

HomeHealth Process Evaluation

Topic guide for interviews with older people

The HomeHealth service is a newly developed service and this is the first time it has been delivered. We are talking to people who received the HomeHealth service to find out what they thought of it, which parts of the service worked better, and what did not work so well, so we can improve it. We are very keen to hear your views, so your honest feedback is really important to us.

- Have you read and understood the information sheet?
- Any questions?
- Confidentiality-data will be anonymised
- Consent form
- Switch the audio recorder on

1. Reasons for taking part in the study

- What made you take part in the study?
- What were you expecting from HomeHealth?

2. Experiences of the service

- Can you tell me about your experiences of the HomeHealth service?
- What did you think of the appointments you had with the HomeHealth Project Worker?
- What did you think of the paperwork involved in the service?
- What do you think about how the service was organised? How were the appointments arranged? Were the appointments convenient (e.g. time, length, frequency)?
- How did you find it having somebody visiting you at home?
- The role of the HomeHealth Project Workers was also developed specifically for this service. What did you think about the HomeHealth Project Worker? (communication style, skills, knowledge)
- How did you find the contact you had with the HomeHealth Project Worker between appointments?
- Was there anything the service didn't cover that you would have found useful/liked support with?

3. Motivation and goal-setting

- With your HomeHealth Project Worker, you set goals related to your health and wellbeing. How did you find the experience of identifying and setting goals?
- Can you think of a goal that went well? Why/why not?
- Can you think of a goal that did not go well? Why/why not?
- How motivated were you to work towards these goals? Did your motivation change over the last 6 months? In what way?

4. Impact & recommendations for the service

- Did you change/do anything differently as a result of seeing the HomeHealth Project Worker?
- What did you find helpful about the service? What did you find difficult?
- What can be improved?
- Did HomeHealth meet your expectations? Why/why not?
- Would you recommend this service to a friend or family member? Why?
- Anything else you would like to say?

Switch audio recorder off

Voucher