[redacted]

the CHAT study

Can Healthcare Assistant Training improve the relational care of older people?

An invitation for Trust-based trainers delivering the new training in relational care to take part in a research study (interview)

WHAT IS THE PURPOSE OF THE STUDY?

Older people account for a large and increasing proportion of hospital admissions. Evidence suggests that they judge the care they receive in terms of the relational aspects of care such as kindness, compassion and respectful communication. Healthcare Assistants (HCAs) deliver an increasing proportion of direct care to older people, yet their training needs have often been overlooked.

Improved HCA training provision is now an NHS priority and in this study we have developed a new short training course for HCAs, specifically addressing relational aspects of care. Wards at three hospitals are taking part in our study to test the new training. We would like to know about the acceptability of the training course to HCAs and HCA trainers.

We would like to interview all trainers who delivered the new short training course.

WHY HAVE I BEEN INVITED?

You have been invited because you are a trainer who delivered the new short training course. We want to know your views about the training we asked you to deliver.

DO I HAVE TO TAKE PART?

No. Participation is entirely voluntary. If you decide later (even during the interview itself) that you do not wish to continue, then you are free to withdraw at any time without giving a reason.

WHAT WILL HAPPEN TO ME IF I TAKE PART?

If you decide to take part we will arrange an interview with you at a time and place convenient for you. We will ask you to complete and sign a consent form at the beginning of the interview.

You will be interviewed by a researcher [local researcher name] who will be able to answer any questions about the study both before you decide to take part, or prior to the interview itself (please see the contact details at the end of this sheet).

The interview will last for approximately 30 to 45 minutes. You will be asked about the training you have received.

WHAT ARE THE POSSIBLE DISADVANTAGES AND RISKS OF TAKING PART?

We do not think that there are any major risks in taking part. However, if you are concerned about any aspect of the study, please let a member of the research team know by contacting them using the details provided below.

WHAT ARE THE POSSIBLE BENEFITS OF TAKING PART?

We do not think that there are any direct benefits to you. However, there may be indirect benefits such as better training for HCAs in the future.

WILL MY TAKING PART IN THIS STUDY BE KEPT CONFIDENTIAL?

Your line manager will know that you have attended the interview.

We will keep your personal details secure and this information will not be shared beyond members of the study team.

Everything you say is confidential unless you tell us something that indicates that you or someone else is at risk of harm. We would discuss this with you before telling anybody else.

We will ensure that individual trainers cannot be identified from any information published about the study.

WHAT IF THERE IS A PROBLEM?

If there is a problem please do not hesitate to contact us. Our details are provided at the end of this information sheet.

WHAT WILL HAPPEN TO THE INFORMATION I GIVE?

The interview will be audio recorded. The recording will be sent securely to a

professional service for transcribing. The interview will be transcribed then returned securely to the university. The transcription of your views and experiences will be used, alongside those of other trainers that we interview, to decide whether the new training course is acceptable or can be improved.

WHAT WILL HAPPEN TO THE RESULTS OF THIS STUDY?

The results of this study will be used to decide whether a larger study should be carried out to test the training we have developed.

WHO IS ORGANISING AND FUNDING THIS STUDY?

The study is sponsored by the National Institute for Health Research's Health Services and Delivery Research Programme (study reference NIHR 12/129/10).

WHO HAS REVIEWED THE STUDY?

To protect your safety, rights, well-being and dignity, this study has been reviewed by the XXX Research Ethics Committee. The study has been independently reviewed by the National Institute for Health Research. The study has been developed by, and is overseen by, a committee which involves patient and HCA representatives.

CONTACTS FOR FURTHER INFORMATION

If you have any questions about this study please contact your local researcher, or the Chief Investigator [NAME].

Local researcher To be completed after approval	**Chief Investigator** [NAME] XXXX Email: XXXX Telephone: XXXX

	Patient Advice and Liaison service Local details to be completed after approval Email: Telephone: