IMPlemtation of a Relatives Toolkit (the IMPART study)

Staff interview topic guide

Introduction

We would like to hear your views about the REACT toolkit and how things are really going with implementing it in your service. We will use your feedback as part of our evaluation of the implementation of the toolkit, and our development of an implementation plan. We hope that this will help mental health services to deliver REACT and similar interventions in future. We are particularly interested in your views on what has been helpful in implementing the toolkit, and what has been challenging.

[Check participant information sheet read; any questions? Sign consent form]

I will ask you some questions to help guide the interview, but these questions are purposively quite broad, to allow our discussion to be guided by your own unique experiences. If there are any topics you feel haven't been covered, there is space at the end for you to raise any additional items.

We expect the interview to take around an hour. Please note that you are free to withhold information or to withdraw from the interview at any time, without giving any reason.

Demographic information

Job role: ____

Start date in EIS: ____

1. Age group

- ☐ 18-24
- ☐ 25-34
- ☐ 35-44
- ☐ 45-54
- ☐ 55-64
- ☐ 65+

2. Gender

- ☐ Female
- ☐ Male

SECTION A: ALL STAFF

Current provision of information and support for relatives

1. **What kind of information and support do you feel that relatives need?**
    - How do you think that the NHS and EIS services should work with relatives?
    - What is your understanding of national guidelines and recommendations regarding support for relatives?
    - What values, strategies, guidelines or policies guide work with relatives in the Trust?

2. **How does your Trust work with relatives? How does your service work with relatives?**
    - What sources of information and support are currently available to relatives in your Trust?
    - What are your views on this level of provision?
    - How well do you think this support is delivered?
    - What factors affect the availability of information and support for relatives in your Trust/service?
    - Is carer support discussed as a regular agenda item in any team meetings?

3. **In what ways are online resources or interventions promoted and used in your Trust/your service/your work? Do you use any other online interventions or websites with service users or carers? Which ones? What do you think of them?**
    - What is the 'ethos' of the Trust regarding the therapeutic use of digital technologies?
    - What are your views on the use of online resources and interventions in mental health services in general?

4. **In your experience, how easy or difficult is it for new interventions or innovations to become integrated into routine practice in your team/service/Trust?**
    - What factors affect this?
    - What is the "ethos" of the Trust regarding new interventions?
    - How would you usually be made aware of new initiatives or resources in your service/Trust?

5. **What are the current priorities in your Trust? What drives these?**
    - What are the current priorities in your Team? What drives these?
    - How does REACT fit in with Trust and service priorities?
    - What are your current priorities in your work?
    - How does REACT fit with your priorities?

SECTION B: ALL STAFF

Awareness of REACT

6. **Have you heard of REACT? What can you tell me about it? Do you know what it stands for? What it is? Who it is for? Have you used it?**
    a. If never heard of it then go to section C – then need quite different questions here – would need to explain what it is and that is being implemented within their service – and then explore with them why they might not have heard of it – are they surprised by this? How do they normally find out about things? Why might they have missed this? Etc.
    b. If heard of it but not used it then go to section D (can progress but they may need a bit more info about what it is – and questions need to focus on why they have heard of it but not really picked it up)
    c. If yes – and clearly used it then go to section E

SECTION C: Staff who have not heard of REACT

Interviewer to give brief description of the REACT toolkit and the IMPART study and produce the Implementation V2 pack materials (booklet; merchandise, etc).

Factors affecting lack of awareness/understanding of REACT:

- **Are you surprised that you haven't heard about REACT?**
- **Have you seen any of these materials at work? Did any of them help? If so, how?**
- **Why do you think you haven't heard about it/seen the materials?**
- **Can you talk me through an example of another new intervention or way of working that has been implemented in the service?**
    - How did you come to hear about it? How was it promoted in your team?
    - What do you think has been different with the introduction of REACT?
- **Do you have any suggestions about how we could have better promoted REACT for you?**

SECTION D: Staff who have some understanding of REACT but have not used it

Views about REACT

7. **When did you first hear about REACT?**
- What were you asked to do with it?

8. **Can you tell me about how you first became aware of REACT?**
    - When, who told you about it, what was said
    - What were your views about it?
    - What were you asked to do with it**?**
9. **Is REACT discussed in any meetings you go to? If so, when?**
10. **Are any of your colleagues involved in REACT? If so, who? How are they involved?**
11. **Do you discuss REACT with anyone else? If so, who?**
12. **Could you describe your understanding of REACT now?**
    - What it is, it's purpose, who it is for?
    - How did you come to your current understanding of REACT?
13. **What are your views on the REACT toolkit now?**
    - We made some changes to the look and feel of emails for relatives who use REACT, did you know about this? If so, what do you think?
    - Helpful/unhelpful/missing aspects?
    - How does REACT compare to alternative sources of support for relatives in your trust? In what ways is it similar? How does it differ?
    - To what extent does it meet relatives' needs?
    - To what extent does the REACT toolkit fit with your Trust's, your team/service, and your own knowledge/understanding/beliefs about mental health problems and recovery?
14. **Can you talk a bit about any training, support or supervision you or other members staff have had for delivering REACT?**
    - What has been helpful/unhelpful?
    - How could it be improved?
15. **Are there any reasons why you don't currently use REACT?**

SECTION E: Staff who have used REACT

Views about REACT

7. **Can you tell me about how you first became aware of REACT?**
    - When, who told you about it, what was said
    - What were your views about it?

8. **Could you describe your understanding of REACT now?**
    - What it is, it's purpose, who it is for?
    - How did you come to your current understanding of REACT?

9. **What are your views on the REACT toolkit now?**
    - Helpful/unhelpful/missing aspects?
    - How does REACT compare to alternative sources of support for relatives in your trust? In what ways is it similar? How does it differ?
    - To what extent does it meet relatives' needs?
    - To what extent does the REACT toolkit fit with your Trust's, your team/service, and your own knowledge/understanding/beliefs about mental health problems and recovery?

10. **Can you talk a bit about your experience of any training, support or supervision you or other members staff have had for delivering REACT?**
    - What has been helpful/unhelpful?
    - How could it be improved?

11. **To what extent is REACT being used in your team?**
    - Do you have exact figures? What information is available about this?
    - Have you looked at the dashboard? If so, what do you look at the most?
    - How many people could use REACT in your team? What is this number based on?

Roles, responsibilities and fit with existing working practices

12. **Can you talk me through how the REACT toolkit is being delivered in your team/service?**
    - What are the key tasks and roles?
    - What is your role?
    - How were these roles defined and allocated?

13. **Could you describe your experience of delivering REACT in your service?**
    - How have you used it? How often? Where? Computer/laptop/ipad/phone?
    - What have been the main challenges? What has driven these? How might they be overcome?
    - What have been the main successes? What has driven these?
    - How does your role in REACT fit into your working week?
    - How do you keep REACT in mind?
    - Have you had to make any changes in the way to work to accommodate the role?

- How well does your role in REACT fit with your skill-set?

14. **How well do the tasks involved in delivering REACT fit with existing team workload, team structures, and working practices?**
    - Have any changes been made in team structures, working relationships, or workload to accommodate the tasks involved in delivering REACT?
    - How well do the tasks involved in delivering REACT fit with the team's skill-set?
    - How has REACT been integrated into policies, procedures, and routines in your Trust/service?
    - How is REACT kept in view or prioritised in your service/trust?
    - Is REACT discussed in any meetings you go to? If so, when?
    - Do you have a sense of whether REACT is supported by senior management in the Trust?

15. **What is your understanding of the risks associated with the REACT toolkit? How are these managed?**
    - What do you understand about staff accountability in relation to REACT and how is this managed?
    - Are you aware of whether the peer-support forum is regularly moderated and direct messages are being responded to?

16. **What resources (staffing, IT, other) are needed to deliver REACT?**
    - How easy are these to access in you Trust? Any challenges?

17. **What do you think is needed to sustain the delivery of REACT over the longer term?**

Impacts, benefits, costs

18. **Are you aware of whether REACT is being used by relatives?**
    - (If yes) how have you found out?
    - (If no) would you like to know? Would this information make a difference to you?
    - Do you know what relatives think of REACT?

19. **What potential benefits do you feel REACT offers relatives? What are the potential costs or harms?**
    - What have been the actual impacts for relatives in your trust so far?
    - How are these assessed or monitored (formally or informally)?

20. **What potential benefits do you feel that REACT offers you in your professional role? What are the potential costs or harms?**
    - What have been the actual impacts for you so far?
    - What have been the impacts on your relationships with relatives?
    - What have been the impacts on your relationships with colleagues/team dynamics?

21. **What potential benefits do you think REACT offers your service/Trust? What are the potential costs or harms?**
    - What have been the actual impacts so far?
    - How are these impacts assessed (formally or informally)?

22. **Is there anything else you think it is important to raise?**

Thank you

Thank you so much for taking the time to talk to me today – you views are really helpful for our research. If you are interested, we will be in touch with the findings from our research. In the meantime, please do get in touch with any questions

Appendix 4 Participant information sheet for staff interviews
(Version 1.2)
25/10/2017

Interviews Participant Information Sheet (Staff)

Title of project: Implementation of a relatives' toolkit (IMPART Study): Examining the critical success factors, barriers, and facilitators to the implementation of an online supported self-management intervention in the NHS

I would like to invite you to take part in the IMPART study. Before you decide, I would like you to understand why the research is being done and what it would involve for you. I am happy to go through the information sheet with you and answer any questions you have. I suggest this should take about 10 minutes.
Talk to others about the study if you wish.

What is the purpose of the study?

The purpose of the study is to understand the implementation of an online toolkit to support relatives of people with bipolar depression and psychosis. The aim is to gain a detailed understanding of experiences, expectations, barriers, facilitators, successes and failures with the delivery and adoption of REACT. This information will be used to inform a national Implementation Plan for online interventions to support relatives in mental health services. It is hoped the findings will also inform the development of implementation theory, and specifically the delivery of online interventions within the NHS.

Why have I been asked to participate?

You have been asked to consider participating because you are a member of staff at one of the participating NHS Trusts for the IMPART study.

Do I have to take part?

It is up to you to decide to join the study. If you agree to take part, I will then ask you to sign a consent form. Even if you decide to take part then you do not have to answer all the questions and you can stop the interview at any time. You are free to withdraw from the interview at any time, without giving a reason. Withdrawal of data from the study will only be possible up to one month after the interview has been undertaken.

What will happen to me if I take part?

The interview will last around 45-60 minutes. You will be asked a series of questions that allow for exploration of your personal experiences with supporting relatives of people with mental health problems. We are interested in talking to you whether or not you have used any online interventions to offer this support. Interviews will be conducted at a time and place that is convenient for you. The interviews will be audio-recorded. If you do not wish to be audio-recorded then written notes can be taken instead.

Will what I say in my interview be kept confidential?

All information will be kept confidential. Your interview will only be listened to in full by a transcriber within the research team. Following transcription, the interview will be anonymised and the audio recording destroyed. Following analysis to identify the key themes across data sources, the findings of the study will be presented in written papers and conference presentations. Anonymised quotes from the interviews may be used, but care will be taken that quotes cannot be attributable to any source.

What are the disadvantages of taking part?

The research team does not think that there are disadvantages to taking part although the interviews will require 45-60 minutes of your time.

What are the possible benefits of taking part?

The research team cannot promise that the study will help you but the information we gain from your interview will be used to help improve our knowledge and inform a national implementation plan for online interventions.

Who is organising the study?

The study is being carried out in collaboration between Lancaster University, University College London (UCL), The University of Liverpool and several NHS Trusts across the UK. Contact for further information

Who is funding the research?

The National Institute of Health Research (NHIR) has funded this three-year research project.

Who has reviewed the study?

This study has been extensively peer reviewed, funded by the National Institute of Health Research, and approved by an NHS Research Ethics Committee responsible for ensuring that ethical considerations and issues are addressed in the conduct of research

What if there is a problem or who do I contact regarding the study?

If you have a concern about any aspect of this study, or you wish to gain further information, you should ask to speak to the researchers who will do their best to answer your questions:

[Researcher Contact Details]

Spectrum Centre for Mental Health Research
Division of Health Research, Lancaster University
Lancaster, LA1 4YG

Alternatively you can contact: **Dr. Fiona Lobban**, Co-Director, Spectrum Centre for Mental Health Research, School of Health and Medicine, Lancaster University, Lancaster, LA1 4YG.

Telephone: 01524 593756. **Email:** f.lobban@lancaster.ac.uk

If you would prefer to speak to someone outside of the research team then please contact the Associate Dean for Research at Lancaster University:

Professor Roger Pickup
Faculty of Health and Medicine
(Division of Biomedical and Life Sciences)
Lancaster University
Lancaster
LA1 4YG
Tel: +44 (0)1524 593746
Email: r.pickup@lancaster.ac.uk

Where can I obtain further information about the study if I need it?

If you have any questions about the study, please contact the REACT team:

REACT Team
The Spectrum Centre for Mental Health Research
Faculty of Health and Medicine
(Department of Health Research)

Lancaster University
Lancaster
LA1 4YG
Tel: insert once have REACT mobile phone contract
Email: react@lancaster.ac.uk

Interviews Participant Information Sheet (Relative)

Title of project: Implementation of a relatives' toolkit (IMPART Study): Examining the critical success factors, barriers, and facilitators to the implementation of an online supported self-management intervention in the NHS

I would like to invite you to take part in the IMPART study. Before you decide, I would like you to understand why the research is being done and what it would involve for you. I am happy to go through the information sheet with you and answer any questions you have. I suggest this should take about 10 minutes.
Talk to others about the study if you wish.

What is the purpose of the study?

The purpose of the study is to understand the implementation of an online toolkit to support relatives of people with bipolar depression and psychosis. The aim is to gain a detailed understanding of experiences, expectations, barriers, facilitators, successes and failures with the delivery and adoption of REACT. This information will be used to inform a national Implementation Plan for online interventions to support relatives in mental health services. It is hoped that your perspective will help in the future implementation of online interventions within the NHS.

Why have I been asked to participate?

You have been asked to consider participating because you are a relative receiving support from one of the participating NHS Trusts.

Do I have to take part?

It is up to you to decide to join the study. If you agree to take part, you will be asked to sign a consent form. Even if you decide to take part then you do not have to answer all the questions and you can stop the interview at any time. You are free to withdraw from the interview at any time, without giving a reason. Withdrawal of data from the study will only be possible up to one month after the interview has been undertaken.

What will happen to me if I take part?

The interview will last around 45-60 minutes. You will be asked a series of questions that allow for exploration of your personal experiences of receiving support for you role in caring for someone with a mental health problem. We are interested in talking to you whether or not you have been offered any online support. Interviews will be conducted at a time and place that is convenient for you. The interviews will be audio-recorded. If you do not wish to be audio-recorded then written notes can be taken instead.

Will what I say in my interview be kept confidential?

All information will be kept confidential. Your interview will only be listened to in full by a transcriber within the research team. Following transcription, the interview will be anonymised and the audio recording destroyed. Following analysis to identify the key themes across data sources, the findings of the study will be presented in written papers and conference presentations. Anonymised quotes from the interviews may be used, but care will be taken that quotes cannot be attributable to any source.

What are the disadvantages of taking part?

The research team does not think that there are disadvantages to taking part although the interviews will require 45-60 minutes of your time.

What are the possible benefits of taking part?

The research team cannot promise that the study will help you but the information we gain from your interview will be used to help improve our knowledge and inform a national implementation plan for online interventions.

Who is organising the study?

The study is being carried out in collaboration between Lancaster University, University College London (UCL), The University of Liverpool and several NHS Trusts across the UK. Contact for further information

Who is funding the research?

The National Institute of Health Research (NHIR) has funded this three-year research project

Who has reviewed the study?

This study has been extensively peer reviewed, funded by the National Institute of Health Research, and approved by an NHS Research Ethics Committee responsible for ensuring that ethical considerations and issues are addressed in the conduct of research

What will be done with the information I give?

It will form the basis of the IMPART study and inform a national implementation plan for the REACT toolkit. The findings will also be published in academic journals and be presented at conferences.

What if there is a problem or who do I contact regarding the study?

If you have a concern about any aspect of this study, or you wish to gain further information, you should ask to speak to the researchers who will do their best to answer your questions:
[Researcher contact details]

Spectrum Centre for Mental Health Research
Division of Health Research, Lancaster University, Lancaster, LA1 4YG

Alternatively you can contact: **Rd. Fiona Lobban**, Co-Director, Spectrum Centre for Mental Health Research, School of Health and Medicine, Lancaster University, Lancaster, LA1 4YG.

Telephone: 01524 593756. **Email:** f.lobban@lancaster.ac.uk

If you would prefer to speak to someone outside of the research team then please contact the Associate Dean for Research at Lancaster University:

Professor Roger Pickup
Faculty of Health and Medicine
(Division of Biomedical and Life Sciences)
Lancaster University
Lancaster
LA1 4YG
Tel: +44 (0)1524 593746
Email: r.pickup@lancaster.ac.uk

Where can I obtain further information about the study if I need it?

If you have any questions about the study, please contact the REACT team:

REACT Team
The Spectrum Centre for Mental Health Research
Faculty of Health and Medicine
(Department of Health Research)

Lancaster University
Lancaster
LA1 4YG
Tel: insert once have REACT mobile phone contract
Email: react@lancaster.ac.uk

Resources in the event of distress

Should you feel distressed either as a result of taking part, or in the future, the following resources may be of assistance:

Carers UK 0808 808 7777(UK)

NHS emergency services:

Call 999 (UK)

NHS for non-emergencies:

Call 111 (England)

Call 0845 46 47 (NHS Direct Wales)

Visit www.nidirect.gov.uk for Out of Hours GP contacts in your area (Northern Ireland)

Samaritans: call 08457 90 90 90 (UK)

Appendix 8 Relatives Interview Schedule
Version 1.2
12/12/2017

Relatives Interview Topic Guide

Opening:

(**Establish Rapport**) [*Shake hands*] My name is [ ] and I am the lead RA for the North / South of England IMPART study, I am interested in understanding your experiences of being a relative of someone with a mental health problem, and specifically the kind of support you have received from the clinical team.

IF USED REACT

You have been chosen for interview because you have experience of using the REACT toolkit. I would like to ask you several questions regarding your background, experience and perspectives in relation to your use of the REACT toolkit, the ways the toolkit might be improved, what aspects of the toolkit worked well and any other comments you might want to make about the toolkit.

(Motivation) I hope to use your comments to understand ways to improve health services and support for people with mental health issues. It is hoped that this research will guide the development of a model aimed at improving the implementation of online support interventions.

(Time Line) I anticipate that the interview should take around 45-60 minutes. If you have less time available, please let me know and I will adjust the interview to suit you.

Questions

The interview will be conducted flexibly, using language familiar to the participant, and therefore specific questions are not preset. However, the following key topic area will be explored

-Their experiences of supporting someone with a mental health problem (briefly for context only).

-Their thoughts about current support available to relatives within the Trusts

-Their knowledge, experience and views regarding the REACT toolkit

How they first heard about it / how easy it was to access / how easy to use?/ what were barriers to use?/ what helped use?/ ……a walk-through of what happened from first hearing about REACT to now, exploring expectations, emotional reactions, thoughts etc

What impact (if any) has REACT had on them / other family or friends.

What advice would they give to someone designing this toolkit?

Their knowledge, experience and views regarding use of the internet in general – and specifically any other online interventions they are aware or have used in the NHS (or in other settings)

Their general views on the use of online interventions to deliver healthcare support

<u>If NOT USED REACT</u>

You have been chosen for interview because you are receiving support from the Early Intervention in XXXX Trust.

I would like to ask you some questions regarding the kind of support you have received. I am also interested in your views about online support and how this could be used to support relatives.

I hope to use your comments to understand ways to improve health services and support for people with mental health issues.

(Time Line) I anticipate that the interview should take around 45-60 minutes. If you have less time available, please let me know and I will adjust the interview to suit you.

Questions

The interview will be conducted flexibly, and therefore specific questions are not preset. However, the following key topic area will be explored

-Their experiences of supporting someone with a mental health problem (briefly for context only).

-Their thoughts about current support available to relatives within the Trusts

Are they aware of REACT? Have they received an email about REACT? If so, was there a decision made not to use REACT? (Explore this rationale).

-Their knowledge, experience and views regarding online support

Have they ever used anything online?/ if not – why not? / How they first heard about it / how easy it was to access / how easy to use?/ what were barriers to use?/ what helped use?/ ……a walk-through of what happened from first hearing about an online resource to now, exploring expectations, emotional reactions, thoughts etc

What impact (if any) has online support had on them / other family or friends?

What advice would they give to someone designing online support for relatives?

Their knowledge, experience and views regarding use of the internet in general – and specifically any other online interventions they are aware or have used in the NHS (or in other settings)

Their general views on the use of online interventions to deliver healthcare support

Ending

Well it has been a pleasure to talk to you today, and your views are really helpful to our research. Is there anything that you would like to add or feel that we have not discussed and should?

I would like to thank you for your time, your comments will be very useful for my research and I will be in touch shortly with the emerging themes from the interviews – Do you have any questions? –

I should have all the information I need, would it be ok to contact you on the number or email address provided if I need to clarify any points? –

Thanks again and do not hesitate to contact me with any questions that you may have regarding the research.