



# **User Guide to the Diversity in Care Environments (DICE) resident interviews dataset**

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## **Introduction to the survey**

### **Background and aims**

The Diversity in Care Environments (DICE) study was a three-year project that explored the social inclusion of older people from diverse backgrounds living in housing with care schemes in England and South Wales. The project ran from January 2019 until January 2022. The project was led by researchers at the University of Bristol working with the International Longevity Centre UK (ILC-UK) and the Housing Learning and Improvement Network (Housing LIN).

The project took a mixed-method approach, including the collection of survey data and a series of cross-sectional and longitudinal qualitative interviews with residents of housing with care from across schemes and from social minority backgrounds. By social minority backgrounds, the project included people with physical and learning disabilities, LGB sexual identities and trans identities, black and ethnic minority people, and people who are members of different religions.

The project aimed to improve our understanding of housing with care models and the experiences of residents, with particular focus on feelings around value and inclusion. A key aim was also to identify good practices and develop tools to improve practices in housing with care, with the longer-term goal to benefit the social wellbeing of residents, combat exclusion and marginalisation, and promote social cohesion more broadly.

Further information and resources from the project can be found at the following links:

- <https://www.bristol.ac.uk/sps/research/projects/promoting-social-inclusion-in-housing-schemes/>
- <https://www.housinglin.org.uk/Topics/browse/loneliness-and-isolation/DICE/>
- <https://ilcuk.org.uk/inclusive-neighbourhoods/>

### **Ethical approval**

The DICE project protocols and research tools received ethical approval from the Faculty of Social Sciences and Law at the University of Bristol (June 2019, reference 89005). A subsequent amendment to continue qualitative fieldwork remotely (e.g. telephone and zoom interviews) was approved by the same committee in July 202 (reference 94582). This amendment resulted from the suspension of in-person fieldwork by the university and the housing providers taking part in the study during the first 12 months of the COVID-19 pandemic.

## **Funding and acknowledgments**

The DICE project was funded by the Economic and Social Research Council [ES/R008604/1], part of UK Research and Innovation (UKRI). The research team is also grateful to our project partners, ILC-UK and Housing LIN, for their collaboration and support. The team is also grateful to the three housing with care providers in England and Wales that provided access to residents and staff for participation in our study. We also express huge appreciation to the 72 older people who took the time to take part in interviews, without whom the study would not have been possible.

## Data collection – interviews

In the second of the phase project, we utilised qualitative methods to develop a nuanced understanding of how social inclusion is promoted across different schemes. Eight housing with care schemes were purposefully selected from the three providers collaborating with us. These were schemes that reflected differences in geographic location (rural, urban), type of scheme (extra care, independent living) and tenure (ownership, market rent, social rent).

There were two types of interviews conducted with residents (N=72):

1. Semi-structured cross-sectional interviews with 51<sup>1</sup> residents from eight schemes: The purpose of these interviews was to generate in-depth data on residents' current and recent experiences of inclusion within the scheme and more broadly in the local community. Data generated from the interviews helped us address the following research questions: *2. What current approaches and practices support and sustain the social inclusion of residents from social minority or marginalised social backgrounds in HCS schemes? and 3. How effective are social inclusion practices and approaches in HCS schemes in recognising and valuing residents' social identities and diverse life-histories?*
2. Longitudinal interviews with 21 residents from all different schemes: The purpose of these interviews was to identify how residents from minority groups (for example, on the basis of religious belief, sexual orientation, gender identity, ethnicity, disability) experience transitions into schemes and experience everyday communal life within the scheme. We followed a semi-structured approach with narrative question techniques to explore participants' experiences of social inclusion across the lifecourse. Questions invited participants to share their life-stories and build a fuller picture of life experiences. Findings from these interviews enabled us to address these research questions: *4. How do residents from diverse social backgrounds experience the relocation and transition into HCS schemes over time?* We aimed to conduct three sequential interviews (once every four months) with residents (15 maximum) purposefully recruited from across the three providers. We provide more details below.

Interview schedules for both interview sets were designed based on prior literature and through consultation with the project's impact advisory group.

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<sup>1</sup> Two participants were in a long term relationship, lived in the same apartment and participated in an interview as a couple – therefore they are counted as one participant within this number of participants.

## **Interview recruitment and conduct**

### **Cross-sectional interviews with residents (n=51):**

Housing schemes were purposively selected from the three participating housing providers, reflecting differences in geographic location (rural, urban) and size and type of scheme. Single semi-structured interviews with residents at selected sites were conducted by individual members of the project team between February 2020 and December 2021 (with one additional interview in July 2021). For the first two schemes (Scheme A, Scheme B), recruitment flyers with information about the research and invitation to take part were distributed by staff at selected sites. The research team then visited the scheme and spoke to residents in person, inviting them to consider taking part and addressing any questions. This yielded a good response from residents and the target sample number was met (target of 15 participants per scheme).

Following the first COVID-19 lockdown in March 2020, we were no longer permitted to visit schemes in person - this was a requirement set by both the Host University and the housing providers taking part. We relied on scheme managers to distribute flyers about the study to all residents' apartments within selected schemes. Flyers were provided by the project team. The flyers invited residents to contact the team if they wished to take part in a telephone interview. This method yielded much smaller numbers of interested participants, we therefore expanded recruitment from six to eight schemes to help boost numbers.

Interview schedules included questions about reasons for moving into the scheme, care and support available on site, relationships with staff, managers and other residents, social activities on site and also any experiences of discrimination and inclusion/exclusion. Questions about their experiences of COVID-19 lockdowns were also added for all interviews post-March 2020. In addition, we used scenarios outlined in short written vignettes to stimulate discussion about inclusion and participation in the social life of schemes. Each vignette depicted older characters with socially diverse characteristics across gender, sexual and gender identity, ethnicity, religion and disability.

Residents taking part in interviews received a £20 high-street store voucher. Despite fieldwork constraints, a total of 51 residents took part in interviews. In July 2020, we returned to participants who were interviewed before the first pandemic lockdown and invited them to take part in follow-up telephone interviews to explore their experiences of life in the scheme during lockdown. Twelve participants took part in these follow-up interviews.

Table 1

Key information about participating housing with care schemes in cross-sectional interviews

Scheme letter	Type of scheme	Number of apartments/ flats
Scheme A	Extra Care	40-50
Scheme B	Retirement/ independent living	40-50
Scheme C	Retirement/ independent living	55-60
Scheme D	Extra Care	60-70
Scheme E	Extra Care	60-70
Scheme F	Retirement/ independent living	60-70
Scheme G	Retirement/ independent living	40-50
Scheme H	Extra Care	70-80

### **Longitudinal interviews with residents (n=21):**

A series of two to three sequential interviews (once every 4 months) were carried out between November 2019 and December 2020 with residents who belong to social minority groups/identify with protected characteristics. The purpose of these interviews was to identify how residents from marginalised backgrounds (for example, on the basis of religious belief, sexual orientation, gender identity, ethnicity, disability) experience transitions into, and daily life, in housing with care schemes. Longitudinal interviews are well-suited for understanding the process of transition and inclusion in schemes over time.

For the recruitment of longitudinal participants, the Phase 1 survey included a call for respondents who identified with a minority group to participate in three interviews. In addition to this, recruitment flyers were sent out to specific resident association groups aimed at those with social minority characteristics, for example LGBT residents' groups. The research team contacted interested respondents who met the inclusion criteria and arranged to visit them for an interview in person. Following the first COVID-19 lockdown in March 2020, the remaining interviews were conducted via telephone or online video platform (e.g. Zoom). Additional participants were recruited in July 2020, using similar methods of distributing flyers to resident groups, to boost the diversity of the sample, conducting two interviews over an eight-month period. In line with our theoretical approach, interviewers paid particular attention to accounts of when participants had experienced inclusion/ exclusion across intersecting social identities.

The accompanying spreadsheet of participants' demographics indicates how many waves each participant took part in. As expected, there was some attrition from these interviews over time and some participants opted not to continue after the first interview. The background context of the first lockdowns may have also impacted participants' decisions to continue with the study. Fourteen residents took part in all three interviews, four took part in two interviews and three residents took part in only one interview.

Participants who took part received a £20 high street store voucher for the first interview and an additional £10 high street voucher for subsequent interviews.

### **Data analysis**

Interviews were analysed thematically using the Framework Approach (see Gale *et al.*, 2013<sup>2</sup>). Frameworks for both interview datasets (cross-sectional; longitudinal) were created based on a) topics in the interview schedules; and b) an initial analysis of a small sample of transcripts (8) by the interview team and the collation of surface-level themes and issues.

### **About the participants (N=72)**

The accompanying spreadsheet provides key demographic details of participants. The majority were between 60-99 years of age, with the exception of six residents who were between 50-59 years at the time of interviews. The majority were women, with a third (24) male participants. Over two thirds of residents lived alone, while 18 lived with one other person in the same apartment. In terms of sexual identity, 12 identified as gay/ lesbian, one person as bisexual, one person as pansexual, and one person indicated 'other - not specified'. The remainder identified as heterosexual. The majority of participants (65) identified as 'White' (including White British, White Welsh, White European, White Australian, White South African'). Other participants identified as 'Asian – other (2)', 'Euro-African', 'Mixed Ethnic', 'Chinese', 'Black African' or 'African-Caribbean'. Other key characteristics, including religion and highest level of education, can be seen in the accompanying spreadsheet.

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<sup>2</sup> Gale, N.K., Heath, G., Cameron, E. et al. (2013). Using the framework method for the analysis of qualitative data in multi-disciplinary health research. *BMC Med Res Methodol*, 13, 117. <https://doi.org/10.1186/1471-2288-13-117>



## **Key for transcript titles**

**Cross-sectional transcripts:** each transcript can be identified and matched to the spreadsheet of participant demographics by the unique code given to each (e.g. A1 – indicates participant 1 located at Scheme A; A2 – indicates participant 2 located at Scheme A etc.). The initials ‘AV’ or ‘JP’ indicate the interviewer. The date of the interviews is also provided. CV19 indicates the participant took part in a single follow-up interview to share their experiences of the first 6-8 months of the COVID-19 pandemic.

**Longitudinal transcripts:** Part 1 indicates the participant number (Participant 1) which can be matched to the spreadsheet of participant demographics. The initials ‘AV’ or ‘JP’ indicate the interviewer. Dates of when interviews took place are indicated within the transcript content, typically on the first page. W1, W2 and W3 indicates which wave of interview the participant is taking part in, e.g. W1 is Wave 1, W2 is wave 2 (second interview) etc.

## **Accompanying attachments for interview data**

- Interview transcripts – cross sectional, longitudinal
- Interview schedules – cross sectional, longitudinal (waves 1-3), Covid follow-up questions.
- Interview vignettes
- Spreadsheet of interview participant demographics
- Consent form