

## **Cross-sectional Residents Interview Schedule**

# **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*

**Reminder: Taking part in this study is voluntary and participation (or not) has no impact on access to the services provided by the housing scheme where you live.**

### **INTRODUCTION**

Thank you for taking part in this Project. I hope you have found the Information Sheet useful. Do you have any questions about the study?

The Project is exploring how residents feel included and valued by others in the housing with care and support schemes in which they live. This includes questions about your experiences during the COVID-19 lockdown.

### **BACKGROUND**

Firstly, we would like to learn a little bit about you and your life...

1. Can you tell me a little bit yourself? (For example, where you grew up, your education, family life?)
2. What kind of jobs have you had in your life?
3. What kind of hobbies/interests do you have?
  - a. Has that changed?
  - b. Are you able to continue taking part in those things living here?
4. How is your current health?
  - a. Has this changed at all over the last few years?

### **ABOUT THE HCS SCHEME**

5. How long have you lived here at (name of HCS scheme)?
6. How would you describe (name of HCS scheme)?
7. Can you talk me through your main reasons for moving to (name of HCS scheme)?
  - a. Did you discuss your decision to move here with anyone beforehand? Did you visit the scheme before making the decision?  
IF YES: Who else was involved in the decision to move here?
  - b. How did you find the move?
  - c. Would you say you feel settled living here now?  
IF YES: What has made you feel settled here?

IF NO: What has prevented you from feeling settled here?

8. What do you like about living here?
9. Is there anything that you don't like?

Sub-questions if needed: what makes you say that?

## PEOPLE, FRIENDSHIPS AND FEELING CONNECTED IN THE HCS SCHEME

Now we would like to ask you some questions about the people you live with here and whether you feel part of a community here at (name of HCS scheme).

10. Can you describe the people who live here with you? (e.g. Age, gender, health)

11. Are there people living here who you have things in common with?

- a. Would you say that you feel similar to other people living here?
- b. How are you similar?
- c. How are you different?
- d. Do those differences have an impact on being included in things within the scheme?
- e. Do you think these differences have an impact on how people treat you? (residents/staff/managers)

IF YES: In what way does it impact and how?

12. Are there certain friendship groups formed here?

IF YES: Would you say you are part of such friendship groups?

IF NO: Is there any reason you think that might be the case?

- a. How important are friendships here at (name of HCS Scheme)?
- b. How do friendships differ here in (name of HCS scheme) to other friendships in the wider community?

13. Would you say that you feel part of a community here at (name of HCS scheme)?

IF NO: Is there any reason you think that might be the case?

- a. Do you feel connected to others living at the scheme?
- b. Has this changed since you moved here?

## INCLUSION/EXCLUSION IN CURRENT AND EARLIER LIFE IN THE WIDER COMMUNITY

14. Since living at the scheme, can you think of any examples where/when you've felt welcome and valued by others in the wider community? Why did you feel welcome?

15. Since living at the scheme, can you think of any examples where/when you've felt particularly unwelcome or devalued in the wider community? What made you feel this way?

16. Can you think of any examples of where/when you've felt particularly unwelcome or devalued in earlier life?

- a. Has this had any impact on where you've chosen to work/live/ how you spend your time?

## **INCLUSION/EXCLUSION WITHIN THE HCS SCHEME**

17. Can you think of any examples of times where/when you've been made to feel particularly welcome and valued here at [name of HCS]?
18. Can you think of any examples of times where/when you've felt unwelcome or devalued here at (name of scheme)?

Sub- question if needed: How has this made you feel?

- a. Has this had any impact on how much time you spend with others or how you talk to them?
- b. Has this had any impact on your ability or desire to participate in any activities/groups here?

## **ACTIVITIES AT THE SCHEME/ACTIVITIES THAT MAKE RESIDENTS FEEL INCLUDED**

19. Are there any activities that happen here at (name of scheme) that help to make you feel more connected to the other people that live here?
  - a. Are there any organised activity groups that you feel particularly welcomed and valued by?
  - b. What do you think helps to make residents here feel welcome?
20. Are there any activities that you would like to see take place here that might make you feel more connected with others living here?
  - a. Do you think there are any ways that staff could improve the things they do to make residents feel included?
21. Do you feel valued by staff and managers here at (HCS scheme)?
  - a. Do you feel that staff here recognise you as (specific social characteristic)?
  - b. What are the things that staff and managers here do to ensure that residents here are included?
  - c. Are staff members available to offer support to you to feel included should you need?
  - d. Do you feel you can confide in staff members here if you experience any issues/a problem?

Sub-questions if needed: What makes you say that?

## **VIGNETTE QUESTIONS** (see separate sheet)

- 1) Cliff and Sally
- 2) Lewis
- 3) Hayat (back up scenario)

## FINAL QUESTIONS

- What is the best thing about living here?
- Is there anything that you would like to see improve here in terms of feeling more included or making others feel more included?
- Is there anything you would like return to or comment on?
- Do you have any questions about the project?

### Sources of Help:

**Some suggested support organisations if you are experiencing distress, or want some help and advice:**

- Age UK Advice Line on 0800 678 1602 (open 8am-7pm, 365 days a year).
- Age Cymru Advice on 08000 223 444
- Mind on 0300 123 3393 or text 86463
- Samaritans Freephone 116 123
- Silverline Helpline 0800 4 70 80 90 (call anytime)
- Stonewall Housing confidential telephone advice line: 020 7359 5767 (Advice line is open every weekday between 10.00 am and 1.00 pm) or Email: [info@stonewall.org.uk](mailto:info@stonewall.org.uk)

Thank you for taking part in our study.