

Series 3 Episode 6

“Working with older people is a very, very interesting field”. A conversation with Sigrid Mairhofer



[00:00:00] **Lesley:** Hello and welcome to the Portal Podcast, linking research and practice for social work. I'm your host and my name is Dr Lesley Deacon.

[00:00:13] **Sarah:** And I'm your other host and I'm Dr Sarah Lonbay. So we hope you enjoy today's episode.

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Introduction

[00:00:28] **Sarah:** Hello everyone. We are joined today by Sigrid Mairhofer, who's joined us all the way from Germany, although unfortunately not in person, just online. So you haven't had a nice trip across to the North East, but we've got you online to speak to us today. So can you introduce yourself, Sigrid? Just say a little bit about your role and where you are for our listeners.

[00:00:53] **Sigrid:** Hello, I'm happy to be here today. Not here, but virtually here. My name is Sigrid Mairhofer, I'm a Professor of Community and Organisational Development in Social Work at the Faculty of Applied Social Sciences at Munich University of Applied Sciences. In my teaching and research I deal with various fields of action and actors in social work. And among other things, I'm very interested in how social workers can help older people to age healthily and simply well, as it's usual for social work, often we have a focus on older people who have some more challenges in their life, for example, because they're affected by poverty or don't speak well the local language, and so on.

[00:01:42] **Sarah:** Fantastic. Well, thank you very much for joining us today. And what we've been asking all of our guests for this series is if you could please give us some background to your work with and about older people and just tell us a little bit about how you became interested in this topic.

Sigrid's interest in gerontological social work

[00:02:01] **Sigrid:** I actually came to the topic of ageing quite by chance. My primary interest has always been family issues, I have worked on various topics such as family networks and early support services, which I found very enjoyable. Also now, then I came to the topic of grandparents, which was a great topic, and during my involvement in a practice research project on health inequalities, and one of the subsequent projects, there were several target groups and one of which was, older people, and I realised how fascinating working with older individuals can be. I discovered that it's a real underestimated area in social work, because through my study and practice, research experience, I had never encountered this topic before. So that was my reading on it. And then I wrote my dissertation about becoming older in rural areas.

[00:03:10] **Sarah:** Interesting. Okay, yeah, well we're looking forward to delving into some of this with you today. Can you tell us then a little bit about the particular project or area of social work with older people that you're wanting to speak to us about today, or that you're joining us to speak to us about?

Healthy ageing in neighbourhoods

[00:03:28] **Sigrid:** My current project is on healthy ageing in neighbourhoods. And it's still in its early stages, as we started about six, seven months ago, so at the beginning of the year. And it's funded by the Bavarian Ministry of Science, and we are now in the initial phase of conducting interviews. And we had a kick-off event in one neighbourhood in Munich. And we will conduct a city-country comparison on becoming older in city areas and rural areas, with special topics like older people with migrant backgrounds and older people in poverty.

[00:04:14] **Sarah:** That sounds really interesting. I've been doing a project in Sunderland actually looking at ageing well in Sunderland, so I'll be really interested to hear a bit more about your project and what kind of crossover there might be with the work that I've been doing. So thanks for giving us a little outline of that. I think do you want to ask another question there, Lesley?

[00:04:35] **Lesley:** I was just interested in just the differences, really, you're saying that the research has been about older people in cities and rural, and I was just wondering what kind of differences have you found in the research around their experiences?

[00:04:56] **Sigrid:** Until now I have only material about rural areas and now we are starting to do this project in one city area, and it's a city area, it's a neighbourhood with a very high percentage of people with migrant backgrounds. And something which I already have seen yet is that it was very easy to get in contact with older people in rural areas, but there are missing the professionals. There is no social work for older people. There are some services, yes, if you have already a very complicated situation, if they are already in need, if they need care, then there are services on the case, but there is no work on the whole field or on the whole topic. And the city, it's quite different there, you have a lot of professional workers, you have social workers, you have a lot of actors working in the field, but it's not so organised for all the different necessities of older people. For instance, they really say that we have really difficulties to reach, to involve older people of migrant history. While in the rural areas, there are a lot of associations from older people itself. So when you go to talk to the farmers, then you already have a lot of people and they have their meeting and you go there and they will work with you. So that's already one thing, how to reach the people.

[00:06:34] **Lesley:** So do they have like communities, are there communities more in the rural, they've kind of created their own communities together? And so then when you go to them, then they've got that contact? Right, okay. But not in the cities.

[00:06:50] **Sigrid:** Yes.

Social work in Germany

[00:06:51] **Sarah:** Can I just backtrack us a little bit? Because I think, just going back to what we said before we started recording, you're our first international guest. And I think actually our listeners are probably a little bit more embedded within a UK context. And I think it might be really helpful, if you don't mind Sigrid, if you can just give us an overview of how social work actually works in Germany, because I think that might be quite helpful context for the conversation.

[00:07:20] **Lesley:** That's a good point.

[00:07:21] **Sarah:** Because I'm listening to what you're saying and thinking actually these setups and systems probably look quite different from what

we're used to working with. So maybe we need to take a step back and then we can come back to the conversation about the research.

[00:07:37] **Sigrid:** Maybe that's also important my international background because my dissertation project, and so my first work on older people, was in Italy, as I worked in Italy at the Free University of Bozen-Bolzano, and so my first experiences are in Italy. And then I came to Germany. So also there, the systems are a bit different, but maybe not so different like UK-Germany. The social workers, also on the topic of older people, social workers we have the private (but not really private) sector. So the church, Caritas and Diakonie are the two really big actors in social work where people work when they work in this field of older people. Then, of course, we have also public sector, but it's not in this field maybe so important when you are working on neighbourhoods... It's a bit different, but the big players, I would say, are just two church lines, or just church actors. And then we have a lot of small...

[00:08:51] **Sarah:** Sorry to interrupt, I just want to make sure I'm understanding. So that most social workers would be employed through the church, so not state-funded social work predominantly?

[00:09:01] **Sigrid:** In this field of working in neighbourhoods, older people, yes.

[00:09:07] **Sarah:** Okay, that's interesting. Yeah, sorry, carry on, I just wanted to make sure I was understanding that right. Yeah.

[00:09:17] **Sigrid:** Yes, yes. At the moment, yes. Then you also have difference, of course, between us in Germany you have some difference between East and West, and North and South like everywhere, but yeah, the big players are those, but then it depends also on the neighbourhood, because really in every neighbourhood it's a bit different. You have also a lot of small players where social workers work. So we have in the city of Munich, there are also some... I'm thinking on how to explain it. There are some services, they offer a room to connect older people, and service centres for older people, but also they have to be quite autonomous to come there, and they go there to play something, and there are social workers. And it depends on the neighbourhood it's an organisation of the church and the next neighbourhood it's a small non-profit organisation so it's really very confusing.

[00:10:37] **Sarah:** Yeah, it sounds it. So how is it funded then? Does the government provide funding to these non-governmental organisations?

[00:10:46] **Sigrid:** Yes.

[00:10:46] **Sarah:** Okay, okay. Yeah that is quite a different landscape, because most of our social workers are employed by the state, effectively, in the UK. So, obviously there are social workers working in not-for-profit and voluntary sector organisations as well, but the majority would be in our local authorities.

[00:11:07] **Sigrid:** In Germany, for instance, the child welfare sector it's very public. So it depends really on the sector where you're looking for.

[00:11:14] **Sarah:** It's interesting that it sounds like the state is more embedded and invested in children and young people's social work in your country, is that right? I'm just thinking, because we see a lot of ageism in how these systems develop, and I wonder if that's played into whether the social work with older people developed later maybe, and that's why it looks different?

[00:11:35] **Sigrid:** It's also different because in Munich we have all of the service centres for older people but it's not everywhere, so we have also many cities where there is nothing, so there's really nothing. Yeah, there's classical casework, but it's not that you are working only for older people, but you are working for adults.

[00:11:59] **Sarah:** Okay, so in an adults team, older people would just fit within that. But in Munich you have these... so what do these centres do then? Because in my mind I'm wondering if they're a bit like the day centres that we have in the UK, or is it... what kind of service do they offer to older people?

[00:12:16] **Lesley:** That's what I was thinking as well. Are they day centres?

[00:12:18] **Sigrid:** Yeah, now I'm thinking what's a day centre? They are also all a little bit different. So you can go to, mostly it's for networking, for having a good time together. So the people go there and play, eat together, sing, and so on. Just singing is one interesting point we discussed some weeks ago with some stakeholders, because often in the centres they're singing old songs from the country in their language, and quite often also with a religious sense. And of course people from other cultures will not go there because...

[00:13:07] **Lesley:** They won't know those.

[00:13:11] **Sigrid:** And music is such an emotional thing and yeah.

[00:13:17] **Sarah:** Yeah, yeah, so they're not necessarily the most inclusive spaces then from the sounds of it.

[00:13:24] **Sigrid:** Yeah.

[00:13:24] **Sarah:** Yeah. Well thank you very much for giving us that bit of context in terms of how it works in Germany, and I think just looking back to your research, can you tell us a little bit about the approach that you're taking? So just, I suppose, just a bit about the methodology and the research design overall, but in fairly sort of,... not using too much jargon, if that's all right.

Language and place

[00:13:53] **Sigrid:** Now we started with some interviews with several stakeholders to become a bit clearer about our idea and also about what in the different fields, because we have not only neighbourhoods in Munich but also in the rural areas surrounding, so to understand a bit what are the biggest challenges and also what is already working well, to hear about some best or good practices. And then in every neighbourhood, we will work with local stakeholders and for the people and start some participatory projects. So we want to work with mappings and then we decide together on how to work on. So we are still not sure in this moment which methods. In the first, where we now have the kickoff of our pilot study, we discussed about photo voice, but it's not sure yet in this moment, so it's a long discussion with all the participants. But on the other hand, I think that's a very important step to discuss this voice because from other projects before I often say one of the most important steps was that we needed five, four or five meetings, to define how the older people want to be called on the flyers. And then at the end they decided "Citizen 65 Plus", not everyone was happy with it, but it was, most of them were not, but it was clear that there has not to be written "old" or "senior", so then "Citizen 65 Plus". And I think when you invest a lot of time in these first questions, also if they seem very... banal? Very easily or very, yeah, then you can go deeper. So it's to open the door to this. And also we now need this time to define which participatory methods we will use.

[00:16:20] **Sarah:** Yeah, I think that's really interesting starting with the language and agreeing that is so important, especially when it is participatory work, and I can relate to that because there was another project that I was doing where we spent a really good portion of the start of the project and a huge amount of time just agreeing the language, because those labels matter,

don't they? And I think when you're talking about older people, lots of people don't like that label, or don't want to be associated with it, so it's interesting what you ended up on that it was more kind of just focused on the age, just saying over this age. But you said still everyone wasn't happy with that? So there was still a little bit of disagreement there about using that term?

Neighbourhood walks

[00:17:04] **Sigrid:** And what we are also doing, we work with neighbourhood, maybe it's the word "neighbourhood walks", where we walked, so researchers walked together with some practitioners and all the people through the neighbourhood, and talked about different questions. Why this is not a good place to meet each other? Or what are the barriers here? Or why do you not go there? We also worked, we already worked with it for another project and, I think it's a very common method in community work, and I think so when you work with communities also for research we can learn a lot about this methods of practice, so yeah.

[00:17:55] **Lesley:** Yeah, absolutely.

[00:17:56] **Sigrid:** Practitioners already work with it, so they know that it works.

[00:18:01] **Lesley:** Yeah, the community work organisation that I work with, that's exactly what they were trying to do, but they were looking at with families. So it was about the only way to know it is to go out there and walk around and *see*, actually see it, and get people that live there to guide you through "this is what my life looks like". It's really powerful to then... otherwise the words just don't mean the same thing, if you can actually see it, and you can see them experiencing it with you. Like, see what they're, as they're walking through and showing you things, you can see how they are reacting to the environment they're in as well, there's a lot, it's a really good approach. A lot of work to be done before you even start doing anything else. I think a lot of people in research don't realise just how much preparation you really, really need to do before you can do something authentic.

[00:19:00] **Sarah:** Yeah, that's interesting, yeah. So you said before that a lot of the work you've done already has been in the rural areas, and so that's a little bit more progressed than what you've done in the city. So can you tell us a

little bit more about that and what's been emerging from that? What have you learned from doing that work?

Older people in rural areas: Family context and loneliness

[00:19:23] **Sigrid:** For me, one of the very interesting points was that in rural areas the family has a very, very high importance. But there are much more older people without near family as often also practitioners think. And the family relationships are not only seen for older people as helpful, but especially for women also often as burden, especially for grandmoms, because they have to do really a lot of work because of missing services for children in rural areas, because often there's nothing. So the moms go to work and the grandmoms do all the work at home. And they really talked a lot also in interviews about really pains for working with these little children, and also of being like a sandwich because very often these young grandmothers also have their own parents to take care. So they are really in this sandwich position in rural areas because of the missing services. I think one other thing was really this loneliness in rural areas, because also when you have not a lot of mobility and there are maybe sometimes ago, every little village has at least a shop or something, somewhere to go, or a cafe, and now often the villages are only to sleep. So all people go to work, and there are some old people and they are not able to go alone everywhere. So they are quite alone. Loneliness is a really big topic, not only in cities, but I had the impression even *more* in rural areas. I think, or at least also in literature, you say that in rural areas something is not so strong, like in cities, because there is more family and so on, but I had the impression the family is not helpful. So not helpful like they would need it. And, maybe also the impression that in rural areas the topic of having troubles with technical things until now was discussed more often than in the city. So being able to work with a computer or using a smartphone, it was different. And it was a big topic that they want to know about to work with it, but quite often they also told in interviews that they already tried to do a course, but it was not helpful for them because they did not learn the things they would need to know. For instance, we were interested to have a Zoom call to family members and not to know a lot about the computer. They were very interested, that was a topic which normally never you hear in a computer course, but for them it was really important. And a lot of them talked about, so it was very interesting, to be able to read the obituary.

[00:23:26] **Lesley:** Oh obituary, yeah.

[00:23:30] **Sigrid:** We would like to know who is dead.

[00:23:32] **Lesley:** Who's dead, yeah. Oh yeah, because it would have been in papers, in newspapers before, but now they have to search online to find them, of course.

[00:23:41] **Sigrid:** Yes, and that's a big topic for older people. And in rural areas, they are not able to know it anymore because when there are no local

[00:23:50] **Sigrid:** Newspapers are only in the post office, and they're not able to go there, so they don't know it, and it's a big topic for old people. Yeah, it's a strange beginning, but that's the topics that came out, so they have really other topics than in the city.

[00:24:08] **Sarah:** Yeah. That's interesting because you do hear a lot about digital inequality and digital illiteracy and how that impacts or is experienced in the older population. But actually just if you take it broader, generally access to information, we don't see as many print newspapers and things do we? Like Lesley just said. So even just knowing what's going on in the world generally relies a lot on apps and accessing the internet doesn't it? So people can be quite cut off.

[00:24:38] **Lesley:** Yeah because my mum still does the printed, my mum's 83 she is, yeah, so for her she absolutely, she doesn't have wifi, she can text and call, but if she couldn't have her newspapers she would be cut off because they're a massive, massive part of how she keeps up-to-date. And you don't always think about the implications of those, what is important. And she does always tell me about who's died recently, it is a topic of conversation as to, you know, how would you know otherwise? Because you don't necessarily get told. So that's really interesting, because that's a very specific thing about that exclusion from information, but obviously it's very important.

Older people in the cities and migrant communities

[00:25:31] **Sarah:** I know you're just making a start with the fieldwork in the cities, but have you got some emerging findings from that part of the project as well, then?

[00:25:45] **Sigrid:** In the fieldwork in the city we're still at the beginning, so we don't have really findings. So we had some discussions with the local

practitioners and already that was quite informative, because they really say until now we have not really started to work in this. There's this focus on older people, or now we recognise that there are differences or that maybe we know that we have such a high percentage of people with migrant history, but we can't see them, so somewhere they need to be, and we are sure that not all of them will not need some help. So we really see that there is this wish also of practice to understand the situation, and they need this information to work on it, so...

[00:26:52] **Lesley:** Sorry, Sigrid, just to get clear in my mind, the sort of day centre, the places for older people, they were more available in the cities, but you were saying that the activities maybe that are being offered are not necessarily what migrant communities would want to access. So were they not actually going to them? Are they not seen in those environments? They're just missing.

[00:27:20] **Sigrid:** Yes.

[00:27:21] **Lesley:** But you know that those people are there somewhere.

[00:27:25] **Sigrid:** Yeah, but now they also say they are not sure, or they are not really convinced that when they change now, or when they offer some other singing, that then all the new people will arrive. So because they have already a lot of old people there, so the group is still there. And maybe also it would be important to know what other needs maybe are there in the communities, because not everyone would like to go to a service centre and have some singing together, but maybe they have totally other needs. One quite interesting discussion was also that maybe there is some difference because all the now German old people already had parents, they already have seen how parents become older. They already had some contact with familiars become older. But now we have a first generation become older in Germany.

[00:28:41] **Lesley:** Yes, with those people, yes.

[00:28:44] **Sigrid:** So there is no idea how to work on it, but from both sides, I think.

[00:28:52] **Lesley:** So is there not current research around that particular group of people and their needs? So you've got nothing to sort of go on. But the

practitioners that you spoke to, are they starting to see those people around needing something but they're not sure what to do for them?

[00:29:13] **Sigrid:** They are more thinking about the, no they tell more about especially of the young women of the community doing some care work for older people, but they are not seeing the old people. So they hear about the young women doing the care work, and so also there the family is resolving somehow the problem, but it's not really the best solution because the young women don't feel very well with the situation.

[00:29:49] **Lesley:** Right.

[00:29:49] **Sarah:** So these people are just not coming to the attention of services at all, is that what you're saying? So younger family members are picking up care and support needs and managing them within the family?

[00:30:02] **Sigrid:** Yes.

[00:30:03] **Sarah:** Okay. So in terms of the service centres that you mentioned, how do older people get access to them to begin with? Are they referred in by social workers or do they self refer into the services?

[00:30:18] **Sigrid:** They have to come in by themselves, so they really have to organise it for themselves.

[00:30:25] **Sarah:** Yeah, yeah, so they have to become aware of it and put themselves in, yeah.

[00:30:35] **Sigrid:** But the people know it. So it's really so that they are, the service centres are there for many years and, yeah, talking to the neighbour, they know about it.

[00:30:47] **Sarah:** Yeah, okay. Okay. So it's quite well embedded. And what about if older people have, because it doesn't sound like those service centres, they sound kind of similar to our day centres, they're not dealing with everyday care and support needs. But if older people have those additional needs, how are those managed within the system then?

[00:31:13] **Sigrid:** Then within the service, when a social worker recognises that there is some more need or there are other needs, then of course talk to the

older people, but also asking for family members who is able to come to get some information. And then there are services who offer more care work, so then there are different steps of care work. So of course there are also the possibility that you move into a house for older people where you get some care, but there are also different offers for support for older people when they need care.

Identifying needs

[00:32:04] **Sarah:** So those service centres sound like they've got quite a crucial role then in terms of not just kind of the networking and the social side of it, but actually in terms of additional needs being picked up and addressed. And actually then so these groups then are not accessing them because they perhaps don't know about them or don't feel that that's a space for them, they're missing out on quite a lot, potentially.

[00:32:35] **Sigrid:** Yes. And also social workers working there, they are quite good connected also to nurses, doctors, and so they call there to ask some questions and they are really a very important point.

[00:32:50] **Sarah:** Yeah, yeah. So within your research are you aiming to connect with the migrant communities who are not coming into these centres then, and is that part of what you'll be doing?

[00:33:03] **Sigrid:** In this point we are really thinking about if the important step is to bring the older people with migrant background there or if we need other new services, because services like this they are working well, but not for that group

[00:33:21] **Lesley:** Not for that group, yeah.

[00:33:24] **Sarah:** Yeah. Is that one of the questions you're trying to address with the research then, to understand actually what is needed?

[00:33:30] **Sigrid:** Yes. And we now think that it's more important to have also new services and other services, because in the existing services, there are enough people. It's not so that we don't need something more because we have a lot of old people there. We need a lot of new services. And so we have to think about how to create these new services together with practitioners and the old people there.

[00:33:59] **Lesley:** Are you experiencing, obviously in the UK we've had financial problems for quite a number of years and most of our services have got cut and cut and cut, so our services are in a very bad state. Hopefully that might change, but I don't know the situation in Germany around the financial side. Is there available funds to be able to provide these services? Or are there going to be difficult decisions that have to be made about where the priorities are? Can you answer that or is that too...?

[00:34:33] **Sigrid:** Of course, there are also financial problems, and these social services have always financial problems. And it's very, very difficult to understand where the priorities will be in the next years. So of course we hope that we can also have some influence on it when we have good data and we have a lot of material, and I really think that funding a research project like this from the ministry is already a big first step to be able to show that there is a necessity.

[00:35:16] **Sarah:** Yeah.

Case loads

[00:35:17] **Lesley:** Yes, absolutely, yeah. Do social workers in Germany have, are they functioning under really, really high caseloads as well? Do they have the time to really understand what's going on for the older people themselves?

[00:35:34] **Sigrid:** I think this really depends on where you work and on which topic you work at. The case rate is very, very high, especially also, but there's the difference that you have case rates, especially in the public services, and the public services are quite a small, I would say a small player for old people. I already talked in childhood welfare it's totally different.

[00:36:00] **Lesley:** Different, yeah.

[00:36:00] **Sigrid:** I see in the community work sector then you have not this focus on cases, but you have more the focus on the field or on a whole service, but you're not looking on the single person.

[00:36:17] **Lesley:** Yeah, you're looking at the whole, yeah, okay. Which sounds good, in principle that sounds good, that there's a more sort of holistic view of the community and what the community's needs are. Yeah, that sounds lovely.

[00:36:37] **Sarah:** So just to start to kind of draw some conclusions out of the conversation, can I ask you Sigrid, based on obviously there's still a lot of work to do from the sounds of it, but based on what you've done so far, what would your key recommendations be for social workers off the back of your research?

Recommendations for social workers

[00:37:01] **Sigrid:** I think one recommendation would really be to have more of this focus on the field and not only on the case. And if you think that working with older people is a very, very interesting field then it's worth to go deeper in this field, and also to be interested already during the studying and then for the practice to look at older people and especially also with a view on the resources of older people, and not always with this seeing becoming old as a burden, and see older people more as a valuable part of our society. And also to work on several bonds or fields, in practice, and also in policy, and for the, yeah, for changing a bit this view of becoming old.

[00:38:12] **Sarah:** Yeah, I think that's really crucial for so many reasons, isn't it? I think we have an issue with, you know, we see it, I think, in our educational practice when we're working with qualifying students who come in and, before I worked at Sunderland in the institution I worked at before I did a little bit more teaching on the undergraduate program and I'd always ask, because I'd come in and do the lectures on ageing and older people, "put your hands up if you want to work with children and young people", and every hand would go up. "Right, put your hand up if you want to work with older people", the hands, you know, no one's, very rarely, or maybe one or two students. And I think you're right, you know, I hope this podcast can lend its voice to what you've just said a little bit in terms of this is a really important area of practice and there's a lot of work to do around changing how we think about older people and ageing in society, isn't there? So yeah, that's a nice recommendation to make.

[00:39:12] **Lesley:** I think so as well, because yeah I think it's still the same, I think that the majority still do come in and say it's about working with children rather than with older people. I cannot say anything because I'm a children's practitioner, but actually I did, when I went into practice, my first thought was actually I *do* want to work with older people. I had no concept of working with children and decided to try it out and see how I felt. And that's when I went. So I might've been the opposite when, if you'd asked me, Sarah, not that you were teaching then. I would have been "I want to work with older people".

[00:39:46] **Sarah:** Yeah, I would have been very happy to see you there.

[00:39:49] **Lesley:** You would have been so happy, and then I changed my mind. There was a lot more, I think that there's a lot more to be... I think people misunderstand working with older people as though it's somehow, there's a perception I think that somehow it's "easier" than working with children, and it's not, at all. And I absolutely don't agree that it is, there is a lot more complexity. And I think going back to what you said earlier on Sigrid about that terminology, just getting into the depth of what does that mean is really, really important. And I think that the kind of, yeah, people don't give time for that and don't give their time *to* that, and I think we're all hopefully going to get there at some point, so people maybe should think about that, about the services.

[00:40:43] **Sarah:** That's the interesting thing about it, isn't it, you know we do, I think we have this perspective, and I'm not talking about *us* we but *generally* we, but all of us are ageing every day, so why do we ignore it? Why do we not prioritise it? Why do we have this really negative perspective on ageing? And yeah, it would be good to shift some of that. It's been a really interesting chat and it's given me a few things to think about in terms of the project that I'm running at the minute, but it'd be interesting to see if any of the findings from that mirror anything that you've talked about today as well. So thank you very much for your time and for being a guest.

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[00:41:27] **Sarah:** You have been listening to the Portal Podcast, linking research and practice for social work with me, Dr Sarah Lonbay.

[00:41:33] **Lesley:** And Dr Lesley Deacon. And this was funded by the University of Sunderland, edited by Paperghosts, and our theme music is called, *Together We're Stronger* by All Music Seven.

[00:41:43] **Sarah:** And don't forget that you can find a full transcript of today's podcast and links and extra information in our show notes. So anything you want to follow up from what you've heard today, check out there and you should find some useful extra resources.

[00:41:57] **Sarah:** See you all next time.

[00:41:58] **Lesley:** Bye.