

Discharge 2 Assess Pilot phase 2: patient and family carer interview questions

A) Initial interview with patient in hospital - King's only (St Thomas' - family carer interview only)

Introduction

- Explain how we were given the person's contact details (social worker who has arranged for residential assessment at Helmi House)
- Explain Healthwatch role: patient and family experience of D2A and follow up services for up to three months after assessment, to help evaluate the project, as included in the agreement they signed - give Healthwatch leaflet
- **If appropriate**, ask if family member is happy to participate - ask for contact details OR if already provided by social worker, inform patient family member will participate
- Today's interview:
 - how you're feeling about going to Helmi House
 - what you think about the hospital service
 - your feedback on any health and care services you used before coming to hospital.

Questions

About you

1. Please tell us a little bit about yourself. (Where do you live? Who with? Does anyone look after you? Do you have friends and family nearby? Before you came into hospital, what was an average day like for you?) [Note: Draw on social worker briefing/initial assessment if poss.]

Services before hospital admission

- 2a. Were you receiving any services before you went into hospital?

Health

- district nurse GSTT @Home GP appointments GP home visits pharmacy
- other

Social care

- Care assessment Care plan Domiciliary care Day service Care home stay
- Assistive technologies other

Other support

- Activities Transport other

- 2b. What was your experience of them? Did they meet your needs?

2c. Do you think you will need them again after you leave hospital? Has anyone talked to you about this?

In hospital

3. Would you like to tell us why/how long you've been in hospital (planned or emergency). [Note: Draw on social worker briefing/assessment if poss.]

4. What information were you given about coming into hospital?

5. How do you feel about the care you are receiving in hospital?

6. What is it like being in hospital? (Food/drink choice and availability, activities, noise levels, visitors, having a say etc)

7. Do you feel safe on this ward?

8. What are the staff like? (nurses, doctors, others eg social worker, Integrated Hospital Discharge Team rep)

9. Is there anything that would make your stay in hospital better?

10. How would you describe your current wellbeing (to what extent are you comfortable, healthy and happy)?

Preparation for staying at Helmi House

11. How do you feel about moving to Helmi House? Did you have a say?

12. Do you feel you have enough information about the move? Do you know why you're going/what will happen there? Are you happy with the agreement? How was the meeting with the social worker?

13. Do you feel you have enough information about what will happen after your stay there?

After the interview, set up the day/time for the next interview at the ECH.

A) Initial interview/call with family contacts (if applicable)

Introduction

- Explain how we were given the family member's contact details (relative or social worker)
- Explain Healthwatch role: patient and family experience of D2A and follow up services for up to three months after assessment, to help evaluate the project (included in the agreement)
- Ask whether the family member is happy to participate with their relative for up to three months
- **If the family member does not want to participate**, ask if they would like to say why, then thank the person and finish the call
- Ask the family member how much input they have in their relative's care (including direct care, support with daily tasks and advocacy). Depending on the level of their involvement and their availability, explore/agree the regularity of interviews with them eg weekly with/without their relative or monthly.
- Inform the family member of the interviewer names
- Set up the day/time/location for the initial interview or continue straight to the interview (allow up to 30 minutes)

A) Questions for family members of patients still in hospital

1. How do you feel about the care your relative is receiving in hospital?
2. Do you think your relative is safe in hospital?
3. How would you describe your relative's current wellbeing [to what extent are they comfortable, healthy and happy]?
4. Are you able to visit? If so:
 - a. Do you play an active role during your visits eg helping your relative to eat meals
 - b. What are the staff like?
 - c. What do you think of the food?
5. Do you feel that the hospital keeps you informed about your relative?
- 6a. How do you feel about your relative moving to Helmi House? Did you and your relative have a say? What are you expecting?
- 6b. Do you feel you have enough information about the move? What contact have you had with different agencies eg Integrated Hospital Discharge Team, social services? How was the meeting with the social worker? Are you happy with the agreement?
- 6c. Do you feel you have enough information about what will happen after your relative's stay there?

7. Overall, do you feel that you and your relative have had the right information about their hospital stay (including admission and discharge)?
8. Did your relative use any health or care services and/or activities before coming into hospital? What did you think of them? Do you think your relative will need to use them again?

For family carers

9a. Do you receive any care or support services as a carer?

- GP (medication/health checks) other healthcare
- Carer assessment Care/support plan Respite care Carer network

9b. What is your experience of them? Do they meet your needs?

10. Do you get support from anywhere else (eg family and friends, advisers, websites)? How does that benefit you?

11. Do you go out anywhere? Where do you go? Is there anywhere you'd like to go?

12. How would you describe your own wellbeing currently [to what extent are you comfortable, healthy and happy]?

13. Is there anything else that would help you as a carer to enjoy a better quality of life?

B) Weekly questions for participants AT the extra care facility

We want to hear what you think of:

- Being here
- The assessment process

Being here

1. How do you feel about being here? What do you like? Is there anything you don't like?
2. What support do you have here eg help with personal tasks, cooking, cleaning? What are the staff like?
3. Do you go out anywhere (including the communal lounge/café)? Where do you go? Is there anywhere you'd like to go?
4. Do you have visitors? Who visits you (family, friends, community members)?
- 5a. [FIRST INTERVIEW ONLY] What happened on the day you came to Helmi House?
- 5b. [FIRST INTERVIEW ONLY] Did you feel ready to come here?

The assessment process

- 6a. Have you got a copy of your support plan for your stay here? Are you happy with it?
- 6b. Tell me about the support so far. Who have you seen? [reablement team, district nurse, GP] What did they say?
- 6c. Do they listen to you? Do you feel they understand what you need? Is there anything that you don't understand or want to know more about?
- 6d. Do you think there is anything missing from the support plan?
- 7a. [WEEK 3] How was your visit home?
- 7b. [WEEK 3] How did the review meeting (within 3 days of visit home) go? Who was there? Did you get the notes of the meeting? Were you happy with what was said? Did you have a say? Do you know what the next steps are for the assessment, if any?
8. [WEEK 5] How did the last review meeting go? What has been proposed for your next steps after your stay here? Are you happy with the plan? Did you have a say?
9. [WEEK 6 - after panel decision] Do you have a care plan for when you go home (or somewhere else eg care home)? If yes, do you have a copy or know what's in it? Are you happy with it? Did you have a say?
10. Do you feel ready to go home (or move on)? How confident do you feel that you can live well independently?
11. How would you describe your current wellbeing [are you comfortable, healthy and happy]?
12. Is there anything else that would help you to enjoy a better quality of life at the moment?

Questions for family carers interviewed WITH relative

1. How would you describe your own wellbeing currently [are you comfortable, healthy and happy]?
2. Is there anything else that would help you as a carer while your relative is in extra care?

B) Questions for family member while relative is AT the extra care facility

We want to hear what you think of:

- How your relative is doing at the extra care facility
- The assessment process and plans for your relative

Extra care facility

1. What's your view of the extra care facility (including staff and support arrangements)?
2. What do you think of any other health and care service your relative is receiving eg district nurse care?

The assessment process

- 3a. Are you being kept informed about your relative's assessment and recovery progress?
- 3b. What's your view of the assessment process so far (home visit and review week 2/3, review week 4, panel decision)?
- 3c. Does the assessment team listen to you and your relative? Do you feel they understand what your relative needs? Do you think there is anything missing?
- 4a. Do you know what the next steps are for the assessment, if any?
OR
- 4b. Does your relative have a care plan for when they go home (or somewhere else eg care home)? If yes, have you seen it/do you know what's in it? Are you happy with it? Did you have a say?
5. Do you think your relative is ready to go home (or move on)? How confident do you feel that they can live well independently?

For family carers

6. Do you feel ready as a family carer for your relative to go home? Is there anything else that would help you?
7. How would you describe your own wellbeing currently [To what extent are you comfortable, healthy and happy]?

C) Weekly questions for participants AFTER leaving the extra care facility

1. How do you feel about being home/here?
2. [FIRST INTERVIEW ONLY] What did you think about your stay at the extra care facility?
3. [FIRST INTERVIEW ONLY] What happened on the day you came home/moved here? Did you feel ready?
- 4a. What services are you receiving now?

Health

- district nurse GSTT @Home GP appointments GP home visits pharmacy
- other

Social care

- Care assessment Care plan Domiciliary care Day service Care home stay
- Assistive technologies other

Other support

- Activities Transport other

- 4b. What's your experience of them? Do they meet your needs?
- 4c. Do you see the same person every time? Do you know when they will come next? If they are not coming back again, do you know what the next steps are, if any?
- 4d. Do you have the contact numbers of these services? Have you needed to contact them after their visit? How easy was it?
5. Do these services work well together?
6. Do you get support from anywhere else (eg family and friends, advisers, websites, charities)? How does that benefit you?
7. Do you go out anywhere? Where do you go? Is there anywhere you'd like to go?
8. Do you have visitors? Who visits you?
- 9a. How would you describe your current wellbeing [are you comfortable, healthy and happy]?
- 9b. Do you feel you have regained your independence?
10. Is there anything else that would help you to enjoy a better quality of life?

Questions for family carers interviewed WITH relative

11. Since your relative came home, do you receive any different care or support services as a carer?
 - GP (medication/health checks) other healthcare
 - Carer assessment Care/support plan Respite care Carer network

12. Do you get any new support from anywhere else (eg family and friends, advisers, websites)? How does that benefit you?
13. Do you still go out/anywhere new? Where do you go? Is there anywhere you'd like to go?
14. How would you describe your own wellbeing currently [are you comfortable, healthy and happy]?
15. Is there anything else that would help you as a carer to enjoy a better quality of life?

C) Weekly questions for family member AFTER leaving the extra care facility

1. How do you think your relative is doing now they are back home/somewhere else?
2. What do you think of the health and care service your relative is receiving? Are your relative's needs being met?

Health

- district nurse
- GSTT @Home
- GP appointments
- GP home visits
- pharmacy
- other

Social care

- Care assessment
- Care plan
- Domiciliary care
- Day service
- Care home stay
- Assistive technologies
- other

Other support

- Activities
- Transport
- other

3. [FIRST INTERVIEW ONLY] What did you think about your relative's stay at the extra care facility and the assessment process?
- 4a. How would you describe your relative's current wellbeing [are you comfortable, healthy and happy]?
- 4b. Do you feel your relative has regained their independence?
5. Is there anything else that would help your relative to enjoy a better quality of life?

Questions for family carers

6. Since your relative came home, do you receive any different care or support services as a carer?

- GP (medication/health checks)
- other healthcare
- Carer assessment
- Care/support plan
- Respite care
- Carer network

7. Do you get any new support from anywhere else (eg family and friends, advisers, websites)? How does that benefit you?
8. Do you still go out/anywhere new? Where do you go? Is there anywhere you'd like to go?
9. How would you describe your own wellbeing currently [are you comfortable, healthy and happy]?
10. Is there anything else that would help you as a carer to enjoy a better quality of life?