

Memories in the Community: Stories of My Life



A Museum and Social Care Partnership

Evaluation Report

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'I have learnt a huge amount - new techniques, strategies and skills which will enhance what I do with my older people.'

'This has developed new partnership working which should hopefully aid future collaboration.'

'This gives people a voice, helping to maintain dignity, encourages a joined up approach to support planning and focused individual support.'

'Made me feel happy and laugh.'

'I've enjoyed being able to share my memories with someone who is interested.'

'I have been caring for Emma for 14 years and know more about her through this project than before - I feel like I can help and care for her better knowing more about her past and her family.'

Contents

1.	Introduction and Project Aims	7
2.	Project Background	8
3.	Evaluation and Monitoring	9
4.	<i>Memories in the Community</i> - What We Did	11
	Project Team	11
	Method of Referral and Engagement	14
	Reminiscence Training	15
	Photography Project	18
	Creative Workshops	21
	Creating Memory Boxes	23
	Oral History Recording	25
	Memory Box Evaluation	29
	Touring Exhibition and Sharing Events	38
	Communicating the Project	41
5.	Cross-Sector Learning - Museums and Adult Social Care	42
	Care staff and volunteers	42
	Museum staff and volunteers	44
6.	Project Legacies	46
7.	Conclusions and Achievements	47
8.	Project Partners and Further Information	49
9.	Appendices	50
	1. Life Story Interview Form	51
	2. Example Memory Box Contents	53
	3. Self Assessment Leaflet - Memory Boxes	54

Memories in the Community: Stories of My Life

Facts and Figures

60 participants have taken part
in the overall project aged between 30 years and 93 years.

32 personalised memory boxes have been created and are with
individuals to use with their carers and family.

12 creative reminiscence workshops have been delivered.

40 volunteers have taken part in Reminiscence Training.

7 sharing events have been delivered in the community with 153
attendees.

The touring exhibition has been seen by 4,113 visitors.

24 volunteers were recruited to create personalised memory boxes.

1,656 volunteer hours have been given to the project.

287 virtual visits have been made to the project website and blog.

1. Introduction and Project Aims

This evaluation report was commissioned by Museums in Cambridgeshire in 2015 to monitor and evaluate the impacts of the *Memories in the Community: Stories of My Life* project on participants, care and museum volunteers and staff and to record achievements, outcomes and learning from this new partnership between museums and care organisations in Cambridgeshire. The project was funded by a Heritage Lottery Fund 'Our Heritage' grant (£46,600) awarded in December 2014 to Museums in Cambridgeshire in partnership with Cambridgeshire County Council Adult Social Care. Other partners in the project were Care Network Cambridgeshire, Ely Museum, Museum of Cambridge, Cambridge Museum of Technology, Farmland Museum and Denny Abbey, Royal Anglian Regiment Museum and Ramsey Rural Museum.

Memories in the Community. Project Aims and Intended Outcomes

The project sought to bring museums into closer contact with social care partners and show how museums and their collections of heritage material, can play a part in helping people to tell their life story through creative reminiscence practice. Museums in Cambridgeshire sought to deliver a new approach to reminiscence activities and provide an example of good practice for the wider museums sector.

Current social care practice emphasises a person-centred approach which celebrates the person's life history and lived experience, creating opportunities for meaningful activity for wellbeing, maintaining independent living and reducing social isolation. *Memories in the Community* planned to connect heritage material with creative activity and the process of reminiscing to record life stories and aspects of people's past history which will then form a new personalised resource useful in their care by care staff and family members.

Planned outcomes for the project were to:

- identify individuals who might benefit from reminiscing and telling their personal histories
- gather new oral history recordings of participants recalling aspects of Cambridgeshire's past
- explore how museums and their collections can support care organisations in this new way
- deliver training for volunteers and care staff in using artefacts, photographs and documents for reminiscing, Oral History, Dementia and Disability Awareness training for care staff, care volunteers and museum volunteers.
- initiate cross sector working between museums and care organisations in Cambridgeshire through creative workshops and the creation of personalised memory boxes
- create and tour an exhibition which showed the outcomes of this work
- deliver sharing events across the county to celebrate the work carried out and thank volunteers involved in the whole project
- produce legacies in the form of a toolkit and film to pass on learning about how to use life stories in a creative way to the museum and care sectors.

2. Project Background

Museums in Cambridgeshire has a long history of exploring and supporting reminiscence work. In 2008 - 2009, the *Key Memories: recollections of my first home* project linked museums with care settings in the county to initiate reminiscence sessions and develop a resource for the settings to use in group work. This was the start of a partnership between museums and care settings and resulted in a touring display of objects to use as prompts and stimulus in working with groups of older people.

Following on from this work, from February to June 2013, there was a small scale pilot project funded by Museums in Cambridgeshire (MiC) and Cambridgeshire County Council Adult Social Care (CCCASC). This project sought to test for any positive outcomes that could be achieved from undertaking personalised reminiscence activities with older isolated people living independently. This was a project aimed at producing personalised memory boxes for five older people in the community. The partners in the project were St Neots Museum, The Norris Museum in St Ives and Care Network Cambridgeshire. The involvement of volunteers from the partners was integral to the project model.

From the evaluation of this pilot, MiC and CCCASC learned there were positive outcomes experienced by individuals, their carers and relatives by providing personalised memory boxes and there was scope to widen this out to more older people in similar circumstances and to engage those around the person in the process including carers, care volunteers, family members and their wider community.

In 2014, a successful application was made to the Heritage Lottery Fund 'Our Heritage' grant scheme which expanded the project to reach more people, including younger people with learning disabilities, individuals in long term care and individuals with sensory impairments. In addition, a creative element was introduced to show different ways of recording life stories. This larger project also included more partners: six museums across the county, Care Network Cambridgeshire (working in the Huntingdonshire and Ely areas), Cambridgeshire County Council Learning Disability Services, Sensory Services, and Adult Day Services teams.



3. Evaluation and Monitoring

An evaluation plan was agreed at the start of the project which sought to gather evidence of any distance travelled (in social impact terms) for older people from their own observations, responses and from those close to them, carers and relatives. Also the evaluation was intended to gather evidence identifying any increase in learning, as well as changes in practice and knowledge for care and museum staff and volunteers.

In particular, the evaluation sought to record:

- the social impact of taking part in the project for older people in relation to their wellbeing, confidence and level of engagement (evidenced through self-assessment statements and feedback sheets, and interviews with their carers and/or relatives)
- any learning by museum volunteers and staff of working with a new audience and in partnership with the care sector (evidenced through volunteer and staff feedback questionnaires and interviews)
- any learning by volunteers and staff involved in the project about the nature of memory and reminiscence work (evidenced through training questionnaires and individual feedback)
- the time spent on the project by staff and volunteers (recording hours and estimating time taken to carry out life story interviews by care volunteers and create memory boxes by museum volunteers as well as partner time in co-ordinating these).

This was a multi-agency project which included several elements, some of which were smaller discrete projects. Gathering and recording evidence needed to happen in different settings, in response to different interventions or activities, at different times in the life of the project and subject to consent and access by participants, carers and staff.

There were no opportunities to gather information across the board of every participant in the project and so an approach was taken to evaluate different aspects of the project for example, self - assessment leaflets in memory boxes, observation sessions at creative workshops with older people with severe dementia, face-to-face and telephone interviews with carers, care volunteers and museum volunteers.

Reference was made to the evaluation methods used in '*Arts for Health and Wellbeing - An Evaluation Framework*' , by N Daykin and T Joss, January 2016, Public Health England and '*ILFA: An Improvement Framework for the Arts and Culture Sector*,' 2014, Arts Council England.

The evaluator worked with the Project Officer to monitor the project and attended Steering Group meetings as part of the project team. Through the course of the project the evaluator recorded planned and unplanned outcomes.

Some quantitative information was collected through the project in line with the evaluation requirements from the Heritage Lottery Fund and also to estimate the time taken by volunteers and paid staff in the course of some of the work carried out. These were:

- Number of participants taking part in the project.
- Number of volunteers, museum and care staff trained in dementia awareness, oral history processes, sensory and disability awareness and reminiscence processes.
- Number of life story interviews carried out.
- Number of creative workshops delivered.
- Number of memory boxes produced.
- Visitors to the touring exhibition.
- Number of events and attendees.
- Number of hours volunteers and museum staff spent on making personalised memory boxes.



4. *Memories in the Community* - What We Did

The Project Team

The overall management of the project was carried out by Gordon Chancellor, Museums Partnership Officer, for Museums in Cambridgeshire (MiC), who were the lead partner in the project and the link to six partner museums. Lead officer support was given by Carol Williams from Cambridgeshire County Council Adult Social Care who also managed links with other partners in the Learning Disability, Adult Day Services and Sensory Services teams.

A part-time Project Officer, Emma Cook, was appointed at the start of the project to co-ordinate all elements of the project on a day-to-day basis and direct the project through a Steering Group of project partners who met on a quarterly basis from January 2015 - December 2016.

Care Network Cambridgeshire, a charity supporting older people and vulnerable people in the community who were operating in Huntingdonshire and East Cambridgeshire, managed the link with care volunteers working with individuals living independently. The Museums Partnership Officer managed the relationships with six MiC museums, each museum taking responsibility for the involvement of their volunteers. Julie Heathcote, an independent Alzheimer's Society accredited reminiscence trainer and consultant, was advisor to the project team and mentor to the staff and volunteers involved.

A Steering Group of representatives from each partner met at seven meetings during the project to plan and agree milestones and developments. The Project Officer liaised with museum staff, volunteers, care staff and volunteers throughout and managed the project team to meet the milestones set.

Towards the end of the project, Emma took up a new post and the consultant working as the evaluator on the project (Nicola Power) took over as Project Officer from August 2016 - January 2017.

Project management

The project delivery plan was the basis to managing and monitoring the project and this supported the main elements of the project to be successfully delivered to the timescale and budget. Key representatives from each partner organisation had been involved in the project application to the Heritage Lottery Fund and commitment from each partner had been given before the project began.

The project was managed well by the Project Officer with hands-on support from the lead officers and the Steering Group worked well to manage the milestones of the project. The Project Officer had experience in Museum Development and is part of the Steering Group for the Reminiscence Network

East promoting the use of reminiscence in care and museums. Her project management experience was crucial in keeping the project on track.

As a multi-agency project there were some issues identified during the start-up of the project and changes were made to address these towards improving the project.

Communication

The nature of the project involving a number of partner organisations based across the county meant that communication and organising took up a large part of the Project Officer's role initially.

Emails, a project newsletter, website and blog were all set up to keep all partners and volunteers informed and for input which worked to some extent. The main communication issues were:

- ensuring attendance at Steering Group Meetings so people could be kept updated about the next stages of the project and key dates
- relying on the passing on of information from key representatives to the volunteers who were delivering the project
- prioritising the needs of the project as per original commitments from partners through staff changes as well as changes in partner organisation priorities.

In order to improve this, the Project Officer made visits to all of the partner museums to maintain momentum about the project and each partner's role and commitment in it. In addition, once the memory box creation process began and was worked through, communication improved as the purpose of the project became more tangible. The experience and flexibility of the Project Officer helped to adapt the project and improve ways to keep everyone involved and informed. A volunteer event was held at the Farmland Museum and Denny Abbey in April 2016 which helped volunteers meet others in the project and see the wider project they were contributing to. Feedback during the early part of the project showed that an initial project event at the start of the project would have been helpful to state the aims and introduce partners from the outset especially as this was a new partnership.

Volunteer Support

The memory box process was quite complex and the core elements of the project relied on the role of care volunteers to collect interviews and information and museum volunteers to create the contents of boxes. In most cases the volunteers were spread across the county and initially, abiding by safeguarding and privacy guidelines, volunteers did not link up to discuss the individual that they had interviewed. Later in the project, the information gathered from the interview was shared directly between volunteers, having gained consent from the participants, which not only speeded up the process but also gave more meaning to the volunteers creating the box, ensuring that the objects and items chosen reflected the person as closely as possible .

Recruitment of Project Team

Key staff were recruited from the museum teams, Sensory Services team, Learning Disability team and Adult Day Services team who would link with volunteers and refer individuals who wished to take part. By May 2015, all of the project team had been recruited including the creative practitioners, project advisor, and project evaluator.

Volunteer recruitment

Across the project, there were three kinds of volunteers involved:

- Care volunteers working with Care Network in the community, in localities around Huntingdonshire and East Cambridgeshire. These were recruited by Care Network staff and were already helping in community projects run by Care Network such as their Good Neighbour Schemes (supporting older people in their own home, providing transport, companionship and organising activities) and Help at Home schemes (where patients returning home from hospital or individuals who are unwell receive short-term practical and emotional support in the home). Several volunteers from Care Network already worked with the people they interviewed, or knew of them within their local community. In some cases, the volunteer and older person had a long friendship.
- Museum volunteers who were already part of the volunteer teams at five partner museums were invited to take part in the project. Those who shared an interest in the aims of the project were recruited and invited to take part in training sessions and Steering Group meetings.
- Volunteers working in day care settings and care staff volunteering to carry out interviews during their normal working patterns.



Method of Referral and Engagement

Individuals being asked to take part were identified by:

- Care staff from the Sensory Services Team and Adult Learning Disability Services.
- Care Network staff and care volunteer co-ordinators in different localities.
- Care staff at Glatton Hall care home.

This worked well as people were approached based on knowledge of their lives by those working close to them and also knowledge of their personality and capabilities. Care staff approached the Project Officer with participants who were willing to take part. Their referrals were based on a number of criteria:

- Older people living independently in the early stages of memory loss or dementia who might benefit from consolidating their life stories as a way of holding onto memories which might soon be forgotten.
- Older people living in residential care with dementia, with carer support, who might benefit from creative activity and opportunities for self-expression.
- Older people living independently experiencing social isolation.
- A group of younger people with learning disabilities using day care services in Ely.
- Adults with a sensory impairment.

The referrals were ongoing through the project and it was decided that there would be three tranches to the interviewing and box creation process in order to manage the process effectively.

Initial visits were carried out by the Project Officer with the referral teams to find out more about ways of working and in order to design the best way of setting up the referral processes, photography and art project.

32 people were interviewed and ranged in ages from 30 – 93 years. The participants, all now living in Cambridgeshire, had a wide range of life experiences and backgrounds so included not only people who had lived in Cambridgeshire for most of their lives but also people who had lived in Lincoln, Bedford, London and Lancashire, as well as periods overseas. There were 7 museum volunteers, 13 care in the community volunteers and 4 care staff volunteering as part of the project to carry out the interviews and make memory boxes.

Reminiscence Training

The original project plan identified that training was needed at the start of the project before work on the interviewing and collecting of life stories began.

In April and May 2015, 40 volunteers took part in two days of Reminiscence training provided by Julie Heathcote.

This was lively and interactive using objects, smells, sounds and images to learn techniques in reminiscing and to show how enjoyable the experience can be for those taking part.



Evaluations from the training showed, that of the attendees 39 were from a variety of care settings, both paid staff and volunteers, and one was a museum volunteer. Of the care staff and volunteers, two had experience of working on an arts or heritage project before and 29 had no experience of working with the arts or heritage sector.

The ages of participants ranged from 18 - 85 years and there were 29 who had worked in the care sector for over 25 years and 16 who had worked in the care sector for up to 15 years.



There was a high take-up of attendees at these training sessions and some staff and volunteers were able to become involved in the project straight away following the training. Not all those who trained went on to be directly involved in the project but the feedback below showed that the training was effective in increasing understanding about memory loss and reminiscence and in giving techniques to use in care practice.

In addition, there was a budget to deliver Dementia Awareness, Oral History training and Disability Awareness training. In terms of care volunteers, feedback about the training showed that they felt they had already received training in the areas of Dementia Care and Disability Awareness in the course of their work or volunteering so additional training was deemed unnecessary.

Later in the project, there was feedback from care volunteers that Oral History training would have been of benefit to feel more confident starting out interviewing older people. There was also an opportunity to digitally record the interviews and add those to the memory boxes. Individual

interviews were carried out from January to June 2016 as an ongoing process as more people were referred at different times. The progress of the project did not follow a linear pattern but interviews and boxes were created over weeks and months with different volunteers starting when participants were available. This meant that some people, who had the training were able to use their skills sooner than others.

Impact of Reminiscence training

At the end of the training day, attendees were asked to identify what they had learnt and how they might use this in the future. The following benefits can be drawn from these responses:

- **Attendees reported that the training had increased their understanding about reminiscence and how the memory works.**

'I have a greater understanding of reminiscence work and how it stimulates memory.'

'To help people uncover and record their memories of their life and give them and their families pleasure.'

'Really enjoyable day which made me think how important memories are.'

'I have a greater understanding of reminiscence and value for people who you do it with.'

'Increased knowledge of dementia and how to communicate and help sufferers.'

- **Several attendees could see how this project and creating memory boxes and reminiscing was a strategy to deliver person-centred care and there was a desire to disseminate these techniques amongst other care teams back at their place of work.**

'As this is a relatively new service and many of the staff have little experience of working in a person-centred way, I hope to gain an insight into how we can support people in a more empowering way.'

'It has reminded me of ways to talk to people to get them to talk about themselves and maintaining their value and self-esteem.'

'I hope to have further learning and how to use reminiscence in person-centred care incorporating this learning into my daily routine at work.'

- **The training had suggested and guided ways to talk, techniques to use on a daily basis for people in care settings.**

'I have learnt a huge amount - new techniques, strategies and skills which will enhance what I do with my older people.'

'Very enlightening - so much more to expand on in my working practice.'

'Learnt questions to ask people re: memory boxes.'

- The training was of use to wider teams and the intention to take points from the training back for others to learn from.

'Knowledge to share with the staff team and to provide a personalised experience for our service users.'

- Several attendees mentioned they could recognise how objects and photos can benefit their clients in terms of physical, visual, emotional and sensory stimulus.

'Really enjoyable day that made me think how important memories are. The importance of being able to have objects and photos which help spark memories.'

- Inspiration from the training seeing the possibility for positive outcomes.

'I hope to roll this out in our village to help elderly people who need it there.'

'I want to support people to capture their memories to give the comfort when memory begins to fail or they want or need to reflect on their lives.'

- Intention to create memory boxes as tools.

'I would like to collect information about an individual which truly represents them as a person

It will be something that a service user can always keep and take with them to share with other staff, friends if they move on to another service or home.'

'I want to be able to support people in making a memory box and make them feel valued.'

'Would like to create our own boxes in the future.'

- Understanding the value to a person of talking about their memories/listening to them which helps them as carers see the person.

'Gives people a voice, helping to maintain dignity, encourages a joined up approach to support planning and focused individual support for Learning Disability services.'

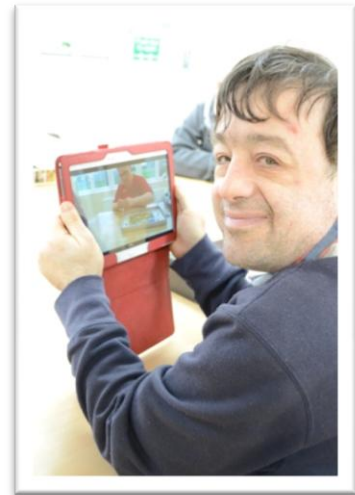


Photography Project

The photography project was planned with service users who met regularly at Ely Community Centre as part of the Learning Disability Service. Photographer Kay Goodridge, who led the workshops, was experienced in working with hard to reach audiences, and designing programmes based on the needs of individuals and their settings.

The purpose of the project was to:

- help individuals identify aspects of their life which were important to them and that they would like to record as a way of expressing themselves
- share memories and aspects of their life with others
- learn new skills
- increase confidence in their identity
- produce photographs and artwork that would create a permanent legacy to show others and keep for themselves to share with beyond the project.



Kay planned to introduce basic photographic skills to four individuals who had a range of learning disabilities. The workshops looked at self-portraiture and different ways to record a person's life. There was a range of equipment to use from iPads to Polaroid, Smartphone and a Bronica. The project included taking field trips to favourite places and taking photographs with items that have a personal meaning. A collection of new photography was created showing both individuals and the group.

The regularity of the sessions helped to create momentum and individuals were reported to be excited about forthcoming sessions. Christine, their Key Worker, was essential to identifying any changes in behaviour, responses and levels of enjoyment, and engagement as well as observations of behaviour during one reflective session.

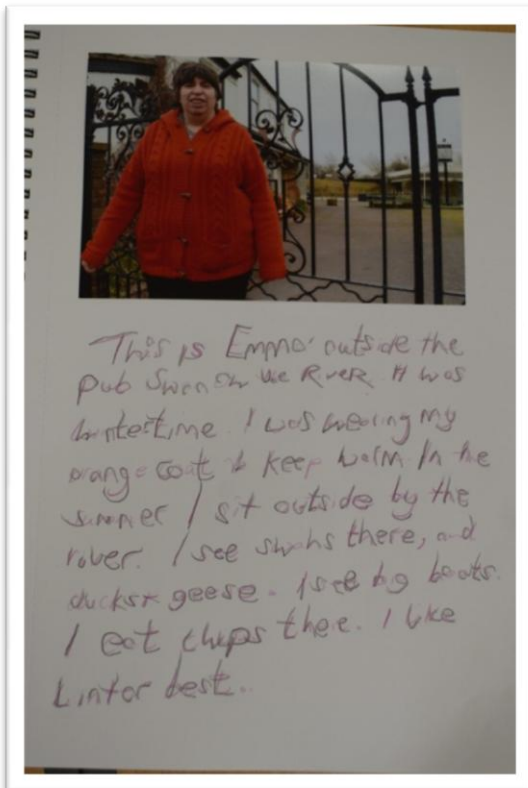




Through observation and feedback from Christine, this work had a significant impact on all of the participants - there was a high level of enjoyment and excitement during the sessions and before in anticipation. Individuals were sharing their lives with each other and were able to learn more about them - where they lived, their home, their childhoods and their favourite stories. Workbooks were created from the photographs which included information they wanted to record in their own words.

As a result of this project, the Community Centre has continued with weekly photographic sessions organised in-house with a wider range of service users recording and creating records of their life and activities as well as creating artwork for the Centre. A sharing event marked the end of the project in April 2016 at the Centre where all four participants introduced their slideshow to staff and service users from the wider Centre. This was an additional outcome as were the workbooks which were kept by the individual for other carers and relatives to see and use. A memory box was created for each person too with material from their lives as an additional part to the project.

Case Study



Emma, Gary and Andrew with Christine, Key Worker, Learning Disability Services

'That was really good.'

'I like taking photos of my house and the red car.'

'I want to do more.'

'There has been so much excitement in doing these sessions, Gary has loved seeing his photographs projected and the slide show on the tablet. For the first time with me Emma has talked about her home, showing me her mum's house where she grew up as a child. I

was surprised that she was able to remember it. Andrew has got the most out of it - at every opportunity he wants to take pictures. To get him taking part is amazing - he has loved taking photos and he never normally shows an interest in books or writing. He has loved choosing and sticking his photos in the workbook and showing everyone.

This feels like something they can be proud of and show something of themselves to other people. It is important to them as people and lets us see more of the individual.'

Creative Workshops

Artist Karen Jinks set up a series of creative workshops as smaller projects exploring reminiscence while making collages and cards, working with people with a sensory impairment as referred through the Sensory Services team and groups of residents of Glatton Hall care home. The emphasis was on the process of group reminiscence and also exploring memories through sensory artworks. The art forms were not determined at the beginning. The artwork created through old photographs, postcards, vintage fabrics, words and phrases were used to create cards for individuals to keep and also were incorporated into textiles for the *Memories in the Community* exhibition later in the project; tablecloths, a lampshade and a patchwork hanging.



Karen also delivered workshops for Care Network volunteers to learn approaches in creating artwork based on memories.



The responses during the sessions were lively with talking and laughing. The care staff at Glatton had referred individuals who they thought would benefit from the workshops and commented on the high level of enjoyment. What participants seemed to enjoy the most was sharing and talking together and making something individual about memories others recognised. People made cards from images of their own and others provided. There was a sense of accomplishment in creating the cards.

Two younger participants living independently with sensory impairments - visual and aural - took part in one-to-one sessions with Karen exploring their childhood memories and creating tactile art to capture these in a collage using tissue paper, layered paper and stencil cutting. In the case of Sarah, she remembered beach holidays, caravanning with her mother and late father and she created a very personal collage which formed

part of the later touring exhibition. Sarah also created and decorated her memory box using clay. Her hands shaped the clay into curled rose petals to form a gold flower shape on the top of her memory box.



'I have enjoyed being able to put my thoughts into something beautiful, feeling the texture and shape of the clay and creating the collage is now something special to me and reminds me of special times.'

Sarah

Creating Memory Boxes

The creation of personalised memory boxes was a large element to the wider project and built on the pilot project outlined earlier by working with more partners across Cambridgeshire, linking more museums with different kinds of care settings.

From June 2015 to September 2016, individuals were referred to the project from various routes: from care volunteers in the community working in Huntingdonshire and East Cambridgeshire and from the Sensory Services and Learning Disability Day Services Teams working in Cambridge, Ely and March.



The Project Officer matched volunteers with individuals and museums with completed life stories. To manage this process effectively, Emma arranged three phases of interviews and box making which allowed for a trial period to see if the process would work and refinements to be planned in.

By the last phase of the project, there were more demands for memory boxes and at the end of 2016, more people were identified in other settings for interviews and to take part. Unfortunately, the project's timescale did not allow time to meet this demand but it showed a growing interest in the usefulness of the interviewing process and box making.

The one-to-one interviews were carried out using a prompt sheet (Appendix 1) to cover aspects of a person's life and designed to draw out facts and details and also personal interests, family memories, family traditions, and times of celebration, memories of having fun as well as challenges they have faced so that they were very individual to that person. These prompt sheets were then matched with one of the museums, where volunteers would identify objects, documents, photographs, music and any other items which could link specific places, activities, songs that were mentioned during the interview (see Appendix 2 for examples of contents).

It was important to create memory boxes to appeal to different senses and to take into account the circumstances of the individuals for example, more visual and tactile content for a person with hearing impairment, more tactile and scents for a person with visual impairment. Each box contained:

- Images, postcards, drawings, photographs with links to places and activities mentioned by people such as a holiday destination or a picture of children playing hopscotch.
- Objects that linked to places, work, games, fashion, home for example chess pieces, jacks or a particular book, song lyrics, sheet music or a CD, hair curlers, make up, soap, tools, tins, clothing coupon books. Textures were important which might be provided by a wooden tool,

a piece of fabric, a pine cone, etc. Objects that could be used were also very important, for example a toy, a whisk or a game to be played so that this would prompt an action along with a memory.

- Objects with a particular smell or sound were also important such as carbolic soap, loose tea, a bicycle bell or a football rattle.
- Sections of a map were useful to identify surrounding areas of a particular place which might prompt secondary memories.
- Documents such as posters, leaflets, programmes, magazines, newspapers or tickets, certificates were all useful with use of images, style and memories they might evoke.

Memories in the Community produced 32 personalised memory boxes drawn from 32 individual life story interviews.

Oral History Recording

One recording was made during the project with an individual who had created a memory box. He was referred to the project because of the fascinating memories brought up during his interview with a Care Network volunteer. His memories were captured on CD for his family and also deposited with the Cambridgeshire Collection. At the end of the project there was a great deal of interest from St Paul's Community Centre in Cambridge for oral history interviews to be carried out and a growing demand for more memory boxes.

The offer of Oral History training was planned at the beginning of the project for volunteers and staff, but the numbers of potential attendees was small. By the end of the project volunteers, staff and participants had shown a great deal of interest in recording people's memories and this is being explored beyond the project. This is an area for future consideration as training would be useful for carers in the community and in day care settings to record more memories for creative use and records. Those interested were referred to the Capturing Cambridge project at the Museum of Cambridge where staff are gathering material and memories about the city of Cambridge.

There was a missed opportunity for supporting some volunteers who wanted to record their interviewee digitally and these memories could have been added to the personalised box which could be a legacy for the person's family too. Care Network is exploring providing training and equipment in some communities to take this further.

Examples of memories recorded during the project:

'In 1957 I was conscripted into the Army to serve my two years National Service. After basic infantry training, I was transferred to the Headquarters of the Royal Army Education Corps and was promoted to the rank of Sergeant Instructor posted to Salisbury Plain. The Army Education Unit was for new regular army recruits whose literacy and numeracy standards were very poor. In 1958, there were no simple reading books suitable for young adults. Under the guidance of the Captain, our small team of Instruction Sergeants, I and five other Sergeants wrote simple reading books for our soldiers based on the life and adventures of a soldier like them. This was, I believe the first attempt at adult literacy reading material in this country. It was accepted and published by the War Office.'

DAVID

EILEEN's D-Day Story

As told to Cherryl, Care Network Volunteer.

Eileen had never been to London nor had her older sister Kath and they wanted to go and see the sights. At her birthday in May, Eileen had been given £5 and on the strength of this Eileen, Kath and her friend Connie, who had been to London before, went off on the train from Nottingham to London for the day. On the train, the guard had come through telling everyone it was D-Day and our troops had landed on mainland Europe, so there was a lot of excitement. They looked at some of the sights and went to the Houses of Parliament in the hope of seeing Winston Churchill but were told he wasn't there. The policeman suggested they walk up to Downing Street as lots of important people would be coming and going there, even if Mr Churchill didn't appear. There was quite a crowd already there when suddenly Eileen heard an excited squeak from her sister behind her. When she turned Kath was in the arms of a man in army uniform. It was her brother Billy who was in the Royal Engineers and part of the 51st Highland Division. With his friends who were all Geordies they had been 'sent back' from going in the first wave on D-Day and they only had French money in their pockets. With her £5 Eileen was able to buy everyone a fish and chip dinner and they all had a wonderful day sightseeing in London. Billy and his friends took the girls back to the station but were not allowed in because they were in uniform and the powers that be were afraid they would abscond on a train if they were allowed in. Eileen says it is one of the days she remembers most in her life. It was amazing to meet Billy among all the millions in London when they didn't even know he was there. Billy and his friends did make it to France and Billy made it back home to Nottingham after the war, although Eileen says he was not the same man as the pre-war Billy. It changed them all she says.

'My father was Rose Grower to the Queen - he worked at Stephenson's, Cheshunt. I worked in cinemas as an attendant where I met Cliff Richard! I saw people to their seats and sold ice creams holding a torch!

Our living room had a large black range with an oven - I remember Mum cleaning every day with black lead.

I was 18 years old and in the RAF, as a joke I was asked to clean the interior of an aircraft. I was at the back of the plane and the pilot got in and took off! He didn't know I was there. I'd never been on a plane before so I didn't know what was happening - I was terrified when I knew we were flying.'

IRENE

CLAUDE

'I left school on a Friday and started work on the Monday on Tommy Clark's Farm. My first task was to paint his lorry wheels! I worked for the farm until I retired at 65. I started working with horses (Suffolk Punches) and I led carts full of sugar beet and potatoes. I also picked potatoes and hoed sugar beet. Anything that needed doing on the farm really. 30 shillings a week was my first wage packet.

I remember an American bomber airplane crashed in Prickwillow into someone's house. The pilots parachuted to safety but the house burnt down.'

Memory Box Evaluation

The impact of this part of the wider project was recorded on an individual basis and was dependent on access to individuals to gather their direct response and also their circumstances if they needed support from their carer or relatives. For those people living independently and able to carry out a self-assessment, a small feedback booklet was added to each memory box to capture their thoughts about the box, about reminiscing and how they are using their boxes after the project has ended.

Follow up interviews were held with selected carers in the community who had volunteered to be case studies and interviews with care staff at Glatton Hall Care home to see the immediate and medium-term impact of the memory boxes on individuals living there. 11 out of 32 participants completed the memory box self-assessment leaflets (Appendix 3) either independently or with support from carers. There was also space in the booklet to capture responses from those close to the person too.

Impact of Reminiscing

There have been high levels of enjoyment recorded about reminiscing and from the feedback we can see the particular benefits this part of the project has delivered:

- **Sharing was important which is more than remembering but a two-way process of telling and listening** –responses showed that there was enjoyment in someone interested to listen and ask questions. Participants were pleased having someone taking an interest in personal choices and events in their lives.

'It was good to share my stories.'

'Enjoyed talking about it and meeting others with similar things although I think I am an older age group.'

'Enjoyed talking the most.'

'Enjoyed the memories of father and remember the words to a song he used to sing me.'

'I enjoyed everything - just brilliant. I can share it now.'

'Nice to talk to the interviewer very interesting and brought a lot of memories back.'

'Enjoyed talking about the war days.'

'I enjoyed the laughter while making the card.'

'Talking with others.'

'Talking about the objects and the good old days.'

'I enjoyed chatting and laughing.'

'Being able to share my memories with someone who is interested.'

'I am looking forward to sharing my box with my daughter.'

'It was nice to share my stories.'

- **Sharing emotions with those memories, both happy and sad memories.**

'Made me feel happy and laugh.'

'Very sad thinking about the past.'

'Made me feel sad.'

'I enjoyed it.'

'Lovely, good and bad things.'

'Made me feel sad as I talked about things that I can no longer do.'

'Good it took me back to things I hadn't thought about in a long time. It brought back some lovely memories.'

'Surprised! I am constantly reminiscing but was surprised how many things they brought up- different things.'

'Yes it has refreshed old stories and happy memories.'

'It made me feel sad sometimes.'

- **Having a tangible record of life in other places was important now they were living in Cambridgeshire.**

'Happy memories that others cannot share. All the things that are gone but in my head. Jogged my memory - brilliant. Especially as my memories are from elsewhere.'

Nine out of 11 people said that the objects matched their memories 'very much' and one out of 11 replied that the objects matched 'some of them'. From the feedback sheets, eight people would recommend memory box making to others.

What do you think of your Memory Box?

There were some other comments showing that people wished to add to their box or personalise the outside of them. One suggestion was to include more information from the interviews about the person, some quotes and labels to photographs to help carers and relatives identify memories.

'I would like to add to it.'

'I will enjoy decorating my box.'

'We need a list of items in it.'

'Details needed in large writing on the photographs.'

'While it was a reasonably represented collection, the researcher could have asked if I had my own photographs - or in my case - sheet music. Later I added personal photographs, music and ration books.'

How have you used your life box?

Most people who replied were keen to use the box to share with others in their lives:

'I shared with my friends - I liked to see them chat about it.'

'Family do not visit often but I will show them it when I see them.'

'I am looking forward to showing it to family when they visit.'

'I am really looking forward to sharing the box with family.'

'I will be showing this to everyone at my 80th birthday with everyone - they will love it.'

'I have used it with my grandson and daughter.'

'I wrote to my friend in Marple about it and suggested they might do something similar using shoe boxes and make it into a social evening.'

'Friends at Tennyson - Everyone thought it was a good and made other people remember their childhood.'

'Very happy.'

Participant Health and Wellbeing

The assessment forms also included a list of statements about how the memory boxes might have changed how people feel about themselves and connections with others.

<i>Wellbeing Statement</i>	<i>Number of respondents this applied to</i>
I feel like it has lifted my spirits	5
I feel like it has made my memories clearer	6
It has made me value myself more	3
It has given me confidence to talk about myself more	3
I feel more confident taking part in social activities	3
I feel like I want to share these memories with others	7
I have enjoyed reminiscing	6

The memory boxes had most effect in helping to make memories clearer and providing opportunities to share their memories through reminiscing with others. Other wellbeing improvements included that some felt their spirits had been lifted, they had more confidence to talk about themselves and three ticked that the boxes helped them value themselves more.

Other comments from Carers and Relatives

'She was delighted with it and although living alone she was keen to show it to her friends. The most enjoyable part has been taking her box round and having her shared memories with her and seeing her face when she saw the objects.'

'She loves her box and our youngest goes through it with her often.'

Janet and her daughter Frances

Use in Later Care Situations

During the course of the project one of the ladies who was at the very early stages of memory loss created her box to share with others. However, since the end of the project, her dementia has progressed significantly and now her box is used by others as a tool for engaging with her and for people working and caring for her.

Legacy box

One lady was interviewed during the project who died unexpectedly before her box could be presented to her. Her relatives were asked if they would like the project to carry on making the memory box and they were happy to receive it at the Tea Party celebration event which marked the end of the project.

The museum volunteer who made the box was able to meet with members of the family and they were able to hear more about the project that their mother was taking part in. The memory box for them was very important:

'Thank you so much for giving this to us - she was a lively lady and to have details of her favourite memories and items to go with them will give us a chance to share her life with other people, her grandsons and also it is like a memorial to her. The quotes and memories are tied up with our memories too and I feel like we have been given a very special part of her through this.

This is such an important thing to do for people - it has left us with clearer memories of other parts of her life not how she was as she aged and needed caring for.'

Sheila, Rose's daughter

Case Studies

Ann, Care Network Volunteer from the Help at Home Scheme, talking about Betty

'Betty was one of the first people to be interviewed at the beginning of the project. She enjoyed the process and has also since used the box with her family and taken it to day centre to show other people.'

'She has noted that she has not only enjoyed the value of reminiscing but the sharing of it and connecting with other people has helped her see the value of aspects of her life.'

'The most enjoyable part has been meeting Betty and taking her box round having shared her memories with her and seeing her face when she saw the objects.'



Mabel and her daughter, Linda

'Mum enjoyed having the meeting with the researcher. Also it was an adventure to go to the Tea Party at Ramsey for the finale. The family met at her flat a couple of weeks ago and she was showing the contents of her box to her grandsons - aged 36 and 37! They are fascinated to hear her stories and about her life and she is very animated when she talks. We feel very proud of her achievements and see her more as she was in her younger days.'

Linda



'I think it's a good idea. People should be able to know what happened. I've done quite a lot in my life and a lot in my village. I feel that young people haven't had the experiences we have had and we had to fight a lot for what we wanted. I was a radio operator during the war and could tell you some stories. Once I started talking it all came tumbling out. I



Eileen

Kate

Feedback during the project showed how enjoyable this part of the project was for everyone involved - the care volunteers carrying out the interviews, the participants reminiscing and the museum volunteers putting together material for the boxes. In many cases, for the volunteers they felt a sense of privilege to be able to share the memories and also responsibility to make sure the final product was of a good quality and accurately reflected the life story.

As part of the monitoring process there were some issues which arose which were very useful to learn in expanding a project to include more people and in a wider area. Unlike the other elements of the project, memory box making was being carried out at several places which were geographically spread and involved different ways of working by volunteers involved and so there were different adaptations needed.

Learning from Making Memory Boxes

- The routes for volunteers coming to the project were varied from people caring for individuals they see regularly in their community to volunteers travelling to meet their individual for the first time as well as arranging with care volunteers and staff to interview people during their working day. The Project Officer learnt to see what was needed to support the interviews and to manage the timing of them with the timing of making the boxes by museum volunteers which was effective but time consuming.
- There was a four week turnaround given to making the boxes which was met in most cases especially by the second and third rounds of memory box making. External factors affecting the work of volunteers in museums sometimes led to longer delays which led to community volunteers in some areas feeling disillusioned by the project at certain times.
- Museums feedback showed that they had sometimes been allocated individuals whose lives were not directly linked to their collections and subjects which led to volunteers feeling less connected to the project too.
- Care volunteers in the community were keen to take on more ownership of the boxes, carry out oral history interviews and also source items for their individual. They had greater commitment to the project when they were working with people in their own community or they were caring for themselves. Volunteers were very committed in the museums and care settings in the local area where they volunteer. For example, linking Ely Museum with participants who were interviewed in Ely and Soham.
- The memories shared reflected a range of places people had lived during their lives - some people had experience of just living in Cambridgeshire and others came to live in the county as older people in care. The project highlighted the diversity of older people in the county which is fascinating and whilst not providing as much local history material as first planned has led to a

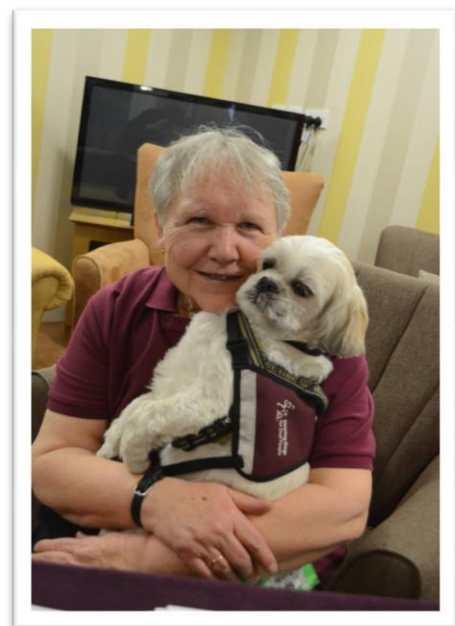
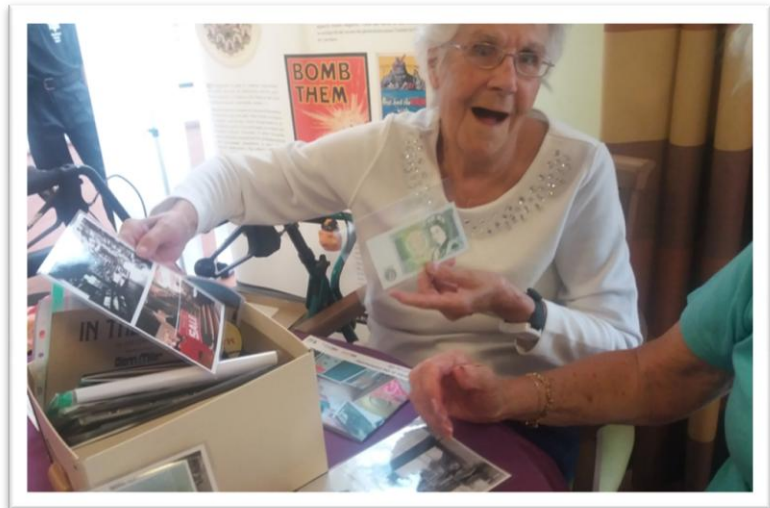
greater understanding of the individual circumstances of older people and the role they can have in providing life lessons to other generations, in particular sharing the knowledge and skills gained during key historical events.

Care volunteers who were interested in carrying out more interviews were keen to record their interviews and learn more about oral history as the project drew to a close. The response and effect of the memory boxes on individuals has raised awareness and interest. While museums and project staff are not able to provide this ongoing service, there is scope in future projects for developing oral history skills as intergenerational work.

Volunteers gave a guide of how much time they were allocating to the project. For care volunteers arranging their interviews, preparing paperwork and having follow up contact they estimated

between 4.5 - 5 hours of their time. Museum volunteers estimated two days work in preparing a memory box including searching for objects, researching photographs, preparing material and making notes to go into the box. In some museums, administration staff also supported this.

On the basis of volunteer time being costed at £50.00 per day added to the cost of £50.00 for buying objects and creating the content, the full cost to make a memory box was £175.00.



Touring Exhibition and Sharing Events

The touring exhibition aimed to show the work of the project, the way of using life stories creatively as inspiration and to raise awareness about this kind of work.

The exhibition was a living room setting designed to be interactive and with hands-on elements to encourage the sharing of memories for visitors. Central to the exhibition was an audio chair playing oral history and interpretation was created on photo albums, quotes on cushions and curtains, picture frames and a lampshade to show the voices of people involved in the project. A digital photo frame displayed the photographic slide show from Ely Community Centre. The exhibition was designed to be visual, tactile and incorporate sounds of people talking and sharing their memories. Two sample memory boxes were created to handle and for prompts for visitors. The Exhibition booklet was produced with more background information about the project and details of partners involved.

Between April 2016 and January 2017, the exhibition was toured to six museums across the county and parts of it were used in two community displays and events organised by Care Network. Each venue adapted the exhibition to their space and added material to the exhibition which was related to their collections and locality.

Open days and events were delivered while the exhibition was on display and each partner created an event to meet their need and the community's need. The Farmland Museum had an open day for volunteers, the Museum of Cambridge used the exhibition as part of a drop-in memory morning, Ely Museum used the exhibition to promote the museum's work in the community to stakeholders and to South East Cambridgeshire MP, Lucy Frazer, Wisbech and Fenland Museum invited carers from the area to an open

afternoon to also see their handling and loan box collections which are used by schools and care settings.

There were 4,113 visitors to the exhibition and comments were collected in each museum's visitor book and comments cards.



'Fascinating and such a good idea.'

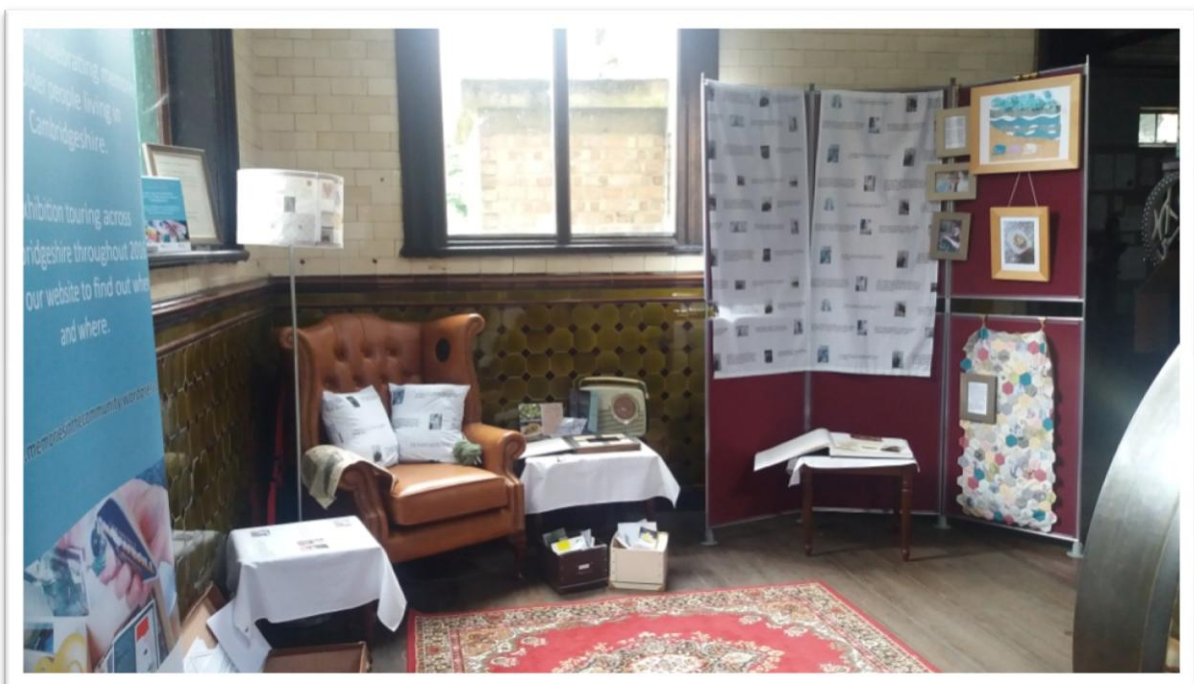
'What a good way to keep memories alive.'

'This has inspired me to talk more to my mother and collect material for her.'

'I work as a nurse and think this is a wonderful idea to do in a care home, we could create a living room area like this too.'

Following on from the exhibition, museums are looking at creative ways to carry out reminiscence, for example at Museum of Cambridge, their reminiscence sessions are building up memories they would like to include in textiles around the displays, oral history is being explored at Ramsey Rural Museum and new loans boxes are being created at the Farmland Museum.

Items which were created during the process of the project and which formed the exhibition are being offered back to the individuals who made them as a legacy.



Sharing Events

It was important when planning the project to build in opportunities for all the volunteers and participants to meet and also to say thank you to all those involved.

Therefore, in September 2016, as the project neared its end, there was a celebration Tea Party held at Ramsey Rural Museum for all participants and two more community events at Millbrook House, Soham and Walnut Tree Community Cafe, Earith. These were well attended (60 visitors to the Tea Party, 50 to Millbrook House and 14 at Walnut Tree Community Cafe). The atmosphere at all of these events was very lively, with opportunities to share stories, dancing and listening to music.



Having three events provided the opportunity for those who wanted to stay in their locality to be able to share their memory boxes with others they knew. The exhibition was on display at each event so participants were able to see some of their work and a photographic slideshow of all of the work completed by the group at Ely Community Centre was shown to everyone.



Communicating the Project

The work of *Memories in the Community* has been disseminated in a variety of ways:

The Exhibition

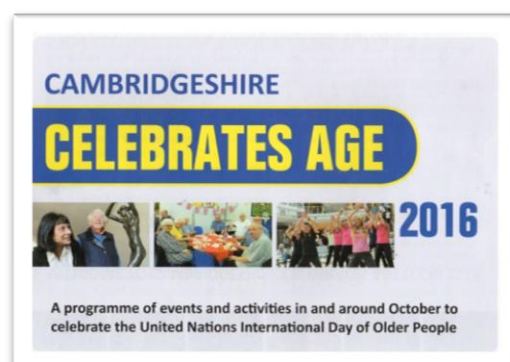
The artwork from the creative workshops and photography project formed the touring exhibition to six museums. Press releases and posters via social media about the exhibition were sent out throughout the project with support from the Marketing and Communications team at Cambridgeshire County Council. The exhibition was listed on Cambridgeshire Celebrates Age website listings during October 2016. The exhibition booklet was given out during the exhibition tour and events as well as to each participant.

Online Promotion

A project website was created at www.memoriesinthecommunity.wordpress.com as well as a blog to share best practice and highlights from the project. An online version of the booklet is available at the website and a film '*Memories in the Community: Stories of My Life How to Create a Memory Box*' has been uploaded on YouTube - https://www.youtube.com/channel/UCKkrwFXdvWVNAAnu_

Advocacy and Cross Sector Promotion

Presentations have been given to the Heritage Lottery Fund and Reminiscence Network East, Museums in Cambridgeshire AGM and a display at the Age Friendly Museum Network conference at the British Museum in February. The project has been promoted through the Care Network newsletter and at their AGM event in Cambridge. A Toolkit booklet has been produced to explain how to create resources from this project and to promote cross sector working.



5. Cross Sector Learning - Museums and Adult Social Care

Care Staff and Volunteers

From feedback taken at key points in the project and summative evaluation with three case study volunteers:

- The personalised memory box work in the community was extremely rewarding for volunteers working with interviewees.

'Best part was meeting her and seeing her enjoyment - to be able to help someone in such a meaningful way.'

- There was also an interest and increased understanding of using objects and photographs for older people.

'I didn't realise how important objects and photographs were - they obviously have sentimental value but they help with a process of remembering and all the emotions that come with that - they hold so many memories but useful to have to touch and they often led us on another path of memories. Very uplifting.'

- There was a real sense of ownership and a desire to find other ways to use reminiscence as part of existing groups or in their locality. Two volunteers in Needingworth want to develop reminiscence session and group boxes.

'It is a wonderful idea for older people in our community and I can identify more people who would benefit from this.'

'I would love to carry this on and have support for doing more. Having objects to start the interviews off would be good. I like the idea of us doing the boxes ourselves and gathering material together as part of my caring role for people I visit regularly. Many have their own items to include and we could visit our local museum and library to do it.'

- They are seeing direct benefits of the interviewing process and how it can and is reducing a sense of isolation for individuals

'I have learnt how important it is for older people to share their memories with others as well as how reminiscing as a group really brings people together - it is enjoyable and seems to help connect people more.'

Feedback from Glatton Hall staff and care staff in the Sensory Services and Day Services Teams has also been useful to see impact on care staff during the project.

'Following on from the visit by the artist and Care Network people were still talking about their boxes and making cards. There was engagement in the moment and objects were useful to prompt

memories from the past. Our staff will find the boxes useful to find out more about the individuals and their stories especially caring for people who have very severe dementia.

We would welcome more creative work and engaging people to be creative over more sessions where the stimulation happens on a regular basis - that's when you see the impact and people have more to look forward to. As a new partnership this was useful to have the opportunity to do and I can see the use of objects and photographs is really effective. I would welcome being involved in the planning of a project which continues this on.'

Julie, Manager, Glatton Hall

'This has been such a great project and we are seeing the benefits to individuals - a very positive experience for people. This has helped in supporting carers to know their clients better and therefore provide better care for them especially in learning about their lives outside of their daily care and their lives before they have come to us. Learning more about what museums do and have has been useful to see possibilities for visits and other work in the future.'

Member of the Day Services team

'It has brought together a variety of partners from across the voluntary sector (Care Network), heritage sector (the museums) and the public sector (Adult Social Care Teams) to work closely together to deliver a community project. It has valued and appreciated the life stories of members of the community in a positive and life-enhancing way and it has developed new partnership working which should hopefully aid future collaboration. I have learnt more about the museum sector and the knowledge and skills that its staff and volunteers have and also their willingness to help with the Council's health and wellbeing objectives that support the wider community.'

Carol Williams, Adult Social Care, Cambridgeshire County Council

Museum Staff and Volunteers

Feedback from Museum staff and volunteers shows the project has helped in:

- Understanding the different ways people are cared for in the community and more about older people's needs.

'This project has given me more insight into the work of Care Network and also the community centre's work. There is certainly more opportunity for partnership working and collaboration.'

- How museums can work better to link memories and objects to support older people within the community.

'I have enjoyed the opportunity to be linked with a project which focuses on people. The museum has in the past tended to focus on technology and ignore the human element.'

'We have less capacity in the museum to do this out and about but there are ways we can link through exhibitions or events at the museum which use objects and memories more.'

- Volunteers have grown in confidence to carry on reminiscing as part of the museums activities.

'I got more confident in doing this and would like to do more.'

'Good development opportunity for museum volunteers - it encouraged them to take ownership and be independent learning the practical ways of using objects in the boxes.'

'Maybe museums with specialist collections can provide advice and support to community groups about our topic areas.'

- Recognising how reminiscence can bring generations together.

'I have learnt how we see museums being used like this - for reminiscing, we can offer this on every visit. Sharing in families is even more important now, as the past seems so different to life now and with more and more people suffering dementia - their memories and life stories are even more important.'

'I see the value in doing this. It is so satisfying learning about how people lived their lives and seeing people's character through their life story. I have felt a great responsibility to get this right and to be meaningful. I'm doing one for someone in my own life now.'

Heather, Museum Volunteer

'I think there has been a lot of learning across the project.'

'It is a good partnership to maintain and strengthen.'

Sara, Museum Curator

'Memories in the Community has been a wonderful collaboration between the museums, the County Council and Care Network Cambridgeshire and all the participants. The project allowed staff within the County Council to develop fruitful new links between cultural services and adult social care which we believe will allow us to carry on working together. It also supported volunteers in museums and the care sector who had never had any previous working relationships. It captured the fascinating memories of many older people from around the County living in their own homes and we believe the memory boxes are making a real difference to their happiness and wellbeing.'

Gordon Chancellor, Museums Partnership Officer, Cambridgeshire County Council

6. Project Legacies

- There are now 40 care and museum staff and volunteers working in both sectors having carried out Reminiscence training.
- Artwork produced through creative reminiscence has been toured around the county and given to individuals as their personalised work.
- 32 memory boxes have been created for use by participants with their friends, carers and families.
- 13 care volunteers have been upskilled and had experience of carrying out oral history interviews.
- 9 museum volunteers have been upskilled and have experience in creating memory boxes using life histories.
- Some care volunteers are now developing other reminiscence activity in their locality.
- There is an online booklet and website sharing the progress of the project and its purpose.
- A YouTube film has been produced featuring volunteers and participants with tips and guidance on how to create memory boxes as a carer or relative.
- Partner museums have bought legacy equipment to continue with reminiscence and oral history work in the community.
- A *Memories in the Community* toolkit has been produced and is available online on the Museum s in Cambridgeshire website.

7. Conclusions and Achievements

Memories in the Community: Stories of My Life has been a successful project in initiating a partnership between museums in Cambridgeshire, Adult Social Care teams at Cambridgeshire County Council and Care Network Cambridgeshire where there has been learning and increased understanding of each others' work. Participants in the project have registered very positive outcomes and effects on wellbeing and self-esteem and volunteers have been trained and learnt new skills in making memory boxes and working with objects and documents in reminiscence.

Partnership working and impacts

There has been a high level of positive activity in the creative work people have taken part in and this project has helped carers to learn more and understand their clients better.

Museums have promoted their sites and collections for use in life story work and creative reminiscence to new partners. Care organisations have a greater understanding of how to carry out life story interviews and use objects and historic material to support reminiscence activities.

Museums have learnt more about working in partnership with a new sector and adapting to meet the needs of different audiences and their circumstances. Museums in Cambridgeshire are learning that through partnership work like this impacts can be made outside of traditional activities and outside of museum buildings to connect more with their communities. This also involves reflecting on how to adapt more and prioritise opportunities like those presented through this project.

Impact on Participants

Participants and their carers have recorded that they have experienced positive benefits of taking part in the project. In terms of memory box making, people have valued the opportunity to talk about their lives and continue to do so with others. The resources are giving individuals an opportunity to connect and share more with others in their families and within their community and in many cases has increased a desire to want to meet, talk and share their stories. For some they have been able to recall memories which might have been forgotten and having a memory box as a tangible record has given value to their lives lived.

Carers and family members have learnt new things about participants and have heard stories from the past they had not previously heard. Carers have recorded that they have learnt more about the people they care for through this project and this has given the opportunity to show how this knowledge is important to achieve person-centred care.

The project has shown the diversity of older people in Cambridgeshire and the migration of people to the county. Being able to share memories and gather objects which have a connection to other parts of the country they have lived in has helped to keep some older people connected with others who

have grown up in Cambridgeshire. There is a demand for more of this work, especially carrying out oral history interviews and training in care settings.

Project Management

This was a complex project to set up and manage using one day a week of a Project Officer's time. The project has achieved a great deal and is extremely good value for money. The experience of the artists and Project Officer in their work contributed to the successful outcomes from the project. Flexibility was built into the development of the project and enabled changes and improvements to be made during the project's life.

In a large multi-agency project such as this, an initial introductory event would have been useful to share the work of each partner and fully explore the roles of each in the project which would have helped with setting up the project. The project was dependent on the role of volunteers in the care sector and museum sector and learning from the project shows how important it is to understand their motivations. In both sectors, volunteers are keen to work within their locality and make a difference to people and places they have chosen to volunteer in. In addition to this the other commitments and work the volunteers might have to do in their part of the week they volunteer also needs to be taken into account as they may only be able to contribute a small part to a two year project.

Legacies

Specific legacies were planned into the project at the start to ensure that partners could continue working with life stories and share skills after the project has finished. Project legacies are the personalised memory boxes now owned by individuals taking part and being used with friends, family and communities, training in reminiscence work provided to care and museum volunteers in Cambridgeshire, a YouTube film providing guidance for others to create memory boxes and a project toolkit which shows how care organisations and museums have worked together on this project for others to see and learn from.



Unexpected legacies have included artwork produced for the touring exhibition, additional events provided by museums alongside the touring exhibition, community events provided by Care Network and continued photography sessions by the Learning Disability Team at Ely Community Centre.

Museums in Cambridgeshire and Adult Social Care staff from Cambridgeshire County Council are continuing to identify ways to take this new partnership forward and build on links made between museum activities and care provision in the county.

8. Project Partners and Further Information

Museums in Cambridgeshire	www.museumsincambs.org
Adult Social Care - Cambridgeshire County Council	www.cambridgeshire.gov.uk/social/
Care Network Cambridgeshire	www.care-network.org.uk
Ely Museum	www.elymuseum.org.uk
Museum of Technology	www.museumoftechnology.com
Farmland Museum and Denny Abbey	www.dennyfarmlandmuseum.org.uk
Ramsey Rural Museum	www.ramseyruralmuseum.co.uk
Museum of Cambridge	www.folkmuseum.org.uk
Royal Anglian Regiment Museum	www.royalanglianmuseum.org.uk
Nicola Power - Evaluator npower museum and heritage consultancy	e:npower2@msn.com

Memories in the Community website

www.memoriesinthecommunity.wordpress.com

YouTube Channel Museums In Cambridgeshire

https://www.youtube.com/channel/UCKkrwFXdvWVNAAnu_

Online booklet at

www.issuu.com/memoriesinthecommunity/1/memoriesinthecommunity/

APPENDICES

APPENDIX 1 Life Story Interview Form

Memories in the Community: Stories of My Life

Please complete this form on behalf of the person you are reminiscing with. This information will then be used to help the museums in the project make a personalised memory box for them. The box will become the property of that person so that it can be used in the future to prompt memories. We hope that working with the person you will be able to add their own photographs and memorabilia to the box later.

Please give as full answers as possible using the questions on the next sheet as a guide. You can use a separate sheet if necessary and if you think extra information will help us to make the memory box.

Name of volunteer/staff member

Contact details (email and / or phone number)

Can the museum to contact you directly with any queries? YES / NO

Name of organisation you work/volunteer for

Name of person you visit/are working with

Village/town where person you visit/work with currently lives

Subject areas for reminiscence

When and where were you born? (please state country if applicable)

In which places have you lived?

If applicable, when did you first come to live in Cambridgeshire and where was that?

What was your father's job?

What was your mother's job?

Where did you go to school? (primary/secondary/ higher education if applicable)

What were your favourite toys and games as a child?

Which teams/groups did you belong to as a child and young person?

What was your first job?

What other jobs have you had?

What do you remember about your first bicycle and first car?

What items do you recall in your home when you were growing up? (furniture, kitchen, radio, television, garden, colour schemes etc)

Where did you spend your free time when you were a young person?

Which hobbies have you enjoyed in the past?

Do you have any funny stories you can tell us about when you were growing up?

If applicable: When did you get married and where?

How did you meet your partner?

APPENDIX 2 Example Memory Box Contents

Andrew's Box

Teddy Bear
Sunflower solar power ornament
Make your own Finger puppets
Andrew's Drawing Pad
4 x photographs of the project
Photos - people who Andrew knows
Photos - Tractor
Photos - Larkfield Community Centre
CD of Photography Project

Gary's Box

Ludo jigsaw
2 x Star Wars Lego
Gary's Story writing book
Gary's Notepad
Bag of 2ps for Arcade machines
Coloured pencils
4 x photographs of the project
CD of Photography Project

Emma's Box

Bicycle Bell
Horse toy
Horse picture
Bracelet with horse/riding charms
Dominos
RAF Badge
Colouring notebook
Coloured pencils
2ps for arcade machines
4 x photographs of the project
CD of Photography Project

Bob's Box

Gardening trowel
DVD Coronation Street Box Set
Coloured pencils
Bicycle Bell
Packet Flower seeds
Colouring book set
Selection of photos
CD of Photography Project