

PARTICIPANT INFORMATION SHEET

INDIVIDUAL INTERVIEWS

Study title: Developing a scale of work-related quality of life for adult social care staff (ASCOT-STAFF): Phase One

We are inviting you to take part in a research study

- The researchers at the University of Kent would like to invite you to take part in a research study.
- Please read this information which will help you to decide whether to take part or not.
- You do not have to take part if you do not want to.
- Please take time to consider the information provided carefully and if you wish ask the researcher questions.

Why are we doing this research?

- This study aims to develop a way of measuring the impact of work on quality of life among people who work in adult social care services ('care work-related quality of life'). We will do this by looking at it from the perspective of care workers and others working in adult social care in England.
- Sharing your views will help the ASCOT-Staff study team to identify the most important aspects of care work-related quality of life that need to be included in the measure.
- Talking to you will also help us to understand how the sector as a whole may use data like this.
- This information will also enable the study team to develop a brief guide for social care practitioners and employers to raise awareness of the importance of care staff wellbeing and potential support mechanism.
- We will be conducting up to six focus groups with people who work in adult social care services. We will also conduct up to 10 individual interviews with policymakers and other key stakeholders working in the sector.

Why have I been approached?

- We have invited you because you are a policymaker or a key stakeholder involved in adult social care in England.

What would taking part involve?

- If you think you might like to take part, please contact **Dr Barbora Silarova** on b.silarova@kent.ac.uk or on telephone: 01227 816166.
- After you have read the information, and/or spoken to the research team, and have decided to take part in the study, the researcher will then arrange to interview you online (e.g. Skype) or over the telephone. The interview will be audio recorded with your consent and the recording will be transcribed as soon as possible using a unique identifier (ID number).
- The interview will cover your views on our initial findings regarding the most important aspects of care work-related quality of life that should be included in a tool assessing care work-related quality of life in social care. We will also explore how the social care sector as a whole might use data like this, including whether the areas identified would be sensitive to working conditions and be able to pick up differences between organisations with good working conditions and those with organisational challenges.
- Ahead of the interview (prior to the interview after taking consent) we will ask you to fill in a brief background questionnaire asking about your profession, years of experience and professional setting as applicable. These will be anonymised and used at the analysis stage.
- We envisage the interview to last up to an hour.

What are the possible benefits of taking part?

- You may find the questions interesting.
- You will help us to identify key areas necessary to develop a care work-related quality of life tool that is specific to the adult social care workforce in England.
- You will help us to identify potential 'at work' supporting mechanisms that are likely to improve care staff wellbeing and potentially the quality of care provided to service users.

What are the possible disadvantages and risks of taking part?

- We do not believe that taking part in this study has any foreseeable risks to participants.
- It will take up your time and you can stop at any point.
- This is a flexible interview, you can choose to discuss some aspects, and not to discuss others, according to your wishes. You can refuse to answer any questions that you feel either unable or unwilling to respond.

- Given the nature of the study, it is highly unlikely that you will suffer harm by taking part but if you have a concern or wish to complain about any aspect of this study please ask to speak with the researcher who will do their best to answer your questions (see contact details below) or with one of the other contacts provided below.

What will happen if I don't want to carry on with the study?

- If you decide to take part you are free to withdraw from the study at any time by contacting **Dr Barbora Silarova** on b.silarova@kent.ac.uk or on telephone: 01227 816166.
- If you withdraw from the study we will continue to use the information that we collected before you decided to withdraw, unless you tell us that you do not want us to do so.

What will happen with the information?

- We will use what we have learned from you and others to generate the list of items representing aspects of care work-related quality of life.
- We will then send an online survey with the list of items to all participants taking part in focus groups, individual interviews and to other key stakeholders working in this field in England. The aim of the online survey will be to order the items from the most important to least important aspects of care work-related quality of life.
- The results will be shared with others in:
 - ✓ A brief guide for social care practitioners and employers to raise awareness of the importance of care staff wellbeing and potential support mechanism;
 - ✓ A report summarising the project methods, findings and key policy and practice recommendations to be published on the PSSRU, University of Kent website;
 - ✓ Academic journals;
 - ✓ Conference presentations;
 - ✓ A report to the National Institute of Health Research, who are funding this study.
- We will also share a brief summary of results with the participants.
- The researchers will not use your name in any reports of this work. Reports will not contain any personally identifiable information.

How will my information be stored?

- All interviews will be audio-recorded. Audio recordings will be made on encrypted recording devices. The original recordings will be deleted from the recording device. Recorded audio files from the interview will be sent to professional external transcribers

known to the University of Kent, which complies with the Data Protection Act 2018 and the GDPR. We will not send any identifying details with the audio file beyond what is said in the interview. All paper copies of transcripts and other documentation will be kept in a locked filing cabinet.

- Name, contact details and consent forms will be stored separately to the other research data. Electronic data will be password protected and stored securely on the University of Kent network drive. Access to folders containing study data are restricted to the research team.
- Research data will be assigned a numerical code. It will be matched to your name and contact details using a key to the code. Only the research team will have access to the code key and your identifiable information.
- The research data (excluding names and contact details) will be retained securely in an electronic format indefinitely, and could be used by other researchers at the University of Kent for future research.

How we will use your information?

- The University of Kent is the Sponsor for this study based in Canterbury, Kent (UK). We will be using information from you in order to undertake this study and will act as the data controller for this study. This means that we are responsible for looking after your information and using it properly.
- **Professor Shereen Hussein** (The Principal Investigator for this Project) is a Data custodian for this study. This means that she is responsible for the safe custody, transport, storage of the data and implementation of data management plan.
- You can find out more about how we use your information by viewing the University's research privacy notice at: <https://research.kent.ac.uk/researchservices/wp-content/uploads/sites/51/2018/05/GDPR-Privacy-Notice-Research.pdf> and/or by contacting **Nicole Palmer**, Research Ethics & Governance Officer, whose details are at the end of the information sheet.

Will I receive any payment for taking part?

- If you are not being paid in a professional capacity for your involvement in the study (e.g. you are not taking part in our research as part of your working hours), we will give you a gift voucher (£10) to thank you for your time.

Who is organising and funding this study?



The research is run from **the University of Kent**.



National Institute for Health Research, Research for Patient Benefit is paying for this research.

Who has reviewed this study?

- This project has been reviewed by the University of Kent Research Ethics Committee.

Further information and contact details

- If you have any questions about the study, and would like to speak to a member of the research team, you can contact **Barbora Silarova** (email: b.silarova@kent.ac.uk, telephone: 01227 816166, postal address: Personal Social Services Research Unit (PSSRU), University of Kent, Canterbury, Kent. CT2 7NF).
- If you have any concerns or complaints about the research, please contact the Principal Investigator for the project, **Professor Shereen Hussein** (email: S.A.Hussein@kent.ac.uk or on telephone: 01227 816808).
- If you would like to speak to someone independent from the research team, please contact **Nicole Palmer**, who is the Research Ethics and Governance Officer at the University of Kent (telephone: 01227 824797, email: N.R.Palmer@kent.ac.uk).
- If you wish to raise a complaint on how we have handled your personal data, you can contact **Jordan Hall**, Head of Data Protection at the University of Kent:
 - by post: Information Compliance, Darwin College, University of Kent, Canterbury, Kent, CT2 7NY;
 - email: dataprotection@kent.ac.uk;
 - On-line: <https://www.kent.ac.uk/infocompliance/dp/contact.html>.
- If you are not satisfied with our response or believe we are processing your personal data in a way that is not lawful you can complain to **the Information Commissioner's Office** (<https://ico.org.uk/>).

Thank you for reading this information sheet and for considering the possibility of participating.