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## care home interview schedule (CHINT4 FS)

### Interviewer notes

Representative: <b>Family / Staff</b> (Please circle one)
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1. Throughout the interview schedule [the resident]/[the resident's] is used to refer to the resident this interview is about. Please substitute for a more appropriate term. This could be the resident's name, the relationship to the interviewee or a generic term, such as his/her/they, depending upon the context.
2. For each domain we are asking the interviewee to say how they think the resident feels about this aspect of his or her life and whether the respondent agrees with how the resident feels. If the respondent does not agree how the resident feels, they will be asked to answer the question from their personal view of the resident's situation.
3. . Each set of questions has a notes section where you can record differences between the interviewee's personal opinion and what they think the resident feels. You can also record any contextual information, or reasoning for a person's answer in the notes section.
4. This interview schedule is intended for use as part of a mixed-methods toolkit, and not recommended to be used as a standalone interview. If you are intending to use the schedule as a standalone tool, the 'don't know' option should be removed from the answers, as otherwise you will not be able to calculate an overall ASCOT score.
5. Some questions ask the interviewee to think about whether the support from [the care home] affects the resident's life. If it is appropriate, you can replace this generic term with the name of the care home. If you are using ASCOT CH4 to measure quality of life in other services (such as a day centre or extra care housing facility), then replace [the care home] with a more suitable term. If needed, explain to the respondent that we are not asking whether support and services help [the resident] generally, but whether they make a difference (either positive or negative) to that particular aspect of their life.
6. Some questions ask the interviewee to imagine what the life of the resident would be like without the support and environment provided by the care home. Again, if necessary, replace [the care home] with a more appropriate term.
7. Emphasise that the filter 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 services from the care home affect how you spend your time?'). If needed, explain to the respondent that we are not asking whether support and services from the care home make a difference generally, but whether they make a difference (either positive or negative) to that particular aspect of their life.
8. If the response to the filter question is 'no', rate the expected response of that domain as the same as the current.
9. When asking the interviewee to think about the resident's quality of life without the support and environment of the care home, please remind them that they should answer the question by assuming that no other help (such as a family member) would step in to compensate. For example, if a resident currently has one visit a week from a friend or

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family member and the rest of their social contact is with staff and other residents, when thinking of their life without the care home, we assume the resident would still have that weekly social contact but no other social contact would replace the staff and other residents of the care home.

10. 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.
11. When interviewing family members and friends of the care home resident, please reassure them that these questions are only imaginary and designed to help us measure the impact of the care home upon the life of the resident. Taking part will not affect the services the resident receives in any way. Where necessary, also reassure staff.
12. Question 23 is should not be included in staff interviews. Please only ask it if you are interview a friend or relative of **[the resident]**.

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### Introduction

*To help us to measure the impact of this care home on the lives of residents, we have been observing the daily lives of residents. Where possible, we are also asking residents how they feel about their quality of life. Because this is not always possible, it is useful to get other perspectives, such as staff/members of the resident's family.*

*I'll ask you some questions about different aspects of [the resident's] life at the moment. Then I'll ask you whether support and services make a difference to that aspect of their life. Finally, I'll ask you to imagine a situation where they do not have the support and services provided by [the care home] that they do now. This is a purely imaginary situation and the answer you give will not affect the services that [the resident] receives. The purpose of these questions is to measure how the services and support affect [the resident's] life.*

*When answering the questions, you will be asked about different aspects of the person's life at the moment. For each question, firstly you will be asked to say how you think the person feels about that aspect of their life. You will then be asked if you feel differently to how you think [the resident] feels. You can then answer the question from your point of view..*

**Interviewer note:** *there is space at the end of each section for you to write notes. You may wish to record any additional or contextual information given by the interviewee.*

*If the interviewee feels differently about the questions compared to how they think [the resident] does, please record here too.*

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### A. Food and drink

1. Thinking about the food and drink [the resident] gets, which of the following statements best describes how you think [the resident] feels about his/her situation?

**Interviewer prompt:** If needed, please prompt: When answering the question think about [the resident's] situation at the moment.

I think [the resident] feels s/he...

Please tick (✓) one box

- gets all the food and drink s/he likes when s/he wants
- gets adequate food and drink at OK times
- doesn't always get adequate or timely food and drink
- doesn't always get adequate or timely food and drink, and thinks there is a risk to his/her health
- Not known

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2. Imagine that [the resident] didn't have the support and services from [the care home] that s/he does now and no other help stepped in, which of the following do you think would then best describe how s/he would feel 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 that [the resident] receives in any way.

**I think [the resident] would feel that s/he...**

**Please tick (✓) one box**

would get all the food and drink s/he likes when s/he wants

would get adequate food and drink at OK times

wouldn't always get adequate or timely food and drink

wouldn't always get adequate or timely food and drink,  
and there would be a risk to his/her health

Not known

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### B. Accommodation cleanliness and comfort

3. Which of the following statements do you think best describes how clean and comfortable [the resident] feels the care home is?

*Interviewer prompt: If needed, please prompt: When answering the question think about [the resident's] situation at the moment.*

I think [the resident] feels that the home and his/her room...

Please tick (✓) one box

are as clean and comfortable as s/he wants

are adequately clean and comfortable

are not quite clean or comfortable enough

are not at all clean or comfortable

Not known

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4. Imagine that **[the resident]** didn't have the support and services from **[the care home]** that s/he does now and no other help stepped in. In that situation, which of the following do you think would best describe how **[the resident]** would feel about how clean and comfortable **[the care home]** would be?

***Interviewer note:** It is important that people 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 that **[the resident]** receives in any way.*

I think **[the resident]** would feel that the home and his/her room...

*Please tick (✓) one box*

would be as clean and comfortable as s/he wanted

would be adequately clean and comfortable

would be not quite clean or comfortable enough

would not be at all clean or comfortable

Not known

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### C. Personal cleanliness and comfort

5. Thinking about keeping clean and presentable in appearance, which of the following statements best describes how you think [the resident] feels about his/her situation?

*Interviewer prompt: If needed, please prompt: When answering the question think about [the resident's] situation at the moment.*

I think [the resident] feels he/she is...

Please tick (✓) one box

- |  |                          |
|--|--------------------------|
| clean and and is able to present him/herself in the way s/he likes | <input type="checkbox"/> |
| adequately clean and presentable                                   | <input type="checkbox"/> |
| less than adequately clean or presentable                          | <input type="checkbox"/> |
| not feel at all clean or presentable                               | <input type="checkbox"/> |
| Not known  | <input type="checkbox"/> |

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6. Imagine that [the resident] didn't have the support and services from [the care home] that s/he does now and no other help stepped in. Which of the following do you think would then best describe how [the resident] would feel with regard to keeping clean and presentable in appearance?

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

*Reassure if necessary (sometimes with family members): please be assured that this is purely imaginary and does not affect the services that [the resident] receives in any way.*

I think [the resident] would feel...

*Please tick (✓) one box for each column*

clean and would be able to present him/herself in the way s/he likes	<input type="checkbox"/>
adequately clean and presentable	<input type="checkbox"/>
less than adequately clean or presentable	<input type="checkbox"/>
not at all clean or presentable	<input type="checkbox"/>
Not known	<input type="checkbox"/>

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### D. Social participation & involvement

7. Thinking about how much contact [the resident] has with people s/he likes, which of the following statements do you think best describes how s/he feels about his/her social situation?

**Interviewer prompt:** If needed, please prompt: When answering the question think about [the resident's] situation at the moment.

I think [the resident] feels s/he has...

Please tick (✓) one box

as much social contact as s/he wants with people s/he likes

adequate social contact with people

some social contact with people, but not enough

little social contact with people and feels socially isolated

Not known

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8. Imagine that **[the resident]** didn't have the support and services from **[the care home]** that s/he does now and no other help stepped in. In that situation, which of the following do you think would best describe how **[the resident]** would feel?

**Interviewer prompt:** Please say what you think in the first column. Then say how you think the person you are representing would answer in the second column.

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

Reassure if necessary (sometimes with family members): please be assured that this is purely imaginary and does not affect the services that **[the resident]** receives in any way.

I think **[the resident]** would feel that s/he would have...

Please tick (✓) one box

- |  |                          |
|--|--------------------------|
| as much social contact as s/he wanted with people s/he liked     | <input type="checkbox"/> |
| adequate social contact with people                              | <input type="checkbox"/> |
| some social contact with people but not enough                   | <input type="checkbox"/> |
| little social contact with people and would be socially isolated | <input type="checkbox"/> |
| Not known  | <input type="checkbox"/> |

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### E. Occupation

9. Thinking about how [the resident] spends his/her time, which of the following statements do you think best describes how s/he feels?

*Interviewer prompt: When you are thinking about how [the resident] spends his/her time, please include anything they value or enjoy such as leisure activities.*

*If needed, please prompt: When answering the question think about [the resident's] situation at the moment.*

I think [the resident] feels s/he ...

Please tick (✓) one box

spends his/her time as s/he wants, doing things s/he values or enjoys

does enough of the things s/he values or enjoys with his/her time

does some of the things s/he values or enjoys with his/her time, but not enough

doesn't do anything s/he values or enjoys with his/her time

Not known

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10. Imagine that **[the resident]** didn't have the support and services from **[the care home]** that s/he does now and no other help stepped in. In that situation, which of the following do you think would best describe how **[the resident]** feels?

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

Reassure if necessary (sometimes with family members): please be assured that this is purely imaginary and does not affect the services that **[the resident]** receives in any way.

I think **[the resident]** would feel that s/he...

Please tick (✓) one box

- |  |                          |
|--|--------------------------|
| would be able to spend his/her time as s/he wanted, doing things s/he values or enjoys | <input type="checkbox"/> |
| would be able to do enough of the things s/he values or enjoys with his/her time       | <input type="checkbox"/> |
| would do some of the things s/he values or enjoys with his/her time, but not enough    | <input type="checkbox"/> |
| would not do anything s/he values or enjoys with his/her time                          | <input type="checkbox"/> |
| Not known  | <input type="checkbox"/> |

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### F. Control over daily life

11. Which of the following statements best describes how much control over daily life the [the resident] feels s/he has?

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

*If needed, please prompt: When answering the question think about [the resident's] situation at the moment.*

I think [the resident] feels s/he has....

Please tick (✓) one box

as much control over his/her daily life as s/he wants

adequate control over his/her daily life

some control over his/her daily life but not enough

no control over his/her daily life

Not known

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12. Imagine that [the resident] didn't have the support and services from [the care home] that s/he does now and no other help stepped in. In that situation, which of the following do you think would best describe the amount of control [the resident] would feel s/he had over his/her daily life?

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

*Reassure if necessary (sometimes with family members): please be assured that this is purely imaginary and does not affect the services that [the resident] receives in any way.*

I think [the resident] would feel s/he would have...

*Please tick (✓) one box*

as much control over his/her daily life as s/he wanted

adequate control over his/her daily life

some control over his/her daily life but not enough

no control over his/her daily life

Not know

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### G. Personal safety

13. Which of the following statements do you think best describes how safe [the resident] feels?

*Interviewer prompt: By feeling safe we mean how safe [the resident] feels 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 [the resident's] situation at the moment.*

I think [the resident]...

*Please tick (✓) one box*

feels as safe as s/he wants	<input type="checkbox"/>
generally feels adequately safe, but not as safe as s/he would like	<input type="checkbox"/>
feels less than adequately safe	<input type="checkbox"/>
doesn't feel safe at all	<input type="checkbox"/>
Not known	<input type="checkbox"/>

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14. Imagine that **[the resident]** didn't have the support and services from **[the care home]** that s/he does now and no other help stepped in. In that situation, which of the following do you think would best describe how safe s/he would feel?

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

*Reassure if necessary (sometimes with family members): please be assured that this is purely imaginary and does not affect the services that **[the resident]** receives in any way.*

I think **[the resident]**...

*Please tick (✓) one box*

- |  |                          |
|--|--------------------------|
| would feel as safe as s/he wants   | <input type="checkbox"/> |
| would generally feel adequately safe, but not as safe as s/he would like | <input type="checkbox"/> |
| would feel less than adequately safe                                     | <input type="checkbox"/> |
| wouldn't feel at all safe  | <input type="checkbox"/> |
| not known  | <input type="checkbox"/> |

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### H. Anxiety

15. Which of the following statements best describes how often you think [the resident] feels worried or anxious?

**Interviewer prompt:**

If needed, please prompt: When answering the question think about [the resident's] situation at the moment.

I think [the resident]...

Please tick (✓) one box

Hardly ever feels worried or anxious

Occasionally feels worried or anxious

Often feels worried or anxious

Constantly feels worried or anxious

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16. Imagine that **[the resident]** didn't have the support and services from **[the care home]** that s/he does now and no other help stepped in, which of the following statements would best describe how often you think **[the resident]** would feel worried or anxious?

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

*Reassure if necessary (sometimes with family members): please be assured that this is purely imaginary and does not affect the services that **[the resident]** receives in any way.*

I think **[the resident]** would ...

*Please tick (✓) one box*

- |                                      |                          |
|--------------------------------------|--------------------------|
| Hardly ever feel worried or anxious  | <input type="checkbox"/> |
| Occasionally feel worried or anxious | <input type="checkbox"/> |
| Often feel worried or anxious        | <input type="checkbox"/> |
| Constantly feel worried or anxious   | <input type="checkbox"/> |

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### I. Low mood

17. Which of the following statements best describes how often you think [the resident] feels down or has a low mood?

**Interviewer prompt:**  
If needed, please prompt: When answering the question think about [the resident's] situation at the moment.

I think [the resident]...

Please tick (✓) one box

- |   |                          |
|---|--------------------------|
| Hardly ever feels down or has a low mood  | <input type="checkbox"/> |
| Occasionally feels down or has a low mood | <input type="checkbox"/> |
| Often feels down or has a low mood        | <input type="checkbox"/> |
| Constantly feels down or has a low mood   | <input type="checkbox"/> |

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18. Imagine that [the resident] didn't have the support and services from [the care home] that s/he does now and no other help stepped in, which of the following statements would best describe how often you think [the resident] would feel down or have a low mood??

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

*Reassure if necessary (sometimes with family members): please be assured that this is purely imaginary and does not affect the services that [the resident] receives in any way.*

I think [the resident] would ...

*Please tick (✓) one box*

- |   |                          |
|---|--------------------------|
| Hardly ever feel down or have a low mood  | <input type="checkbox"/> |
| Occasionally feel down or have a low mood | <input type="checkbox"/> |
| Often feel down or have a low mood        | <input type="checkbox"/> |
| Constantly feel down or have a low mood   | <input type="checkbox"/> |

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### J. Pain

**19. Which of the following statements best describes how often you think [the resident] is in pain?**

***Interviewer prompt:** If [the resident] has pain but it is well managed through medication or other techniques, base your answer on how often [the resident] is in pain with these things in place. If [the resident's] pain is not well managed, base your answer on that.*

*If needed, please prompt: When answering the question think about [the resident's] situation at the moment.*

**I think [the resident] is ...**

**Please tick (✓) one box**

Hardly ever in pain

Occasionally in pain

Often in pain

Constantly in pain

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20. Imagine that [the resident] didn't have the support and services from [the care home] that s/he does now and no other help stepped in, which of the following statements would best describe how often you think [the resident] would be in pain?

*Interviewer note: If [the resident] has pain but it is self managed through medication or other techniques, base your answer on how often [the resident] is in pain with these things in place. If [the resident's] pain is not self managed well, base your answer on that.*

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

*Reassure if necessary (sometimes with family members): please be assured that this is purely imaginary and does not affect the services that [the resident] receives in any way.*

I think [the resident] would ...

Please tick (✓) one box

Hardly ever be in pain

Occasionally be in pain

Often be in pain

Constantly be in pain

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### K. Dignity

**21. Which of these statements do you think best describes how having help to do things makes [the resident] think and feel about him/herself?**

*Please tick (✓) one box*

- |   |                          |
|---|--------------------------|
| Having help makes him/her think and feel better about him/herself                 | <input type="checkbox"/> |
| Having help does not affect the way s/he thinks and feels about him/herself       | <input type="checkbox"/> |
| Having help sometimes undermines the way s/he thinks and feels about him/herself  | <input type="checkbox"/> |
| Having help completely undermines the way s/he thinks and feels about him/herself | <input type="checkbox"/> |
| Not known   | <input type="checkbox"/> |

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**22. Which of these statements do you think best describes how the way [the resident] is helped and treated makes him/her think and feel about him/herself?**

**Interviewer note:** Do not ask this question to staff, only to family members

*Please tick (✓) one box*

- |  |                          |
|--|--------------------------|
| The way s/he is helped and treated makes him/her feel better about him/herself                           | <input type="checkbox"/> |
| The way s/he is helped and treated does not affect the way s/he thinks and feels about him/herself       | <input type="checkbox"/> |
| The way s/he is helped and treated sometimes undermines the way s/he thinks and feels about him/herself  | <input type="checkbox"/> |
| The way s/he is helped and treated completely undermines the way s/he thinks and feels about him/herself | <input type="checkbox"/> |
| Not known  | <input type="checkbox"/> |

Notes:

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