



# the CHAT study

Can Healthcare Assistant Training improve the  
relational care of older people?

An invitation for patients discharged from  
hospital to take part in a research study



## **WHAT IS THE PURPOSE OF THE STUDY?**

Evidence suggests that older people judge the care they receive in terms of the relational aspects of care such as kindness, compassion and respectful communication. Healthcare Assistants (HCAs) deliver an increasing proportion of direct care to older people, yet their training needs have often been overlooked. Improved HCA training provision is now an NHS priority and in this study we have developed new short training course for HCAs specifically addressing these aspects of care. Wards at three hospitals are taking part in our study to test the new training course. We would like to know whether the effect of the training can be measured.

We will invite patients cared for in wards taking part in the study to give their views on the care they received.

## **WHY HAVE I BEEN INVITED?**

You have been invited to take part because you are aged 70 years or over and have recently been discharged from a ward which was taking part in our study. We would like to know your views on the care you received from staff on the ward.

## **DO I HAVE TO TAKE PART?**

No. Participation is entirely voluntary. You do not have to take part.

## **WHAT WILL HAPPEN TO ME IF I TAKE PART?**

You will be asked to complete a questionnaire. This may be done by post or, if you prefer, by telephone. The questionnaire is about the care you received during your stay in hospital and how you rate your health and quality of life. It will take around 15 minutes to complete. You can ask a family member or carer for help to complete it if you wish.



### **WHAT ARE THE POSSIBLE DISADVANTAGES OR RISKS OF TAKING PART?**

We do not think that there are any major risks in taking part, but thinking about your recent hospital stay may be upsetting for you and completing the form may be inconvenient.

### **WHAT ARE THE POSSIBLE BENEFITS OF TAKING PART?**

We do not think that there are any direct benefits to you in taking part. However, there may be indirect benefits such as improved care for older people in hospital in the future.

### **WILL MY TAKING PART IN THIS STUDY BE KEPT CONFIDENTIAL?**

Yes. You were identified as eligible for the study by staff at the hospital. If you agree to take part they will allocate a personal identification number (PIN) to you, which will be used on the front of your questionnaire. Your questionnaire will be sent from the research nurse at the hospital and will be returned to them. Your personal details will be unknown to the research team at the University.

### **WHAT IF THERE IS A PROBLEM?**

If there is a problem please do not hesitate to contact us. Contact details are provided at the end of this information sheet.

### **WHAT WILL HAPPEN TO THE INFORMATION I GIVE?**

The information you give in the questionnaire, your date of birth, sex and the dates of your stay in the ward from which you were discharged will be stored securely in a database identified only by your PIN. Your name and contact details will be stored separately and securely. We will compare the views of patients who were cared for in wards where the new HCA training was given with the views of patients who were cared for in wards where the new training has not been given.



**WHAT WILL HAPPEN TO THE RESULTS OF THIS STUDY?**

The results of this study will be used to decide whether a larger study should be carried out to test the training we have developed.

**WHO IS ORGANISING AND FUNDING THIS STUDY?**

The study is sponsored by the National Institute of Health Research under their Health Services and Delivery Research Programme (NIHR 12/129/10).

**WHO HAS REVIEWED THE STUDY?**

To protect your safety, rights, well-being and dignity, this study has been reviewed by the Research Ethics Committee. The study has also been independently reviewed by the National Institute for Health Research. The study has been developed by, and is overseen by, a committee which involves patient representatives and HCAs.

**CONTACTS FOR FURTHER INFORMATION**

If you have any questions or concerns about this study please contact the local research nurse, [insert name], or the [Trust] collaborator [insert name].

	<b>[Insert name and contact details of local research nurse]</b>	<b>[[Insert name and contact details of local Trust collaborator]</b>
	To be completed after approval	

		<b>Patient Advice and Liaison service</b> Local details to be completed after approval
		Telephone:
		Email: