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*Interviewer*

Interviewee

**Interview Details**

**Name of interviewee:**

**Project: Growing Old Gracefully - SubCo**

**Date of interview: ?/2018**

**Language: English**

**Venue: SubCo**

**Name of interviewer: Francis Ball**

**Length of interview: 68mins 24 secs**

**Transcribed by: Jo Law**

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*Could you tell me where you were born please?*

I born in India, Punjab.

*Punjab*

Punjab, yeh

*And what did your family do when you were growing up?*

Farmer

*Farmer?*

Yeh, my family’s farmer…

*Farmer*

…is farmer, doing farm work. I’m doing as well.

*Really?*

Yeh, yeh, go to the farmer, yeh, you know cow.

*Ah,ha*

Yeh, and cut the grass…

*Cut the grass*

…yeh, yeh, that’s I know everything.

*All, all about…*

All about, all about the farm, yeh

*Was it, was it hard work?*

Yeh, it’s hard work, I like it,

*Mm*

Yeh, my mm, my father always told me you, you work like son not daughter where I strong person, like I, he said mm because I’m, my farmer is too far for my home, is when my mother walking is one hour journey. Then err, I used to er cycling, then I go to the cycle, she begging me sometime, I say “I’m not going anymore” Say “Please, please go there, go now, give two chapatti to my father” Because too far, that’s why, “I give you money”. That’s why [laughs]

*[laughs]*

That’s why sometime, sometime she give me money buy the sweets.

*Yeh*

Good memory, it’s good memory

*That’s nice*

It’s good memory

*Um, and er, when did you, when did you move to England?*

Yeh, that, I’m, I’m only 20 year old

*20 years old*

Ah, I’m coming for a, not for marriage just coming for er a visit, visa and er I live with my auntie, uncle he, he, he here, he’s here in that time England my auntie, uncle is here that’s why I coming home to my auntie, uncle.

*Oh*

That time my visa is one year 1984 yeh, then, then, this started work after one week.

*Really?*

Yeh, when I coming my mm, my auntie working in the factory, sewing factory, she take with me.

*Where was the factory?*

Factory’s somewhere London, near somewhere London, they give me only £40 one week, £40, yeh, that time £40 is enough money, yeh

*And where you doing the same work…*

Yeh, yeh,

*…as your auntie?*

… she’s doing the same work. Do you know jacket?

*Mm*

Lining? Inside? I’m doing that work, sewing…

*So sewing it…*

…sewing, sewing the lining, yeh sewing the lining. Then I, I learning the machine, big machine.

*Yeh, what, can you describe what the factory was like and using these machines?*

Yeh, the factory’s a very big factory is cutting as well, you know coat and jacket, making that. That, that kind of factory, yeh, somebody make the pockets, my auntie making the pocket, I’m making the just, under underneath lining? That what I’m making there, yeh, then, that, because I’m, I didn’t know much about machine work, that time I’m learning just simple straight stitch, then..yeh, I work 2 year 2, 3 year, yeh.

*Was it, did it take a long time to learn how to use the machine?*

Yeh, no, no, just 5 minutes…..

*5 minutes*

... for one, for one. Um, there was, that time er, piece work, we pay the piece work, how much did you done today, then you pay the money. Not hourly…

*Ah.*

…not hourly, not hourly pay. How much you done today, then he pay the money. £40, or 30pence for one, for one, one jacket lining. Yeh.

*Was it hard work?*

That time er, because I don’t do any machine work I’m going for the [XX] that’s what make me hard, because I learn because at that time I was young [laughs]…

*[laughs]*

…that’s why, my [XX], that’s why I learn. New country, new everything, there’s em, because when India, everything um, that time, now it’s time to change, that time I really, really, “What is the England?” “Where is the England?” “Eating same food?” “Is um, chapatti food, is there?” “How, how to make the chapatti in the…” This kind of, didn’t know anything about England, because we, I live in village, but er, my family ask me, “Up to you, you want to go to England? You want to married here?” I said “No, I’m going England”. If I am washing I’m happy, ‘cos my other friend is going, this friend my going, [XXXX] that’s why my mind is like this. Yes, and no I’m not married here. I’m, I want to go to the England.

*Were you excited when you…?*

Yes excited, very excited, very excited..

*Did you have any ideas about what England would be like or was it?*

That’s why, my ideas is, of how to, how to the house, how to food. When I’m coming for aeroplane I ask er, one auntie sitting there, “Auntie, where chapatti flour is there as well?” Because we eat chapatti, you know, we village, we eating only chapatti, no bread, no we are vegetarian. “He sell the chapatti flour?” she said, “Yeh, of course” That, that time I didn’t no knowledge about anything England, but that England where is the bar, what the food is selling there, nothing about that.

*Mm*

Nothing about, totally blanked, totally blanked.

*So when you arrived in England…*

Yeh, when…

*…was it, was it a shock, or what was your first impression?*

…when I, when I arrived ‘cos er, my. my auntie em, son is in the airport. He told me in the village “You know if somebody coming to see you, we decide, looking the marriage person, for you, you don’t say anything” He told me “You just keep quiet. You just, we, we talk to the persons” That’s time, that’s really coming to airport, going to home in the car, he telling me this things. Then, then, when I saw he has er, I’m working, I give all money to my auntie, uncle because he give me chapatti, he give me food, he give me place, £40 come in my packet I give it to my uncle. I didn’t see the money.

*Mm*

He, he, he just give me food, he got big family, I, I helping with, I really see, see, se the, one time I’m, I’m really fed up of all that, I told my uncle’s son “Wish I’d died”, he said “You know, here died you need £1000” [laughs], he told me like this. No free died [shriek & laughs]

*[Laughs]*

That’s why I shocked, he said “No free died here. You need to £1000” [laughs] He said “That’s why you make the money first, then you died” [laughs]

*[laughs]*

I never forget this word. [laughs]

*[Laughs]*

[laughs] Never forget…

*So did your, did your uncle’s family live sort of around this area?*

Yes, east end

*Oh in the east end?*

They live in east, east end. But no no, my auntie, my uncle and her daughter and her two son, one son is married, is big family

*Wow*

Is big family, yeh

*Was it, did you all live together in one house?*

Yes, one house

*Did you find that tough or was it, did you get along with everyone?*

Because that erm, I, I XXXX (0:07:44) live with, you know when I come in, I give the hugs to my, er, auntie children. He, he, he didn’t like this things, uh, because India we say… “hello XXXX (0:07:59) that they, after wanted to tell me we don’t like you, you give us a hug. ‘Cos he, he born in India, but he growing up here

*So not used…*

That’s why he, he, feel his XXXX (0:08:12) his feeling XXXX (0:08:13)

*Mm*

‘Cos you’ve hug us, that’s why. This kind of, uh, I’m really, really, ah

*Yeah*

Shocked. Things here for me, ah, because you are XXXX (0:08:22). That’s why XXXX (0:08:24) you are my family XXXX (0:08:26) that’s why, he, if he take me shopping, then uhhh, he, he told, he, he, he’s uh, XXXX (0:08:34) he told me already, you keep quiet. I didn’t say much, I just look, I ju- I just looking, look, looking at them. Then, uh, after 1 year he found one man, uh, he, then his, five pe-, six people coming to see me. Uh, I, I just give them tea, erm, and, after tea everything gone, two, three day my auntie look. He didn’t call us, maybe he didn’t like you XXXX (0:09:04) Ah yes, I saw where, if, their kind, important is to married, because she said you coming here now, we should be settle you. We no send you back in India. If send you back India, my ma- my father said don’t send back to India, ‘cos if she’s coming India, people thinking something is fault to her

*Mm*

That’s why she no settle in England. That’s why my auntie, we have pressure for you. That’s, that’s, that’s why. One man and five, six is coming to see me then its really, really XXXX (0:09:45) happened to me, my life, really I feel bad and two, three, he didn’t call, maybe he didn’t like you. Then after two day he call to my uncle, yes we agree, we like her.

*And then*

Yeh

*You?*

All, all, all, I didn’t, my husband and I didn’t talk to her, I didn’t see her after, after three month I got court XXXX (0:10:08), after court XXXX (0:10:10) because I got to three month, uh, of marriage but didn’t talk to my husband

*Wow*

Yeh, I didn’t call, he didn’t call me before marriage, he didn-, I, I don’t know much. I’m exciting ‘cos I thinks I got new clothes, I got new shoe

*[Laughs]*

[Laughs] this much. [Laughs] I’m exciting, yeh, I’m, if I got married I got new clothes, I got new shoe, I got new jewellery, this much, it didn’t do anything worth it.

*What was the, um, wedding like?*

Wedding, wedding is ni-, um, good wedding, but, um, I’m really nervous, nervous because everything, everything new for me. My father coming to my wedding XXXX (0:10:49), my mother in India, other, other, all family in, only my father’s coming to my India. Everything, everything new to, traditional and erm, I can’t say anything, that’s the problem. Today I’m say anything, I’m in XXXX (0:11:04) at the moment, but that time, I’m n-, no my choice, anything.

*Erm*

XXXX (0:11:09) I’m just looking, seeing the what have brought, that’s it.

*Sounds quite hard*

Yeh, hard back there. 1984.

*Was the, um, what was the area around here like back in the 80s? Was it different to how it is now?*

Yeh, lots of different that time. No rush like this, I didn’t heard of crime, that time. You knows if somebody now is uh, anyone, any married, erm, our culture go to the XXXX (0:11:44) other cultures, very girlfriend, boyfriend. But that time, no, no, no. ‘Cos, my cousin’s sister they’re my auntie’s granddaugh-, daughter, she likes someone, you know what, what is angry family? “Kill him, we kill him”. ‘Cos, uh, mostly, uh, nobody heard XXXX (0:12:06), the other, other culture boyfriend, girlfriend, this type of. Nothing that.

*No*

That time, I never heard. She done one mistake, his family is say “We kill her, we kill his wife and his family”. This much anger, this much anger to family.

*Wow*

Yeh, that time, nobody do it like this. No girlfriend, boyfriend

*Why, why was it such a big problem?*

Because, that time is tradit-, more, maybe culture wise, strict. Maybe, you know, mostly, now every house somebody find a girlfriend, boyfriend, anyone now. We, if I’m place, I know, not my daughter doing, mostly doing that. That time, nobody doing that. That’s why if something different, decide that children is shocked fairly. Yeh, you can’t do that, because other cultures marry to other culture.

*Mm*

This is not traditional. This is our culture, no married to other, other one. We, we don’t decide, family decide that. Marriage, no, um, nobody choose that, okay I want to met her, I want to choose her, want to see the person, I want to talk to the person, no. Family decide it.

*Yeh*

‘Kay. We see the, we see the family, yeh, just you sees, yes, that’s it. No ask, yes or no. I think so, nobody ask. Nobody ask me as well.

*That’s just how it is?*

Yeh, nobody ask me as well. Do you like him, or do you want to talk to him? Nobody like, nobody said.

*So after you got married presumably you moved out of your uncle and aunt’s house?*

Yeh, I moved uh, out uncle’s and auntie’s house, but, uh, I got very tough life

*Yeh*

Yeh, very, very tough life because my husband I didn’t see, he, he’s drinking, he’s going jail, that time I saw him after four, five day, he’s uh, hit the window, this kind XXXX (0:14:06) because, other family is very close, I saw my husband, nobody bothering him family. XXXX (0:14:13) my mother in law, uh, my father in law, his brothers, his sister, brother in law, erm, sister in law, lots of family; twelve people living there. But, uh, nobody XXXX (0:14:24) to my husband, he’s uh, he, I’m not saying he’s very, going drinking, he, he want to come with me book club, but I’m very traditional, I say no. He said lets introduce me to my friends, I say no because I think this is wrong. Erm, sitting there housewife, this is my traditional, cooking, cleaning, working, this is my traditional. Then, I, but my husband try good for me but that I, I am not changing. I’m strict, but I’m um, um, I’ve listened to my mother in law, I listen to my father in law, but he say to me XXXX (0:15:08) he waiting for me upstairs, then, b- because of my father coming after we one week married, when he saw my husband anger problem, drinking problem, then my father told me later on, he said “I think so, I, I done wrong thing to my daughter.”

*Yeh*

Because I got only one daughter. I, I married wrong place. Yeh, that’s what he did. But, no, no, nobody do it, nobody can do anything that, that nobody do anything.

*Yeh*

Because I’m the only XXXX (0:15:43) I need to marry someone and settle, settle this country.

*Yeh*

Yeh, settle this country. But my husband XXXX (0:15:53) thirty year old, he’s like this, going outside drinking, no working. But later on, I know that my father in law told me, I told your uncle these things, XXXX (0:16:07) sounded like this, you know? But my auntie said, before marriage everybody drinking like this, after marriage, stopped. That’s my auntie told me, I think like this. But my father in law said I clear already, your auntie uncle know my son like this.

*Yeh*

Yeh, that’s why me… it’s not their fault, its not their fault. Yeh

*So, did you still work in the, the same sewing factory…*

Me?

*After you got married, yeh*

Yeh, that time um, same my, my mother in law. But this is one week after kids were going same place, then money coming I give to my brother in law. Same packet, green um, envelope come in, I give. To that time, the envelope, give to my brother in law. And my sister in law, she give the, she work in same place as well

*Ah*

Same factory with me

*Yeh*

She give the money my mother in law as well. We going work to morning, nine o’clock somebody pick up us that time. He got van, factory got, factory man got van, he pick up us some ladies to, to, door to door. Then me going home, he dropping five o’clock. That night, five o’clock, come in and my mother in law start cooking. She said, sit down have your lunch I make a chapatti. Okay, she make, she start to make a chapatti, we eating, then after we washing feed the family sitting by the TV, we watching like not like this time, not this. everybody watching program, one program in one place. Not, not bedroom, not and and, drinking coffee or tea, making their tea and sit together. Then, that time, it happened like this, families happened like this

*All day and…*

All the youngers, everybody sitting watching Indian film, lets go wait somebody, wait for us, come on everybody. It, and then drinking tea, coffee, like, then after sleeping ten, eleven o’clock go to sleep every night

*Yeh*

Now, nothing happen like this.

*No, you don’t have…*

This much, this much changing

*Yeh*

This much. Its better, now’s not better, that time is better.

*Well its nice to do things together isn’t it?*

Yeh! This is now, everybody phone coming, no time to talk to husband and wife, just everybody, monitor

*[laughs]*

Yeh, its, its no good, its no good. No family building

*No*

No family building

*Was, um, were there lots of Asian people who worked in the, in the factory?*

Yes, that time. Lots of people, Asian people. I work, fifteen year

*Wow*

Yeh, fifteen year I working there, yes, sewing work. Then, factories closed, yeh, factories closed, then uh, I got no XXXX (0:19:10) anything because no, no, other this kind of work than um, I got no job seven, eight month then one uhh, came home with opening XXXX (0:19:25) errrr, my, my sister in law’s um, daughter in law, she told me uh, that XXXX is open, I apply for the kitchen work. You apply for the cleaning, um, cleaning work, ‘cos I got no any experience, uh, I give the reference in Gurdwara, just pretending XXXX (0:19:49) because I need the reference, where you cleaning, where you work before, and every job like this you know?

*Yeh*

Need experience, I write in the Gurdwara, I’m going to sometime Gurdwara, uh, to start for the cleaning, cooking, like this little bit. Then, uh, the, open XXXX (0:20:10) the rest, not much, only two three new home, new resident, only two three young. And I, after seven month they only give me only thirty of them for cleaning, and, when I do first the cleaning, only three four rooms cleaning, I finish very quick. One lady work with me, when, she said, “do slowly, do slowly. Don’t rush, just stay calm, just stay calm” but, I only said her “I’m too fast”. Second day the men happen, I finish my work, I go to the manager, my manager English, she uh, she, I told her, “I finish my work, what I do now?” She told me “You come to the XXXX (0:20:58) my father’s, my father’s still live with me. She knows that, she say “you look after your father at home?” “Yeh, so I got no experience, nothing, and uh, little English problem as well, no NVQ nothing” She said “don’t worry, we give you training, we, we tell you. What you do, you go upstairs, see other carer or to work old people and you try to help old people, then I see” I say “OK”. I go upstairs, work my colleague doing with the old people, I start the same thing, take the toilet, umm, like, help the paper, give the tea like this. That even evening she called the nurse, “OK, what you think about her? You think so she’s good?” She say “Yeh, she’s good. She, she, she said OK. My same, same, cleaner, but she XXXX (0:21:56) not in the paperwork, paperwork is safe. She said “Ok. Now, how many you will want? Do it. ‘Cos, because, care work need the work.” That time I start, caring works job. That time, you no writing the files, I got no writing, no really scary for me. Then, Nepali… lots of Nepali girl working there. I told her “I do everything, just write for me yourself”. The girls encourage me, “No auntie, you do file work, doesn’t matter spelling is wrong, doesn’t matter, no, you do.” I said “No, no no, I’m uh, I’m I’m, couldn’t spelling hairs, head, I don’t know what to past make up, or future.” She said “No auntie, doesn’t matter, you do. You do what you write, you do.” Then I told my colleagues these things as well. Did you people learn English? They said “oh you, you write the file now” I said, “This, that girl give me, give me confidence to know, try, doesn’t matter spelling is wrong. What, uh, she said, don’t worry.” Then I do the NVQ 2 in there, that much has helped me, the girls. They said, “no auntie, you do it. we with you, we give you support.” Then because of XXXX made one lady come in to do the NVQ, NVQ is lots of people work, and lots of experience. Because everybody, some, some, everybody own way, working, so, everybody here as well, own way. Somebody made a cup of tea different, I made a cup of tea different. Somebody making the toast different, somebody sampling the food. Everybody own way. Nurse, their job is everybody own. Some tell you good way, some tell you, you think what is best for me. How you learn, fast or slow. I pick up fast, how to do the fast work, how to monitor personal care how to read fast one. How to take the, because, nursing home, time to tell. Nine o’clock breakfast, eleven o’clock tea, twelve o’clock lunch, right, two o’clock tea, five o’clock soup time, changing time, every time two time. Oh you got big responsibility. Fifteen, um, um, resident and two three carer, that’s right. XXXX (0:24:33) when I was asked, too much people. I told two or three, I said “Here, less resident or care” XXXX said things like “We cut the staff” I say “No, I did say cut the staff, I’m going to, to the nursing home, but here is no toilet, no changing the bed. There fifteen resident, two carer” I’m still working there, one night, I’m still working there, carer. Sunday night, I’m still working there.

*Where is the care home?*

Springfield care home near XXXX (0:25:08) back in work three year, they give me, after I, uh, go to the other care home. Its Springfield Care Home, Springfield Care Home. Is Newbury Park

*Ahhh*

Newbury Park. You don’t know?

*Yeh*

Yeh, the Britannia, the behind?

*Ohhh right*

Behind there, yeh, Britannia, behind the care home, yeh, big…

*So just a little bit down the road?*

Yeh, not, not down the road, Newbury Park, you know Central line going in, Ilford?

*Ohhhh, right I’ve got you, I’ve got you*

Ilford, Ilford, yeh, Newbury Park

*Yeh*

There I work, still working one night

*Ohh right*

Still, yeh, still working

*Did you enjoy, um…*

Yeh! Enjoy, um, somebody give you blessing, money’s coming as well, somebody coming… I love the work, I love the, I love the people, people uh, but what, depend on the service user, treat like you

*Mhm*

If someone treat like good, I done more for, somebody hating me, swearing me, then I start feel, “I’m not…” I do my job, but not too much, this is my job, doesn’t matter he hit me, he swear me, but still I give you water, still I give you tea, still I change the pad, you know? But when people is nice, I get more for extra, that’s, that’s I feel. He showing love to me, he talk to nice to me, make me happy, I make him happy, that’s, that’s, that’s the different, that’s the different. I think so, I believe it as well. It is well. Everybody different different, own way, mostly I’m making laugh here, you know? Somebody, didn’t like joke, then I stop the joking. Yeh, somebody say no, when you not here, we are bored, you know? only you make me laugh, I said “I’m happy come making somebody laugh”

*That’s so nice*

You know everybody said, everybody, because I learn when old, he need there somebody sit with and talk to five minute. That’s important. That’s, that’s, everybody need it when you getting old. Here, nobody time, nobody time to that, that’s the problem. Here, no family time, no work people time, ‘cos work people has too much responsibility, no time to sit every auntie for five ten minute and listen to her, there’s feel, feel lonely, everybody feel lonely. I feel lonely as well

*Mmm*

Is just doesn’t matter, I, I know how hard to go though. I, I, I want to see somebody talk to me, somebody listen to me, somebody I want to tell something to someone, this, this, country I heard like this. Same carer work as well, as well. Cook family, no time to parents, and everybody’s busy, life is busy, till less busy. He come in this centre, came, “somebody make me laugh, some talk to”. Doesn’t matter family, everybody got family issue, but, need to trust to listen somebody. Not if I visit somebody I tell to my other colleagues, tell to other people. That’s why I told aunties “Don’t share everybody told your things, personal things. Share one person. Build your trust, keep in the mind”

*Yeh*

Not tell them, my colleague, you know this son? Do you know this? that’s not nice. But one thing good if somebody trust you, I’m happy if somebody trust me, somebody share me I’m happy. I’m happy myself! Can, can she trust me? That’s important to me

*Yeh*

Yeh, I never… trust broken. One thing, honesty. I’m very honest person, everybody know. When I’m coming here to the job, apply the job, three lady to interview. XXXX (0:29:08) I’m sitting chair here, I’m really shocked, three ladies get to my interview, then, I tell them my other experience, I’m one care home but care home at the XXXX (0:29:19) that time I’m working there as well. Um, I tell the truth, I said what did you write? This journal going in the inside, what island? I tell these things. Erm, lots of talk, XXXX (0:29:39) erm, he ask “what do you speak and what do you doing in the care home?” I said “the care home we give the shower and the write in the paper, but not in the shower, this thing I don’t like it” you know? But this is lying things. He said, he hear nobody, we doing, not pretending. That night I tell honest everything I tell my XXXX (0:30:06) when I go home my daughter said, younger daughter, “Mum, how you my interview?” I said “tell this things…” “Mummm, how do you give the job to you? Why you telling these things? Why you do, do, why you telling your experience? What is the other one doing XXXX (0:30:26) I said “Ok. That’s fine if you don’t give me job, that’s fine. But I, I love my honesty. I’m sleep peacefully because I’m honest.” She said “look, no no call tell me any more for you because you, you tell the truth. You, honesty not working everywhere” I say, “Ok, that’s fine. The phone not coming”. Second day I’m going work then uh, I told my daughter, phone not coming, still don’t know I got job or not? She said “Mum you call, then after, you know the peace of mind that you’ve got.” At twelve o’clock I call, they soon pick up the phone, I said “I’m Sukhwinder Kaur speaking, uh, I got interview, what has happened?” She said “we called yesterday your home number and, yes you got job” That’s, I’m proud myself. I told my daughter “look! Honesty’s working.” I, I got more confidence to make the honest, if I done wrong I accept it, if I, anything done right, I said yes. I done wrong, sorry, next time I’m not doing anything. If I’m done wrong, I, I, I’m not apologising anyone. That’s, this, this is me.

*Yeh*

I proud myself, still I’m 54 year old, I’m everywhere honest. As straight, as straight to face. I tell the straight to face. Everywhere, my family, my daughters, my chris-, uh friends, know me very well XXXX (0:32:05) sometimes you need to more shy

*[laughs]*

I said “no, no, if somebody hurt me, I tell their face, you hurt me, you, you told me… doesn’t matter, you… the person leave my life, they leave me, I took her, because I loved not for the selfish, I, oh, this person I need you one day XXXX (0:32:27) my life, no, no. I never do like this.

*Oh*

Its just still my life, I’ve never done friends or anything, I’ll never do that. True love, a support and helping people if need me, help somebody. One story I tell you just now, two month ago, go, woman near to my home, he live up, in the flat upstairs, I know her very well XXXX (0:32:53) window like this, h- he sitting in the window near to chair “Hello! Good morning!” Everybody! Children, everybody talking like this, somebody speak with… somebody no speaking, somebody, everybody rush, going work, going school, and uh, he speak to me as well I say “how are you” he said “oh look nice day today” it’s raining. One day I’m at home three o’clock a- a- and my XXXX (0:33:21) shopping, and now to yet, little raining, I said “lets go to shop”. I go the shopping and then he’s sitting in the window, he “hello how are you? Look it’s raining” yeh, he said “I want a cup of tea but I got no milk, yeh” I said “don’t worry, I buy for you!” He said “you sure?” I say “yeh, don’t worry. I buy the milk for you” three o’clock time, tea time. He said “ok” uhhh, I said “what, which milk you like? Blue? Green? Small? What?” He said “uhhh, blue one. Small XXXX ((0:33:57)” I say “ok, ok I’m going because I’m going shopping”. Then, tesco is across the road, tesco express, my home. I’m, I’m past the tesco because I’m thinking when I’m coming with shopping, then I buy the milk for him, then something, I cross the tesco, then my mind click, noo, he should be wait for me, first I buy the milk, give to him, then I go to shop. Then, I’m relax as well. Then I go to back, cross that road, I buy the milk for two pint, and buy the cake as well because I know that people like cakes. Then when I going back to home, he coming downstairs waiting for me, open the door for me, waiting for me. I said “thank god” I, I XXXX (0:34:52) Then I give the milk, he give me money I said “no, I don’t take any money” he said, he give me kiss here, blessing me. I said “anything you need, I give you my number and I buy it for you: bread, milk, anything.” He said “no, otherwise I’m ok, I’m walking with the sticks. Two days raining” he said, “I can’t buy the milk”. I’m happy, God choose me to help, help them. Otherwise, I told you I, um, um, go to the shopping, but God choose me. And now you go to help.

*Yeh*

Help them.

*Oh that’s really nice…*

Yeh, he so happy. Thank God you choose me for help. That’s what I believe, these things. I’m not going temple, two, two year I’m not going temple, no, no, not the praying temple I’m not doing. I’m not doing praying, b- because I believe these things. You help somebody, you make a love somebody, this is value.

*Yeh*

This is… this kind of work.

*So how long did you say you’ve been working at SubCo for?*

Uh, I working two year

*Two years*

Two year, that’s the, what I’ve been doing.

*Uh huh*

That’s what we uh, I leave the job in the nursing home, there's a new near by nursing home that’s really worse for me, making very hard time, tough time. New people, I’m new as well, everything lie, I told you nobody keep the shower just writing the paper. Come and write in papers and I, uh, don’t like these things. And nobody help the colleague do that, big big people and I, ask for the help, nobody helping me. For the, I can’t manage this kind of, uh, I don’t like working there. Then I go back my old care Springfield, they mind working there, now I move back stuff there. After I’d finished XXXX (0:36:44) job, I start here, he give me three day: Wednesday, Thursday, Friday, fifteen hour I working. Then I choose the uh, works in the, my other old care, I told to manager I want to back stuff she said “no problem, you come any time” yeh. There, seven year I working there and everybody know me.

*[laughs]*

That’s, that’s why, that’s why I didn’t leave the job

*No*

Yeh, this is, this is my life

*How do you find working at SubCo?*

SubCo? Subco give me confidence. Mostly I got no confidence, my, my other home I never talk to the manager, I’m really scared. Sub-, I need, that I might need the more of I got twenty-three hour contract, I worked forty-four hour. My friend helped me talk to the manager. Look, this, I got no confidence to go and tell to the manager please give me more hour.

*Mm*

This job I got no confidence to no confidence, seven eight year I work here but I got no confidence to talk to the uh, manager. My colleague is ok but not manager, but XXXX (0:37:51) then, I come SubCo… I’m not scared anything! Not for the manager, not for colleague XXXX (0:38:01) bring something I tell her straight away “you’re doing your…” XXXX (0:38:06) come to the Frida, “Frida this has happened downstairs”. I know you XXXX (0:38:11) but er, I can’t see all things. She said, “and you tell the colleague”. I said “I tell the colleague, colleague no speak to me after two month, there’s a problem” [laughs] “that’s the problem, this has happened” go tell the colleagues ‘cos she said you a colleague ‘swell I call, oh XXXX (0:38:33) why you told me this? lots of confidence. Lots of learning here, because this is totally different work. There’s person came mostly here is day centre, most experience for the service user different service user, talking, laughing, the, the, big cheer, sitting somebody need to feed different people, and that’s totally different. Is totally different. That, should be talked to, you should be cared for, for the service user. ‘Cos his mind is very clever XXXX (0:39:09)

*Mhm*

But you talk, talk, you should be no, what you talk to maybe this auntie, uh, mind after no, why you talk to me? Why you? Why you say these, talk to me, you know? Give the loss of confidence, or I never, I got two year, never said in the morning “ok today I’m not going work” less call to XXXX (0:39:32) “sorry I’m ill” touch wood, never, never happen like this. Yeh

*What’s, what’s the best thing about working at here do you think?*

Working is uh, team work, yeh. Nobody perfect, everywhere nobody perfect. And, Frida, she give us personal support is there. I talk ‘bout my family, I’m talk personal things, she always listen to me. Otherwise, managers not got time to listen these colleague things, personal things you know? And, he give the appreciations, uh, just in meetings, the AGM meetings then he go staff take away day. Every year we taking the away day, special in the hotel, is umm, take the pictures, good food and the big table meeting is everyone who got water, food, everything, nobody do this, this nobody XXXX (0:40:34) But he spend the money for us as well, yeh, this thing is totally different to me. Care home, never Christmas party, never give the Christmas party, never give the any, any appreciation. If XXXX (0:40:49) Christmas party, you should be, give the money first no? But here, he, he give the appreciation to us, he value to us, yeh, SubCo, totally totally different to me, totally different to me. Here I got more confidence, more confidence.

*Where are…*

I’m so lucky to work here

*Where have you been away on your away days?*

Away day, uhh, this time I’m go, we Barking, before two year I, I go to, I forget but uh, nice hotel, nice hotel. And, uh, lots of food to eating, choice the food, mostly, uh, anything in the party if you left the food, he to take it! Yeh, take my father, take it for some, for my father

*Yeh*

Or, XXXX (0:41:40) see everything, okay going to seaside, take the people to seaside. We singing the bus, heh, XXXX (0:41:49) there, there, there managers treat like uh, colleague, not the other manager. Put the water, I put the water to feed them, make the laugh

*[laughs]*

This, uh, is totally, totally very nice. Very nice, I told you, two year I work at XXXX (0:42:07) Otherwise, if I need holiday, he’s understanding, he give me holiday. That’s the big thing, he never say we be short staffed, sorry we no give you any holiday, and he understand. He keep the holiday, you need the holiday? Ok that’s fine, we understand to you.

*Yeh*

That’s the big, big, big thing is holiday as well. If I any emergency, I know, my working place understanding to me. But um, care home people didn’t understand. If you uh, cancel a shift you, we don’t give you any shift, yeh.

*Wow*

Yeh, one thing I tell you ‘bout care home what happened to me. Uh, I told my um, making the rota nurse, I said “just give me two night, you know? I can’t do three night ‘cos I working here” she give me, force me, three night. I find two night very hard XXXX (0:43:05) but third, she change my location, put me one to one. Uh, just look after one people alright, those people is very hard. I told, “look, you suddenly change my, my location. I’m, I’m tired already, I done two nights very hard. This third one, but I’m coming because I’m honest, I can’t let down people, and I’m still coming but you change my location I work alone, you know? She said “uh, this not my decision, this the manager decision.” I say “ok, I’m going home”. She’s like “up to you”, I take my bag, I go home. I come home second I call my colleague, she said “you all shift is gets, manager all shift XXXX (0:43:51) I said, she said “uhh, ok, I call the manager”. I say, she said “why you leave the building?” I say, “look, because nurse force me for the three night, I can’t do the three night I’m so tired, and suddenly my location is changed. First, my colleague work with me, that time I’m one to one, that’s very hard patient. This is my third night, I’m tired”. She said “uh, I’m not talk to you in phone, you come here then talk to me”. XXXX (0:44:28) I leave the job. My friend told me leave the job. I’m, I’m, I’m angry as well I leave the job. After two, three, I decide if I find another job, is not easy for me, interview, everything. XXXX (0:44:46) I want to see the manager. She said, write a letter, manager said, when you come to XXXX (0:44:54) big letter, write for me what will happen that day. I write everything, tell the truth, ok, yes I’m leave the building, these, but, sudden change. But I’m going through, I’m just sitting like this. She shouting me, she telling me, she said “you know, if, if you feel why didn’t you call me, that day? If you, if you, feeling you tired you can’t manage one to one. This is my fault. Should we call deputy manager? Should we call me? Then we, we, listen to you, this is our mistake”. Yes, this time our mistake, because, this, my mind not clicking XXXX (0:45:37) Then, ok, I said “I’m sorry, I, I, this mistake. Next time, otherwise, I’m not here for three night, please do two night for me. Because nurse not listen to me. Then, then, then the deputy manager, she nice to me, she said “ok, we, we give you two night”. Then, that’s, that’s no different, there other.

*Yeh*

This I tell you, different for here, or there work. That experience is my bad experience. But here, I got good experience, good memories

*Yeh*

And good memories. Good memories SubCo, or SubCo appreciates the work and uh, nobody shouting, everybody listening. Make me coffee table to talk to, anyone. Yeh

*Yeh. What, what’s the… what are some of your best memories of SubCo? The favourite things you have done here?*

Favourite thing, uhhh, for some service user

*Yeh*

Yeh, when he telling we miss you, you last week off, and uh, nobody laughed last. This, this, uh really make me proud. ‘Kay thank god, somebody give me heart place to me. Other thing, my, managers, all managers could be, they understanding things. XXXX good as well but I never talk to the XXXX , never go through the task. Yeh. I’m rea-, little nervous to her. Just “hello”, sometimes she ask how are you, that’s it, not friendly. Yeh, she got pressure, she got own work, she got big thing. But other one, I go to XXXX (0:47:22) anything I go to her, I’m, making the love. Very good memory, yeh, colleague is good as well. Yeh, we, we try to best give the service to here. Lots of training here as well, before not like when I start work, more rules now here. Yes, uh, if they uh, making the food, taking the home, aunties now you can’t take home, eat here…

*They all come here*

Eat, eat, here food. And uh, somebody bring anything open, we can’t give you. Before, not like this, if somebody open food, come in, share everybody.

*Oh*

Lots of group here changing now. Before, not like this when I start work

*Why have the rules changed?*

Because, uh, I think so, more professional? More following the law, not like Indian cul-, not like Indian, uh, Indian people working here, doing everything. Do what you do. Maybe, he think so, we do professional XXXX (0:48:27) happen to anyone. May-, medicine. Anyone who auntie I got, today one auntie ask me “you got, uh, pain killer?” I say “auntie, we not do the pain killer, we got no pain killers, or we can’t give you. If anything happen to you, then if, doesn’t matter, we can’t allowed to give you”. This kind, we follow the rule. You know aeroplane? Say give me pain killer, but he said give me address - sign.

*Oh really?*

Yeh, this never happened to me. XXXX (0:49:10) pain killer XXXX (0:49:13) Doesn’t matter, auntie thinks that pain killer is nothing there, no. But this kind of SubCo rules now, when I start, not. Now more day to day strict, but it, our culture in India, aunties not understand this, this rules. Why do you do that? Why do you XXXX (0:49:41) before not like this, we coming eight or nine year here, never happen like this. Never, why? Why? It’s hard for our auntie as well, hard for auntie as well. ‘Cos Frida tell us when meeting this is rule, you can’t do that. We, we need to follow the rules, you know? That’s, that’s why it’s hard for some aunties, mostly old one, four, five year coming, new one? No problem, they follow the rules. But other aunties, hard. They said to us “why you not doing like this?” I like this food. I said “we open somebody bring food is open, we can’t give the open food, some, some got allergy”

*Mm*

You can’t share the things, uh, uh each other as well. Can’t stop what we do, we try auntie, don’t share anything food each other. That’s not the, the, no SubCo not do like this.

*Yeh*

Yeh. “Why not? This my favourite, this is my friend!” Yeh, this kind of…

*It can be difficult can’t it?*

Yeh, yeh, this… explain to the XXXX (0:50:51), they give hard time to us, not listening. The… we can’t say anything as well, if they do things and he can’t accept it. That’s why, lots of changing after two year. Before, not like this. Now more strict, more follow the rules. Hmm, yeh, ‘cos people, more people, work now. Before not like people work, now lots of people work.

*What about, um, have you been on any of the outings with the elders?*

Yeh, outing is the, the, some people uh, not uh, be able to go to seaside, we have a limit to take the people. Because uh, how many the colleagye who going and how many responsibility to wheelchair, wheelchair people. Seaside want to go everybody, seaside want to go everybody. Now, we got um, dinner now. Now today I ask two aunties, we have to ask for twenty-five pound. [Shrieks] “Twenty-five pound?!” Nobody want to go.

*[laughs]*

“Nooo!” XXXX (0:52:09) finished eleven, twelve o’clock. And, twenty five pound! If ask for three pound, the morning is too much, why didn’t you people uh, free party. I said “this is SubCo, this is the charity. No anybody give us money, you know?” “No? We sitting this chair, uhhh, we got to give the forty pound to SubCo, just for sitting in the chair”. This kind of, give us the XXXX (0:52:36) back.

*[laughs]*

I say “Auntie, you not give the pocket your forty pound” XXXX (0:52:43) to you. Why you paying, why you not paying?” Just come here for. This kind of Indian culture. But English culture not like this, Indi- Indian uh, nursing home not like this. Yeh, ‘cos you work for me, everybody coming for the SubCo. Auntie, this is charity. This, this help. I, I, sometime I got the money as well, to help to this, ‘cos I understand this charity XXXX (0:53:11) He said “no no, this, this this, uh, better go he help somebody you know? This, this Indian cul-, Indian ladies not understand these things. These things… lots of money, lots of, lot, lot, never ask, for the give the money before food. “No, I, we didn’t eat the food. Why you ask the money before asking the food, extra round, we going eating first? Then after we pay.” Two-fifty, sometimes very hard to give to me, big, big to me. No, first give the food, if they like it or not like it, then we, we give you money for two-fifty. Yeh, this much, ‘cos all Indian, that’s why.

*Is different sort of…*

Different house, yeh. Nah, not professional. She thinks, uh, we think right things. We, we can’t XXXX (0:54:09)

*Um, do you think that the needs of Asian elders have changed over the years?*

Yeh, needs have changed. Before, independent coming here. Like, uh, say, uh one uncle here, I saw. Now, coming to wheelchair, some got paralysed

*Mm*

Some got beds, more difficulty coming. More difficulty coming now, difficult find coming. Independent very less now, mostly. Frida told me, ‘kay now, this day, this kind of becoming… sometime feel hard, sometime feel easy, depending, independent so much demanding, so much. but their people not, not, not say anything to us. We feed, we drink, we take the toilet, you know? They happy to us, appreciation us. But uh, now, now, this kind of, more, more, coming now service user.

*Mm*

Need to the care, need to somebody feed, need to the paralyse, somebody going toilet to hard, and dementia, more dementia now, to need to follow, follow them, going toilet, XXXX (0:55:38) auntie say “Oh take this out loud”, I say “auntie, it’s not his fault, he’s, he don’t know what he saying” XXXX (0:55:48) but someone, he does not understand. “Noo, we don’t like her, take off, take outside.” I say, “no, this is SubCo. This, this, this difficulty coming to now, to us, now”.

*Mm*

We explain, we try to the, no auntie this is SubCo mean, everybody. You can’t do own way, can’t take, this the man, he no sitting with me. I say “no auntie, you can’t sit this way. ‘Kay this a man, he no sitting with you.” SubCo mean, su-, everybody allowed here, everybody’s respect each other, yeh, that’s why, now, this kind of service user coming now, difficult one. Difficult. Before not like this. Before everybody working independent, and now, this kind of mostly, new, new, new one, somebody dementia, somebody sitting in the wheelchair. One new auntie start to see, she’s Bengali she coming yesterday, she, she, she say speaking Bengali only. Come to me, she, always hold the hand, she need to the time to give to her, sit with her. That’s why I told you first, ‘kay everybody need somebody come sit with me, talk with me, listen to me, everybody need this, this things. Everybody need these things.

*Yeh*

Because no time to, anyone. No time to anyone, to listen anyone, everybody feel lonely, yeh.

*Definitely*

The old age, stuff is, your body is finished, then you coming old. Your body is finished you know? And uh, family’s busy, nobody got time, you know? Nobody. Slowly, slowly, you can’t eat properly, so your blood pressure, you got sugar, you swell, you got pain here, these things. Ho-, how long, how long, nobody know there, how longer. Seventy, eighty, ninety, but, day to day is very hard to live like this.

*Mm*

Very hard. Everybody want to died. I heard like this. Here as well, I heard like this “I want to die, I want to die”. Everybody want to died. Because health wise, feel lonely, no ambition, you know? ‘Kay, ok, I want to watch my children grow up, I want to do this, I want to do the wedding thing… nothing, finish everything, everything is finished. Old is very hard, very hard. Nobody want to live long, everybody want to independent, walking, walking, going, but is not our hand, you know? Ho-, how, how, how long, seventy, eighty, ninety, these things. The care home, very, feeding somebody for a year, he don’t know where is he. What’s the life?

*Mm*

What is the life? Nothing life, no family coming to see them

*Its hard isn’t it?*

Yeh, sad things. Sad, sad things, yeh, just coming like prison. I call all this prison, the care home is prison, one time you come inside, when you died then you go outside

*Yeh*

Is like prison, some people nobody coming to see them, yeh. How to look after care, how to independent the care, yeh. Person depend on the care, how give you care, some care just for money, just… not bothering, no inside feelings, you know? He didn’t see his, my father like this, mother like this, mm. You can’t change that your colleague, yeh, manager, everyone, can’t behind always, ‘cos he trust us. He trust us, dinner time, lunch time, he trust us, you should be feed here, you should be eat properly. You sometime go into room, somebody give the food to in the room, he trust us, ‘cos you liar, you tell the truth, he eat or not eat, you know? But depend of the person

*Mm*

Depend of the person, tell the truth or not. But I’m always keep honesty, I’m, I’m, if somebody not eat I tell them. No, not, not eat XXXX (1:00:04) told me, just support some people here, to let to feed hiself. You, you, support me, support the person. I say, “this is nothing for me, care home people are here to open their mouth, that’s two second, put in the food”. I feel satisfied, if I feed her somewhat, he say, he eat, he eat, some satisfy. I’m no- not, sometime, I’m not give the time to ok, lets eat self. Take thirty or fourty of them, but I don’t know, I feel satisfaction for myself. I’m, I’m sit here, I, I give the food, he eat two chapatti, he eat this, make me satisfy, I don’t know why, but I feel like this. He sleeps as you support the best, support Mr XXXX (1:01:00) ‘Kay, and, erm, make me lazy, look when you not here, he didn’t touch the food. I say “maybe he had XXXX me”. This is my satisfaction, I say, we have lots of colleague, nothing is staff short. That’s why I got time to, you know, I got time ‘cos he pay the money. If pay the money, I make sure he eat something, you know?

*I think that’s a nice way…*

Huh?

*That’s a nice way of thinking about it*

Yeh, this, this, this, my thinking. ‘Kay, least I’m give the chapatti, two chapatti, I’m satisfied. After I’m cleaning, work everything, and clean otherside, yeh. Maybe he’s right as well, let to little exercise, but my satisfaction, satisfaction like this [laughs], this is me [laughs]

*[laughs]*

When I’m not here, he coming as well, I don’t know. Somebody feed us, somebody me, but I’m working, this is my set of instruction. Yes, yes, before, last week Frida told me as well, I sitting uh, give the tea as well, but XXXX (1:02:13) like to feed himself, I said “yes, two second” [laughs]

*[laughs]*

This my satisfaction, this my satisfaction. That’s why, I’m doing like this.

*That’s excellent*

Yeh [laughs]

*Erm, I think I’ve sort of run out of questions that I had to ask you, but is there anything else you’d like to add? Or any stand out memories of working at SubCo that…?*

Uh, I told you memories, good memories

*Mm*

Everything nice. Different to my other work

*Yeh*

I got lots of confidence here, and I brought my honesty [to] work here, my honesty work here. Trust my, my manager, trust me if I say anything, he “yes, she’s right”

*Yeh*

She trust, that’s the big thing. If, if you, if somebody trust you, this the big achievement, big achievement

*Yeh*

If I lie, I tell the liar. If I’m mistake, I tell sorry, I tell her “yes, I done mistake”. If if I did a mistake I just accept these things. If ask me somebody XXXX (1:03:31) this is a lie, like, if I done something you ask me, tell the reason why you done these things. Not suddenly shout me

*Yeh*

Let me chance to explain me. Maybe, my behind thinking different. If I say something, you take two way: positive or negative. This is totally different. If I say something to any, anyone, uhh, maybe she not like me, that’s what she done. If she didn’t know she’s my friend, she know me very well. She, she done for me things, totally different. Positive or negative. That’s the… if I done something, somebody ask me, can you just explain me why you say this word to me? Otherwise SubCo is brilliant, yeh.

*Mm*

But, uh, I think this job’s, this year because I buy new home in Coventry

*In Coventry?*

Yes, I’m moving there, I’m moving there

*How long left have you got at SubCo?*

Uhh, maybe, end of year.

*End of year?*

Uhhh I try to end of year, because we settled now there, moving buy the new things, everything because uh, new house, we buy new things as well

*Yeh*

Because uh, here is too expensive. That’s why my husband, and mother in law, my mother in law give the house, sold them, we sell it, and uh, I tell my husband “here, we can’t buy another house, and mortgage” XXXX (1::05:10) that’s why, my husband is sixty one year old, lets go to countryside and less work, more time by self. Enjoy the life now.

*That seems like a…*

Yeh, and ‘cos I work, I told you, 1984, work. This much of hard work: day, night, I work. Kill myself

*Yeh*

Yeh, my colleague told me, “you not retire easily!” Yeh, because you killing yourself. ‘Cos I need the money. That’s why. Now, I want to spend my life to look after myself. Yeh, that’s why we decide like this. Otherwise, SubCo… I told my, uh, everyone, “we miss you, miss you”. I said, “yeh, you miss me, but one thing I’m thinking, maybe future, I, somebody need me. Some auntie, some uncle, where I’m working other place in there, maybe I met the people, if I’m, go to my life how to come in my, other people my life.

*Yeh*

This I believe. ‘Kay, I’m not this much carer, without me you can’t…. Yes, your place is different, this is my work, I done my job honestly, that’s saved. But, if not, you not going other people my life. How to make my other friends my life. Lots of people come in my life, I’ve worked so many place. Its good my life, new people in my life. I got chance to other, new people, to the help other one. This my thinking, this my thinking yeh. Maybe coming my uh, if I’m not behind this XXXX (1:06:54) I’m go to new house and work, uh, care home anywhere like this. I job, I like this job kind of job. I work like care home as well.

*Yeh*

Day centre or care home, this job because I love this job. Then maybe I want to see other person, I help somebody, God give me more, more, more knowledge, more help to somebody. If these people didn’t go my life, how to come in new person my life?

*Mm*

This I believe.

*Yeh*

Yeh, he says “you a hard, hard, hard, hard”, I say “no I’m not hard” XXXX (1:07:29) This the reality, this I’m thinking, I’m working this much, everybody gone in my life, I see the new people. Two year I work with you auntie, before two year you didn’t know me, I didn’t know you. Here, coming, going, coming, going. Auntie, uncle, coming going. Colleague, coming, going. New job, coming uh, everybody going. This is, work, is work.

*Mhm*

Nobody sitting, one end. No, no, nobody stay. You give the heart to my name, “we miss you, this is beautiful. Yeh, I make XXXX (1:08:10)

*Yeh*

Yeh, that’s it.

*Thanks then*

Yeh this my life story [laughs]

*Yeh, thank you so much for…*

No problem, no problem. I try anything

*No, no, not at all. Thank you*

Yeh, yeh.

End (1:08:24)