

Introduction

Interviewer notes

Below is a list of things that you should ideally do immediately before the interview begins. You may also provide this material in a written format which can be given to the participant or their consultee before the interview. You may consider simplifying this introduction to match the level of understanding and communication of the person you are speaking to, but it is still vital that you check that the participant is happy to be interviewed by you.

1. Explain who you / your organisation are.
2. Explain the purpose of the interview.
3. Outline what will happen with any data collected, this includes
 - i. how it will be stored
 - ii. how long it will be kept for
 - iii. the level of anonymity
 - iv. who will have access to the data
 - v. what the data will be used for (i.e. reports, presentations, etc.).
4. Outline who should be contacted if the participant does not feel happy about the interview process or (if applicable) wishes to withdraw from the study.
5. If you are using audio recording equipment, please check the participant is happy to be recorded.
6. Explain how the interview process will work. For example:

“I would like to ask you some questions about your life here in the care home. I would like to know about your experience of living in this care home and how you feel about your quality of life here. I will do this by asking about different aspects of your life. There are no wrong or right answers. I am just interested in your views and experiences. If I ask you something that isn't clear just ask me to explain, and if I ask you a question that you would rather not answer that is fine, just tell me you'd rather not talk about that and we can move on to another topic. If you would like to either have a short break or stop the interview entirely at any point, again just let me know.”

7. Even if you have already obtained written / verbal consent, before commencing the interview check that the participant agrees to take part.

Interview

Domains

Interviewer note: You may change the order you ask about different domains in light of the participant's responses. The aim is to allow the participant to talk in their own words about their experiences and feelings. Below are prompts to guide your interview; some are very broad, whereas others are more specific. You do not have to use them verbatim; rather, they are a guide to the topics you might like to cover. It is often useful to get a sense of the help a participant gets in each domain, for example, are they able to dress themselves.

Food and drink

- What do you think about the food you get here?
- What is the food like?
- How was lunch/breakfast today?
- Where do you eat your meals?
- Tell me what happens at mealtimes?
- How would you get a snack outside of mealtimes?
- If you want a drink, how do you get one?
- How much choice do you get in the food you get to have here?
- Do you think you are getting enough food and drink?
- Do you get them at times that suit you?
- Are you able to access the kitchen here?

Accommodation cleanliness and comfort

- What do you think about your room here?
- Tell me about your room?
- Did you get to bring any of your own furniture with you?
- Have you been able to put photos and pictures up in your room?
- Were you able to choose your room and the things in it?

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Who cleans your room?

How often is it cleaned?

Tell me about the lounge/the dining room.

What do you think about the lounge/dining room?

Do you have a favourite place to sit in the lounge?

How clean is the care home?

Personal cleanliness and comfort

Can you tell me what happens when you get up in the morning?

Did you choose the clothes you are wearing today?

Do the staff help you to dress or do you do it on your own?

Who washes your clothes? How well do they do it?

Who cuts/does your hair? Do they come here to the home? How pleased are you with the way they do your hair?

Are you able to have as many baths or showers as you would like?

Where are the bathrooms?

Do staff help you to keep clean?

How clean do you feel?

Social participation and involvement

Do you have as much social contact as you want with people you like?

How do you get on with the other residents here?

How do you get on with the staff here? Do they talk to you? What do you talk to them about?

Are there any residents/staff you are particularly friendly with?

Do you have visitors who come and see you? Who is it that comes and visits? How often do they come?

Do you go and visit people outside of the care home? Where do you go and who do you see?

Occupation

What kind of things do you do with your time?

How do you spend your day?

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What have you done today?

Does the care home put on any activities? What are they? Do you take part in them? What do you think about them?

What do you enjoy doing?

What kind of activities would you like to do?

Do you get to go out of the care home?

Do you get involved in activities like preparing for meals or keeping the home clean?

How much choice do you have over the things you do?

Control over daily life

How much control do you have over your daily life?

Do you get to make choices about your daily life?

Who do you talk to if you do not like something here? Are you listened to?

Can you tell me about the choices you make in your daily life?

How much choice do you have about the things you do with your time?

Do you get to choose what time you get up in the morning or the time you go to bed?

How much choice do you have over what you have to eat at mealtimes?

How much choice do you have about the clothes you wear?

How much choice do you have about where you go?

Personal safety

How safe do you feel?

How safe do you feel in the care home?

If you go outside, how safe do you feel?

Do staff help you to feel safe? What do staff do to help you feel safe?

Do you ever worry about falling?

How safe do you feel around the other residents?

How safe do you feel around the people who work here?

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Dignity

What are the staff like?

How friendly are the staff in the care home?

How well do you get on with staff here?

How do staff in the care home treat you?

When staff are nice, how does that make you feel?

When staff don't treat you how you would like, how does that make you feel?

How does having help to do things make you think and feel about yourself?

Do you mind getting help to do things?

How do you feel about living in a care home?

Are you able to close your bedroom door when you want to?

Ending the interview

Interviewer note: When you feel that you have covered all the domains, you can begin to finish to interview. We suggest that you ask the participant if there is anything they would like talk about with regard to living in a care home that you have not covered so far and also give them the opportunity to ask you any questions they might have. Please thank the participant and, if appropriate, remind them what will happen with the information they have given you.

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