

## Appendix: Interview guide - Explaining the barriers to and tensions in delivering effective health care in UK care homes: a qualitative study:

Themes	Example question	Prompts
Consent and confidentiality issues		<p>Thank you</p> <p>Confidentiality/anonymity</p> <p>Recording</p> <p>Explain interview structure, some questions first and then the vignette</p> <p>Any questions</p>
Adapt questions to work/role/place of work		
General questions about role	<p>How long have you been a care home manager? How long have you worked here? Can you tell me what you think are the most important parts of your job?</p> <p>Tell me about the kind of jobs you do on a typical shift?</p> <p>What sort of training did you have to do in order to get to where you are now?</p>	<p>What proportion of your time do you spend doing that?</p> <p>Is that something you regard as important? Why/why not?</p> <p>Do you feel that your training has prepared you adequately for your role?</p> <p>Do you have ongoing training?</p> <p>Who takes responsibility for that?</p> <p>How do you identify your training needs?</p>
Vignette	The purpose is so that everyone we are interviewing has the same story to help us explore some of the important things we need to	Does this make sense to you?

	<p>know about residents and their help.</p> <p>After we have given you time to read it we shall discuss it with you.</p> <p>It is not going to be a test or anything like that!</p> <p>Can you think about your own experience of caring for residents and recount a similar case?</p>	<p>Does this kind of situation sound familiar to you?</p> <p>Tell me more about that.</p> <p>How did you feel about that?</p> <p>What did you do next?</p> <p>Who did you tell about it?</p> <p>Was the nurse/manager/GP/district nurse involved?</p> <p>What are the issues that this case raises for you?</p> <p>Were you happy with how this went?</p>
<p>Day to day life in home</p>	<p>Are there jobs that you do that are not directly involved with the care of the residents?</p> <p>How well would you say you know the residents?</p> <p>Do you look after the same residents every day? If so, does this ever change?</p> <p>Could you tell me what a typical day for a resident is like?</p> <p>Tell me about how much time you spend with each resident on a shift?</p> <p>When the residents are sitting in the dayroom, how do you decide who accompanies them to the toilet?</p>	

<p>Changes in health status</p>	<p>Can you tell me about the overall health of the residents?</p> <p>When a resident isn't well, how do you manage that?</p> <p>How would you tell if one of the residents seemed unwell?</p> <p>What is the role of the resident/their family in identifying changes?</p> <p>Do you do any regular checks on the health of residents?</p>	<p>Tell me more about that.</p> <p>How would you spot that?</p> <p>Is there any other way that you could tell they were unwell?</p> <p>How do you respond if approached by the family?</p> <p>How do you know when/what to check.</p>
<p>Communication of health status</p>	<p>If you notice change in a residents' wellbeing, who might you tell?</p> <p>How do you decide who to tell within the home/outside the home?</p> <p>Would you contact NHS staff/GPs/district nurse?</p> <p>How would you document changes in health status?</p>	<p>Why that person?</p> <p>How would you communicate your concern?</p> <p>Who would you contact?</p> <p>If not, who would?</p> <p>How would they make contact?</p> <p>Is that an easy decision to make?</p> <p>How could it be made easier?</p> <p>Written in notes?</p> <p>Verbal/written handover?</p> <p>Computer records?</p>
<p>Role in health management</p>	<p>What do you see the HCA/nurse/manager/GP/hospitals role in managing changes in</p>	<p>Why is that their/your responsibility?</p> <p>Is there any other way that</p>

	<p>health?</p> <p>How are lines of responsibility defined?</p>	<p>could work?</p> <p>Is that written down anywhere?</p> <p>Policy vs practice</p>
Strength/weaknesses of the system	<p>Does anything get in the way of indentifying changes in residents' health/wellbeing?</p> <p>How do you get around these problems?</p> <p>Can you think of a way to change things for the better?</p>	<p>Can you explain that for me?</p> <p>Who does that?</p> <p>Could that be easier?</p>
Structured assessment	<p>If we were to introduce a more structured way of assessing and managing residents to improve their health, what do you think that we would need to do?</p> <p>If we were to ask for changes to the way care were documented, what sort of things should we be suggesting?</p> <p>If we were to change the type of medical support provided to care homes, what do you think we would need to do in order to address the issues you raise?</p>	<p>.....and how would we go about that?</p> <p>What might get in the way of that?</p> <p>Whose support would we need for that?</p> <p>Thinking about your previous experience, why do you say that?</p> <p>Can you give me an example from your own experience of why you think that would be useful?</p> <p>What might get in the way of that?</p> <p>How could we make that work from your perspective?</p>
Wrap up	<p><i>Are there any questions you would like to ask me?</i></p> <p><i>Thank the participant for their time and help.</i></p> <p><i>Reiterate confidentiality and anonymity issues.</i></p>	