Appendix A. Survey questionnaire

1. Age
2. 20 – 29 years
3. 30 – 39 years
4. 40 – 49 years
5. 50 – 59 years
6. 60+ years

2. What is your position/educational background?
3. Leader position with responsibility for personnel
4. Healthcare professional with min. three-year education from university or other higher education
5. Healthcare professional with education from high school or similar
6. Care assistant (untrained)
7. Administrative personnel (mercantile/financial/personnel)
8. Other

3. How long have you been working in this homecare service?
4. Less than 1 year
5. 1 - 5 years
6. 6 - 10 years
7. 11 - 15 years
8. 16 - 20 years
9. 21 years or more

4. How many hours per week do you normally work?
5. Less than 15 hours/week
6. 16 - 24 hours/week
7. 25 - 35,5 hours/week
8. More than 35,5 hours/week

5. When do you most often work?
6. Daytime only
7. Two-split shift work
8. Three-split shift work
9. Regular evening shift
10. Regular nightshift
11. Other

6. Do you work directly with service users most of the time?
7. Yes
8. No

About working within your unit
9. To what extent do you agree or disagree to the following statements?
10. Entirely disagree, Disagree, Neither agree nor disagree, Agree, Entirely agree
11. 7. We treat each other with respect within our unit
12. 8. We support each other within our unit
13. 9. We have enough staff to handle the workload
14. 10. Staff follow standard procedures to care for service users
15. 11. Staff feel they are part of a team
16. 12. Staff use shortcuts to get their work done faster
13. Staff get the training they need in our unit
14. Staff have to hurry because they have too much work to do
15. When someone gets really busy in our unit, other staff help out
16. Staff are blamed when a service user is harmed
17. Staff receive enough training to know how to handle difficult service users
18. Staff are afraid to report their mistakes
19. Staff understand the training they get
20. To make work easier, staff often ignore procedures
21. Staff are treated fairly when they make mistakes
22. Service users’ needs are met during shift changes
23. It is hard to keep service users safe because so many quit their jobs
24. Staff feel safe reporting their mistakes
25. Staff are told what they need to know before taking care of a service user for the first time
26. Staff are informed soon when there is a change in a service user’s care plan
27. We have all the information we need when service users are transferred from the hospital
28. When staff report something that could harm a service user, this is followed up
29. We discuss within our unit how we can prevent unwanted episodes to reoccur
30. Staff report if they see something that might harm a service user (physically or mentally)
31. Staff ideas and suggestions are valued
32. We discuss within our unit various ways we can keep service users from harm (physically or mentally)
33. Staff opinions are ignored
34. Staff are provided all the information they need to take care of service users
35. It is easy for staff to speak up about problems
36. My line manager listens to staff ideas and suggestions about service users’ safety
37. My line manager expresses him/herself positively when seeing that the work is carried out in correspondence with our procedures
38. My line manager pays attention to service users’ safety
39. Service users are well cared for
40. Management asks staff how the service can improve safety
41. It is easy to implement changes to improve service users’ safety
42. Something is always done to improve service users’ safety
43. A good job is done in order to maintain service users’ safety
44. Management listens to employees’ ideas and proposals for how safety can be improved
45. The homecare services are safe for users
46. Management is in regular contact with service users to assess the care
47. Changes with a view to improve service users’ safety are assessed

Overall assessment
48. Overall, how do you assess service users’ safety in these homecare services?

105  Very poor
106  Poor
107  Satisfactory
108  Good
109  Very good