

## Residents Interview Schedule (Longitudinal Wave 3)

### Promoting Social Inclusion in Housing with Care and Support for Older People in England & Wales.

*A research project at the University of Bristol  
Funded by the Economic and Social Research Council*

Thank you again for taking part in this Project. It's great to speak to you again, do you have any more questions about the study?

#### RECAP

1. **Firstly, how have you been since we last spoke 4 months ago?**
2. **Has there been any significant changes with you and your life since we last spoke?**
3. **How is your current health? (physical and mental health)**  
**IF POOR HEALTH:** How does that impact your day-to-day life including taking part in activities and friendships?
  - a. Have there been any changes in your health since we last spoke?**IF CHANGES IN HEALTH:** What are the changes in your health? How have you managed and adjusted to these health changes?
  - b. In what way does your current health impact your day-to-day life?
4. **Do you receive any care and support these health issues? (internally via the housing provider or externally including GP, hospital etc.)**
  - a. What is the support you currently receive and who provides this support?
  - b. How often do you receive this support? Has this level of support increased or decreased since we last spoke?

#### EASING OUT OF COVID-19 LOCKDOWN

Last time we spoke the UK was in full lockdown due to the coronavirus/last time we spoke lockdown restrictions had begun to ease a little... there have been further easing of restrictions and changes across the UK...

5. **How have you experienced the easing of lockdown restrictions so far?**
  - a. How have the rules changed in your scheme? What is now allowed to take place in your scheme?
  - b. How have you been finding these changes?
6. **Have restrictions been lifted in communal areas? (e.g. communal lounge, dining rooms, gardens, games rooms etc.)**
  - a. What are you able to do in communal areas now?
  - b. Have you been using these areas?  
**IF YES:** What have your experiences been of using these areas again? Have other residents also been using these communal areas?  
**IF NO:** What has stopped you from using these communal areas?

**7. How is social distancing being managed and maintained in the scheme?**

**Prompt:** layout of building/corridors/garden/communal rooms, arrows on the floor, new or changed entry and exit points, hand sanitising stations etc.

- a. How are you finding these changes?

**8. Have you been meeting up with other residents in the scheme since the easing of lockdown?**

- a. How have you stayed connected to other residents?  
b. Since the restrictions have eased, have you entered other people's homes in the scheme?

**IF YES:** How has that been, going into other people's homes?

- a. Have you been wearing face masks when entering other people's homes?

**9. Have you been wearing face masks in the scheme?**

**IF YES:** How do you feel wearing a face mask? Do you feel it is excessive or important to do so?

- a. Does wearing a face mask in the scheme have any impact on how included you feel in the scheme?  
b. What are other residents' attitudes towards wearing a face mask?

**IF NO:** What are the reasons for you not wearing a face mask?

**10. Have you been getting out and about in the wider community?**

**IF YES:** What kind of things have you been doing outside of the scheme? (shopping, meeting up with family or friends, going for meals, groups etc.)

**IF NO:** What has stopped you from getting out in the community? (Shielding, vulnerability, not wanting to, mobility etc.)

**11. Have you been meeting up with friends or family outside the scheme?**

- a. What has this looked like?

**IF YES:** Who have you been meeting up with? How have you found doing this?

- a. Are you in an extended support bubble with friends or family outside the scheme?

**IF YES:** Have you been visiting their homes?

**12. How have staff supported and facilitated the easing of lockdown restrictions in your scheme?**

**Prompt:** keeping residents informed of rule changes, keeping residents updated, on site and available should residents need staff support.

- a. How have staff in the scheme continued to support you and other residents throughout the lockdown, since the easing of restrictions and going forward?  
b. How have they kept in touch with residents?  
c. Who would you say has been the most supportive person in the scheme during these times?

**13. Have you been able to continue with your own hobbies and interests external to the scheme during the lockdown?** (E.g. group meetings via zoom, online exercise classes, reading, knitting, writing etc.)

**IF YES:** How have you managed to do this? Has being able to continue with these things helped you?

**IF NO:** Are you now able to start participating/engaging in these activities/hobbies now that restrictions have eased?

a. Would you like to get back to participating in these activities/groups/hobbies?

#### 14. What would you say you have missed the most since the lockdown?

### PRESENT LIFE AT THE HCS SCHEME

From Thursday 5<sup>th</sup> November England is entering a second lockdown until 2<sup>nd</sup> December...

#### 15. How do you feel about going back into lockdown?

#### 16. What is the current mood/atmosphere in the scheme like since going back into lockdown?

**IF THE MOOD IS GOOD:** What has helped to make the mood of the scheme feel like this?

**IF THE MOOD IS NOT PLEASANT:** What do you think has created this atmosphere? How could changes be made to this mood? What could be done?

#### 17. What was the mood like in the scheme before the announcement of the 2<sup>nd</sup> lockdown?

**IF THE MOOD WAS GOOD:** What helped to make the mood of the scheme feel like this?

**IF THE MOOD WAS NOT PLEASANT:** What do you think created this atmosphere? What do you think could have been done to change this atmosphere?

a. Would you say there was a sense of community within the scheme during lockdown and now since the easing of restrictions?

b. Do you feel part of a community here at [name of scheme]?

**IF YES:** What has been you feel part of a community here?

**IF NO:** What makes you say that? What do you think could be done to make residents feel more part of a community in [name of scheme]?

#### 18. What has now changed in the scheme since going into the 2<sup>nd</sup> lockdown? (e.g. change in rules including visitors, use of communal areas, seeing other residents)

#### 19. What initiatives have been put in place by staff and the housing provider to support residents during this 2<sup>nd</sup> lockdown? (e.g. daily calls, messages, internet activities, etc.)

#### 20. How do you plan to stay connected to others during the 2<sup>nd</sup> lockdown?

**PROMPT:** with people in the scheme, and people outside the scheme (family and friends, organisations)

#### 21. Before the first coronavirus lockdown, did you take part in any groups or activities at the scheme? (e.g. coffee mornings, exercise class, film night, book club etc.)

**IF YES:** What activities were you involved in? How often did you meet?

**IF NO:** Please explain; what stopped you from taking part

a. Are any of these activities now taking place again in the scheme since the easing of restrictions?

- b. How are these activities now being facilitated? (e.g. socially distanced coffee mornings, quizzes)
- c. Would you like to see more activities or events in the scheme start to take place again?

**22. What do the staff do here to ensure that residents are included in activities taking place and are aware of what is going on?**

- a. Is there anything you think they could do more of to include all residents?

**23. Who would you seek advice from or confide in about an emotional problem/sensitive issue?** Prompt: family, friends, staff

- a. If you have needed support, who have you been seeking support off during the lockdown and coronavirus crisis?
- b. Have you accessed any support services external to the housing provider and family and friends?

**SOCIAL CONTACT AND CONNECTION TO OTHERS**

**24. How would you describe other residents in the scheme?**

- a. Do you feel you have things in common with other people who live here?
- b. Have other residents in the scheme acted and felt similar to you during the lockdown and also the easing of restrictions?
- c. Do you feel different from other residents living at the scheme?

**25. Would you say you have made friends here at [name of HCS scheme]?**

**IF YES:**

- a. Do these friendships differ to those outside of [name of HCS] and how?

**IF NO:** Why do you think that is?

- b. Have these friendships/connections changed at all since we last spoke? Has the lockdown impacted on friendships in anyway?

**26. Are there established friendship groups that have formed here?**

- a. Are you part of these friendship groups?

**IF NO:** What makes you say that, and do you feel left out?

**27. During the lockdown, and since, did you ever feel a lack of companionship?**

**Prompt:** How often; what situations prompt this (e.g. your own / partner's health, finances, separation / bereavement)

**28. Have you ever felt left out of things? Both before the lockdown, during and since the easing of restrictions?**

**Prompt:** How often; what circumstances prompt this (e.g. your own / partner's health, finances, separation / bereavement / because of minority characteristics / not having things in common with others)

**29. Do you ever feel isolated from others?**

**Prompt:** How often; what circumstances prompt this (e.g. your own / partner's health, finances, separation / bereavement / because of minority characteristics / not having things in common with others)

- a. How do staff ensure residents are not cut off and isolated?

**FINAL QUESTIONS**

- What's the best thing about living at [name of HCS]?
- What's the one thing you would change about the social life at [name of HCS]?
- Anything else you would like to comment or return to?
- Any further questions about the project?

Thank you for taking part in our study.