




NIHR HS&DR funded study

Service provision for older people who are homeless and have memory problems

Hostel residents: case study interview

VERSION 1 – 12.02.2014

*To be completed on paper by the interviewer with hostel residents at
three and six months*

Maureen Crane, Louise Joly, Kritika Samsi and Jill Manthorpe, Social Care Workforce Research
Unit, King's College London, Strand, London WC2R 2LS. 

Participant ID number Participant initials

Date of interview: Interviewer's name

Where interviewed (name of hostel)

I'd like to ask you a few questions about how you have been getting on since we last saw you, and any help you have had from the hostel staff or from other services. I'd just like to remind you that you can refuse to answer any question or stop the interview at any time. Is there anything you'd like to ask me?

1 We last saw you three months ago. How have you been getting on since then?

USE OF TIME

I'd like to ask you a few questions about how you spend your time

2 During the day, what proportion of time do you spend in the hostel? **SHOW CARD F**

0-25% 26-50% 51-75% 76-100% Unsure

3 What do you do while in the hostel?

(Probe: stay in room; use TV lounge; socialise with other residents; hostel activities)

4 During the last three months, have you been to any day centres, drop-in centres at churches, luncheon clubs or similar?

Yes No

IF YES:

<u>Name of centre or project</u>	How often?	What do you do there?

5 During the last three months, have you had contact with any family or relatives?

Yes No

IF YES, CONTINUE ... IF NO, GO TO Q. 7

Who with? (<i>relationship to participant</i>)	How often seen person	Other contact and frequency
1.		

6 What help and support, if any, have you had from your family and relatives?

7 During the last three months, have you had contact with people you regard as friends or mates?

Yes No

IF NO, GO TO Q. 8

IF YES, b. What do you do together?

c. What help and support, if any, have you had from your friends or mates?

8 During the last three months, have you worked or done any courses, training or voluntary work?

Yes No

IF YES, b. What have you done and how often?

c. In what ways, if any, have you benefited from this?

9 How else do you spend your time?

CONTACT WITH HOSTEL STAFF

I'd now like to ask you a few questions about whether you meet with hostel staff to discuss your problems and any support that you need

10 Do you have a 'keyworker' among the hostel staff who meets with you from time to time?

Yes No **IF NO, GO TO Q. 11**

IF YES, b. How often have you met your keyworker during the last three months?

c. Have you experienced any difficulties in meeting your keyworker?

PROBE: out of hostel all day, staff too busy/change a lot; reluctant to see worker

Yes No

IF YES, d. What difficulties have there been?

IF NO KEYWORKER, CONTINUE ... OTHERWISE GO TO Q. 12

11 Do you talk to any hostel staff about your problems and needs?

Yes No DK

IF YES, b. How often?

ALL PARTICIPANTS

12 During the last three months, have you had a support plan that has been drawn up between you and your keyworker or a member of the hostel staff?

Yes No DK

IF YES, b. What has been in the plan?

EVERYDAY TASKS AND HELP GIVEN

I'd now like to ask you a few questions about how you are managing everyday tasks such as getting meals and doing laundry, and any help you've had.

13 During the last three months, have you been eating well? Yes No

IF NO, b. Why is this?

14 During the last three months, where have you mainly been getting food and what have you been eating? *PROBE: self-caters; meals in hostel or drop-in centre; takeaway food; sandwiches*

15 During the last three months, have you had any difficulties obtaining food [*OR* preparing meals if self-caters]? Yes No DK

IF YES, b. What difficulties have you had?

.....
.....
.....

16 How do you manage shopping for things for yourself?

17 During the last three months, has the hostel staff helped you with shopping or done it on your behalf, such as buying clothes or toiletries? Yes No

IF YES, b. What have they done?

c. How often?

I'd now like to ask about how you are managing with bathing and laundry

18 Are you having any difficulties using the bath or shower?

Yes No DK

IF YES, b. What difficulties are you having?

19 During the last three months, has anyone helped you to bathe or shower?

Yes No DK

IF YES, b. Who has helped you?

c. How often?

d. What help have they given you?

20 How do you manage with regard to washing your clothes?

21 During the last three months, has anyone helped you with washing your clothes?

Yes No DK

IF YES, b. Who has helped you?

c. How often?

d. What help did they give you?

22 How do you manage with changing your bedsheets and cleaning your room?

23 During the last three months, has anyone helped you change your bed and clean your room? Yes No

IF YES, b. Who has helped you?

c. How often?

d. What help have they given you?

BUDGETING AND FINANCES

24 Do you have any difficulty with day-to-day budgeting and managing your money?

Yes No

IF YES, b. Why are the difficulties?

25 During the last three months, have you received help from anyone with budgeting and managing your money? Yes No DK

IF YES, b. Who helped you?

c. What help did they give you?

26 During the last three months, has anyone reminded you or helped you to sort out payment of your rent and service-charge? Yes No DK

IF YES, b. Who has helped you?

c. What help have they given you?

27 During the last three months, has anyone helped you sort out social security benefit claims or financial problems such as debts?

Yes No DK

IF YES, b. Who has helped you?

c. What help have they given you?

HEALTH PROBLEMS

I'd now like to ask you about your health and any treatment that you are receiving

28 At your previous interview, you mentioned that you had the following physical health problems/*OR* did not have physical health problems:

a. Over the last three months, have there been any changes in your physical health?

Yes No DK

IF YES, b. What changes have there been?

IF PHYSICAL HEALTH PROBLEMS CONTINUE ... OTHERWISE GO TO Q. 30

29 Over the last three months, have you received any help or treatment for your physical health problems? *PROBE: GP, nurse, hospital, physiotherapy*

Yes No DK

IF YES, b. What treatment or help have you had?

ASK ABOUT EACH

Help from?	What treatment or help?	How often/no. times seen in last 3 months
GP		<i>Do not ask here</i>
Hospital outpatient with doctor		
Practice/district/community nurse (not CPN)		
Physiotherapist		
Other (<i>state who</i>)		

30 At your previous interview, you mentioned that you had the following mental health problems/
OR did not have depression or other mental health problems:

a. Over the last three months, have there been any changes in your mental health state?

Yes No Unsure

IF YES, b. What changes have there been?

IF MENTAL HEALTH PROBLEMS CONTINUE ... OTHERWISE GO TO Q. 32

31 Over the last three months, have you received any treatment or help for your mental health problems? *PROBE: GP, CPN, psychiatrist, psychologist, counsellor*

Yes No Unsure

IF YES, b. What treatment or help have you had?

ASK ABOUT EACH

Help from?	What treatment or help?	How often/no. times seen in last 3 months
GP		<i>Do not ask here</i>
Psychiatrist		
CPN		
Other (<i>state who</i>)		

ALL PARTICIPANTS

32 At your previous interview, you mentioned that you had the following difficulties or concerns about your memory/*OR* did not have any difficulties or concerns about your memory:

a. Over the last three months, have you had any [other] difficulties or concerns about your memory? Yes No

IF YES, b. What difficulties or concerns?

IF MEMORY PROBLEMS CONTINUE ... IF NOT, GO TO Q. 35

33 How have your memory difficulties or concerns affected your everyday life?

34 During the last three months, have you received any help for your memory difficulties?

PROMPT: hostel staff; GP; mental health worker; other

Yes No DK

IF NO, GO TO Q. 35

IF YES, b. Who has helped you and what help have they given you?

Type of worker/service	What help have they given you?

ALCOHOL AND DRUGS

I'd now like to ask you a few questions about your use of alcohol and drugs over the last three months

35 At your previous interview, you mentioned that you were drinking (*state type of drink and frequency*)/OR did not drink alcohol:

a. Over the last three months, have there been any changes in your drinking habits?

PROBE: frequency of drinking; types of alcohol Yes No Unsure

IF YES, b. What changes have there been?

ALCOHOL PROBLEMS/DRINKS 4+ DAYS A WEEK continue ... IF NO, GO TO Q. 37

36 Over the last three months, have you received any help to control or reduce your drinking? *PROMPT: from hostel staff; alcohol worker; GP; AA; other*

Yes No DK

IF YES, b. What help have you had?

ASK ABOUT EACH

Help from?	What help?	How often/no. times seen in last 3 months
Hostel staff		<i>Not applicable</i>
Alcohol worker		
GP		<i>Do not ask here</i>
Other (<i>state who</i>)		

ALL PARTICIPANTS

37 Over the last three months, have you taken any illegal drugs? Yes No

IF YES, d. What drugs have you taken and how often? **SHOW CARD C**

Type of drug	Frequency

IF DRUG PROBLEMS/TAKEN DRUGS IN LAST 3 MONTHS continue ... IF NO, GO TO Q. 39

38 During the last three months, have you received any help to control or reduce your drug-taking?

PROMPT: from hostel staff; drugs worker; GP; Narcotics Anonymous; other

Yes No DK

IF YES, b. What help have you had?

ASK ABOUT EACH

Help from?	What help?	How often/no. times seen in last 3 months
Hostel staff		<i>Not applicable</i>
Drugs worker		
GP		<i>Do not ask here</i>
Other (<i>state who</i>)		

MEDICATION

39 At your previous interview, you mentioned that you were taking the following medication/*OR* were not taking any medication:

a. During the last three months has your medication changed? Have you started or stopped any tablets? Yes No

PROBE: by GP or mental health services; methadone or similar from drugs service; multi-vitamins; over-the-counter medicines, e.g. pain-killers

Tablets (name if known)	Dosage and frequency	Whether started/stopped/other changes

40 Do the hostel staff look after your tablets or remind you to take them?

Yes No DK

IF YES, b. What help do they give you?

41 Do the hostel staff arrange or collect repeat prescriptions on your behalf?

Yes No DK

IF YES, b. What do they do?

OTHER SERVICES USED

I'd now like to ask a few questions about other services that you've used over the last three months

42 During the last three months, how many times have you seen/used ...

ASK ABOUT EACH SERVICE AND RECORD IF USED

Service	Number of times in last 3 months	Reasons for use
General Practitioner (GP)		
Walk-in health centre		
Hospital A&E department		
Hospital visit for tests e.g. blood tests, Xray		
Ambulance service		
Dentist		
Chiropody		
Optician		
Pharmacist		

43 During the last three months, have you been admitted into hospital, detox or spent time away from the hostel? Yes No

IF YES, RECORD EACH ADMISSION OR STAY ...

Where stayed ¹	Reason for admission/stay	Approximate date admitted/discharged	Length of stay (number of nights)

1. If in hospital, record whether medical, surgical, psychiatric, or general ward.

44 During the last three months, have you seen a social worker? Yes No DK

IF YES, b. How many times have you seen the social worker in the last three months?

c. What help has the social worker given you?

45 During the last three months, have you used or received help from any workers or services that we've not covered? **SHOW CARD G**

Yes

No

IF YES, b. What services?

Service (specify)	Number of times	Treatment or help received

46 During the last three months, have you been *referred* to any services that we've not covered?
PROBE: for health problems; home care services; benefits advice; other

Yes

No

IF YES, ASK:

Where referred and when	Reason for referral	Outcome

47 During the last three months, have the hostel staff or anyone else accompanied you to any appointments? *PROMPT: GP, hospital, dentist, benefits agency, other*

Yes No

IF YES, ASK:

Who accompanied you?	Where to?	Number of times?

48 Besides what you have already mentioned, have you received any other help from hostel staff?

Yes No DK

IF YES, b. What help?

49 Are there any services or help that you need but are not getting?

GO THROUGH CARD H

Yes No DK

IF NO OR DK, GO TO Q. 50

IF YES, b. What help or support?

c. Why are you not getting it?

PROBE: whether asked for it, who from and outcome; or reason for not asking for it

HOPES AND PLANS

I'd lastly like to ask you about your hopes and plans

50 Are there any plans for you to move on from this hostel?

Yes No DK

IF YES b. What plans?

51 What [other] plans or hopes do you have for the next few months?

52 Are there any other comments you'd like to make?

IF 3 MONTH INTERVIEW, SAY:

Thank you for answering the questions. You have been very patient and helpful. We would like to see you again in 3 months' time to find out how you are getting on.

Check contact details and give incentive payment.

IF 6 MONTH INTERVIEW, SAY:

I'd lastly like to ask you a few questions about your views of the services and support you have received

53 What things, if any, do you like about living in the hostel [*name hostel*]

54 What things, if any, do you dislike about living in the hostel [*name hostel*]

55 What type of housing would you like to live in long-term and why?

56 Overall, how satisfied are you with the services and support you've received from the hostel staff?

SHOW CARD I Very Fairly Not very Not at all DK

ALL RESPONSES b. Why is this?

57 How satisfied are you with the services and support you've received from other workers
[if applicable ... name types of workers]

SHOW CARD I Very Fairly Not very Not at all DK

ALL RESPONSES b. Why is this?

58 In what ways, if any, could services be changed or improved to meet your needs?

59 Besides what you have already told me, are there any other comments you'd like to make about your experiences over the last few months

Thank you for answering the questions and sharing your experiences with me. You have been very patient and helpful. We are extremely grateful that you agreed to take part in the study. When the study finishes we will send you a booklet describing the main findings and recommendations.

Check contact details and give incentive payment.