

# the CHAT study

Can healthcare assistant training improve the relational care of older people?

Baseline questionnaire for healthcare assistants based on wards participating in the CHAT study

For office use only	
Participant identifier	
Ward identifier	
Trust identifier	
Issue number	

**NHS**  
National Institute for  
Health Research

We would like to know whether the effects of HCA training can be measured. To help us to find out we would like you to complete all sections of this questionnaire.

## Section 1.

We are interested in the support that you feel you receive on your ward. We will not tell anybody at your Trust what you tell us.

We would like to remind you that if at any time during the study, as with any day at work if there are things that you see that concern you with respect to patient safety, staff safety and workplace behaviours you should follow normal channels of reporting

Please read each statement carefully and thinking about your working life rate your agreement. Please circle your answers.

Thinking about the place in which I work I feel that:	Strongly agree	Agree	Neither agree or disagree	Disagree	Strongly disagree
The workload is shared fairly	5	4	3	2	1
I have the opportunity to provide patients with high quality care	5	4	3	2	1
I get on well with my co-workers	5	4	3	2	1
I am involved in making important decisions about patients' care	5	4	3	2	1
The amount of work I am given to do is reasonable	5	4	3	2	1
The overall quality of care provided is high	5	4	3	2	1
I am part of a team	5	4	3	2	1
I am able to get easy access to my manager	5	4	3	2	1
My overall working conditions are good	5	4	3	2	1
There are enough opportunities for me to take part in further training	5	4	3	2	1
I am allowed to use my full range of skills	5	4	3	2	1
I am respected by my manager	5	4	3	2	1
My work is interesting	5	4	3	2	1
I have the opportunity to take on a leadership role if I want	5	4	3	2	1
I am congratulated when I do things well	5	4	3	2	1
I have the opportunity to perform the type of work I do best	5	4	3	2	1
I am actively encouraged to develop my knowledge and skills	5	4	3	2	1
I would be supported if I asked for time to study	5	4	3	2	1
I am consulted when changes in working conditions are planned	5	4	3	2	1
There is sufficient time to provide the type of care I would like to	5	4	3	2	1
My opinions are listened to by my manager	5	4	3	2	1
I am encouraged to try out new ideas	5	4	3	2	1
It is possible to influence the decisions of management	5	4	3	2	1
Staffing levels are adequate for the workload	5	4	3	2	1
There is enough equipment and other resources to provide good care	5	4	3	2	1
I have the opportunity to make decisions on my own	5	4	3	2	1
This is a really good place to work	5	4	3	2	1
I can talk to my manager if something at work is worrying me	5	4	3	2	1
Patients value what I do for them	5	4	3	2	1
Families value what I do	5	4	3	2	1
If I do something wrong my manager tells me in a sensitive way	5	4	3	2	1
All the staff here agree on what patients need	5	4	3	2	1
I have received enough training to do my job well	5	4	3	2	1
There are enough opportunities to discuss important things about work with colleagues	5	4	3	2	1

AWES INVENTORY

## Section 2.

Below is a list of statements. Please read each statement carefully and rate how frequently you feel or act in the manner described. Circle your answer. There are no right or wrong answers or trick questions. Please answer each question as honestly as you can.

Thinking about your working life please complete the following:

	Never	Rarely	Some-times	Often	Always
When someone else is feeling excited, I tend to get excited too	0	1	2	3	4
Other people's misfortunes do not disturb me a great deal	0	1	2	3	4
It upsets me to see someone being treated disrespectfully	0	1	2	3	4
I remain unaffected when someone close to me is happy	0	1	2	3	4
I enjoy making other people feel better	0	1	2	3	4
I have tender, concerned feelings for people less fortunate than me	0	1	2	3	4
When a friend starts to talk about his\her problems, I try to steer the conversation towards something else	0	1	2	3	4
I can tell when others are sad even when they do not say anything	0	1	2	3	4
I find that I am "in tune" with other people's moods	0	1	2	3	4
I do not feel sympathy for people who cause their own serious illnesses	0	1	2	3	4
I become irritated when someone cries	0	1	2	3	4
I am not really interested in how other people feel	0	1	2	3	4
I get a strong urge to help when I see someone who is upset	0	1	2	3	4
When I see someone being treated unfairly, I do not feel very much pity for them	0	1	2	3	4
I find it silly for people to cry out of happiness	0	1	2	3	4
When I see someone being taken advantage of, I feel kind of protective towards him\her	0	1	2	3	4

TEQ INVENTORY



Paired adjectives describing the 'average' or 'typical' person aged 70 years or over								
unsociable								sociable
sensitive								insensitive
timid								assertive
undignified								dignified
imaginative								unimaginative
foolish								wise
busy								idle
temperamental								even-tempered
involved								apathetic
generous								selfish
cautious								adventurous
demanding								accepting
optimistic								pessimistic

AGED INVENTORY

We would like to know how long you have been working as a healthcare assistant in the NHS. If you have worked at other NHS hospitals as a healthcare assistant please include that time too. I have been a healthcare assistant for  years.

We would like to interview some HCAs who have taken part in the new short training course. Would you be willing to take part in an interview with a researcher about this study?

Please delete as applicable:    yes/no

**We really do appreciate the time you have given to help us with our research.  
Thank you**

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