

COCAPP - A

Collaborative Care Planning Project

Semi-Structured Interview Schedule

Service User Version 4, 30.10.214

Introduce yourself and explain nature of the study:

Hi. My name is XXXX. Thank you for meeting with me today.

You kindly agreed to take part in the COCAPP-A research project and I am here today to ask you a few questions about your experience of care planning and coordination in hospital. It should take about an hour at most. There are no right or wrong answers. We just want to know what you think about the way your care has been planned and coordinated.

Remind the person that they have already given their consent to be interviewed and check that they are still OK with that. Remind them their name will not be used and they will not be identified in any way. They may stop at any time.

Check digital recorder and microphone are working and sound levels are adequate.

I am just going to read out the code number for you in this study so that your name can be left out of it and the interview remains anonymous.

Read out Participant Code and Date.

1. First of all, could you tell me a little about how long you have been on this ward and how you came to be admitted to hospital?

Prompts:

- *Were you admitted to this ward or another ward first?*
- *Were you seen by the crisis team prior to your admission?*
- *Were you seeing people from mental health services at home/in the community (did you have a CPN, care coordinator, social worker etc.?) If yes, did you have a care plan in the community?*
- *If yes, do you know whether that informed your care on the ward?*

2. Can you tell me how your care has been planned by hospital staff?

Prompts:

- *Do you have a written care plan covering your time in hospital?*
- *Do you understand your hospital care plan? Is it working for you? What did you find helpful? Less helpful?*
- *Would a care plan in different formats be helpful (e.g. as a phone app?)*
- *Are you aware of your care being planned?*
- *Who was involved in planning your care on the ward?*
- *Does your care plan include a focus on your abilities, assets, skills, strengths? If so, could you give me some examples?*
- *What is important for you?*
- *Was there anything that you didn't like or that you felt was unhelpful about the way your hospital care was planned?*
- *Can you tell me about the relationships between how your care is planned and coordinated in hospital and how your care is planned and coordinated when you are at home?*

3. How are you involved in the planning of your care?

Prompts:

- *What would help you to be more involved?*
- *Are you aware of your care being coordinated on the ward? What does that mean to you?*
- *Are there things that are not included in your care plan that you would like more help with? What sort of things?*
- *Some actions in your care plan may be about things for you to do – how helpful is that?*
- *When and how often do you refer to your care plan?*
- *Do you feel ownership of your care plan – is it yours (or the service's plan for you)?*

4. Is there a primary nurse who you deal with to plan your care? Could tell me something about them?

Prompts:

- *How did you first meet him/her?*
- *How often do you see him/her? Do you know about this in advance? Anything else?*
- *How would you describe your relationship with him/her?*
- *What is most helpful? What do they help you with?*
- *Do you feel able to be open/express your fears with them? Do you feel you can trust them?*

5. Do you get any help or support from other workers?

Prompts:

- *Like who? Social worker? Community Psychiatric Nurse/CPN? Psychologist? Occupational therapist? Support worker? Psychiatrist? Peer support worker?*
- *What has that been like?*
- *Does there appear to be communication between these different workers?*
- *Have you been given any information about other forms of support (e.g. support groups, peer support, user groups)?*

6. Is there a family member or friend, or another person apart from staff (e.g. an advocate) who provides you with support?

Prompts:

- *Who is that? Are there others?*
- *Was s/he involved in the planning of your care? In what way?*
- *Would you have liked them to have been involved more, or less?*
- *Can you give me an example?*

7. Can you tell me about what happens when your hospital care is reviewed?

Prompts:

- *Has anyone sat down to discuss and review your care with you?*
- *Do you have ward round meetings? How helpful are they?*
- *What did you find helpful? Less helpful? (Do you have enough time to discuss what you want to?)*
- *Who was involved in those ward rounds?*
- *Do you have any choice about the timing, venue or who attends the meeting? Were you given the opportunity to invite a carer, advocate or member of your Community Mental Health Team (if applicable)?*
- *How were you involved? Could you contribute?*
- *Were your views listened to? Are your wishes and preferences taken on board?*
- *What would help you to be more involved?*
- *Has anyone ever met with you to prepare for a ward round meeting or supported you to use a prompt list?*

8. Lots of people talk about Recovery in mental health nowadays – what does the term Recovery mean to you?

Prompt:

Thank you, that's helpful. For many people, Recovery is generally seen as a personal journey ... one that may involve developing hope, a secure base and sense of self, supportive relationships, being more in control of one's life and care, social inclusion, and learning how to cope... often despite still have symptoms of mental illness etc. [ask next question]

- Does recovery mean anything different when you are thinking about being in hospital?

9. Do you feel that your hospital stay has contributed in any way to your recovery?

Prompts:

- *How has the planning of your hospital care helped with your Recovery?*
- *Have you been encouraged to develop a Personal Care Plan, Recovery Star, or an alternative care plan or tool used?*
- *Have there been things that have helped your Recovery?*
- *Are there things you think might have helped your Recovery?*
- *Are your achievements recognised? If you made progress is it recognised, valued and recorded?*
- *Have you spoken to your named nurse about potential strategies you may be able to use to keep yourself well/on the road to recovery at home?*

10. Another term that is being used a lot is 'Personalisation' - what does the term

'Personalisation' mean to you?

Prompt:

Thank you, that's helpful. For many people this term is often seen as putting service users firmly in charge of their care and support and that care is designed with their full involvement and tailored to meet their own unique needs. [ask next question]

11. Do you think your care and treatment in hospital was personalised?

Prompts:

- *Do you think your care was tailored towards you and your individual needs?*
- *Could you give me an example of where you think your care was personalised?*
- *In what way was it not focused on you as an individual?*
- *Do you feel that your opinion regarding your care is valued/ taken into consideration/ reflected in the way your care is planned?*

12. How would you describe the attitudes of the staff towards patients on the ward?

Prompt:

- *Do you think that staff members treat patients with respect? Could you give me an example?*
- *Do you think that staff members treat patients with dignity? Could you give me an example?*
- *Are staff members compassionate towards patients? Could you give me an example?*
- *Do you think that these values (respect, dignity and compassion) have been reflected in the planning of your care? In what way?*

13. Do you feel that your safety has been considered in your care planning and coordination during your time in hospital?

Prompts:

- *How has your safety been addressed in your care plan or by your named nurse?*
- *Have any other aspects of safety or risk been discussed with you?*
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14. Can you tell me more about the preparations for your discharge from hospital?

Prompts:

- *Have plans for your discharge been discussed with you? Who by?*
- *What has been said to you about plans after you leave here?*
- *Have advanced directives been discussed with you?*
- *Has that been written in any care plans yet?*
- *Do you know whether [identified carer] has been involved in discussing and making plans about how to support your recovery after you leave here?*
- *Do you know whether the hospital staff have spoken about arrangements for your care when you leave here with your care coordinator?' OR if the person has been admitted with no previous CMHT involvement 'with the community-based mental health staff who will be taking over responsibility for your care'*

Only ask the following question if the person was detained under the Mental Health Act. Otherwise skip

15. I am aware you were detained under the Mental Health Act. Do you think that has impacted on your care or the way your care has been planned on the ward?

Prompts:

- *Did someone speak to you about what this meant?*
- *Has your view on why this was done changed since you have been in hospital? If so why?*

16. Can you suggest anything that would improve care planning on the ward/in hospital, either for you or generally?

Prompts:

- *Anything that could be done differently or a new approach to doing things?*
- *Can you tell me more about that idea? How would that improve things?*

17. Is there anything else you would like to say that we have not covered?

Prompt:

- *Is there anything we haven't asked you that we should have?*

Ok, that's the end of the interview. Thank you very much for your time.