Supplementary Material 2

Discovery phase: staff interview topic guide

Exploring Experiences of Loneliness and Improving Local Social Care Support

PHASE 1: Discovery

Staff Discovery Interview – Topic Guide

The aim of these interviews is to explore how staff make sense of the experience of loneliness and where the 'touch points' might be for preventative engagement with social care provision. We will cover the broad areas below, the focus for each interview varying according to the role of the individual participant (e.g. front-line worker; manager).

- **Background/context**: role in the service; length of time in post
- **Support provided by the service**:
  - what is offered and why: probing perception of how loneliness is experienced and how the service seeks to mitigate its effects;
  - who is served: population characteristics;
  - how recipients/customers are identified and when in their 'loneliness journey';
  - if/how support is personalised;
  - why/when a person's support ends.
- **Thinking about service improvement:**
  - feedback/evaluation from people who have used the service, and how used;
  - any recent changes made: reasons/outcomes;
  - thoughts on service 'touchpoints' likely to shape overall user experience;

- own ideas for service improvement;
- perception of aspects which can/cannot be changed;
- facilitators and barriers to change.