

# Interview 3, “Jasmin”

Date: 21.3.2019, Duration: 34min; Setting: phone

I = Interviewer, P = Participant

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Consent given verbally prior to start of the interview [00:00-02:20]

I: So could you tell me a bit more about err your role in providing care. So how did that come about?

P: Erm, being the daughter erm, I was just expected, I suppose, and I was owing to...

I: Uhm, erm, so who is it you care for?

P: I care for both my mother and father.

I: Uhm, uhm, erm, so your parents erm they, they, erm, are both living with dementia?

P: No, no, my mother is. My father isn't.

I: Okay. Can you tell me a bit more about erm, your erm, the care that you provide for your parents?

P: The care, erm, so, I give erm, baths, I do err, I do [sighs] everything that you would do for a child [sighs], basically, for like a new born baby, putting clothes on, to feeding, to combing hair, putting gloves on, putting socks on, putting shoes on, to taking them out, wheelchair, erm, to lifting up from the chair, to sitting down, to err cleaning their face, putting cream on their face, to clipping their nails, err hand nails, feet nails, erm, everything that you can think of. (Uhm.) Yeah.

I: And how long have you been a carer?

P: Oh, it feels like forever. But I suppose, at first I cared about erm, 2000, 2001, that it became more full time.

I: Uhm, uhm. Has that been for both your parents initially, or just, just for one of them?

P: Yes, it started off with my mother and then went on to my father.

I: Uhm. So, erm, when has your mum been diagnosed with dementia or, or, do, do you have a diagnosis?

P: They have a diagnosis. Diagnosis was very recent, but she lost her memory a long time ago. It was very difficult to get a diagnosis.

I: Uhm, uhm. Can you tell me a bit more about that?

P: Err, well, err, about the diagnosis? Err, err, I suppose it's got more to do with the psychiatrist, and, eh, they were coming to a conclusion, eh, that mother has been suffering with memory loss problems, it feels like forever. Ehm, she can't contain information, and, eh, ehm, and some of the information is muddled. (Uhm. Okay.) Yeah.

I: And so, so when did you get the diagnosis them? You said that was fairly recent?

36 P: Yeah, recently, this year, this year.

37 I: Only this year? okay. Uhm. (Yeah.) I see. Are you the only carer or the main carer of your  
38 parents or is there anyone else providing...

39 P: Uhm, I'm the uh, I'm the main carer.

40 I: Uhm, err, is there anyone else, in your family for example, or neighbours who, who are also  
41 providing care for your parents?

42 P: Err, hum, well, there is, there is my other siblings who, for example, if they come on holiday,  
43 you know? They provide care. (Uhm, uhm.) Uhm.

44 I: Okay. I see. Erm, why would you say do you personally provide care, and not your siblings for  
45 example?

46 P: Er, well, it's just I'm the most [inaudible, 06:00] one, like I do without question.

47 I: Uhm, I see. Erm, so how many hours, erm, on average, would you say are you caring for your  
48 parents?

49 P: Well, it can start from roughly 5 o'clock, erm, eh, six o'clock in the morning to 9 o'clock, cause  
50 that's the time I go to work, then eh I come at lunchtime for another hour there, erm, and  
51 then, eh, ah, you know, usually from 5 o'clock between 5 and 7, you know, because obviously  
52 I'm talking to yourself, and you know, and, so [sighs], so, I care, you know, maybe about  
53 midnight, and then eh, my dad's in the hospital, he's back again, just came back on Monday,  
54 erm. I was caring, you know erm, the weekend as well, and sometimes I get the weekend to  
55 myself, but when things are bad, I, I [sighs], you know, care, and then what I find is my mother  
56 from 12 o'clock [incomprehensible 07:03] when she wakes up, she gets up to go to toilet, he  
57 [incomprehensible 7:05] toilet, to 12 o'clock, 1 o'clock, 2 o'clock, 3 o'clock, 4 o'clock, 5 o'clock,  
58 6 o'clock, 7 o'clock, ehr, and that's where about between 5 and 7 before we get up. (Uhm.)  
59 Yeah.

60 I: Erm, so, you, you, you generally, you live in your own home and you, you erm... (Uhm.) and  
61 you drive by your parent's place to care for them?

62 P: Erm, so no, I stay 5 days in the house. (Uhm) Yeah, I stay 5 days erm, and sometimes 7 days  
63 like I have done this week and some weeks.

64 I: Uhm, I see, uhm, and, erm, if you, if you don't stay for the weekend, do you live close by?

65 P: Uhm, it's about a 20 minute drive, so, yeah, I would say it's close by.

66 I: Yeah, uhm, okay. Erm, have you ever cared for someone other than your parents, for a child  
67 maybe or for another family member?

68 P: Yeah, yeah, you know, I cared for my daughter. (Okay.) Yeah, for my daughter.

69 I: Okay. Can you tell me a bit more about your current work situation? So, could you describe  
70 your job for example?

71 P: Alright, okay, yeah, I'm a mental health money and, well, progress advisor.

72 I: Uhm, okay, erm so, you told me that that's a fulltime job?

73 P: Yeah, yeah, 37 hours a week.

74 I: 37 hours a week. And, erm, so what does a, what does a normal workday look like for you?

75 P: Err, well, it's eh, basically, erm, giving advice over the phone erm to people who have mental  
76 health issues.

77 I: Uhm. So when do you usually start your job?

78 P: 9 o'clock. (And...) And it goes to 5.

79 I: And it goes to 5, okay. Do you have regular lunch breaks at your work?

80 P: Err, yeah, we have a lunch break, a one-hour lunch break. That's when I care for my mum.

81 I: Ah, okay, erm, so is that, is that fairly close to where your parents live?

82 P: It's a seven-minute walk which makes it really ideal.

83 I: Ah, that's really good, that's really good. So, you told me when we had our first conversation,  
84 that you don't really have any control over your work schedule, that you have a fixed schedule.  
85 Uhm, how is that, how does that impact your ability to care, would you say?

86 P: Err, sorry, say that again?

87 I: So, when we had our first conversation over the phone you told me that you don't have a lot  
88 of flexibility regarding your work, that you have a fixed schedule.

89 P: Alright, okay, yeah. Erm, it's just, well, we used to be 4 workers, and I became the only worker,  
90 so I had eh everyone's, eh, job on my shoulders. I still am but then hopefully the [inaudible  
91 10:03-10:08] so, erm, completely, you know so I take calls Scotland-wide. Erm, so there used  
92 to be 4 [inaudible 10:16] to say that you're the only worker, you know, then it becomes very  
93 difficult.

94 I: Uhm, how does that, does that impact on your ability to care for your parents in any way?

95 P: Uh [sighs], uhm, I think it's more that the stress...(Uhm, uhm.) The stress err, you know, being  
96 very stressed, err being very careful, erm, being, the work pressure of the job. Erm, when  
97 you've got other, erm ability to care, so then I have like a full, work I suppose impact on the  
98 caring ability, so it's taking me twice as long to get [10:56], being shouted at, you know, you  
99 know, erm, asked for, and something [11:00] cause I can't you know, do that, so these things  
100 have been impacting.

101 I: Uhm, uhm, so when you say you have been shouted at, was that from your parents or was  
102 that from, from your line manager at work?

103 P: Errrrm, [sighs] no it was from my mother. She shouts, eh, but that's, that's to do with her  
104 condition.

105 I: Uhm, I see. Erm, so does, does err, does caring for your parents affect you at work on a day to  
106 day basis in any way, would you say?

107 P: Well, it's just being worried about her, concerned you know, has she had an accident, you  
108 know, cause sometimes she's ended up, coming back from work I've had to change the sheets,  
109 to clean the carpet cause she'd soiled everywhere, you know, and err. And, erm, sometimes I  
110 won't have a lunch because I'm too busy, you know, tidying up, so, erm I just sort of try to  
111 snack on, you know whenever I can, erm, you know so it's just trying to sort of juggle the

112 caring role, because uhm, and there is something to happen [] those health professionals  
 113 [12:00] don't eat but that's only the time that's available to me. And they've been in and  
 114 coming at lunch time and that, yeah?

115 I: Uhm, err, so in case these appointments fall outside of your lunch breaks, are you able to take  
 116 time off from work to, to go...?

117 P: Yeah, so as long as I give two weeks notice cause that's the minimum, yeah? So, I have to give  
 118 two weeks notice to do that. (Uhm, uhm.) And I have done that, yeah.

119 I: Uhm, okay. So, does your line manager and your colleagues, do they know that you are a  
 120 carer?

121 P: Yes.

122 I: Okay. Hm, uh, how was their reaction, would you say? Were they supportive or were there  
 123 any difficulties with the relationship?

124 P: I think there is just nothing there, really, to tell you the truth. (Uhm.) There is nothing. There  
 125 wasn't support, they were not supportive, there was just nothing.

126 I: Uhm. Are you able to talk to them about being a carer, about your... (No.) No?

127 P: No, no.

128 I: Oh, uhm, uhm. That's, that's very sad. Uhm, so you also told me that you're not really able to  
 129 take any breaks to, for example to take a phone call.

130 P: Well, it's not, let's say it's not appreciated. I have got time but it's eh, eh it's not, you can feel  
 131 it's not looked upon kindly.

132 I: Uhm, I see. Erm, so how, how is that managed-

133 P: You try and avoid it, yeah, you try and avoid it if possible.

134 I: Uhm, I see. So how is that managed when you are at work and your parents are at home? Are  
 135 they, are they alone or is there someone else who can look in on them if something were to  
 136 happen. for example?

137 P: Eh, they're just, they're just alone, erm, eh, you know, eh, I suppose they have a call care  
 138 services so it's just the service have got in place eh, where you know mother has had a fall so  
 139 they come out, you know, you press a button and they come out and pick her up and that,  
 140 yeah? So that's helped her, you know, so that's truly, protection I would say, yeah.

141 I: Yeah, okay. So how do you feel about your situation as a working carer, in general?

142 P: I just feel, you know, it's been a right struggle, because when we were at crisis point my dad  
 143 started to [after all? 14:22] erm, that is when, only when social work note he came in sort of  
 144 bad, and they said because we were at crisis point, and that's why we got a service. We only  
 145 got a service since, err, December last year. And only a week ago did we get service. And that  
 146 was giving them a long, a bath and things like that, so I still care. But, you know, getting service  
 147 isn't that straight forward, even if you get a service you get a whole lot of problems with the  
 148 service [laughs], because, err, it's just, err, the nature of err, you know, erm, care. (Uhm, uhm)  
 149 Yeah, cause, oh, sorry, no, go ahead.

150 I: Yeah, err, err, what kind of problems do you have with the service?

151 P: Oh, right, okay [sighs], so, for example, my mum gets bathed, she has a lot of accidents, we've  
 152 requested, you know we told that we don't want male carers, because she wouldn't be  
 153 comfortable around male carers, but, you know, they keep sending them. As in they keep,  
 154 less, there is more female than males, so [inaudible15:30]. So just before your call I've been  
 155 sending an email to them saying we don't want it. Yes, I understand you're saying your sending  
 156 today and tomorrow. I've had the conversation with you, yourself, and you're still sending.  
 157 We'd rather not have a service than having you send them because each time it's causing  
 158 quite a lot of stress. (Uhm, uhm.) And it's nothing to do with male-ism, it's to do with my dad,  
 159 if they'd listen. But when, when you have someone naked in front of, a female in front of a  
 160 male naked, because this is the kind of care. It's not just sitting in front of a person I mean  
 161 even though my mum wouldn't feel particularly comfortable in that situation, but, erm, it's,  
 162 it's not, it's personal care. (Uhm.) Yeah, so, and plus erm she wouldn't feel, err, she wouldn't  
 163 feel comfortable in front of a male unless it was her husband. (Uhm, I understand.) It's just  
 164 the way it's always been. And she's visually impaired as well as dementia, so, yeah, so her care  
 165 needs are a bit, erm, yeah, a bit heavy, a bit on the heavy side. (Uhm, I understand.) Yeah. So  
 166 it's just, you just don't want to deal with anything more.

167 I: Uhm, yeah, I understand. So apart from, err, apart from these care services, do you, err, you  
 168 mentioned that your family, your siblings help out now and again, uhm, what, what do they usually  
 169 help you with or, or what do they-?

170 P: Alright, okay, so they, they help feeding my mum and perhaps may take her to the toilet.  
 171 (Uhm, uhm.) And maybe if they all have time, give her a bath. But not really that much, cause  
 172 eh, they won't ever sleep with her cause they know what she's like, so I have to sleep with her  
 173 [laughs]. Yeah, so that's just a no-go, yeah.

174 I: You said that's very irregular, the help from your siblings? (Sorry?) Err, did, did you say that  
 175 that was fairly irregular, your siblings helping you?

176 P: Err, no, no, my father was in hospital, so my sister came over on Thursday last week and she  
 177 left, eh, a couple of days ago. Sorry, I'm losing time. Yeah, so she came for temporarily, yeah?  
 178 Or she might come at the kid's holidays, cause the kids, they, they live in England, yeah?

179 I: Ah, I see, okay. So then, then she stays over with your parents or she stays at your house?

180 P: She stays at my parent's, yeah.

181 I: Okay, I see. I see, uhm, did you, for yourself, have a carer's assessment from the council?

182 P: Err, I think so, I think, I think, I go there for my father cause he's like her carer too. I don't  
 183 know, I don't think it was for me. It was for my father.

184 I: Uhm, okay. Have you ever considered getting one for yourself, being a carer?

185 P: Uhm, I don't see how that would really help. We struggle getting a service for my mother. If  
 186 we can't get it for my mother, what will there be for us? [laughs]

187 I: Uhm, yeah, I understand yeah. Do you get any, any kind of support from your workplace?

188 P: [sighs] Err, no.

189 I: No, okay. Err, so very briefly you mentioned a telecare service. So, err, can you, can you  
 190 elaborate on that err what kind-?

191 P: Ah, alright, okay, so, basically my mother has a fall, she can press a button, and they come and  
 192 they pick her up and they put her in bed. (Okay, is your mum-) Cause she's physically a bit,  
 193 she's physically a bit lazy.

194 I: Yeah, is your mum able to press that button? Does, does she know what-

195 P: No. (No? Okay) No. My father would put it up cause it's, because he knows how to press it.  
 196 (Ah, okay.) She just wears it round her neck, you know, it's like a little pendant.

197 I: Uhm, uhm, so that means when she has a fall, err your father then presses the button to get  
 198 help? (Yeah.) Okay.

199 P: Otherwise she'll just lie on the floor until someone comes.

200 I: Oh dear. Err, erm, who, err, who gave you that technology, do you know?

201 P: Err, well, I got in touch with the council. I used to work in the price sector that knew about it,  
 202 so my previous work, yeah, from my previous job, yeah. They knew about it.

203 I: Uhm. So how do you personally feel about that technology?

204 P: I think it's a great piece. (Yeah? Okay.) Yeah.

205 I: Has that helped you in the past?

206 P: Oh yeah, yeah, cause it's already hard to pick up my mum. (Yeah, yeah, I see.) We don't really  
 207 manage.

208 I: Is there anything you can think of that would maybe improve that technology?

209 P: Err, if you could take it from outside the home, cause they are very limited, they can only do  
 210 inside the home. So for example, cause my mother, she struggles to even take one step, I was  
 211 trying to – the car was just parked outside the house, yeah, they got a [20:41] car, and, err, I  
 212 was trying to bring her in. So, you know, one step on the pavement, yeah, from the road to  
 213 the pavement. And she fell back. But they won't pick her up, err, so you would have to call  
 214 the, err, the emergency services. And that's just outside the home.

215 I: That's interesting.

216 P: So that would, that would be an improvement if we could have that, but it's just the way the  
 217 service is.

218 I: Absolutely. Err, would you recommend the technology to someone else who was in a similar  
 219 situation? (Sorry, say that again?) Erm, would you recommend the technology to someone  
 220 else-

221 P: Oh, yeah, yeah, yeah, of course, I've already spoken to my aunt about that. You know, she's  
 222 susceptible to falls, and I've erm, I've recommended err, I've recommended other adaptations  
 223 etc.

224 I: Great. That's great. Err, can you err, can you think of any other technologies that you're using  
 225 at the time to help you with either work or care?

226 P: Err, not at this moment in time, I can't think. That's the main one, yeah.

227 I: Do you maybe use your phone, for example to, I don't know, connect with your parents when  
228 you're at work or connect with your siblings-

229 P: Oh, oh, with my father, yes. My mother's not able to. She is, we used to get her a big dial one,  
230 err, phone, but she's not able to use it or answer it. Yeah, cause we got one from the blind's  
231 err, RNIB, err the Royal erm Blind's Institute. Erm, for a long time she wasn't able to, but I  
232 think she can contact with my father's [help] to the phone.

233 I: Uhm, okay, so, erm, so do you sometimes contact your dad when you're at work to just, you  
234 know, check in?

235 P: Yeah, yeah, yeah, I'll, I'll send a, a quick message when I can't call him, a quick text message  
236 to make sure that he can get that, but, I will, erm, when I'm able to. But that's not very often.  
237 (Uhm, I see.) So, yeah, it's really sort of, at, erm, you know, what you call it, you know [one  
238 speak? 22:51] or things like that, but I'm going to the house anyway.

239 I: Yeah, I see. So what's, what's your line manager's attitude to you using your phone to check  
240 up on your dad and your mum?

241 P: I do, I do it discreetly.

242 I: Okay. So do they know or do they just erm, do they-

243 P: Well, I should hope no [laughs]. I'm doing it discreetly, so I don't want them to know. Yeah.

244 I: Yes, I see, okay. One more question. So, if you had a magic wand, what would you like  
245 technology to do for you? So, think of anything, if there were no limitations, what would you  
246 like technology to be able do for you, to make life easier?

247 P: Yeah, just, err, just make it going out, you know, I'd like technology to, you know how you  
248 have driverless cars, I'd like to have [23:45], and I would like to have erm, pavements which  
249 are disabled access, and I'd like to have more, you know, erm access for people that have  
250 disabilities. Because, erm, it can make a big difference in anyone's- because they all think, and  
251 you know then at a point of their life, erm, err, you know being on your own, yeah? But I think  
252 it's, you know, if I had, I was just trying to make, err, to give them a better cause in their life.  
253 And, erm, despite erm accessing services that come to them or if we're going to services, if  
254 they're able to, yeah? So, if I had a magic wand I'd just want something to get them out to,  
255 and be happy, yeah?

256 I: Yeah, yeah, absolutely. Erm, can you think of anything else that would make reconciling work  
257 and care easier for you?

258 P: [sighs] I think, erm, having services and, erm, and that where you know just to give my father  
259 respite so for example, a day care service so that they would take my mother. I mean, I have  
260 made, err, you know, I have asked for it, it's still in progress, whatever that may be. Erm, but  
261 they seem to be quick to say, we shall keep her in, as in take her over there, but they can't  
262 take her to use the day care, so yeah, but I would get that in.

263 I: Uhm, that sounds nice. Erm, so, can you, can you explain just very briefly, what, err, what your  
264 dad needs care for? So, you said your mum-(Oh ah-) Yeah, sorry. (Yeah, sorry, say that again?)

265                   Erm, can you just very briefly explain what it is your dad need care for, because you  
266 mentioned that-

267 P: Ah, alright. So, my father has COPD, lung damage, erm, he has diabetes, he has problems,  
268 swelling in his legs, he has got mobility issues, erm, breathing issues when he is going up and  
269 down, erm, he is, you know, sometime he can't get up, can't reach his foot, to put cream on  
270 his leg, he's got a pain in his shoulder cause my mum fell and he was trying to catch her, and  
271 err, you know, err, so he's been struggling. He sometime can't, when it's cold out, put his coat  
272 on, or put things on, or kick his jumper off, you know. But he does the cooking, he does the  
273 ironing, he does, he does a lot of things, regardless. And he's about 87, you know, so he's not  
274 remotely young, erm, and he's still sort of going. So, regardless of the issues he has himself,  
275 he was in hospital last week, he only got out on Monday, I think he was about 5 days, just, err,  
276 an infection in his chest, and then a year ago, he had pneumonia, and we were, had to put  
277 him in a coma, he did come through, and he had it twice, so I don't think he'd really recovered,  
278 so, we didn't know if he was gonna make it. So, it's been really a close call, because his father  
279 had the same condition, and he was put in a coma and he didn't make it. And then another  
280 problem with dad, it's happened to him and he's the only one left now, of the brothers  
281 anyway, he's got a couple of sisters left, yeah, so it's been quite a hit and miss, this, erm, you  
282 know. And I think he's just sort of keeps hanging on because of what's with my mother  
283 [laughs]. You know, he cares for her, you know, and he does a lot which is also bad because  
284 he get's so stressed. And at lunch time it was a really stressful time because he was, he was  
285 giving my mum water because she keeps wetting, she keeps wetting. And, err, I can't say no  
286 to my mum. But, I'll deal with the consequences, but sometimes I can't do the consequences  
287 cause I'm not around. So, it makes a really difficult situation, but what can you do?

288 I: Uhm. So what would you say is the most difficult aspect of combining work and care for you  
289 personally?

290 P: Err, I think it's appointments. Making appointments, erm, with professionals. Sometimes it  
291 can be very difficult, cause sometimes, you know, cause, my father has been to the hospital  
292 for his eye, and they have given him medication or something in his eye, so he can't drive, so  
293 that makes it more difficult. And, err, then, you know, going to, erm, err, places and being able  
294 to sort of explain, I mean he's got basically worse, but yeah, yeah, that can cause difficulties  
295 as well. So, yeah, I think it's just appointments, really, with health professionals.

296 I: Uhm, uhm, yeah, I can see that. So, in light of your experiences, if you met someone else who's  
297 combining work and care, what, what kind of advice would you give to that person?

298 P: What kind of advice? About combining work and care? About being a carer? I don't know what  
299 to say, you can only do your best. Whatever may be, you know, it's a case of, you have to do  
300 it one day at a time. I know for myself, everyday is a different day, I never know what to expect,  
301 and I always expect the worst, that means everything is better.

302 I: Yeah, that's quite fatalistic.

303 P: [laughs] Yeah, but this is the way it came out, yeah, that's true, yeah.

304 I: But I can see that, yeah. Erm, what are, what are your wishes for your own future, say, maybe  
305 for the next year?



306 P: [sighs] Err, not to be so tired, not to be hurt so much, cause I suffer from a bad back, erm, just  
 307 to sort of improve my health condition, myself, because, erm, things do get harder. Erm, I  
 308 used to go to the gym and do things like that because of my caring I just don't have the time  
 309 no more. And I think it would help with my back, just, just to help strengthening the mussels,  
 310 cause I suffer from my back, and my leg completely went and completely immobilised me, I  
 311 couldn't even get up [laughs]. That was a whole day off work, I couldn't understand. And, err,  
 312 that was only due to cause I got a bad back, yeah? (Yeah, yeah.) Yeah, so, just to get myself  
 313 back on track. Yeah, so, I'd just like to be in a job where, that is a bit more friendly, and that  
 314 does pay the bills. Cause you just struggle with today's jobs. Everything goes up and you're  
 315 just struggling. So, financially, I'd be a lot better off financially, because every year, every job  
 316 I go for, it seems like the wages are getting less for my rent is increasing, my council tax is  
 317 increasing, so these things are getting more, but, erm, it's just juggling these costs. Because I  
 318 have added costs, because I'm taking my father out and about, so I have, erm, more charge,  
 319 you know, and I'm not blaming them, and I'm never looking for any money for that, but, it just  
 320 means more money added, you know, [sighs], costs and that. So, yeah, so just to be financially  
 321 better off, so that I can afford to do these things easily, should I say. (Uhm, yeah.) If that makes  
 322 sense.

323 I: Absolutely, that makes absolute sense. Erm, so, thank you very much. That was actually  
 324 already the last question that I had. So, I just have very quick questions for the context and  
 325 then we're basically done. (Yeah.) So, how old are you.

326 P: Me, I'm 48.

327 I: Uhm, and your parents?

328 P: Err, well one was born in 1934, that's my father. And my mother was born in May, err, 1945.  
 329 And my dad October, 1934. So, err, calculate it from there [laughs].

330 I: Okay, I will do that. Uhm, are you currently in a relationship?

331 P: Yeah, I'm married, I've got a husband.

332 I: Uhm. And do you live with your husband, currently in your own home?

333 P: Err, not at the moment, he's in Pakistan cause he's got caring responsibilities in Pakistan  
 334 [laughs]. Yeah, yeah, so I've not seen him for a year.

335 I: Okay, wow, that's a long time.

336 P: Yeah. A very long time, no, I know.

337 I: Is the plan for your partner to come back to the UK, though?

338 P: Yeah, yeah, of course, it's just a case of, sort of, getting to organise so she may come over so  
 339 that means I'll be caring for a third person.

340 I: Yeah, yeah. So, when your husband is in the UK, does he, does he help you with caring for  
 341 your parents?

342 P: Well, you see, we only got married about erm, three years ago, and, err, he still lived in  
 343 London, and I used to go back and forth from London and then I had to sort of leave and come

344 back here because of the caring responsibilities getting so great. So we've never sort of been  
345 in that situation. So, yeah,

346 I: I see, okay. Uhm, yeah, and the final question would be in regards to education. So what would  
347 you say is the highest level of education that you have?

348 P: Err, I have a degree.

349 I: You have a degree. Okay, great. Thank you very very much.

350 P: That's okay.

351 END