

care home interview schedule (CHINT4 FS)

Interviewer notes

Representative: **Family / Staff**
(Please circle one)

1. Throughout the interview schedule [the resident]/[the resident's] and s/he/his/her is used to refer to the resident this interview is about. Please substitute for a more appropriate term. This could be the resident's name, the relationship to the interviewee or a generic term, such as his/her/they, depending upon the context.
2. For each domain we are asking the interviewee to say how they think the resident feels about this aspect of his or her life and whether the respondent agrees with how the resident feels. If the respondent does not agree how the resident feels, they will be asked to answer the question from their personal view of the resident's situation.
3. Each set of questions has a notes section where you can record differences between the interviewee's personal opinion and what they think the resident feels. You can also record any contextual information, or reasoning for a person's answer in the notes section.
4. This interview schedule is intended for use as part of a mixed-methods toolkit, and not recommended to be used as a standalone interview.
5. There are two questions in each domain. The first asks what the person's situation is like now, living in the care home (current SCRQoL) and the second asks them to imagine what the person's situation would be without the care and support provided by the care home (expected SCRQoL).
6. When asking the interviewee to think about the resident's quality of life without the support and environment of the care home, please remind them that they should answer the question by assuming all other help (e.g. from family members) **does not change** from is happening now (e.g. we assume that they do not step in to compensate for loss of services). For example, if a resident currently has one visit a week from a family member and the rest of their social contact is with staff and other residents, when thinking of their life without the care home, we assume the resident would still have that weekly social contact with family but no other social contact would replace the staff and other residents of the care home.
7. When interviewing family members and friends of the care home resident, please reassure them that these questions are only imaginary and designed to help us measure the impact of the care home upon the life of the resident. Taking part will not affect the services the resident receives in any way. Where necessary, also reassure staff.
8. Question 16 is should not be included in staff interviews. Please only ask it if you are interview a friend or relative of [the resident].

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Introduction

To help us to measure the impact of this care home on the lives of residents, we have been observing the daily lives of residents. Where possible, we are also asking residents how they feel about their quality of life. Because this is not always possible, it is useful to get other perspectives, such as staff/members of the resident's family.

I'll ask you some questions about different aspects of [the resident's] life at the moment. Then I'll ask you to imagine a situation where they do not have the support and services provided by [the care home] that they do now. This is a purely imaginary situation and the answer you give will not affect the services that [the resident] receives. The purpose of these questions is to measure how the services and support affect [the resident's] life.

When answering the questions, you will be asked about different aspects of the person's life at the moment. For each question, firstly you will be asked to say how you think the person feels about that aspect of their life. You will then be asked if you feel differently to how you think [the resident] feels. You can then answer the question from your point of view..

Interviewer note: there is space at the end of each section for you to write notes. You may wish to record any additional or contextual information given by the interviewee.

If the interviewee feels differently about the questions compared to how they think [the resident] does, please record here too.

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Food and drink

1. Thinking about the food and drink [the resident] gets, which of the following statements best describes how you think [the resident] feels about his/her situation?

Interviewer prompt: If needed, please prompt: When answering the question think about [the resident's] situation at the moment.

I think [the resident] feels s/he...

Please tick (✓) one box

- | | |
|--|--------------------------|
| gets all the food and drink s/he likes when s/he wants | <input type="checkbox"/> |
| gets adequate food and drink at OK times | <input type="checkbox"/> |
| doesn't always get adequate or timely food and drink | <input type="checkbox"/> |
| doesn't always get adequate or timely food and drink, and thinks there is a risk to his/her health | <input type="checkbox"/> |
| Not known | <input type="checkbox"/> |

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2. Imagine that [the resident] didn't have the support and services from [the care home] that s/he does now and no other help stepped in, which of the following do you think would then best describe how s/he would feel with regard to food and drink?

Interviewer note: It is important that respondents do not base their answers on the assumption that any other help steps in; please emphasise this to interviewees.

Reassure if necessary: please be assured that this is purely imaginary and does not affect the services that [the resident] receives in any way.

I think [the resident] would feel that s/he...

Please tick (☑) one box

- | | |
|--|--------------------------|
| would get all the food and drink s/he likes when s/he wants | <input type="checkbox"/> |
| would get adequate food and drink at OK times | <input type="checkbox"/> |
| wouldn't always get adequate or timely food and drink | <input type="checkbox"/> |
| wouldn't always get adequate or timely food and drink, and there would be a risk to his/her health | <input type="checkbox"/> |
| Not known | <input type="checkbox"/> |

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Accommodation cleanliness and comfort

3. Which of the following statements do you think best describes how clean and comfortable [the resident] feels the care home is?

Interviewer prompt: If needed, please prompt: When answering the question think about [the resident's] situation at the moment.

I think [the resident] feels that the home and his/her room...

Please tick (✓) one box

- | | |
|--|--------------------------|
| are as clean and comfortable as s/he wants | <input type="checkbox"/> |
| are adequately clean and comfortable | <input type="checkbox"/> |
| are not quite clean or comfortable enough | <input type="checkbox"/> |
| are not at all clean or comfortable | <input type="checkbox"/> |
| Not known | <input type="checkbox"/> |

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4. Imagine that [the resident] didn't have the support and services from [the care home] that s/he does now and no other help stepped in. In that situation, which of the following do you think would best describe how [the resident] would feel about how clean and comfortable [the care home] would be?

Interviewer note: It is important that people do not base their answers on the assumption that any other help steps in; please emphasise this to interviewees. Reassure if necessary please be assured that this is purely imaginary and does not affect the services that [the resident] receives in any way.

I think [the resident] would feel that the home and his/her room...

Please tick (✓) one box

- would be as clean and comfortable as s/he wanted
- would be adequately clean and comfortable
- would be not quite clean or comfortable enough
- would not be at all clean or comfortable
- Not known

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Personal cleanliness and comfort

5. Thinking about keeping clean and presentable in appearance, which of the following statements best describes how you think [the resident] feels about his/her situation?

Interviewer prompt: If needed, please prompt: When answering the question think about [the resident's] situation at the moment.

I think [the resident] feels he/she is...

Please tick (✓) one box

clean and and is able to present him/herself in the way s/he likes

adequately clean and presentable

less than adequately clean or presentable

not feel at all clean or presentable

Not known

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6. Imagine that [the resident] didn't have the support and services from [the care home] that s/he does now and no other help stepped in. Which of the following do you think would then best describe how [the resident] would feel with regard to keeping clean and presentable in appearance?

Interviewer note: It is important that people do not base their answers on the assumption that any other help steps in; please emphasise this to interviewees.

Reassure if necessary (sometimes with family members): please be assured that this is purely imaginary and does not affect the services that [the resident] receives in any way.

I think [the resident] would feel...

Please tick (✓) one box for each column

- clean and would be able to present him/herself in the way s/he likes
- adequately clean and presentable
- less than adequately clean or presentable
- not at all clean or presentable
- Not known

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Social participation and involvement

7. Thinking about how much contact [the resident] has with people s/he likes, which of the following statements do you think best describes how s/he feels about his/her social situation?

Interviewer prompt: If needed, please prompt: When answering the question think about [the resident's] situation at the moment.

I think [the resident] feels s/he has...

Please tick (✓) one box

- | | |
|---|--------------------------|
| as much social contact as s/he wants with people s/he likes | <input type="checkbox"/> |
| adequate social contact with people | <input type="checkbox"/> |
| some social contact with people, but not enough | <input type="checkbox"/> |
| little social contact with people and feels socially isolated | <input type="checkbox"/> |
| Not known | <input type="checkbox"/> |

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8. Imagine that [the resident] didn't have the support and services from [the care home] that s/he does now and no other help stepped in. In that situation, which of the following do you think would best describe how [the resident] would feel?

Interviewer prompt: Please say what you think in the first column. Then say how you think the person you are representing would answer in the second column.

Interviewer note: It is important that people do not base their answers on the assumption that any other help steps in; please emphasise this to interviewees.

Reassure if necessary (sometimes with family members): please be assured that this is purely imaginary and does not affect the services that [the resident] receives in any way.

I think [the resident] would feel that s/he would have...

Please tick (✓) one box

- | | |
|--|--------------------------|
| as much social contact as s/he wanted with people s/he liked | <input type="checkbox"/> |
| adequate social contact with people | <input type="checkbox"/> |
| some social contact with people but not enough | <input type="checkbox"/> |
| little social contact with people and would be socially isolated | <input type="checkbox"/> |
| Not known | <input type="checkbox"/> |

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Occupation

9. Thinking about how [the resident] spends his/her time, which of the following statements do you think best describes how s/he feels?

Interviewer prompt: When you are thinking about how [the resident] spends his/her time, please include anything they value or enjoy such as leisure activities.

If needed, please prompt: When answering the question think about [the resident's] situation at the moment.

I think [the resident] feels s/he ...

Please tick (✓) one box

- | | |
|---|--------------------------|
| spends his/her time as s/he wants, doing things s/he values or enjoys | <input type="checkbox"/> |
| does enough of the things s/he values or enjoys with his/her time | <input type="checkbox"/> |
| does some of the things s/he values or enjoys with his/her time, but not enough | <input type="checkbox"/> |
| doesn't do anything s/he values or enjoys with his/her time | <input type="checkbox"/> |
| Not known | <input type="checkbox"/> |

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10. Imagine that [the resident] didn't have the support and services from [the care home] that s/he does now and no other help stepped in. In that situation, which of the following do you think would best describe how [the resident] feels?

Interviewer note: It is important that people do not base their answers on the assumption that any other help steps in; please emphasise this to interviewees.

Reassure if necessary (sometimes with family members): please be assured that this is purely imaginary and does not affect the services that [the resident] receives in any way.

I think [the resident] would feel that s/he...

Please tick (✓) one box

- | | |
|--|--------------------------|
| would be able to spend his/her time as s/he wanted, doing things s/he values or enjoys | <input type="checkbox"/> |
| would be able to do enough of the things s/he values or enjoys with his/her time | <input type="checkbox"/> |
| would do some of the things s/he values or enjoys with his/her time, but not enough | <input type="checkbox"/> |
| would not do anything s/he values or enjoys with his/her time | <input type="checkbox"/> |
| Not known | <input type="checkbox"/> |

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Control over daily life

11. Which of the following statements best describes how much control over daily life the [the resident] feels s/he has?

Interviewer prompt: By 'control over daily life' we mean having the choice to do things or have things done for them as they would like and when they would want.

If needed, please prompt: When answering the question think about [the resident's] situation at the moment.

I think [the resident] feels s/he has....

Please tick (✓) one box

- as much control over his/her daily life as s/he wants
- adequate control over his/her daily life
- some control over his/her daily life but not enough
- no control over his/her daily life
- Not known

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12. Imagine that [the resident] didn't have the support and services from [the care home] that s/he does now and no other help stepped in. In that situation, which of the following do you think would best describe the amount of control [the resident] would feel s/he had over his/her daily life?

Interviewer note: It is important that people do not base their answers on the assumption that any other help steps in; please emphasise this to interviewees.

Reassure if necessary (sometimes with family members): please be assured that this is purely imaginary and does not affect the services that [the resident] receives in any way.

I think [the resident] would feel s/he would have...

Please tick (☑) one box

- | | |
|--|--------------------------|
| as much control over his/her daily life as s/he wanted | <input type="checkbox"/> |
| adequate control over his/her daily life | <input type="checkbox"/> |
| some control over his/her daily life but not enough | <input type="checkbox"/> |
| no control over his/her daily life | <input type="checkbox"/> |
| Not know | <input type="checkbox"/> |

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Personal safety

13. Which of the following statements do you think best describes how safe [the resident] feels?

Interviewer prompt: By feeling safe we mean how safe [the resident] feels both inside and outside the home. This includes fear of abuse, falling or other physical harm.

If needed, please prompt: When answering the question think about [the resident's] situation at the moment.

I think [the resident]...

Please tick (✓) one box

feels as safe as s/he wants

generally feels adequately safe, but not as safe as s/he would like

feels less than adequately safe

doesn't feel safe at all

Not known

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14. Imagine that [the resident] didn't have the support and services from [the care home] that s/he does now and no other help stepped in. In that situation, which of the following do you think would best describe how safe s/he would feel?

Interviewer note: It is important that people do not base their answers on the assumption that any other help steps in; please emphasise this to interviewees.

Reassure if necessary (sometimes with family members): please be assured that this is purely imaginary and does not affect the services that [the resident] receives in any way.

I think [the resident]...

Please tick (✓) one box

- | | |
|--|--------------------------|
| would feel as safe as s/he wants | <input type="checkbox"/> |
| would generally feel adequately safe, but not as safe as s/he would like | <input type="checkbox"/> |
| would feel less than adequately safe | <input type="checkbox"/> |
| wouldn't feel at all safe | <input type="checkbox"/> |
| not known | <input type="checkbox"/> |

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Dignity

15. Which of these statements do you think best describes how having help to do things makes [the resident] think and feel about him/herself?

I think [the resident] feels that...

Please tick (✓) one box

- | | |
|---|--------------------------|
| Having help makes him/her think and feel better about him/herself | <input type="checkbox"/> |
| Having help does not affect the way s/he thinks and feels about him/herself | <input type="checkbox"/> |
| Having help sometimes undermines the way s/he thinks and feels about him/herself | <input type="checkbox"/> |
| Having help completely undermines the way s/he thinks and feels about him/herself | <input type="checkbox"/> |
| Not known | <input type="checkbox"/> |

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22. Which of these statements do you think best describes how the way [the resident] is helped and treated makes him/her think and feel about him/herself?

Interviewer note: Do not ask this question to staff, only to family members

I think [the resident] feels

Please tick (✓) one box

- | | |
|--|--------------------------|
| The way s/he is helped and treated makes him/her feel better about him/herself | <input type="checkbox"/> |
| The way s/he is helped and treated does not affect the way s/he thinks and feels about him/herself | <input type="checkbox"/> |
| The way s/he is helped and treated sometimes undermines the way s/he thinks and feels about him/herself | <input type="checkbox"/> |
| The way s/he is helped and treated completely undermines the way s/he thinks and feels about him/herself | <input type="checkbox"/> |
| Not known | <input type="checkbox"/> |

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(c) PSSRU at the University of Kent

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