00:00:00 Interviewer

Thank you very much for taking the time to interview me with me today.

00:00:11 Interviewer

I'm going to start off with telling just a little bit about this study. You will have seen this from the survey that you completed. Then I'm going to just read out some consent statements, so that's basically indicating your consent to the interview and at the end of the six statements, I'll just ask for your agreement. So does that sound OK?

00:00:34 Interviewer

Great, OK so the study aims to explore the experiences of older adults and lifelong learning with specific focus on intergenerational exchanges and digital skills. Little is known about the concept of intergenerational learning in Ireland. Outside of formal learning environments. By taking part in this study, your insights will help contribute to our understanding of the contribution intergenerational learning can make to the lifelong learning and digital skills development of older adults.

00:01:05 Interviewer

So the six statements I'm just going to read out now next.

Number one, I confirm that I understand the information about the study that has been explained to me. I have had the opportunity to consider the information, ask questions, and have had these answered satisfactorily.

Number two, I understand that my participation is voluntary and that I am free to withdraw my participation within two weeks of the date of the interview without giving any reason and my data will be removed.

Number three, I understand that any information given by me may be used in future reports, academic articles, publications or presentations by the researcher. But my personal information will not be included, and all reasonable steps will be taken to protect my anonymity when I am involved in this project, anonymized data will be offered to Lancaster University Archives and will be made available for genuine research for reuse.

Number four, I understand that my name will not appear in any reports, articles or presentation without my consent.

Number five, I understand that interviews will be audio recorded and transcribed and that data will be protected on encrypted devices and kept secure.

Number six, I understand that data will be kept according to University guidelines for a minimum of 10 years after the end of the study, and finally, do you agree to take part in this study?

00:02:34 Participant

I do.

00:02:37 Interviewer

OK, so we're going to just go through the demographic data, the personal data. So what I'm going to do is just read out the information that you provided in this category from the survey and just ask you to confirm at the end. Is that OK?

Participant

Yes, perfect.

00:02:56 Interviewer

So you've indicated that your age range is over the age of 75. Your gender is female. You live in County Cork. You live in an urban area with a population of over 1500 people. You live in a household with one other person and your highest form of formal education is lower secondary. Now I am conscious that and I do have this with other participants who received their schooling in a country other than Ireland. This is taken from the CSO and the Irish data.

00:03:37 Interviewer

So, is that all correct?

Participant

Yes.

00:03:44 Interviewer

The themes of the research. So, the first theme that I'm interested in is to do with informal and non-formal learning exchanges across generations and their contribution to lifelong learning. So, I'd like to start with a question <ELLEN> if you don't mind, what does lifelong learning mean to you?

00:04:10 Participant

If you're talking about education, then.

Helps upscaling on skills and and learning more. If you're talking about general living through life, you're learning all the way through life anyway, aren't you?

00:04:26 Interviewer

Yeah, and I probably should have explained. So, when we think about learning, you've got formal learning, which is the education process you know up to the time you leave school or you leave university and then you have non-formal which is largely defined as, you know, going to an education centre to take a class or something like that and then informal is basically things that individuals learn from each other in any capacity, so it would certainly be the latter. So right the way through the life course or the life span, OK?

So, can you just tell me a little bit about your experience of technology and using technology? So how long have you been using it? What devices do you use? What purposes do you use it for?

00:05:17 Participant

Well, I decided that I really ought to learn how to use the Internet by the time I was 65. And I think I was 66 before we went to get our first computer <laughs>.

So that was the decision.

I actually don't like the Internet but I use it, it’s useful and I certainly have kept as far away from mobile phones as possible, as long as possible..

Again, it gets so that we need a mobile phone. Often you can't open up an account with the gas company. All of this, that or the other. You know, without a mobile phone number.

00:06:05 Participant

So you're forced into it.

00:06:04 Interviewer

OK, and when did you get a mobile phone first?

00:06:09 Participant

I guess I got the basic mobile phone 12 years ago maybe. Oh wait a minute, no. When did we leave Spain 2010? It was after that, didn't have a mobile so it was 10 years ago.

00:06:30 Interviewer

So you would have been using a computer or something to access the Internet before that?

00:06:35 Participant

Yes.

00:06:47 Interviewer

So obviously you know for information and yeah it probably must have been useful, you know, for your travels, maybe for travelling? How did you find that?

00:06:49 Participant

I actually found the iPad more because of Skype. More useful.

00:06:56 Interviewer

OK, so when did you get an iPad?

00:07:04 Participant

You did tell me once when we were poking around <laughs>. [*Disclosure: <ELLEN> is my neighbour who I help out wiht tech stuff from time to time.*]

00:07:11 Participant

I had a Dell computer then when we left Spain which was about 2010, I got a Mac (lap)top.

So that would have been about 2009/2010 and then maybe 2014/15 I would have got my first iPad.

00:07:44 Interviewer

So compared with a Dell computer moving to the Mac? How? How was that for you?Because they're different operating systems.

00:07:54 Participant

Yes, they’re different operating systems. Well I knew so little about the Dell anyway. I've actually been to a few courses but they've always been on ordinary computers. And then ever since I got the Mac or the Apple. It's not been much use to me <laughs>.

And you know all these signs and symbols on here, haven’t a clue they mean, but I don't, you know, I don't use. I don't need them so I haven't bothered to find out. And so how was it different? I think with the Dell computer I think we just used the Internet for buying books and airline tickets, and probably the odd email or two.

But again, I was resisting it all. It was just really the convenience of buying airline tickets. And not having to go to Bantry or somewhere from way down on Beara.

00:08:53 Interviewer

That's a good point because you lived in a remote area back then. Now you live in an urban area, but you lived in in in a rural location around that time.

Participant

Yes.

And what was the connectivity like?

00:09:08 Participant

It was Eircom telephone and then we got some, it wouldn't have been Wi-Fi. We got some sort of connectivity, they put a dish or something outside their box, something, and we got it directly from Kerry, some people near Caherdaniel, Sneem.

00:09:26 Interviewer

OK.

00:09:27 Participant

And they were going round. I don't know. We were told about them by some friends over the other side of the hill who were using them. So I contacted them and they came and that was better than the phone.

And it was just like you know, we were on the peninsula here. So it was just sort of coming over and you know we were on the right side of the peninsula. Yeah, we were on the north. They were on the South and so the connection was perfect.

00:09:59 Interviewer

So you mentioned then about going to classes. It sounds like you were able to find your way around to get whatever information that you needed, but what was your motivation then to attend classes to learn more about the laptop?

00:10:22 Participant

It was in the Bealtaine festival (for elderly people in May).

And I often look through for some classes, but I never really find anything that's really useful to me. And so I went to a class there up at the old Rossa College.

We were in Skibbereen at that stage because when we came here I thought great, I can do evening classes and things in all sorts of things. But actually, when we were in Cornwall, we had far better evening class set up. You know in the local school, there'd be like maybe six different things over the winter and you could go to any you wanted for very little. But here you know they all seem to be leading towards courses and bits of paper and I don't want the real course or a bit of paper telling me I've done it. I just want to learn it.

00:11:37 Interviewer

And that's an interesting point, because the research that I've been doing with regards to policies so, the Irish Government, the EU, the OECD, and it all seems to point to lifelong learning for the labour market. But it's to get you a job. So you've already said that you know lifelong learning is for the whole life course, so it sounds like that particular experience wasn't really useful to you. That it wasn't, you know, lifelong learning opportunity, really.

00:12:15 Participant

Right, the only two things I found here is that course up at the Rossa College, and that was actually using computers so you know it had I couldn't connect it with my Mac. You know, in my head I couldn't connect the two together.

00:12:32 Interviewer

So, the computers were actually there in the class. OK, and what kind of things were they trying to teach at that?

00:12:38 Participant

To be honest I don’t know <laughs>.

00:13:05 Interviewer

And and that brings me to important point as well, because you know, and I see the Sutherland Centre, they have iPad classes and so on, and perhaps also you know the Ludgate and I'm interested in, have you ever, when you've gone to a class, were you able to bring your device with you? Have you been able to learn what you wanted to learn yourself?

00:13:31 Participant

And I went to an iPad one down at Ludgate early on.

I didn't really know what I just wanted to learn more about what you could do, and I did. I mean, he showed us how to get into YouTube and how to do this, and messaging and things which I can't remember because I've never done it since and you know, and things like that. So I did come out with greater knowledge of it than when I went in.

00:13:59 Interviewer

OK, and that's general knowledge?

Participant

Yes.

So, if you're looking for something specifically, so if you, you know, get an email from, I don't know a company saying, well, you need to go online and do XY and Z. How do you navigate your way through that? And if you need help, where do you go to get that help?

00:14:24 Participant

Yeah, I sometimes email you in despair <laughs>.

00:14:35 Participant

I guess I’d probably blank it in the end if I can't do it, it's like at the moment I've been having this thing from Google saying the urgent action on your account. I was getting it on my iPad for much of last year and getting it on the phone. And I kept going into my iPad because it's bigger. You know what I mean and I don't keep touching the wrong things quite so quickly and having to erase everything and eventually after many weeks of constantly going in when I wasn't too pissed off with it and it suddenly stopped sending the message. So obviously I'd done it. What I'd done I don't know, because I didn't seem to be finding anything different to usual, but anyway, I obviously did the right thing and it's still happening on the phone. I had another go today, and I thought I'd sorted it. But now it's telling me I cut out rather quickly and you know, go back to putting in my password and so I closed it all down again and cut the bread for lunch and thought I'll have another look in there at some point <laughs>.

Yeah, but since this what I have noticed is since I've been getting this message on the phone which you don't get on the iPad anymore. So obviously as I say I sorted that one somehow.

00:15:59 Interviewer

And if it's the same Google account, it's that seems strange, isn't it?

00:16:06 Participant

But I have noticed that since that message has been coming up on the phone, I don't get my emails coming through to the phone anymore.

I presume they are connected?

00:16:18 Interviewer

I think they must be.

00:16:21 Participant

But anyway, I'm not too bad. Although today I did actually try it from a different perspective and then suddenly you got the emails you know, but it did say there was nothing there and then there was one. There was one and I got into that and that was something like June, June the 15th or something. So I thought oh, but it says they're obviously not going into the phone.

Sorry, I'm not really very helpful <laughs>.

00:16:54 Interviewer

This is great.

00:16:54 Participant

So, as I say it's very hit and miss with me.

00:17:00 Interviewer

So, I wanted to ask you about, just talk a little bit about the questions on the scale that had to do with digital skills and confidence. You kind of weren't sure about one statement and the statement was “I'm confident I know what to do if I get stuck.”

So, you didn't say you agreed or you disagreed and I just wanted to tease out why that was, or you know, maybe you might like to explain a little bit more about that one.

00:17:37 Participant

If I don't know what to do, I just try and go in for more different ways and press this press that. What on earth does that mean? And then I stop and go away and in a day or two later have another bash at it.

00:17:52 Interviewer

OK, that makes sense and I didn't have a statement like that. Yeah, I would be the same, you know, press the power button on and off, do a couple of different things. I wouldn't be confident, but I would try a few things and I think as well once we know that we're not going to break anything and you've been, you know, you've responded “strongly agree” to that so I think that’s fair enough.

00:18:22 Interviewer

And I did want to ask the in relation to the statement “I worry I might break it” and you strongly agreed to that. But from what you're saying, it doesn't sound like you're very worried.

00:18:31 Participant

I'm not as frightened of it as I was.

00:18:33 Interviewer

OK, why? Why is that?

00:18:35 Participant

Well, I suppose because I pressed so many buttons <laughs>.

Turn it all off when it goes back to where you started. And it's there. I mean, there is the odd thing that you can lose, but it's nothing important. I I just said that.

Because I wouldn't probably thought of it, but I was saying, you know you set me up with sharp scan when I was trying to get my medical card and photographing all these bank statements and tax things and I went into it today. I thought you don't need all that so I deleted them all and actually there was two forms there which I had stopped reading them because I thought it was all the same thing and it was about getting my, it was the form for the actual medical card and I deleted one already.

And so it's not like the email. I can't just get it back. So I thought, well, I don't really need it.

I've got the medical card so I don't need the application form, so otherwise I wouldn't have even thought about what I'd said to you about losing things. It's not usually very important.

00:19:38 Interviewer

OK, that makes sense. And when did you feel, about what time, did that confidence start growing? Do you think was something recent? Was it something you remember happening that kind of said “oh look, I'll just try this” And again I don't want to prompt you in relation to this, but I think a lot of us had to become more self-sufficient during, you know, the first COVID lockdown than we ever had before, because there was nobody to help us.

00:20:06 Participant

Yeah, you either sorted it yourself or you went without. I guess it was that really. And even with your phones, I mean you couldn't hardly phone to someone and say “what's this because nobody wanted to touch it, let alone get near you so you could actually see what was on the screen <laughs>.

00:20:33 Interviewer

And you'll remember around that time all of the instructions were to, you know, go online, go online, everything was about going online. So what was that like? I mean, were there any experiences that you were you know, you used to get a letter in the post and you would post back a form or whatever that actually now had to be done online. That maybe you wouldn't have done in the past?

00:21:04 Participant

I did a bit more buying from shops. I'm very bad. Things don't seem to appear for me on the on the screen now, whether I just have a blind spot to the relevant bit, but I think it is.

I can choose what I want, blah blah blah go on when they get it there and then when it comes to how do I pay there's never anything there telling me how, there must be, and it must be me but I have this blind spot. So, I either eventually do it a few times and find it, or think I don't really need it and turn it off and save some money <laughs>.

00:21:41 Interviewer

And when you're buying, how do you decide what websites to buy from?

00:21:48 Participant

Oh, it would only be, I mean, I don't buy much.

It would be, I'd be looking at Marks and Spencers, or Dunnes Stores, or TK Maxx, or you know, whatever. I don't buy enough to be sort of browsing around through lots of websites and trying to find.

And Amazon occasionally. Although I stopped using Amazon because they have such a bad reputation as far as their staff is concerned. And you know, ripping off or making it difficult for a local company so I try not to use it. We did, actually, we were looking for an unusual book a month ago. And they sent us on to AbeBooks, which it turned out. I thought that sounds familiar, and anyway, we already have an account there from years ago. It would have been going in through, you know Amazon, but not usually, I don't buy much on the Internet.

00:23:01 Interviewer

My cousin was saying to me “I'm seeing the same ads the whole time, what is it they know about me?” and I said “do you know about cookies” and she said no so I explained as best as I knew. So, tell me about cookies, what do you know about cookies?

00:23:18 Participant

Well, I know you have to press “yes” if you want to go any further <laughs> or “ok” even if it’s looking at the weather forecast. If you don't press the cookie button saying yes, that's OK, you don't get any further so I guess there's something to do with tailoring things for your needs, like on the TV or it's some whatever You Tube or Netflix or something that bring up the sort of things that you usually watch. Or think that you would be interested in.

00:23:56 Interviewer

But I don't like giving Google any more information about me than than they need to have so it takes a while. You have to go through, reject, reject, reject, reject and then save and so that will be my habit.

00:24:07 Participant

Oh well, you can do that.

00:24:16 Interviewer

You mentioned using Skype and I think Skype is kind of, kind of on the way out now.

00:24:29 Participant

I think so. It was very, very simple to join up originally and you had these little blocks with everybody’s picture or not, or just a silhouette, you know, and their name and their phone number and you just did that and then it got more complex and kept having to update it and it just got beyond me. I just couldn't make head nor tail of it.

And then my daughter in law when she was last here what? Three years ago? She updated it for me. I still couldn't use it. I couldn't find anybody phone numbers. It's like I don't know, boxes. You know it's 2 1/2 years since I've tried, so I've forgotten. And then there was Imo which I used to use when John was in Morocco and he could use somebody's phone or computer or something. The phone, I think they were using a smartphone and I was using my iPad. But then that seemed to get complicated. I suppose then we all started using WhatsApp.

00:25:40 Interviewer

So I suppose you would have used Skype for what? Video calling back in the day with family?

00:25:46 Participant

Yeah, yeah, I don't actually like video calls. I try to audio most of them.

00:25:54 Interviewer

So, WhatsApp replaced that. I won't ask you about Zoom then?

00:26:01 Participant

No, I don't do zoom, I did, we did actually Ramadam last year on Zoom. Get the whatever, the numbers for connecting with them, a couple of sessions every day when someone was reading Koran. But it was a funny time. It was just at the time we went, we were eating, sort of thing. And so we didn't bother this year. Yeah, that's what I know about Zoom.

00:26:42 Interviewer

The next set of questions is really to help me understand how digital technologies affect your general quality of life in positive and negative ways, and I normally start by explaining what I mean by the term quality of life. Whatever dictionary you look up, you'll get something different, so I think of it as being our health, our well-being and our happiness so you could be healthy, but you might not be happy, so it's kind of like a combination of all of those. You've indicated on the statements that you have a very positive attitude to life and that's all great. So, what I'm kind of interested in finding out is, do you think your use and experience of technology has had a positive impact on your quality of life?

00:27:45 Participant

I guess it has more than the negative, yes. I mean, we have absolutely nothing to do with social media or anything like that.

Interviewer

OK, you’re probably better off?

Participant

I think so. Alright, sounds absolutely poisonous.

00:27:59 Interviewer

So as you said, like access to information and like what else? What other things would you think that “if I didn't have technology, my life would be, my quality would be not as good”?

00:28:17 Participant

Well, we would have to actually read more, wouldn't we? Books and things, and read things up which is more time consuming. One can quickly Google something. We could Wikipedia something. I find it's good to have that at your fingertips if you want it. If it's something that's not that important, but you just like to know “where did that word come from?” "When did he die?” <laughs>

00:28:47 Interviewer

Someone said to me “it makes us lazy.”

00:28:51 Participant

So I mean, it's interesting in that way that you can look things up very quickly without having to take ages or going out and finding the right books and going through all your encyclopaedias.

00:29:05 Interviewer

Do you have encyclopaedias?

00:29:08 Participant

No, no, no. We had all we never had a whole set, but we would have odd ones, you know, but not never the whole set.

00:29:17 Interviewer

OK, and you mentioned... Obviously you read, and your husband, you read a lot. Do you read on the iPad or anything like that?

00:29:28 Participant

Read books? Not really no. Probably I feel I don't have time, but we do want to fair bit of TV. A lot of documentaries and a lot of sort of stuff on YouTube, documentaries and stuff.

00:29:40 Interviewer

OK, so do you watch those on the laptop or the iPad or on the TV?

Participant

On the TV

00:29:50 Interviewer

So, you have a smart TV? Yeah OK, so tell me about the smart TV <laughs>.

I'm interested in because if I were to buy a new TV, if I had to change it in the morning, I probably would have to get a smart TV. And I wouldn't even know where to start. So, tell me about your experience of getting the smart TV.

00:30:04 Participant

It was really easy. We'd sort of you know, thought about it and it was a bit like moving, you know you talk about it and then then it fades away and talk about it and decide you don't really need to. And anyway, suddenly the decision was made. We'll get a smart TV and somebody said, “well, you know, Currys is probably the cheapest place.”

00:30:28 Interviewer

And when was that about?

00:30:29 Participant

I think it was either two or three summers ago, maybe three. So maybe three, yeah.

And I knew they sold them down at Drinagh. I went down to Drinagh and I looked up Currys, got the price there, went down to Drinagh and they were, I can't remember, was it €5 or €50 cheaper than Drinagh? And it (Drinagh) was around the corner AND <emphasis> you could talk to somebody about it rather than getting delivered, you know.

00:31:02 Interviewer

And how did you decide? So, you'd obviously done some research and whittled down to one or two options?

00:31:09 Participant

Well, our other TV was an LG and we'd had an LG TV in Spain as well, so I liked LG and so that was the one and it was a size up, you know? So it's quite big.

And he was really helpful. I can't remember what he was called. I think it was a Friday or it might have been a Saturday so I had to get it together, you know? And he told me what to do and I said, well, you know, what about? Do we need the Sky box? Can we just get, you know Sky, the Sky channels like Sky Arts and blah blah blah and he said no, you'd have to have the Sky box for that and I said “so what about ordinary, the ordinary, you know Free sat or something?

00:32:00 Interviewer

Free to air?

00:32:05 Participant

That all comes in through the Sky box and we get all the English programmes as well through the Sky box.

00:32:10 Interviewer

So, you pay a subscription to Sky?

00:32:11 Participant

Yes. And he said, you can if you want to get rid of the Sky box, just don't plug the cable from the TV, from the outside into the Sky box, just plug it straight into the back of the TV, so if you get bypass the box, that was it.

00:32:31 Participant

The other thing was, I said, “can we record?” He said “no, not without the Sky box.” He said that Sky has the best recording technology really. And so that meant we were going to keep Skybox really so we could keep recording. And that was it and he said, “you just you stick this cable in here and that's it.” So, I took it home and I set it up and I'm reasonably practical. John is totally useless on this sort of thing. But I couldn't get it to work. So anyway, I phoned up and I said, you know, I can't do this or that or the other. It won't do the other and he just talked me through it, which I can't remember what he said, and it worked just like that. So it's easy. It really is easy, especially and I think it's important actually to buy things locally so that something is wrong. You can take it back to the shop. Frank and Helen next door, their TV broke down, no one in in Skibbereen could fix it. They had to take it all the way back to Cork and they couldn't fix it and had no TV for several weeks. You know which really shows you it's good to be local. And it was cheapest.

00:34:03 Interviewer

OK so basically so you have your sky channels that you had, but now you can browse the Internet and YouTube and...

00:34:13 Participant

You can browse YouTube. I mean, we don't use it to its full potential, and you can do lots of other things and there's lots of other channels we get. We've had Netflix twice. You get a free month and then you start paying. I think both times we've sort of paid for a month or two months, and then we've sort of exhausted anything there that we want to see, although they change, you know things come on. It's not that much, and you know, a load of crap <laughs>. And then John says, I think Virgin Media is better <laughs>.

00:34:51 Participant

So I say, “well, maybe in the winter, but we're not doing it in the summer” <laughs>.

00:34:55 Interviewer

Well, that's interesting. So, it sounds like you're the expert in your household when it comes to technology?

00:35:02 Participant

Well, in the beginning, the first time we went into Netflix, a friend was there and he showed us what to do and then the next time I figured it out myself.

00:35:09 Interviewer

OK that sounds great, so that's all positive and have you had any negative experiences that using technology has, and again, I'm still talking about the quality of life. So, you know, health, well-being happiness, anything in that area?

00:35:30 Participant

I don't think so. I'm sure if we were in social media we would have done, very much so.

But no, I don't think so. We're probably not deeply into it enough. You know to we just pick the goodies, like the bits we want, so we don't get sucked into all the stuff behind it.

00:35:51 Interviewer

And that's a good point. You know you talk about getting sucked in because I use Twitter for my, you know, academic work. I connect with other, you know, teachers, academic students and it's good for that. And then you know, I think it was Leo Varadkar said something like “Twitter is toxic.” Well, it depends you know, what you're doing and who you're interacting with. And if you're a public figure, then it might be different but yeah, I would be the same. I would be very cautious about what I use it for and how I use it. And so on. But you know, equally, I mean, you can get, you know, scammed, you know on the telephone from some of these calls.

00:36:30 Participant

There seems to be constant calls at the moment, and we've had, I think 4 in the last few days. They've never actually answered when I've picked up the phone now and when I've tried dialling back it comes up as an invalid number every time, so I guess they're scams.

00:37:18 Interviewer

So, I think I read somewhere where they're testing to see that it's a real phone, so if you're answering, they know it's a real phone and they could sell that number on to others who would try to defraud you.

Participant

Aah.

Interviewer

So where possible, don't answer. It's the advice that's being given, so yeah.

00:37:33 Participant

Right because you see, we’ve got the landline as well. And yes, those people ring us on the landline and also most of our calls are on the landline. We've got free calls to 26 countries, landline or mobile, you know. So that's what we use most of all.

00:37:49 Interviewer

Yeah, and I think that's where I think the biggest problem is.

Have you gotten any phone calls to your landline talking about upgrading your computer, Windows in particular, or anything like that? I've heard that a couple of times.

00:38:02 Participant

Years ago we had one telling me that there was some sort of virus in my Windows.

And I said “look, I don't have Windows, you ought to be ashamed of yourself making these phone calls” <laughs> and put it down.

00:38:21 Interviewer

Yeah, they're still getting these. A gentleman I was speaking to said “yes you come and wash my windows and can you bring your own water? <laughs>. Play them at their own game, you know?

00:38:46 Participant

And the other day, you know it's usually Bank of Ireland or AIB or something they’re trying to con you with. It was John answered it and it was somebody had been tampering with our Amazon account so you know that's one I hadn't heard of. Luckily, he didn't know what to do anyway, so he’s terrified to answer the phone <laughs>.

00:39:10 Interviewer

So that's a good point, because where people try to, you know, tamper with our accounts, it can be because we're using the same password across a number of different sites. So that brings up the question where, where do you store your passwords for all your accounts?

00:39:30 Participant

I brought it with me <laughs>. I got it written, and in the kitchen, tucked under a pile of books and more written down. And I also have them in a little notebook in my main bag but I don't use it very often so that when I'm travelling, you know I never remember them if we're travelling. There's not a hope in hell all these companies that all want a password, even if you only use them twice a year or something.

00:39:59 Interviewer

And to be fair, the Apple security, the iPad security is quite good because it'll suggest a strong password, so it's all gobbledygook and then when you go back to try and get onto that website they just ask for that and you just press the touch key so I think Apple are quite good in that regard.

00:40:18 Interviewer

So I have just one more question that I want to cover off. So, in terms of your family member support when you when you need help with the digital devices, so tell me a little bit about how that works with your family.

00:40:35 Participant

Well, it doesn't really, because they're all so far away.

00:40:43 Participant

My daughter in law, when they were staying with us three years ago or something, she helped me with the email and she set me up on WhatsApp as well. So that, you know, she's probably about 50 or something, so she's not that young.

And then everybody else. But you know the last year and a half. It's not been... and also it's a case of remembering when somebody’s there, you know what I mean? If you don't see people that often now the last thing you’re thinking about is, you know my iPad problem or my telephone problem. I'm happy to see them and we're chatting away.

00:41:20 Interviewer

Yeah. I agree with you and I put in an option there, because sometimes it's not to do with the age of the person who can help you most, depending what the problem is and I think that's I think that's important. A lot of people were actually like selecting that. So you know, they might go to one person if it was a TV problem. They might go somebody else if it's the smart phone. But knowing who that person is of course, is challenging and certainly having and having access to them.

So the last question, then I suppose that I'd like to ask you about was just to, that period of the first lockdown during COVID, and you know last year when everybody in Ireland over the age of 70 was advised to cocoon and so on. How was that for you? How did the technology help or hinder you during that period of time?

00:42:22 Participant

It didn't hinder us, and that cocooning in a way, I mean, we all said it hasn't made that much difference to us. We didn't go out, we didn't socialise a lot, and we're quite reclusive. John paints all the time. And if he's not, he's usually watching YouTube or driving me mad, and then he puts on music a lot. You can get a lot of good music on YouTube as well from your classics to you know, to the rest of it, hours of it, so he uses that quite a lot and our radio reception is shocking unless you use the TV, we get it through the TV, but then downstairs it's awful. Upstairs it's a little bit better, and even then it's very limited as to what you can get. So, radio really hardly exists for us anymore. In my little workroom if I'm, you know, doing whatever, mounting paintings or doing glueing or something or other.

I might put the radio on but otherwise it is the TV. TV only. We don't even play DVD's anymore, just turn onto YouTube. So, it didn't sort of really impinge on us at all, either, you know. The cocooning we had you doing our newspapers and you know people phoning up and saying “do you need anything?” Even the odd job man. He phoned up and said, you know, “do you want me to bring you some coal or something?” I mean it was just amazing, yeah. And we get an order weekly now from SuperValu which is great.

00:44:21 Interviewer

How do you do that?

00:44:25 Participant

It was fairly early on. I tried to do it online but it kept throwing me out. I was trying to make an account but it kept saying that it already had my email address, so I kept going in giving my email and I just couldn't get anywhere with it. So, I knocked on Aoife next door and “do you know what I (should) do?” And she said, “you know you can just phone up and give an order don't you?” I said “no.”

00:44:49

So, what did you do?

00:44:59 Participant

I phoned and that's free as well, whereas if you go on the Internet, you have to spend it you know, over something. So, a great deal easier to just phone up and get it that way.

00:46:57 Interviewer

OK, is there anything else that we haven't chatted about that you kind of thought that might be interesting or relevant?

00:47:06 Participant

I wish I could remember what it was I was going to ask about last night.

So that's why I brought my iPad and everything just in case it popped into my head. No idea what it could be.

00:47:16 Interviewer

We can figure that out separately.

So, OK, we'll leave it at that. I'm going to stop the recording. The next job then that I will be doing is to do the transcription, send that to you, you know, to review, and you may find out what it is by then. And we can certainly talk as well. So <ELLEN>, thank you so much for your time. I really appreciate it.

00:47:44 Participant

Well, thank you, I hope it was of some use and not just chat <laughs>.