

Rehabilitation Effectiveness and Activities for Life
Staff qualitative interview topic guide for Phase 1 (v.2 13.2.09)

Introduction:

Thanks for giving up your time. My name is

The purpose of this study, which has been funded by the National Health Service, is to improve our understanding of rehabilitation services and to see how they might be improved or enhanced – for instance, we would like to know your views on the activities in this unit and what sort of things might be useful or helpful to your patients.

Before we begin I want to make a few key points about this session -

- The interview will last about 45-60 minutes and will be recorded – this will allow us to capture your views as best we can.

However, everything said by you will be completely anonymous and confidential. Once we have transcribed and anonymised the interview, the recording will be wiped.

- I abide by the professional standards for researchers issued by my employer, University College London which includes strict guidance regarding confidentiality.

Starter questions

Can I begin by asking you to say a little bit about yourself?:
[interviewer to note whether interviewee is male or female]

How old are you?

Ethnic group

- 1 = white European
- 2 = white other
- 3 = black African
- 4 = black Caribbean
- 5 = black other
- 6 = mixed race (white and black African or Caribbean)
- 7 = mixed race other
- 8 = Asian
- 9 = other

What is your professional background (e.g. nurse, occupational therapist, support worker/auxiliary nurse, activity worker)?

How long you have worked in mental health services?
How long have you worked in this rehabilitation ward/unit?

On a typical week how many patients are on this ward/unit?

How would you describe the turnover on the ward – would you say that, in general, patients are here a long time (over a year) or they able to move on fairly quickly (within a few months)?

[**Probe** for a sense of stasis but don't dwell on this]

How many staff work in this ward/unit?

In terms of numbers do you think that it is well staffed?

[**Probe** - explore answers]

Do you feel the staff on this ward/unit are appropriately qualified or experienced to do this work?

[**Probe** for examples of the kinds of qualifications and experience they feel are needed]

Have you had specific training in rehabilitation?

[**Probe** for e.g. any specific rehabilitation/recovery based practice courses, motivational interviewing or other training/work based learning]

Further questions

Do you enjoy working on this ward/unit?

What aspects of working in rehabilitation do you enjoy?

What things do you not enjoy about your work in this ward/unit?

Have you worked in other rehab units?

[**Probe** – if yes, explore how they compare]

Generally, do you think that most of the patients that are admitted to this ward are capable of benefiting from rehabilitation?

[**Probe** for views on the patient profile and suitability- cynicism, enthusiasm]

Would most of the other staff feel this way?

[**Probe** for views of management, senior staff or juniors, depending on interviewee status]

What would a really good rehabilitation service look like?

[**Probe** - Tell me about all the things that you feel are necessary for rehabilitation?]

- What sort of patient activities?

- What kind of staff qualities and attitudes?
- Staff training?
- Complementary services needed (occupational, art, educational etc)

How would your current rehabilitation ward, compare with the ideal service you have just described?

[**Probe** for the gaps or shortfalls]

Can you tell me about the resources for rehabilitation that are available on the ward?

What about the necessary resources in the community – can you tell me about these?

What difficulties do you think the staff encounter when trying to engage service users in activities? In the unit? In the community?

How could these difficulties be overcome?

What difficulties do the service users have with regard to engaging in activities?

How could this be overcome?

What aspects of this service are you most proud of?

Finally:

What were your expectations about your role when you first started working in rehabilitation?

How do you now feel – to what extent have your expectations been met?

RESEARCHER THANKS PARTICIPANT