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?

  o **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?

  o **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?

  o **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