

four-level interview schedule (INT4)

Interviewer Notes

1. Definition of Support and Services

The interview is flexible so that the definition of support and services can be tailored to the needs of your particular research study. Where the schedule reads <<EXAMPLE>>, the interviewer should either:

- a. Insert the name of the specific service that is being investigated: for example, home care, personal budget; or
- b. (If asking about the service user's full social care package) give some examples of the support and services that the service user is receiving.

The interview is designed to measure the impact of social care services on the social care-related quality of life (SCRQoL) of service users. We found that a clear definition of what is, or is not, included helps the respondent to answer the questions. It is suggested (although this may be adapted to your particular needs) that:

- a. If there are any specific services you would like to exclude (for example, NHS support and services), the interviewer should use the prompts to exclude NHS support and services when answering the filter (for example, question 2) and expected situation questions (for example, question 3). You may wish to ask respondents to include some NHS services, for example if they are a service user with a mental health problem who has support from a Community Mental Health Team (CMHT) that is joint-funded by Adult Social Care Services and the NHS. In this case, we would strongly recommend that the interviewer makes this clear in the definition of support and services at the start of the interview, as well as in the prompts throughout the interview schedule.

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- b. There may be situations where service users may use social care services funded by streams outside of social care. It is recommended that you ask service users to include all social care services, regardless of the funding source, when answering the filter and expected questions.

2. Using the Interviewer Prompts

- a. When asking the interviewee about their social care-related quality of life in the absence of services (expected situation questions, for example question 3):
 - i. Emphasise that the respondent does *not base his/her answers on the assumption that any other help steps in*.
 - ii. Reassure them that the question is about a *purely imaginary situation and does not affect the services they receive in any way*.
- b. Make sure that the interviewer prompts are used frequently to define 'support and services', as cognitive interviewing has shown that this helps respondents in answering the questions.
- c. When asking about a service user's current situation, interviewers may add that this question is asking about the service user's present situation to clarify the timeframe of the question.

3. Notes on the Filter Questions (for example, question 2)

When asking the filter questions:

- a. Be very clear about which services you are interested in and use examples to help you.
- b. Emphasise that the question is asking whether the support and services affect a service user with regard to each particular aspect of life (for example, 'do support and

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services affect how you **spend your time?**'). If needed, explain to the respondent that we are not asking whether support and services make a difference generally, but whether they make a difference (either positive or negative) to that particular aspect of their life.

4. Notes on Sensitive Questions

It should be noted that the set of questions asks respondents to think about their lives and experiences. This may be upsetting to some respondents, particularly if they are currently experiencing difficulties. We would recommend that the interviewer clearly explains the nature of the questions before obtaining informed consent, and emphasises the respondent's right to terminate the interview or to refuse to answer specific questions without further explanation.

The 'expected situation' questions may be particularly sensitive in situations where the respondent has recently experienced cuts to their social care support or services. In this case, we would recommend that the interviewer be especially aware of the potential sensitivity of the questions and be prepared to terminate or pause the interview, if needed.

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Introduction

To help us to measure the impact of services and support, we are talking to people who actually use them. We think people themselves are best able to judge how services and support affect their lives.

When we talk about 'services and support' in the next set of questions, we mean for you to think about:

Interviewer note: Insert here a phrase that makes sense both in local context and in the context of the service that you are investigating. For example, home care, personal budget.

Example wording (if asking about the full social care package): "services provided by different organisations, such as voluntary organisations, private agencies or your local authority / council. For example, <<Give specific examples based on service receipt questions¹>>. This may be support you receive directly from your local authority or voluntary organisations, or which you pay for yourself, or with a personal/individual budget or direct payment. We do **not** mean any other help you may get from friends, neighbours or family, or support from health professionals, such as doctors/GPs, nurses or physiotherapists".

*I'll ask you some questions about different aspects of your life at the moment. Then I'll ask you whether support and services make a difference to that aspect of your life. Finally, I'll ask you to imagine a situation where you do not have the support and services that you do now. This is a purely imaginary situation and the answer you give will not affect the services that you receive. The purpose of these questions is to measure how the services and support affect **your** life.*

¹ If the interview is being conducted to measure the impact of the full social care package, you may wish to ask the service users detailed questions about the support and services that they are receiving before administering the ASCOT INT4.

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Control over daily life

1. Which of the following statements best describes how much control you have over your daily life?

Interviewer prompt: By 'control over daily life' we mean having the choice to do things or have things done for you as you like and when you want.

If needed, please prompt: When answering the question, think about your situation at the moment.

Please tick (☑) one box

- | | |
|--|--------------------------|
| I have as much control over my daily life as I want | ☐ |
| I have adequate control over my daily life | ☐ |
| I have some control over my daily life, but not enough | ☐ |
| I have no control over my daily life | ☐ |

2. Do the support and services that you get from <<EXAMPLE>> affect how much control you have over your daily life?

Interviewer prompt: By 'support and services' we mean, for example, <<EXAMPLE>> [interviewer should either (a) Insert the name of the specific service that is being investigated (for example, home care, personal budget); or (b) (If asking about the service user's full social care package) give some examples of the support and services that the service user is receiving]. Please do not include help from health professionals, such as GPs and nurses, or from friends and family.

Please tick (☑) one box

- | | |
|------------|--------------------------|
| Yes | ☐ |
| No | ☐ |
| Don't know | ☐ |

If 2 = yes or don't know, then go to question 3

If 2 = no, then go to question 4

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3. **Imagine that you didn't have the support and services from <<EXAMPLE>> that you do now and no other help stepped in. In that situation, which of the following would best describe the amount of control you would have over your daily life?**

Interviewer note: It is important that respondents do not base their answers on the assumption that any other help steps in; please emphasise this to interviewees.

Reassure if necessary: *Please be assured that this is purely imaginary and does not affect the services you receive in any way.*

Please tick (☑) one box

I would have as much control over my daily life as I want	☐
I would have adequate control over my daily life	☐
I would have some control over my daily life, but not enough	☐
I would have no control over my daily life	☐

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Personal cleanliness and comfort

4. Thinking about keeping clean and presentable in appearance, which of the following statements best describes your situation?

Interviewer prompt: If needed, please prompt: *When answering the question, think about your situation at the moment.*

Please tick (☑) one box

- | | |
|---|--------------------------|
| I feel clean and am able to present myself the way I like | ☐ |
| I feel adequately clean and presentable | ☐ |
| I feel less than adequately clean or presentable | ☐ |
| I don't feel at all clean or presentable | ☐ |

5. Do the support and services that you get from <<EXAMPLE>> affect your personal care, by which we mean being clean and presentable in appearance?

Interviewer prompt: By 'support and services' we mean, for example, <<EXAMPLE>> [interviewer should either (a) Insert the name of the specific service that is being investigated (for example, home care, personal budget); or (b) (If asking about the service user's full social care package) give some examples of the support and services that the service user is receiving]. *Please do not include help from health professionals, such as GPs and nurses, or from friends and family.*

Please tick (☑) one box

- | | |
|------------|--------------------------|
| Yes | ☐ |
| No | ☐ |
| Don't know | ☐ |

If 5 = yes or don't know, then go to question 6

If 5 = no, then go to question 7

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6. ***Imagine that you didn't have the support and services from <<EXAMPLE>> that you do now and no other help stepped in. Which of the following would then best describe your situation with regard to keeping clean and presentable in appearance?***

Interviewer note: It is important that respondents do not base their answers on the assumption that any other help steps in; please emphasise this to interviewees.

Reassure if necessary: *Please be assured that this is purely imaginary and does not affect the services you receive in any way.*

Please tick (☑) one box

I would feel clean and would be able to present myself the way I like	☐
I would feel adequately clean and presentable	☐
I would feel less than adequately clean or presentable	☐
I wouldn't feel at all clean or presentable	☐

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Food and drink

7. Thinking about the food and drink you get, which of the following statements best describes your situation?

Interviewer prompt: If needed, please prompt: *When answering the question, think about your situation at the moment.*

Please tick (☑) one box

- | | |
|--|--------------------------|
| I get all the food and drink I like when I want | ☐ |
| I get adequate food and drink at OK times | ☐ |
| I don't always get adequate or timely food and drink | ☐ |
| I don't always get adequate or timely food and drink, and I think there is a risk to my health | ☐ |

8. Do the support and services that you get from <<EXAMPLE>> affect whether you get the food and drink you want or need?

Interviewer prompt: By 'support and services' we mean, for example, <<EXAMPLE>> [interviewer should either (a) Insert the name of the specific service that is being investigated (for example, home care, personal budget); or (b) (If asking about the service user's full social care package) give some examples of the support and services that the service user is receiving]. *Please do not include help from health professionals, such as GPs and nurses, or from friends and family..*

Please tick (☑) one box

- | | |
|------------|--------------------------|
| Yes | ☐ |
| No | ☐ |
| Don't know | ☐ |

If 8 = yes or don't know, then go to question 9

If 8 = no, then go to question 10

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9. **Imagine that you didn't have the support and services from <<EXAMPLE>> that you do now and no other help stepped in. Which of the following would then best describe your situation with regard to food and drink?**

Interviewer note: It is important that respondents do not base their answers on the assumption that any other help steps in; please emphasise this to interviewees.

Reassure if necessary: *Please be assured that this is purely imaginary and does not affect the services you receive in any way.*

Please tick (☑) one box

I would get all the food and drink I like when I want	☐
I would get adequate food and drink at OK times	☐
I wouldn't get adequate or timely food and drink	☐
I wouldn't get adequate or timely food and drink, and I think there would be a risk to my health	☐

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Personal safety

10. Which of the following statements best describes how safe you feel?

Interviewer prompt: By 'feeling safe' we mean how safe you feel both inside and outside the home. This includes fear of abuse, falling or other physical harm.

If needed, please prompt: When answering the question, think about your situation at the moment.

Please tick (☑) one box

I feel as safe as I want	☐
Generally I feel adequately safe, but not as safe as I would like	☐
I feel less than adequately safe	☐
I don't feel at all safe	☐

11. Do the support and services that you get from <<EXAMPLE>> affect how safe you feel?

Interviewer prompt: By 'support and services' we mean, for example, <<EXAMPLE>> [interviewer should either (a) Insert the name of the specific service that is being investigated (for example, home care, personal budget); or (b) (If asking about the service user's full social care package) give some examples of the support and services that the service user is receiving]. Please do not include help from health professionals, such as GPs and nurses, or from friends and family.

Please tick (☑) one box

Yes	☐
No	☐
Don't know	☐

If 11 = yes or don't know, then go to question 12

If 11 = no, then go to question 13

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12. Imagine that you didn't have the support and services from <<EXAMPLE>> that you do now and no other help stepped in. In that situation, which of the following would best describe how safe you would feel?

Interviewer note: It is important that respondents do not base their answers on the assumption that any other help steps in; please emphasise this to interviewees.

Reassure if necessary: *Please be assured that this is purely imaginary and does not affect the services you receive in any way.*

Please tick (☑) one box

I would feel as safe as I want	☐
Generally I would feel adequately safe, but not as safe as I would like	☐
I would feel less than adequately safe	☐
I wouldn't feel at all safe	☐

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Social participation and involvement

13. Thinking about how much contact you have with people you like, which of the following statements best describes your social situation?

Interviewer prompt: If needed, please prompt: *When answering the question, think about your situation at the moment.*

Please tick (☑) one box

- | | |
|---|--------------------------|
| I have as much social contact as I want with people I like | ☐ |
| I have adequate social contact with people | ☐ |
| I have some social contact with people, but not enough | ☐ |
| I have little social contact with people and feel socially isolated | ☐ |

14. Do the support and services that you get from <<EXAMPLE>> affect how much contact you have with people you like?

Interviewer prompt: By 'support and services' we mean, for example, <<EXAMPLE>> [interviewer should either (a) Insert the name of the specific service that is being investigated (for example, home care, personal budget); or (b) (If asking about the service user's full social care package) give some examples of the support and services that the service user is receiving]. *Please do not include help from health professionals, such as GPs and nurses, or from friends and family.*

Please tick (☑) one box

- | | |
|------------|--------------------------|
| Yes | ☐ |
| No | ☐ |
| Don't know | ☐ |

If 14 = yes or don't know, then go to question 15

If 14 = no, then go to question 16

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15. Imagine that you didn't have the support and services from <<EXAMPLE>> that you do now and no other help stepped in. In that situation, which of the following would best describe how much contact you would have with people you like?

Interviewer note: It is important that respondents do not base their answers on the assumption that any other help steps in; please emphasise this to interviewees.

Reassure if necessary: *Please be assured that this is purely imaginary and does not affect the services you receive in any way.*

Please tick (☑) one box

I would have as much social contact as I want with people I like	☐
I would have adequate social contact with people	☐
I would have some social contact with people, but not enough	☐
I would have little social contact with people and would feel socially isolated	☐

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Occupation

16. Which of the following statements best describes how you spend your time?

Interviewer prompt: When you are thinking about how you spend your time, please include anything you value or enjoy, including leisure activities, formal employment, voluntary or unpaid work, and caring for others.

If needed, please prompt: When answering the question, think about your situation at the moment.

Please tick (☑) one box

I'm able to spend my time as I want, doing things I value or enjoy ☐

I'm able to do enough of the things I value or enjoy with my time ☐

I do some of the things I value or enjoy with my time, but not enough ☐

I don't do anything I value or enjoy with my time ☐

17. Do the support and services that you get from <<EXAMPLE>> affect how you spend your time?

Interviewer prompt: By 'support and services' we mean, for example, <<EXAMPLE>> [interviewer should either (a) Insert the name of the specific service that is being investigated (for example, home care, personal budget); or (b) (If asking about the service user's full social care package) give some examples of the support and services that the service user is receiving]. Please do not include help from health professionals, such as GPs and nurses, or from friends and family.

Please tick (☑) one box

Yes ☐

No ☐

Don't know ☐

If 17 = yes or don't know, then go to question 18

If 17 = no, then go to question 19

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18. Imagine that you didn't have the support and services from <<EXAMPLE>> that you do now and no other help stepped in. In that situation, which of the following would best describe how you would spend your time?

Interviewer note: It is important that respondents do not base their answers on the assumption that any other help steps in; please emphasise this to interviewees.

Reassure if necessary: *Please be assured that this is purely imaginary and does not affect the services you receive in any way.*

Please tick (☑) one box

I would be able to spend my time as I want, doing things I value or enjoy	☐
I would be able to do enough of the things I value or enjoy with my time	☐
I would do some of the things I value or enjoy with my time, but not enough	☐
I wouldn't do anything I value or enjoy with my time	☐

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Accommodation cleanliness and comfort

19. Which of the following statements best describes how clean and comfortable your home is?

Interviewer prompt: If needed, please prompt: *When answering the question, think about your situation at the moment.*

Please tick (☑) one box

My home is as clean and comfortable as I want	☐
My home is adequately clean and comfortable	☐
My home is not quite clean or comfortable enough	☐
My home is not at all clean or comfortable	☐

20. Do the support and services that you get from <<EXAMPLE>> affect how clean and comfortable your home is?

Interviewer prompt: By 'support and services' we mean, for example, <<EXAMPLE>> [interviewer should either (a) Insert the name of the specific service that is being investigated (for example, home care, personal budget); or (b) (If asking about the service user's full social care package) give some examples of the support and services that the service user is receiving]. *Please do not include help from health professionals, such as GPs and nurses, or from friends and family.*

Please tick (☑) one box

Yes	☐
No	☐
Don't know	☐

If 20 = yes or don't know, then go to question 21

If 20 = no, then go to question 22

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21. Imagine that you didn't have the support and services from <<EXAMPLE>> that you do now and no other help stepped in. In that situation, which of the following would best describe how clean and comfortable your home would be?

Interviewer note: It is important that respondents do not base their answers on the assumption that any other help steps in; please emphasise this to interviewees.

Reassure if necessary: *Please be assured that this is purely imaginary and does not affect the services you receive in any way.*

Please tick (☑) one box

My home would be as clean and comfortable as I want	☐
My home would be adequately clean and comfortable	☐
My home would not be quite clean or comfortable enough	☐
My home would not be at all clean or comfortable	☐

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Dignity

22. Which of these statements best describes how having help to do things makes you think and feel about yourself?

Please tick (☑) one box

Having help makes me think and feel better about myself	☐
Having help does not affect the way I think or feel about myself	☐
Having help sometimes undermines the way I think and feel about myself	☐
Having help completely undermines the way I think and feel about myself	☐

23. Which of these statements best describes how the way you are helped and treated makes you think and feel about yourself?

Please tick (☑) one box

The way I'm helped and treated makes me think and feel better about myself	☐
The way I'm helped and treated does not affect the way I think or feel about myself	☐
The way I'm helped and treated sometimes undermines the way I think and feel about myself	☐
The way I'm helped and treated completely undermines the way I think and feel about myself	☐

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