

Note: this document has not been re-formatted according to HTA conventions.

To help us to measure the impact of services and support we are talking to the people who actually use them. We think people themselves are best able to judge what things would be like if services or support were not there. The next set of questions may seem strange to you but we are trying to get your views on the impact of services.

When we talk about services and support from Social Services in the next set of questions we mean for you to think about <<...>>

Interviewer note: Insert an automated statement that comes from the set of questions about services.

1. Could you tell me which of the following statements best describes how much control you have over your daily life?

If needs a prompt then please say: By 'control over daily life' we mean having the choice to do things or have things done for you as you like and when you want

I have as much control over my daily life as I want

I have adequate control over my daily life

I have some control over my daily life but not enough

I have no control over my daily life

2. Do the support and services that you get from Social Services help you to maintain control over your daily life?

NOTE to interviewer: if the person needs prompting or reminding please say by support and services that you get from Social Services, we mean <<...>> (filled in as above)

Yes

No

Don't know

If 2=yes, then

3. **Imagine that you didn't have the support and services from Social Services that you do now and no other help stepped in. In that situation, which of the following would best describe the amount of control you'd have over your daily life?**

NOTE to interviewer: if the person needs prompting or reminding please say by support and services that you get from Social Services, we mean <<....>> (filled in as above). It is important that people do not base their answers on the assumption that any help steps in, please emphasise this to interviewees.

(Reassure if necessary: please be assured that this is purely imaginary and does not affect the services you receive in any way.)

I would have as much control over my daily life as I want

I would have adequate control over my daily life

I would have some control over my daily life but not enough

I would have no control over my daily life

4. **Thinking about your personal care, by which we mean being clean and presentable in appearance, which of the following statements best describes your situation?**

I feel clean and am able to present myself the way I like

I feel adequately clean and presentable

I feel less than adequately clean or presentable

I don't feel at all clean or presentable

5. **Do the support and services that you get from Social Services help you to stay clean and presentable?**

NOTE to interviewer: if the person needs prompting or reminding please say by support and services that you get from Social Services, we mean <<....>> (filled in as above)

Yes

No

Don't know

If 5=yes, then

6. **Imagine that you didn't have the support and services from Social Services that you do now and no other help stepped in. Which of the following would then best describe your situation with regard to your personal care?**

NOTE to interviewer: if the person needs prompting or reminding please say by support and services that you get from Social Services, we mean <<....>> (filled in as above)

It is important that people do not base their answers on the assumption that any help steps in, please emphasise this to interviewees.

(Reassure if necessary: please be assured that this is purely imaginary and does not affect the services you receive in any way.)

I would feel clean and would be able to present myself the way I like

I would feel adequately clean and presentable

I would feel less than adequately clean or presentable

I wouldn't feel at all clean or presentable

7. **Thinking about the food and drink you have, which of the following statements best describes your situation?**

I get all the food and drink I like when I want

I get food and drink adequate for my needs

I don't get all the food and drink I need, but I don't think there is a risk to my health

I don't get all the food and drink I need, and I think there is a risk to my health

8. **Do the support and services that you get from Social Services help you to get the food and drink you want or need?**

NOTE to interviewer: if the person needs prompting or reminding please say by support and services that you get from Social Services, we mean <<....>> (filled in as above)

Yes

No

Don't know

If 8= yes then

9. **Imagine that you didn't have the support and services from Social Services that you do now and no other help stepped in. Which of the following would then best describe your situation with regard to food and drink?**

NOTE to interviewer: if the person needs prompting or reminding please say by support and services that you get from Social Services, we mean <<....>> (filled in as above)

It is important that people do not base their answers on the assumption that any help steps in, please emphasise this to interviewees.

(Reassure if necessary: please be assured that this is purely imaginary and does not affect the services you receive in any way.)

I would get all the food and drink I like when I want

I would get food and drink adequate for my needs

I wouldn't get all the food and drink I need, but I don't think there would be a risk to my health

I wouldn't get all the food and drink I need, and I think there would be a risk to my health

10. **Could you tell me which of the following statements best describes how clean and comfortable your home is?**

My home is as clean and comfortable as I want

My home is adequately clean and comfortable

My home is less than adequately clean or comfortable

My home is not at all clean or comfortable

11. **Do the support and services that you get from Social Services help you to keep your home clean and comfortable?**

NOTE to interviewer: if the person needs prompting or reminding please say by support and services that you get from Social Services, we mean <<....>> (filled in as above)

Yes

No

Don't know

If 11= yes then

12. **Imagine that you didn't have the support and services from Social Services that you do now and no other help stepped in. In that situation, which of the following would best describe how clean and comfortable your home is?**

NOTE to interviewer: if the person needs prompting or reminding please say by support and services that you get from Social Services, we mean <<....>> (filled in as above)

It is important that people do not base their answers on the assumption that any help steps in, please emphasise this to interviewees.

(Reassure if necessary: please be assured that this is purely imaginary and does not affect the services you receive in any way.)

My home would be as clean and comfortable as I want

My home would be adequately clean and comfortable

My home would be less than adequately clean or comfortable

My home would not be at all clean or comfortable

13. **Could you tell me which of the following statements best describes how safe you feel?**

By feeling safe we mean feeling safe both inside and outside the home. This includes fear of abuse, falling or other physical harm and fear of being attacked or robbed

I feel as safe as I want

Generally I feel adequately safe, but not as safe as I would like

I feel less than adequately safe

I don't feel at all safe

14. **Do the support and services that you get from Social Services help you to feel safe?**

NOTE to interviewer: if the person needs prompting or reminding please say by support and services that you get from Social Services, we mean <<....>> (filled in as above)

Yes

No

Don't know

If 14 = yes then

15. **Imagine that you didn't have the support and services from Social Services that you do now and no other help stepped in. In that situation, which of the following would best describe how safe you feel?**

NOTE to interviewer: if the person needs prompting or reminding please say by support and services that you get from Social Services, we mean <<....>> (filled in as above)

It is important that people do not base their answers on the assumption that any help steps in, please emphasise this to interviewees.

(Reassure if necessary: please be assured that this is purely imaginary and does not affect the services you receive in any way.)

I would feel as safe as I want

Generally I would feel adequately safe, but not as safe as I would like

I would feel less than adequately safe

I wouldn't feel at all safe

16. **Thinking about how much contact you've had with people you like, which of the following statements best describes your social situation?**

I have as much social contact as I want with people I like

I have adequate social contact with people

I have some social contact with people, but not enough

I have little social contact with people and feel socially isolated

17. **Do the support and services that you get from Social Services help you to have contact with people you like?**

NOTE to interviewer: if the person needs prompting or reminding please say by support and services that you get from Social Services, we mean <<....>> (filled in as above)

Yes

No

Don't know

If 17 = yes then

18. **Imagine that you didn't have the support and services from Social Services that you do now and no other help stepped in. In that situation, which of the following would best describe how much contact you have with people you like?**

NOTE to interviewer: if the person needs prompting or reminding please say by support and services that you get from Social Services, we mean <<....>> (filled in as above)

It is important that people do not base their answers on the assumption that any help steps in, please emphasise this to interviewees.

(Reassure if necessary: please be assured that this is purely imaginary and does not affect the services you receive in any way.)

I would have as much social contact as I want with people I like

I would have adequate social contact with people

I would have some social contact with people, but not enough

I would have little social contact with people and would feel socially isolated

19. **Could you tell me which of the following statements best describes how you spend your time?**

If respondent needs prompting please say: When you are thinking about how you spend your time, please include anything you value or enjoy including formal employment, voluntary or unpaid work, caring for others and leisure activities.

I'm able to spend my time as I want, doing things I value or enjoy

I'm able do enough of the things I value or enjoy with my time

I do some of the things I value or enjoy with my time but not enough

I don't do anything I value or enjoy with my time

20. **Do the support and services that you get from Social Services help you to spend your time doing things you value and enjoy?**

NOTE to interviewer: if the person needs prompting or reminding please say by support and services that you get from Social Services, we mean <<....>> (filled in as above)

Yes

No

Don't know

If 20 = yes then

21. **Imagine that you didn't have the support and services from Social Services that you do now and no other help stepped in. In that situation, which of the following would best describe how you spend your time? Please assume that any other help you currently have would remain the same.**

NOTE to interviewer: if the person needs prompting or reminding please say by support and services that you get from Social Services, we mean <<....>> (filled in as above)

It is important that people do not base their answers on the assumption that any help steps in, please emphasise this to interviewees.

(Reassure if necessary: please be assured that this is purely imaginary and does not affect the services you receive in any way.)

- I would be able to spend my time as I want, doing things I value or enjoy
- I wouldn't be able to do enough of the things I value or enjoy with my time
- I would do some of the things I value or enjoy with my time but not enough
- I wouldn't do anything I value or enjoy with my time

22. **Which of these statements best describes how having help to do things makes you think about feel about yourself?**

- Having help makes me think and feel better about myself
- Having help does not affect the way I think or feel about myself
- Having help sometimes undermines the way I think and feel about myself
- Having help completely undermines the way I think and feel about myself

23. **Thinking about the way you are helped and treated, and how that makes you think and feel about yourself, which of these statements best describes your situation?**

- The way I'm helped and treated makes me think and feel better about myself
- The way I'm helped and treated does not affect the way I think or feel about myself
- The way I'm helped and treated sometimes undermines the way I think and feel about myself
- The way I'm helped and treated completely undermines the way I think and feel about myself