**Transcript**

11 November 2024, 04:02pm

 **DSC staff** started transcription

 **DSC staff** 0:03
There we go. Alright, so we got beautiful. Yeah. Good afternoon. Yeah. Yeah.
Lovely. All right, so thanks for joining us. The last Scottish Government connect and reflect. It's been, yeah, from our point of view, it's been a phenomenal project, feel really lucky to have been involved in it and for all your participation, I can't thank you enough. We had a little quick high level look at the stats and I think as a group there was over 12,000.
Hours of well-being that has been done during this project, which I think is really phenomenal, you know, to say that those are the hours that have gone in across the board across Scotland. Yeah, we're we're delighted. I know the government are absolutely delighted. There's a really big conversion rate going over of people continuing on as well. I think they've kind of, yeah, they're they're very impressed with that. So we're still pulling in some of that data. Some people are still just deciding.
So many and uh, they're bringing him in more and things like that. So from our point of view, it's been fantastic. I would love to hear a little bit from you guys on the ground because this will be kind of Fed back in. We've got Dave, who's been sort of project managing it all and working on the data.
So it'll just be great if you can just, you know, openly at your names. We know won't be. You know, it will be anonymous data, but you know, I think it's quite important that it goes back to the government about what kind of impact it's had for you all.
And we would really appreciate it. Anyone like to kick off for us.
I go for it, X.

 **X** 1:47
OK. So we we started off with a bit of a slow start, but it's accelerated and I think one of the advantages we had was that one of the admin staff was involved with the project from the outset. So he spent a lot of time getting to know the website and could go out and do a bit of hand holding. And I think that made a huge difference and the other real positive I think is.
You know, people struggle with with changes. Some people are quite inhibited about well-being activities, particularly when it involves groups.
So this is a way of of showing staff how easy it is to set up a group activity. You know you don't have to be a karaoke queen. There are lots of things and your role can quite often just be come down to. You're responsible for facilitating and snacks. And so I I think it's been great here really great. Thank you.

 **DSC staff** 2:32
Mm hmm.
So it's fantastic and we can echo that. It's been phenomenal from our point of view to have such a strong team on the ground leading it forward as well. And then we have got X with us. Hi, X.
X, would you like to introduce yourself?

 **X** 2:58
Hi. Yeah. So I'm X. I'm the project manager in Scottish Government who works with DSC staff and DSC staff on this project. So I just wanna come in here, how everyone's getting on.

 **DSC staff** 3:12
Thanks, savvy. That's great. Yeah, we we just had some great feedback there. We have been recording it. So we had X and X just talking about, you know, the impact it's had up there and just how they've had, you know, great support on on the ground as well to to make it work and really encourage everybody.
X, would you? I've no, I'm putting you on the spot. Would you? Would you like to join in at all?

 **X**3:34
Yeah. So at the care home, there's loads and loads of care staff as well that join in. And I think it's really good that Jess gets everybody involved, the residents, the care staff, everybody, they are and everybody really enjoys it. The lover we sing along and I'll be at seated exercises. It's just I think it's an amazing thing that's came out.

 **DSC staff** 3:58
Thank you. That's good and I'll, I'll love to hear that. The whole kind of team, the care team is, is getting involved as well and that was one of the things we were really hoping that would happen that it wouldn't just be the job of the well-being lead, but hopefully that everybody else started to get involved. So the fact X that you're kind of seeing that happen, that's amazing.
So thank you for that.

 **X** 4:20
It's alright.

 **DSC staff** 4:24
I can never say this. The death of the death. Is that how we say it?

 **X** 4:30
Yeah, we're good. Thank you. Yes, our residents are very much enjoying the exercises and they're always a great pains to point out to me, DSC staff, that you're a professional.

 **DSC staff** 4:31
How you doing?

 **X** 4:46
So.

 **DSC staff** 4:46
Yes.

 **X** 4:48
One thing that I would mention is that we've been accessing dancing through the fire stick and it's not optimal, really, and there's times where it's just certain things won't.
They just won't play. They're just buffering. And then other times they're OK. And I thought it was our Wi-Fi and then somebody pointed up to the ceiling, to the very strong green light. So.

 **DSC staff** 5:12
OK. OK. OK.

 **X** 5:13
I've forwarded that and asked that you know that we get more devices on the ground, but everything takes longer than you would hope.

 **DSC staff** 5:20
Yeah.
Yeah. And which group are you with? Can you just remind me please?

 **X**5:27
So you work with X.

 **DSC staff** 5:29
Yeah, of course. Yeah. OK. Brilliant. And that's great. We're still having conversations there just about what's happening going forward. So I know they're being very supportive. So we'll feed that back as well and make sure that's OK. DSC staff, do you want to add any techie stuff in there?

 **Richard Howard** 5:45
Yeah, I suppose while we try to support the majority of devices, it's really difficult with the different manufacturers of TV's, fire sticks.
For the most they should work OK. Some elements might knock because they're just simply not supported. That's why we try and push like the likes of Samsung tablets, iPads, laptops, your iPhone. So the most popular sort of devices used out there, but we we are continuing to look at app development and and certainly like you know your fire stick apps.
That can go on these, you know, more affordable devices. So it's all good. It's it's good news and it's great that you're using different devices to access the portal.
And I I think as we move forward, technology gets better and certainly the variety of devices become more available.

 **X** 6:36
The only thing I would say is there was some more exercise steps went on recently and they're going down the storm. They're really popular.

 **DSC staff** 6:46
It's nice is that the kind of calm or circulation boosts and the energetic ones.

 **X** 6:49
It was cancer that my colleague, who's in on Thursdays and Fridays, and she did the the Thursday one, and she'd put on the Pilates and she came down. She was just bouncing. She was like tickets. She was like, that was so popular. They was. So yeah, varieties spice alive.

 **DSC staff** 7:05
Yeah.
That's good. I I I love that. I know. Honestly, I think they're the best drugs. You know, if you can go and use some use like.

 **X** 7:13
And the other thing I was going to say is that the classic music, the classical music segments that are put up are very popular. I tend to use them more in the mornings when I've got people exploring with intent. It's just enough to get them sat down with their cup of tea, talk about the well, we try to talk about the different pieces of classical music, but I'm not classically trained, so they tell me about it.

 **DSC staff** 7:38
I know, and we're we're we're very fortunate. I mean that's that's X, who is the music producer for Classic FM, who puts those together at 4 hours. And there is just a wealth of those resources. So that's fabulous to hear that, you know, they're being used. They're obviously live on a Sunday night. She does the two hour show and we're doing a catch up on a Wednesday afternoon just because it's been so popular. And we've had some feedback that sometimes, you know, there's not been somebody on to put it on and they wanted to do it during the week. But yeah, as you said, they're there.
For you to enjoy at any time. So I will make sure X gets to hear that because she works really hard to bring those two hour shows specifically to you all.
Just I guess something from our side. We're working really hard with group leads and I know, X, we we know how she'll undergoing forward but it's just to let you know we have been working with the group contacts to sort of pin down continuity steps.
I don't know whether you've had any communication.
As to what happens next, don't need to discuss anything kind of on here, but just if you if you don't know what's happening as next steps, then let us know and we can try and get some communication out because we are, you know, at the end of the project has been very kindly funded by Scottish Government, but we need to understand what happens going forward. So X, which group are you where?

 **X** 9:02
What was that? Sorry.

 **DSC staff** 9:04
Which group are you with, X?
The Care Home group.

 **X** 9:09
And I can't actually remember.

 **DSC staff** 9:11
Yeah, OK, don't, don't. We'll have a little check there and and find that out. That's great. No probs at all. Honestly, it's been. It's been a fantastic project. I can't thank you enough. Really looking forward to going forward and continuing to work with everyone. We'll keep this whole kind of format going and and bring the teams round the table for everybody that is continuing. Is there anything else you would like to share?

 **X** 9:14
Right.

 **DSC staff** 9:36
That's going to get fed back at all.
Your opportunity, we've got everybody's contact details in our sort of in our sort of database at the moment because what we appreciate the projects coming to an end, but we want to share the outcomes of the project as well, so.
We'll be reaching out in the coming months as well.
With some key findings from the evaluation and the research just to keep everybody up to speed. So whether or not people are continuing or not, we'd like to.
To let you know X, I can see that you've put a little message in there for us. You with that, X? Which group are you with?

 **X** 10:18
X.

 **DSC staff** 10:19
That was very awesome. Awesome. Yeah, you guys are. Yeah. And you're in. You're in.

 **X** 10:26
Yay.

 **DSC staff** 10:27
It continuing and again we've had really strong leads on the ground there and people really involved really wanting to make a difference. And I think we're going to be working really closely going forward. So that's great. X, would you like to sort of share your journey? Because I know you've been right there from the beginning and turning up loads, which has been great.

 **X** 10:49
Yeah, I have to say I absolutely love it, especially if I haven't had the time to prepare any Arctic coffee stuff. Then I just get a big tablet and put yoga on. Or the meditation. That's why our residents love the most.
The only thing I struggle with is if I'm not there, no one else is using it. That's what I see as a problem, especially in our top floor. It would be ideal to have the 24/7 radio on and I've.

 **DSC staff** 11:11
Hey.

 **X** 11:20
People use other YouTube and put some music on and then I go and say no, I want dancing. I want the 24/7 radio on there and they just look at me. So I struggle with getting the carer's on board.

 **DSC staff** 11:33
OK. We'll we'll work with you, Kirsten and the and the group there with that going forward, which is great. We have had. I was thinking, did you get your radio device, have you, did you know? OK there there is there is one being sent to you so we'll check. We'll chase up where that's got to where it's.

 **X** 11:50
That's probably to one of the other homes not to. To us, I don't know. But because I think I'll think, X said she would get us tablets 3 tablets, but that is not the point. I want the radio.

 **DSC staff** 11:54
No, we are. I definitely.
That the radio should have come to you guys and I'm. I'm just checking there. And it was, I think acknowledged delivery by a manager. So just to sort of maybe check it's not sitting in the office maybe or something.

 **X** 12:12
Mm hmm.
I will go straight into the office and I will say where's my video?

 **DSC staff** 12:18
Just a little little box here. There's a box for you right there, a little present, which is great.

 **X** 12:23
I hope so.

 **DSC staff** 12:25
Yeah, and thanks and thanks for your energy. We did get we were fortunate enough to come in and meet you X there and the team and and work with everyone. And I know you've had a really disruptive year with the fire and moving and things.

 **X** 12:36
Yeah.

 **DSC staff** 12:36
And hopefully this has been a bit of the glue that's kept everybody together in this transitional period. Yeah, it's been really good. That's all for me. I think that's all from us. You with X? Anybody, anybody want to say anything?

 **X** 12:45
Thank you.

 **X** 12:54
And nothing from me, but just it's been great hearing little snippets that I have heard and we're looking forward to hearing more from DSC staff and DSC staff once she pulls everything together and gets some feedback. So it's all really helpful here, really exciting to hear that you're all enjoying it and still using it as much as you can. So thank you.

 **DSC staff** 13:09
Thanks everybody. Been a great year. Thank you so much and looking forward to continuing work with you.

 **X** 13:16
OK, bye.

 **X** 13:17
Thank you.

 **X** 13:18
Thank you.

 **DSC staff** 13:18
Thank you, everyone. Bye bye.

 **X** 13:21
Alright, bye bye.

 **DSC staff** 13:22
Bye bye.

 **DSC contracter** 13:27
So.

 **DSC staff** 13:28
Stop recording.

 **DSC staff** stopped transcription