DSC staff** 28:09  
And X, where the other X home, X. And is it X?

 **X** 28:14  
I knew that X.

 **DSC staff** 28:16  
X. So you are. I didn't know that.  
I was up there recently up up at the X

 **X** 28:24  
Alright, you see the cable?

 **DSC staff** 28:25  
Yeah, it's nice there. I should have done. I know I will. Actually next time I do pop up there a little bit. My sister-in-law lives up there sometimes. So yeah, I must come and see.  
I've got food now. I've got. I think I've got everybody there.

 **X** 28:39  
And I want to know who your sister-in-law is, 'cause. There might be nowhere.

 **DSC staff** 28:42  
Oh, X, she's not there all the time. X. X. She's in the farmhouse up there at the at the steading.  
They might. They might.

 **X** 28:51  
The names, the names, the names familiar.

 **DSC staff** 28:54  
Oh, bless X. X, are you still there? Which home are you with again? I've DSC staff. You've probably written it down.

 **X** 28:55  
Hmm.

 **X** 28:59  
Hi, X. Yes, I'm still here. So we're X X in X. I'm still still loving using everything to do with dancing. I have to see staff that feedback as well. Regarding DSC staff, when we had an issue with something, X contacted DSC staff and within seconds the issue was resolved. So that's fantastic. We have a really bad Internet connection here. Things don't always work really smoothly for us. So having DSC staff be able to fix the issue that we had.

 **DSC staff** 29:04  
At.  
Brilliant.

 **X** 29:29  
Brilliant. Because when we just carried on for the rest of the morning, it was really superb. So kudos for that. Thank you very much.

 **DSC staff** 29:36  
We all love DSC staff and he is great. I know you're here, DSC staff, and you can hear us. But he is brilliant and I'm we're always pinging him about stuff and yeah, yeah, yeah.  
It's it is. It's brilliant. And part of what we wanted to do was to show that we would be that tech support that's there for you and he's here. He doesn't mind. We don't mind if you keep asking us, you know, if you need a refresher or you need to know something, you know, we are here. We want to be that extra support.  
And I think I feel like the two ronnies, it's just about all that it is for me tonight. I'm sure my age now.  
Anybody got any other questions? Other questions? Laughing away? Any other questions or anything that you would like to share?  
DSC staff, have a. Oh, yes, X.

 **X** 30:24  
One question.  
I'm not sure if you do, but do you do reviews on each bit of?  
We we do so is there a page where I can go and review it at all? So your radio, if I can review what the residents think has been going on and what have have I've enjoyed it and things like that. Is there a review page?

 **DSC staff** 30:48  
Yes.  
DSC staff.

DSC staff 30:53  
Down to me coming, coming soon. So you're you're meaning more like a sort of a feedback page where per section you can kind of click in there or ask you about four or five questions and then that way we can then look at those reviews. It's something we have been discussing as a team and very important that while you're on there, we realise it is quick and easy for you just to click a review button and just give a bit of feedback rather than you know it's difficult sometimes with these meetings getting the time. So definitely on the cards, it's something in development at the moment.

 **X** 30:57  
Alright, OK, fair enough.

 **X** 30:59  
Yeah, that would be great.

DSC staff 31:26  
As when it's being delivered.  
I will keep you posted.

 **X** 31:32  
Thank you.

 **DSC staff** 31:33  
Yeah. Yeah. Thanks.

 **DSC staff** 31:33  
Yeah, just just. Yeah, I was gonna say just now just to add to that, obviously that is something else for DSC staff to develop, which I'm sure you're thrilled about.  
But in the meantime, e-mail us. Let us know you know, whether it's a couple of sentences or you want to do, you know, a big case study of something. You know, we can capture that we can add it to the evaluation. And then when we have these mechanisms up and running, we can actually put it on the website or we can add the reviews as well. So don't wait for that to happen. Let us know what you think.  
Because we can use it and we can build it in and we love to read it and we love to hear about it. So please, please don't be shy.

 **DSC staff** 32:10  
Yeah.  
I know that's great, DSC staff. And just to let you know, there's some more resources due out at the end of this month. We have got some more chair fitness, we've got some slower ones and some faster ones because we've had people asking for both. So there's that coming. There's a new little series with X. I think there's three new videos of him coming out. I can't remember what they are. They've been filmed and things, but they are coming out. So that will be amazing. And then there's a really nice big sort of rolling content coming each month for you. If you've got any care inspectorate in.  
And you need your data and you want us to pull off your usage.  
So because we can evidence base how much well-being you've done, so you know, reach out to us and we can provide that for you.  
And I think I think that's it, isn't it?

 **X** 32:59  
Can I? Can I ask something first? So you said that the programme is finished at the end of November of whatever. So I'm am ia little bit stupid here. So what do we have to do to still continue with you so?

 **DSC staff** 33:00  
Yes, please, please.

 **DSC staff** 33:18  
X

 **DSC staff** 33:20  
But it declares it who? Who's X with? Again? I know I'm asking these questions.

 **DSC staff** 33:23  
X X.

 **X** 33:24  
What is the? Because I would rather have you than other things that we are.  
No forced. I don't want to say forced that.  
Your your programme, it's easier, and that's exactly what I'm missing from my.  
Thinking outside the box, it's easy. It's simple. It's what we need. Rather than going into a huge website or things like lots of things there. So and some of my colleagues that work in X that they know probably what I'm talking about.  
So which, which is the cost us a lot of money. OK, you know what I mean? So if this we have to continue with you and we have to pay for it. You know, I mean for the in the future. So as I said, I would rather you know push for using your your platform rather than the other that you know I mean. So I'm hoping that the other platform that we are we have to use now we have to we must use it.

 **DSC staff** 33:56  
X was smiling.

 **X** 34:24  
We'll.  
You have the choice to choose because obviously we won't be able to choose both.

 **DSC staff** 34:28  
Mm hmm.

 **DSC staff** 34:32  
Yeah.

 **X** 34:33  
But that's my my my point now so.  
If I have to choose a X from Scotland, you know I would choose you as I as I said, because I would love. I would rather have you than the other platform, because that's what I'm leading. That's what I'm I'm looking for. I'm not looking for huge things because I'm I'm quite happy to think outside the box myself, OK?  
Boss, you said X and this little, this little things that rather than me going for hours and hours and looking on Internet to see what they like to do when they were 10 years old or five years old and things like that, I'll go there and I find it. OK, so and they get user this and this. As I said the exercises are great. They are simple. And what I said compared to other platform you guys you are in front of the TV the residents can see you straight away easy talking and doing the exercises sitting down nicely.  
I I like it anyway. That's the thing. So I don't want to push it too much that you know, I mean, thinking like that. But I just, I would love to know what I have to do.

 **DSC staff** 35:29  
But.

 **X** 35:37  
But I could, you know, honestly, but it could keep you guys, you know, for the future. 'cause, as I said in the radio, as I said, it's I've got one of my residents that she is right when I go through the door, she's right there at the door waiting for me to put the radio on, you know, I mean for her because she's she just adored us, that music. And I'll put some pictures on Facebook with her.

 **DSC staff** 35:38  
DSC staff.

 **DSC staff** 35:39  
Yeah.

 **DSC staff** 35:53  
No.

 **X** 36:00  
Going that active and there is no just her and even myself when I'm doing my paperwork, I'm listening to the the the music, you know, and it's crazy. I would never thought about this, but it's true.

 **DSC staff** 36:08  
And.  
X, it's all right. It's our guilty pleasure. We can confess our sins, that we love dancing on here. DSC staff nodding his head.

 **X** 36:15  
I know, I swear I share the office with the maintenance, you know, like probably under my my colleagues as well with the maintenance team, you know, so the head of the maintenance comes in and me listening to you guys and she's coming and singing. Oh, I love that song I said. Yeah, I love them all. You know what I mean? So it's just nice. And it is nice.

 **DSC staff** 36:34  
OK, OK. X, you've definitely won the shout out for Wednesday morning. It is you, so.

 **DSC staff** 36:40  
OK.

 **DSC staff** 36:40  
Listen at 10:30 with your residence and we'll.

 **X** 36:42  
Okie Dokie, I'll I won't be there by my calling X there. So she will. She will listen to it. Yep.

 **DSC staff** 36:46  
Is your is your.

 **DSC staff** 36:48  
Not not do you want me? Do you want me just to sort of do that point about? Yeah. Yeah. So.

 **X** 36:51  
Well, she said Wednesday.

 **DSC staff** 36:52  
Yeah. Yeah, please.

 **X** 36:52  
Yeah, please. I would love to hear from from the you know.

 **DSC staff** 36:54  
Yes, it just is just to understand the steps we're taking so.  
The the 71 homes in the project, with the exception of four homes which are individual homes that have kind of come in on their own, everybody else belongs to big groups. So the first steps that we're making is we're going out to the group leads. They could be an area manager, it could be the MD, it could be The Who they've decided is the project lead for the for the homes as a whole. We're going to go there in the first instance. We're hoping that they say Yep, let's bring bring everybody on as a group and we're having those negotiations now. If they come back and say, do you know what, I can't make the decision for the group, but actually each home, you know, it has can choose for themselves. They've got their own autonomy. It's up to them to them how they spend their budget.

 **X** 37:04  
Yeah.

 **DSC staff** 37:38  
Then then you guys just need to make that at the at the sort of home level with with manic, with your manager, your home manager. So we're kind of we're doing that in the first instance. We're finding, we're getting a steer from the group and then we're going to sort of sort of trickle it down the list. It'll take. It'll take a little while, but we're planning on doing it over the next couple of weeks.

 **X** 37:55  
OK, look. Yeah, that's fine.

 **DSC staff** 37:56  
So don't worry, we'll get you. We'll scoop you up eventually.

 **X** 37:59  
Trying to, you know, to think ahead. Like you said, you know to continue.

 **DSC staff** 38:02  
Yeah.

 **DSC staff** 38:04  
I know I I know. And Christmas is gonna be so cool. So you need all the amazing Christmas? Yeah.

 **X** 38:07  
No, I can't wait to listen to those Christmas theme now, so I might listen it before just in case they don't let us continue to.

 **DSC staff** 38:11  
Except.  
Oh oh, the the radio. The radio guys are all on it already. There's a big meeting in a couple of weeks time and just they're getting all ready for Christmas, which is really cool. So they're already on it and and getting all that, the great stuff in there.

 **DSC staff** 38:15  
Yeah, but, but.

 **DSC staff** 38:29  
I know, I know. I keep saying you're going last thing as if you noticed any difference in your health and well-being by using the resources.  
Anybody.

 **X** 38:44  
I know more stones than before.

 **X** 38:44  
I don't know if I.

 **DSC staff** 38:44  
Right.  
Who was that? Who was that?

 **X** 38:49  
That's me. I know more songs than before. You know, I'm from Italy, so I didn't have a clue about this songs. So no, I know all the them by heart, so it's great.

 **DSC staff** 38:57  
Oh, it's good. Does it lift your spirits, Julia?

 **X** 39:00  
Oh yeah, definitely all the time. It's lovely, yeah.

 **DSC staff** 39:03  
So that's what I want to hear. You know, does it change your mental well-being? Does it change your posture, your breathing? Do you, do you feel a bit better if you've participated?

 **X** 39:10  
We're not actually. It's quite good what you do guys to the radio when you stop and say no breathe and things like that because we don't really do that. You know, we just go there and. But then I just breathe with you. It was firefighting without thinking, I just stopped and do that. And then I think about, OK, oh, I I just did it. You know, you don't really realise that is is is you do it, you know, without thinking and which is great. I mean I think it's good. I think it's a it's a good thing to do this is the only one radio that I know.

 **DSC staff** 39:29  
Hello.  
Yeah.

 **X** 39:41  
That you stopped playing and say you know and breathe and relax.  
I've never seen. I heard anybody else's.

 **DSC staff** 39:50  
Oh, I don't. It's good. That's great. Kirsten, will you?

 **X** 39:51  
That was good.

 **X** 39:53  
Do you know? Do you know with the with the yoga? Because I do the yoga. I got one of my residency even bought himself. Now a yoga mat. And he bought a new yoga book. And he gave me the book so I can have a look through and do some more of those exercises in there. He is really, really into that.

 **X** 39:53  
Definitely slightly worse.

 **DSC staff** 40:09  
Amazing.  
That's good. That's that's wonderful to hear.

 **X** 40:15  
Yeah, I'm. I'm definitely more supple.

 **DSC staff** 40:18  
Oh, we had. That's so good.  
Yeah, that that's great, I.

 **X** 40:22  
I don't. I don't feel as if I'm going to fall off my chair anymore.

 **DSC staff** 40:27  
But you know that that that's great. And I kind of feel like that with my work when I'm doing stuff, you know, it's like I'm doing this fitness, but actually I feel really good as a result of doing it. And you know, all of a sudden another years passed and I've been consistently doing it on the days that I said I was going to do it. So that's kind of how I feel. But I'm just wondering whether that comes to you guys as well.  
Lovely. Listen, Tim, you're you're an absolute. You're a pleasure to work with. And I I can't thank you enough for all your feedback and for making a difference. Maybe even now if you're still at work and you've got a bit of time. Even do your own personal surveys. Now, get your other colleagues to do them if they've been involved. And then if you get some residents surveys, we'll be feeding this all back to the government. Yeah. You're brilliant. Thank you.

 **X** 41:18  
Thank you.

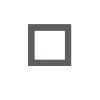
 **DSC staff** 41:20  
We'll. We'll see you soon. Bye bye.

 **X** 41:20  
Thank.

 **X** 41:21  
Thank you. Alright, thank you. OK. Bye. Bye bye bye.

 **X** 41:22  
Thank you. Bye bye. Bye bye.  
Bye. Thanks. Bye.

 **DSC staff** 41:32  
Funny.

 **DSC staff** stopped transcription