

Report supplementary material # 6: WP2b: service user and family member topic guides

Topic guide: interviews with service users

- **Setting the scene**
 - When you [*the carers*] stopped coming to visit you on [insert date] can you tell me what's happening/how you are now?
 - Are you receiving any other service/have any other people coming in to see you/support you now/currently? If yes, are they working with you in a different way to the [*reablement carers*]?
- **Reasons for being admitted to the reablement service**
 - Thinking back to when [*the carers*] first started, what were the difficulties you were experiencing, or events that happened, that led to you needing [*the carers*]?
- **Initial feelings and understanding of the intervention**
 - How did you find out that you getting/needed [*the carers/enablers/service*]?
 - How did you feel when you heard you were going to be getting the service/having [*the carers*] come in? Did you think it was a good idea? Did you agree?
 - Did someone explain to you why you needed [*the service/the carers*]?
- **Understanding their 'need' for reablement input**
 - **Was it explained to you/ did you understand what the carers would be doing?**
 - **Did you understand why you needed help? Did you agree?**
 - Was this what you wanted/ did you want the service?
- **Experiences of the reablement process**
 - **Goal-setting**
 - At the start/early on did someone discuss with you what you wanted to do/work on when [*the carers*] came in?

- Did you get to say what type of things you wanted help with/what you wanted to work on?
- How did you feel about that (process)? Was it helpful/ not helpful? (depending on level of client involvement in goal setting)
- Views on goals set - Were you happy with the things that you agreed with [*the carers*] that you needed to work on?
- ***Relationship with reablement practitioners***
 - How many [*practitioners/carers*] visited?
 - How many times did they visit?
 - What were the times of visits/ were they convenient?
 - What helped most about the carers coming
 - What did you enjoy the most?
 - Did you find anything difficult?
 - Were there things about the carers coming that you didn't like or didn't enjoy?
- ***Duration and intensity of reablement intervention***
 - Feelings about relationships, duration and intensity
 - Was the support that you got from the carers what you expected/needed/wanted
 - What kinds of things did the carers do with you? Can you give me an example of the kinds of things the carers did at their visit?
 - Did you think those things were helpful or not?
- ***Types of things that the reablement intervention involved***
 - Only at home or also outside the home – Were the things that you did with the carers mostly/only in the home or did you do anything outside the house?

- **Level of engagement in the reablement process**
 - How difficult or easy was it to work with [*the carers*] on the things you wanted help with
 - As time went on did you feel able/capable of working with [*the carers*] on the things you needed help with; did you lose interest at all/ did it become more difficult or easier, why?
 - Their spouse/partner/close family: – did the help you had from [*the carers*] have any impact on them? Did it make things easier or more difficult. Was your spouse/ family member involved in any of the things you worked on with [*your carers*].
 - Practitioner's: - did you think [*the carers*] were interested in you? /in what you were doing/ in helping you?
 - Did you feel that you had a favourite [*worker/carer*]? If so, why?
 - Was there any [*carers*] that you had difficulties with?

- **Feelings about progress against their goals**
 - Do you think having [*the carers*] made a difference?
 - Looking back now, do you think [*the carers*] helped you with the right things? Was there more or maybe less things they could have helped with?
 - If so what type of things?
 - What has made the most difference working on the things you want to/having carers visit every day/ the support?
 - Did anything make it more difficult?

- **Factors that help or hinder achieving goals**
 - Is there anything that you think made it easier or more difficult to work on the things you wanted to work on with [*the carers*]?
 - If you didn't work on things you wanted to, how do you feel about that?

- **End of the service**

- Did you know/were you told [*the carers*] were stopping. How did happen? How did you feel about that?
- Did you feel ready for [*the carers*] to stop? If not why?
- Since [*your carers*] finished coming have you still been able to do [*name the specific goals the client was working on*]?
- Currently what makes it more difficult/easy to still do [*name goals*]?
- Finally, would you recommend [*the service/having the carers in*] to your friends or someone in your family? If yes, why?
- Could the service be changed/does it need to do things better? If so, what?

Prompt: carer interview?

Topic guide: interviews with family members

Interviews will explore issues surrounding:

- **Reasons for client being admitted to the reablement service**
- **Understanding of the purpose of reablement**
 - Helping them to do rather than having tasks done?
- **Understanding the client's 'need' for reablement input**
- **Their experiences of the reablement process**
 - ***Involvement in the process***
 - Goal-setting, reablement practice
 - ***Relationship with reablement practitioners***
 - Feel like part of the team supporting the client?
 - ***Duration and intensity of reablement intervention***
 - Feelings about relationships, duration and intensity
 - ***Types of things that the reablement intervention involved***
 - Only at home or also outside the home?
 - ***Level of engagement in the reablement process***
 - Their own and other family member/carers
 - The client
 - Practitioner
- **Views on client's progress against set goals**

Factors that helped or hindered clients being able to achieve their goals

