**Checking Out - Interview topic guide for professionals**

**Introduction and consent process**

* Thank person for their participation
* Go through the participant information sheet and answer any questions
* Remind participants that there are no right or wrong answers.
* Remind participants that they do not have to answer any questions if they do not want to and that they are free to end the interview whenever they wish. Check if they have a time deadline.
* Get informed consent for use of audio recorder.
* Negotiate verbal informed consent – each statement is voluntary:

1. I confirm that I have received the information sheet dated 22.10.19 (version no.2) for the Checking Out project. I have had the opportunity to consider the information, ask questions and have had these answered satisfactorily.

2. I understand that my participation is voluntary and that I am free to withdraw at any time without giving any reason and without my legal rights being affected.

3. I understand that anonymised sections of the data collected during the study may be looked at by members of the research Advisory Group. I give permission for these individuals to have access to the anonymised data.

4. I confirm that I consent to the researcher using an audio recorder / recording the video call during our interview.

6. I understand that audio recordings will be collected and stored by the researcher in a secure archive for a period of up to 12 months, and anonymised interview transcripts will be stored securely indefinitely for the purposes of research, as allowed within the Data Protection Act.

7. I confirm that I consent to the research team using verbatim quotes in any materials published from the study (e.g. academic publications, project website, media publications) provided I cannot be identified by their use.

8. I understand that the anonymised data may be used in teaching or training materials in University activities, public engagement activities or for training purposes.

9. I agree that my contact details can be kept securely and used by the researcher only to contact me about future research projects.

10. I agree to take part in the Checking Out project.

Thank you.

* Are you OK to go ahead with the interview now?
* Please feel free to suggest a break at any point, or let me know if you would prefer to continue another time.

**Background information / experience**

1. Collect limited personal data (name, age, ethnicity)
2. Could you tell me a bit about the job that you do, and your role in working with people going through end-of-life or bereavement?
3. Can you tell me about the area that you work in, in terms of demographics?
   * how long have you worked there?

**Working with people living on a low-income**

Most of these questions are generally about supporting people who are managing on a very low-income, and might relate to experiences both pre-pandemic and during the current time. I’m interested in hearing about experiences in both contexts, and will also come on to ask specifically about the changes that you’ve seen.

1. Have you been aware of any of the families / individuals that you work with being affected by funeral poverty?
   * + how were you aware that this was an issue for them?
2. In what ways do you think worries/insecurity around money, housing, jobs affects people’s experiences of end-of-life, or ability to have a ‘good death’?
   * + When well – planning ahead (or not)
     + Later stages of illness
     + When dying
     + Immediately after death
     + When grieving
3. Are there any other ways that these kinds of issues affect people caring for someone at end of life?
4. From your experience working within low-income communities, what factors do you think are important to people in terms of a ‘good death’?
5. Do you think there ways in which being on a very low-income (or having experienced funeral poverty) affects people’s attitudes towards death and dying?
   * + Are there ways in which it affects people’s attitudes towards thinking about/ preparing for their own end of life?
     + What aspects do people find it easier / more difficult to think about or talk about (in relation to the deceased person’s end of life or their own end of life)?
6. In terms of working with other professionals or organisations / groups, do you come across any barriers to encouraging people to think about end-of-life?
   * + Are there ways that you’ve found help open up those conversations?
7. From your experience, how has the coronavirus pandemic affected people’s experiences of end-of-life and loss?
   * + social isolation / ways of ‘community’
     + enforced restrictions on funeral practices
8. Are there any change in practice or behaviour that you would like to see continue post-pandemic?

**Sources of support and access to support at end-of-life / bereavement**

1. Are there particular ways that you have offered support to people managing on a low-income e.g. advice, information, signposting to other organisations

* How do people access this support (with help, self-referral etc)

1. From your experience, what kinds of support are people aware of, and what support have they found most helpful / value the most?

* healthcare (district nurses, GPs, hospices), support groups/charities (local groups, online), advice services, general community groups, neighbours, family and friends?
* At end of life, and during bereavement
* What is it about this support that makes it work?

1. Again, has this changed during the pandemic?
   * + What has been better, what has been more difficult
2. What do you think are the barriers to accessing support?
3. Are there any gaps in the support available?

**General**

1. What would you like to see change going forward?

* practice, policy, behaviour

1. Is there anything else you would like to add, or that you think is important that we’ve not covered?

**Ending**

* Thank people for their time
* Ask if they would like to see the transcript and/or be kept informed about the research
* Offer payment in recognition of their time
* Do they know others who might want to participate?