

Residents First Interview Schedule (Longitudinal Wave 2)

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 for taking part in this Project. I hope you have found the Information Sheet helpful and have had a chance to ask questions before providing informed consent. Do you have any questions about the study?

RECAP:

1. **Could you remind me how long you have lived here and what events in your own life prompted you to seek alternative housing from where you were previously living?** (What made you decide to move? Was it prompted by a change in your then circumstances, e.g. health deterioration, feeling isolated, needing support etc?)
2. **What was it about this housing scheme that helped you make the decision to move here?** (Location, facilities e.g. dining room/communal lounge, on-site support, maintain independence, closeness to family/friends).
3. **Do you remember how you experienced the process of moving to [name of HCS Scheme]?**
Prompt: Difficulties you encountered; help you received from others.
 - a. Do you remember how you felt moving into your new home (e.g. How did you experience the settling in process, did you feel isolated from family and friends, was it easy to make friends and feel part of the community)?
 - b. Did staff help you feel settled?
IF YES: how did they go about this?

IF NO: What do you think [name of HCS] could do to help residents feel settled?
 - c. Would you say you feel settled now living here at [name of HCS]?
Probe: What makes you say that?
 - d. Were you introduced to staff and residents when you arrived here? (If yes, who introduced you around – was it staff of another resident)?
 - e. Have you developed friendships with other residents since moving in?
IF YES: What helped with making these friendships?

IF NO: Is this through choice? What would have helped with making friendships?
 - f. How easy has it been to make friends in the wider local community? (Outside of the housing scheme. Do you attend clubs or social groups etc., outside of where you live?)
 - g. Are you still in touch/able to meet with your friends/family? (people you knew before moving here).

HEALTH, HELP AND SUPPORT

4. How would you describe your current health (physical and mental health)?

- a. Has this changed since we last spoke? (declined/worsened or improved)?

IF DECLINED: Would this have been an expected decline (age-related, due to a degenerative condition etc)?

- b. In what ways does your current health (either declining or improving) impact your day-to-day life (e.g. ability to go shopping, meet friends, take part in activities, resulted in increased isolation or the desire to be alone more)?

5. Do you currently receive any care and support?

IF YES:

- Can you tell me what support you currently receive? (e.g. related to health, keeping home clean and tidy, preparing meals, help with shopping, paying bills etc).
- Who provides this support (staff at HCS Scheme, Social Services, private agency, family)?
- How often do you receive support (daily, once a week etc)?
- Has the level of support you receive changed since we last spoke (increased or decreased)?
- Do you feel you receive the appropriate level and type of support for your specific needs?
- Do you feel that those who provide your support value and respect you as an individual? (Give an example either way).
- Has this always been the same or have things changed over time?
- What does receiving support mean to you?

IF NO:

- Would you like support but don't currently receive any? What support do you think would address your specific support needs?
- If you do require support, how does the lack of support impact your daily functioning (e.g. prevent you from taking part in activities inside or outside where you live)?

6. If support is received, have there been any changes to this support?

- Would you say the support you receive has changed for the better or worse?
- Would you say you feel more valued or less valued and respected as an individual now?
- What do you think prompted the change in staff attitudes? (e.g. development of professional relationships, gaining an understanding of each other, new management, change of staff, frequent staff turnover, decrease/increase in level of staffing, staff workload, change of support provider).

- m. Do you feel valued by staff here?

IF YES:

- Do different staff value you differently? (In what way, could you give an example of how different staff treat you here?)
- Why do you think some staff value and respect you more (what's different about the ones who are respectful?)

RESIDENT'S LIVES IN THE PRESENT AT THE HCS SCHEME

7. How would you describe living at [name of HCS scheme]?

(Prompt: best things/worse things about living here).

- a. Have your feelings about living here changed over time?

Prompt: Got better or worse?

IF BETTER:

- b. What makes you say that?

(Prompt: feel more settled in, have made friends, enjoy the activities here, feel supported and respected by other residents).

- c. How does that make you feel?

IF WORSE:

- d. What makes you say that?

(Prompt: the scheme has not lived up to expectation, staff turnover, changes of residents, no or inappropriate activities, lack of support, difficult to get to know people, residents are clique/feel left out, have nothing in common with other residents, I don't feel respected by other residents).

- e. How does that make you feel?

SOCIAL CONTACT AND CONNECTION TO OTHERS:

8. Since moving here [name of HCS] have you managed to stay in touch with friends and family? (Prompt: Did you have existing friendship groups before moving here?)

IF YES:

- a. Do you meet up with your friends or family as often as you used to when you first moved here [name of HCS]?
- b. How easy has it been to stay in touch with friends and family? (Do your family and friends live locally)?
- c. What has helped with this? (receiving support, location of scheme near public transport and other amenities, social spaces at scheme, activities extended to people living outside of the scheme, having own private space).
- d. Do you use social media to stay in touch with people? (e.g. Facebook, Skype, WhatsApp Messenger etc).

IF NO:

- e. What, if anything, do you think could have helped you stay in touch? (e.g. more support, scheme better located for public transport, scheme more welcoming of visitors).
- f. Do you know who the manager of the scheme is?

Prompt: Have they helped to make you feel welcome?

IF YES: Could you tell me more about what they have done to help you feel more welcome. What is their relationship like with staff and other residents?

SOCIAL PARTICIPATION AND INCLUSION:

9. **How easy is it to meet people who share a similar identity as yourself, either inside the housing scheme or in the wider community** (e.g. share cultural beliefs/faith, heritage and practices, sexual identity, others with disabilities etc)?

IF NOT EASY:

- a. Would you say there is much diversity of identities among the residents? (multicultural, diverse sexual identities etc).
- b. How diverse is the wider locality/area?
- c. Do you feel your identity is respected by staff and other residents? (do you feel that staff and other residents understand you?).
- d. Have you experienced discrimination or negative attitudes from others due to your identity (prompt: from other residents, staff, wider community, in local shops etc). If yes, is this something that happens a lot of the time?

IF IDENTIFIES AS BAME OR MINORITY FAITH:

- e. Are there many people living here who have a minority heritage? (Do many residents share your cultural heritage/faith etc?).
- f. How easy is it for you to practice your faith and cultural beliefs? (e.g. receive support to attend mosque/temple/church/synagogue or place of worship).
- g. Are any dietary requirements related to your faith/cultural practices accommodated by HCS? (e.g. vegetarianism, veganism, halal products etc).
- h. Do you think you are respected and valued by other residents and staff?

IF NO: Do you think this is specifically related to your identity?

- i. Have you had any negative experiences with other residents and/or staff due to your identity? (Would you be okay to share some of those experiences?).
- j. How does that make you feel? (Does it make you feel less valued than other people here? Does it make you feel isolated?)
- k. What coping strategies do you use to avoid experiencing these negative attitudes and situations? (e.g. avoid meals, social situations/activities with other residents).
- l. What do you think your housing provider could do to change or educate their staff/other residents?

IF IDENTIFIES AS LGBTQ+:

- a. As someone who identifies as LGBTQ+, are you able to be open about your identity with other residents and staff here?

IF YES:

- b. Do you feel other residents and staff respect you as an individual who identifies as LGBTQ+? (What makes you say that?)

IF NO:

- c. Does it feel safe to be open about your identity? (Is that with all staff and residents? What about the wider community – do you feel safe in the area where the housing scheme is situated?)
- d. Have you had any negative experiences with other residents and/or staff due to your identity? (Would you be okay to share some of those experiences?)
- e. How does that make you feel? (Does it make you feel less valued than other people here? Does it make you feel isolated?)
- f. What coping strategies do you use to avoid experiencing these negative attitudes and situations? (e.g. avoid meals, social situations/activities with other residents).
- g. What do you think your housing provider could do to change or educate their staff/other residents?

IF PERSON WITH DISABILITIES/IMPAIRMENTS:

- a. Do you feel respected by other residents and staff? (What makes you say that?)
- b. Have you experienced negative attitudes from other residents and/or staff due to your impairment/disability?

IF YES: Would you be okay telling me more about this?

- c. How easy is it to get around your home/is your home suitable for your needs?
- d. Have [name of HCS] made appropriate adaption to your home?
- d. How easy is it to get around the scheme and the wider area?

ALL IDENTITIES: (ENSURE THESE QUESTIONS ARE ASKED SENSITIVELY, ESPECIALLY FOR RESIDENTS BELONGING TO ORTHODOX FAITH GROUPS):

10. If you wanted to meet someone for a romantic or intimate relationship how would you go about this? (Are you able to go out and meet someone? Do you use any dating apps or online dating sites? Do you get support to address this aspect of your life?)

- a. How much privacy and independence do you have here [name of HCS] to have whoever you choose in your home? (Do you get enough privacy here?)

11. Are you a member of a local social group or organisation? (Faith group, LGBTQ+ groups, health or disability support groups, political or campaigning organisations).

- a. How do you get to groups or events outside of [name of HCS]?
- b. Are there any barriers to participating in groups and events outside of where you live?

IF YES: what barrier exist and are you able to overcome these? What strategies or support do you engage to overcome these barriers?

- c. What makes you feel welcome and valued as a person who identifies as LGBTQ+/from BAME communities/person with a disability?

BARRIERS TO SOCIAL INCLUSION:

12. What, if anything, would you say are the barriers to you feeling socially included where you live or in the wider community (e.g. Poor health/disability, lack of support to socialise/meet people, lack of money, lack of appropriate activities/no activities at scheme, lack of motivation, lack of commonalities with other residents – shared identities, values etc. Feel undervalued or disrespected by other residents, fear or rejection by others, don't feel safe going out, poor transport links etc)?

13. What do you think this housing provider could do to help overcome barriers to inclusion?

FINAL QUESTIONS

- Anything else you would like to comment on?
- Anything you would like to return to?
- Any further questions about the project?
- Arrange time/date for next follow up interview/voucher and voucher form

Thank you for taking part in our study.