

Questions for stakeholder interviews

Introduction

Thank you for your time today, which we really appreciate. [Introduce selves]. As you know we're doing this research about how the voluntary sector contributes to mental health crisis care. We really want to understand the range of what's being provided, where, how it fits in with public sector services, and what could be better. [Give spare copy of PI sheet to read through] We'll be asking about what your organisation does in relation to supporting people in a crisis, how you understand a mental health crisis, and some general questions about the voluntary sector, the range of support you're aware of, and how this relates to public sector services. We would like to record the interview, but your responses will remain anonymous and any quotes we use will also. Have you had a chance to read through the participant sheet? (Y/N). Do you have any questions about the research? Here is the consent form for you to sign.

Thank you.

[Switch on recorder]

Questions

1. Can we start with you and your experience of mental health and crisis support?

Prompts: What's your background?

Have long have you worked for this organisation?

2. Can you tell us about [your organisation] and how it is involved with supporting people who are experiencing a mental health crisis?
3. We are doing some work exploring how people understand what is meant by a mental health crisis. What's your understanding of what a mental health crisis is, or means?

If clarification is required: What kind of experiences, situations or behaviours do you think might constitute a MH crisis?

Prompt: Can you give an example?

4. What do you think voluntary sector organisations can offer in mental health crisis care?

If clarification is required: As opposed to public sector services

5. Is there anything distinctive or special about what voluntary sector organisations can offer in mental health crisis care?

Follow-on: How does this compare with what public sector services offer?

6. How well do you think voluntary sector crisis services work with public sector services to support people in a mental health crisis?
7. Do you think it is important that voluntary sector crisis support is better integrated with public sector services?
 - If so, what do you think are the best ways of integrating the voluntary sector contribution to mental health crisis care with that of public sector services?

- If not, why not? e.g. Are there circumstances where it is important for the voluntary sector to be independent of public sector services?
8. Have you had much involvement in commissioning (or research or direct provision) of voluntary sector mental health crisis services? Could you tell us about your experiences of this?
 9. What do you think are the main opportunities for the voluntary sector in providing mental health crisis care?

Prompts: funding, volunteers??

10. What do you think are the main challenges for the voluntary sector in providing mental health crisis care?
 - This includes understanding and approaches to managing risk – is this different for the voluntary sector?
11. Can you think of any particular examples of really positive practice around crisis support in the voluntary sector?
12. Can you think of any examples where it hasn't worked well or there have been really significant challenges?
13. Do you have any thoughts on, or recommendations for improving the access and quality of crisis care in England?
14. How do you see the future for mental health crisis care and the role of the voluntary sector?
 - Emerging or different models of care/approaches to crisis?
 - Relationship between public sector services and voluntary orgs?
 - Different ways of commissioning?
 - Bigger voluntary orgs vs smaller voluntary orgs?
15. Is there anything else that you think it is important for us to know?

Thank you, that's been really helpful. The information you have provided will help inform our approach to the next phase of the research, which involves a detailed look at voluntary sector services for crisis support. Our findings will be published at the end of 2018 and we will ensure that you receive a copy. In the meantime, there is a website where you can keep up to date on how our research is going. Do you have any questions?

Thank you again for your time, it is much appreciated.