

## **Introduction**

*Thank you for your time today, which we really appreciate. [Introduce selves]. As you know we're doing this research about how the voluntary sector contributes to mental health crisis care. We really want to understand the range of what's being provided, where, how it fits in with public sector services, and what could be better. [Give spare copy of PI sheet to read through] We'll be asking about what your organisation does in relation to supporting people in a crisis, how you understand a mental health crisis, and some general questions about the voluntary sector, the range of support you're aware of, and how this relates to public sector services. We would like to record the interview, but your responses will remain anonymous and any quotes we use will also. Have you had a chance to read through the participant sheet? (Y/N). Do you have any questions about the research? Here is the consent form for you to sign.*

*Thank you.*

*[Switch on recorder]*

## **Questions**

1. Can we start with you and your experience of mental health and crisis support?

Prompts: What's your background?

Have long have you worked for this organisation?

2. Can you tell us about [your organisation] and how it is involved with supporting people who are experiencing a mental health crisis?
3. We are doing some work exploring how people understand what is meant by a mental health crisis. What's your understanding of what a mental health crisis is, or means?

If clarification is required: What kind of experiences, situations or behaviours do you think might constitute a MH crisis?

Prompt: Can you give an example?

4. What do you think voluntary sector organisations can offer in mental health crisis care?

If clarification is required: As opposed to public sector services

5. Can you tell us how different needs are being met by different organisations in [case study site]?

6. How well does the current crisis care system respond to the different needs that people might have?

If clarification is required: Are there any gaps in current provision in in [case study site]?

7. How do the different services work together to provide an integrated crisis care pathway?

8. (For service providers): can you describe the approach to how risk is managed for people in a mental health crisis?
9. How well do you think the current arrangements are working?
10. What are the key challenges that are faced in ensuring people in a mental health crisis are able to access the right kind of support in a timely manner  
Prompt: How are these challenges being addressed?
11. The current and likely future pressures on the services  
Follow-on: How does this compare with what public sector services offer?
12. Can you think of any particular examples of really positive practice around crisis support in the voluntary sector in case study site]?
13. Can you think of any examples where it hasn't worked well or there have been really significant challenges?
14. Do you have any thoughts on, or recommendations for improving the access and quality of crisis care in England?
15. Is there anything else that you think it is important for us to know?

*Thank you, that's been really helpful. The information you have provided will help inform our approach to the next phase of the research, which involves a detailed look at voluntary sector services for crisis support. Our findings will be published in Spring 2019 and we will ensure that you receive a copy. In the meantime, there is a website where you can keep up to date on how our research is going. Do you have any questions?*

*Thank you again for your time, it is much appreciated.*