**Everyday ethics of smart care: health professionals and service users (IRAS 301772)**

**Recruitment criteria and script for service users**

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**Inclusion criteria**

* Service users of a smart remote monitoring system who have an accompanying carer who is also willing to participate
* Capacity to consent
* Able to understand participant information in written English and participate in an interview conducted in spoken English.

Within the overall inclusion criteria, ideally prioritise socio-demographic diversity with a variety of difference domestic circumstances (including living with spouse/carer, supported by family living separately) and approach only those potential participants deemed likely to have capacity to consent. This means that in your judgment the potential participant is able to

• understand the purpose and nature of the research

• understand what the research involves, its benefits (or lack of benefits), risks and burdens

• understand the alternatives to taking part

• retain the information long enough to make an effective decision.

• make a free choice

They should be capable of making this particular decision at the time it needs to be made (though their capacity may fluctuate, and they may be capable of making some decisions but not others depending on their complexity). Where participants are capable of consenting for themselves but are particularly susceptible to coercion, it is important to explain how their interests will be protected. In particular, during consent taking it is important to stress that the decision for a service user has no repercussions for the care that they receive

**Script for recruitment call**

**Monitoring Team** : I am [*insert name*] from the [name of service] monitoring team. Please may I speak with [*insert name of the person (either service user or carer) who usually takes calls regarding the service*]?

*If the Person is not available: Thank the person who answered and say goodbye.*

*If the Person is available: Confirm that you are speaking to the correct person.*

**Monitoring Team** : Is now a good time to speak?

*If the Person says “No” or “I’m not sure”*

**Monitoring Team**: [*Ask if you can schedule another time to talk. If the person is not sure or seems hesitant, thank him/her and say goodbye.*]

*If the Person says “Yes”*

I wanted to let you know about a new research study that involves learning about the views of people who are users of the service. Would you be interested in hearing more about the study?

*If the Person says “No” or “I’m not sure”*

**Monitoring Team**: No problem. I wanted to make sure you had the opportunity to learn about the study in case you were interested. Thank you for your time.

*If the Person says “Yes”*

**Monitoring Team:** This new study is being carried out by Professor Christine Hine from the University of Surrey.She is doing research in collaboration with the leader of the team who developed the service, to find out what people think about how this kind of technology should be developed and used ethically [*if asked what ethics means here, explain that ethics here means ideas about what these technologies should do and how they should be used in care and decisions about care*]. The aim is that this information will help those developing this kind of system in the future to work out how to take this kind of view into account.

Taking part in the research involves agreeing to a one hour interview with, if you agree, two shorter follow-up interviews. Each interview would involve both the service user and carer taking part together talking about your own experiences. Depending on your preference the interview could be either a face-to-face visit to your home with follow-up telephone calls, or all done by Zoom call.

If you would like to learn more, I can give your contact details to Professor Hine and she can send you an information sheet and consent form. The information sheet tells you what the study is about, and what your rights are as a participant. You will be able to read the information in your own time and talk about it with friends and family if you wish. Professor Hine will contact you to follow up and you can also ask her any questions you may have about the study before you complete the consent form if you are happy to do so. If you agree to look at the information there is no obligation to take part, and whatever your decision it will have no impact on the care you receive.

Do you have any questions for me at this time?

*Answer any questions they may have. If required offer assurances that the interviewer can wear PPE, or send information about using Zoom if required.*

**Monitoring Team:** Would you be happy for me to pass your contact details to Professor Hine so that she can send the information to you?

*If yes, thank them and add contact details to spreadsheet of potential participants. Log decision on service user’s electronic record.*

*If no, reassure them that this is fine and log decision on service user’s electronic record (to avoid repeat requests to the same service user).*

**Monitoring Team:** It was nice speaking with you, and we will be in touch with you again as usual.