

# Report supplementary material # 5: WP2b: professional interview/focus group topic guides

## Topic guide: focus groups with assessors

### 1. Arrival and ask to complete consent forms (5 mins)

### 2. Introductions, consent process, overview of session (5 mins)

- Self
- Thanks for involvement and contributions so far and attending today.
- Purpose of today's discussion:
  - hearing views/experiences about role in delivering reablement and views about factors affecting reablement provision and achieving positive outcomes;
  - then to look at reablement as an intervention: does it work, what makes it work.
- Ask staff to introduce themselves – name, how long working in service, experiences of working in other services

### Topic 1: Reviewing the reablement process and factors affecting....

*The purpose of this discussion is to review the process of reablement in the research site, from referral to discharge. It will explore participants' views on:*

- *What's working well / sticking points*
- *Factors facilitating / inhibiting different aspects of the process: service organisation factors – the reablement service; service organisation factors – other services; individual practice; service user factors; service user environment factors (family, physical); other*

#### i. Introduce session (1 minutes)

- show display of process
- explain interested in: what's working well and what's not working well, and why, **AND** the facilitators (things that help etc.) and barriers (things that get in the way) to making reablement a successful intervention

#### ii. Hand out individual reflection sheet: jotting down ideas (2 minutes)

#### iii. Group discussion (~ 20 minutes)

- Using large visual aid, and working through each stage of the process...
  - Sharing what have jotted down during individual reflection
  - Explore / seek more detail and further views of additional barriers /facilitators
- iv. **Probes** (*throughout, ask for examples: a good case , a tricky/difficult case etc*)
- Referral: working OK, if not why not? Referrals appropriate? Timeliness.
  - Assessment/goal setting:
    - when does this work well/when doesn't it – barriers/facilitators
    - client understanding/acceptance
    - readiness to engage.
    - What would improve this process
  - Handover to enablers: timely vs delayed, working well/what would improve
  - Service users' sessions with the reablers: how would you describe the ideal reablement client; a challenging client?
  - Discharge: decision-making about time to discharge; views about readiness and practices and service user characteristics which supports; views options re next steps /stepped down care within locality (stat & 3<sup>rd</sup> sector); what would improve this process; views about maintenance of outcomes

### 3. Topic 2: Reablement as an intervention (20 mins)

*The purpose of this discussion is:*

*i) to explore views about whether participants feel reablement works, is the best way to intervene with these sorts of presenting needs, or ways should be improved; and whether it's distinctive/different Does it work?*

- *Is it the best way/model for meeting needs?*
  - *Could it be improved*
  - *Is it different/distinctive*
- Does it work?
    - Is it *better* than other approaches to managing individuals with these types of presenting needs
    - Is it *different* to other approaches to managing individuals with these types of presenting needs

- Could managing individuals with these types of needs be done in a better, or improved, way?
  
- Why does it work? *Probes*:
  - How would they define reablement?
  - View regarding the 'active ingredients', in addition to 'the reablement approach' (eg does social contact per se improve outcomes; relationship between client and worker)
  
  - Mechanisms of change and mechanisms for change

#### **4. Thanks and close (5 minutes)**

- Review discussion
- If time, ask for brief reflections on the meeting and participation in project more generally, including recruitment experiences
- Thanks for participating in focus group and support/involvement for other element
- Next steps for project

## Topic guide: focus groups with reablement workers

### 1. Arrival and ask to complete consent forms (5 mins)

### 2. Introductions, consent process, overview of session (5 mins)

- Self
- Overview of project
- Thanks for attending today.
- Purpose of today's discussion:
  - hearing views/experiences about being enablers and what they think impacts on whether clients improve/achieve their goals;
  - then to look at reablement as an intervention more generally: does it work, is it the best way to support people with needing to regain their independence; what makes it work.
- Ask staff to introduce themselves – name, how long working in service, experiences of working in other services

### 3. Topic 1: Factors affecting the success of reablement (30 mins)

*The purpose of this discussion is to hear participants views about the factors which impact on the success, or not, of a reablement intervention. It will explore views about*

- *service user factors (state of health; engagement; readiness; understanding of reablement; cognitive issues*
- *service user environment factors (family, physical)*
- *service organisation/delivery factors (eg. handover from the assessment team; suitability of goals set; number of staff involved/client);*

- i. Introduce topic
  - a. Brief description of purpose of discussion, show 'Factors affecting outcomes' diagram.
- ii. Warm-up 1: *"If I asked you to describe your 'ideal' service user" ....what would you say?*
  - a. Invite people to build on / disagree with contributions
  - b. Ask how often they get someone like this.
  - c. ...lead into next warm up....
- iii. Warm-up 2: *"And if I asked you to describe a service user who, when you first meet them, you know they won't achieve their goals etc.." ....what would you say?*

- a. Invite people to build on / disagree with contributions
- b. Ask how often they get someone like this.

iv. **Looking at other factors**

- a. Using large visual aid, look at other factors and ask for views and opinions. Ask participants to think about facilitator (“things that help”) and barriers (“things that get in the way”, “things that make things more difficult or challenging” ..)
- b. **Probes** (throughout, ask for examples: a good case, a tricky/difficult case etc)
  - i. service user: physical environment factors
  - ii. service user : social environment factors
  - iii. service organisation/delivery factors (eg. handover from the assessment team; suitability of goals set; number of staff involved/client; frequency and duration of visits).
- c. individual practice of enablers (including training and support)

4. **Topic 2: Reablement as an intervention (15 mins)**

*The purpose of this discussion is:*

*i) to explore views about whether participants feel reablement works, is the best way to intervene with these sorts of presenting needs, or ways should be improved; and whether it’s distinctive/different Does it work?*

- *Is it the best way/model for meeting needs?*
- *Could it be improved*
- *Is it different/distinctive*

*ii) and then to move in to exploring why it works, what are its active ingredients and mechanisms for change etc..*

- Does it work?
  - Is it *better* than other approaches to managing individuals with these types of presenting needs
  - Is it *different* to other approaches to managing individuals with these types of presenting needs
- Could managing individuals with these types of needs be done in a better, or improved, way?

- Why does it work? *Probes*:
  - How would they define reablement?
  - View regarding the 'active ingredients', in addition to 'the reablement approach' (eg does social contact per se improve outcomes; relationship between client and worker)
  - Mechanisms of change and mechanisms for change

**5. Thanks and close (5 minutes)**

- Review discussion
- Thanks for participating in focus group and support/involvement for other element
- Next steps for project

Things that help or support this process,  
or make it more likely that reablement will be successful

Referral

Assessment,  
including  
goal-  
setting

Handover  
to enablers

Service  
users'  
sessions  
with  
enabler(s)

Discharge

Things that get in the way of this process,  
or make it harder for reablement to be successful

## Topic guide: interviews with commissioners

### Understanding of reablement and perceived objectives / outcomes

- To start: ask about their understanding of reablement as an intervention, and its perceived role and purpose.
- What outcomes aiming to achieve by providing reablement
  - For services users
  - For the council

### The locality

- Can you explain a little about the population in this area, characteristics of the populations/ demographic
- What local population and environmental/social factors have been taken into account when the service was / is commissioned?
  - Overall how does the service meet the needs of the Demographics - e.g. age, rurality, BME population.

### The service commissioned

- Brief outline of our understanding of the service commissioned
- Has the way the service been commissioned change since the study? If so why & how, what elements have changed?
- *In general, how does the council prioritise services for commissioning? (RF)*
- Views on satisfaction with what been able to commission in terms of:
- *Specifically reablement services, how are decisions made on the level of funding available for reablement given other competing funding priorities? (RF)*
  - levels of investment able to devote to it. If not, what has been the impact on what commissioned and/or other impacts?
  - The nature of the service model/service characteristics commissioned
- Views on in-house / out-sourced divide in place: satisfaction with that situation

### Integration with other social care provision

- Check: is LA only commissioned or jointly commissioned/funded with NHS
- Can you explain how the reablement service sits with in the wider context of social care services/ intermediate care services/ other home care services that you offer/commission
- Why does this organisational structure exist – deliberate or ‘accidental’
- If the service is integrated or not integrated with other social care provision - What are the advantages or disadvantages to integrating/ not integrating the service/s in this way

### Integration with NHS



Aware if a similar sort of provision provided by the NHS?

Views on whether joint funding/commissioning works well (advantages / disadvantages) OR whether would like it to/it should be joint (and why)

#### **Current service: service costs**

- What would facilitate a better service? Budget? Restructuring? Both?
- Do you have any major plans to restructure the service? Change the way it's commissioned/ delivered/ implemented?

#### **Issues and difficulties with the service**

- Understandings of any issues facing the reablement service
- Current
- Past: any changes made in response to these?

#### **The future**

Views in terms of the future of reablement provision within the locality.

- Aspirations
- Certainty of it remaining part of social care portfolio of provision

In an ideal world, would commission a different sort of reablement provision? If yes, why?  
And barriers to doing this?

#### **Finally**

- Overall, what is your overarching view of how the service operates
- Your overarching view of the success of the service
- Ways it could be improved? Or done differently?
- In your view, what are the services currently not commissioned or provided by the council due to the investment in reablement, but would be commissioned or provided if funding was available? (RF)
- Other people to speak to?