

Enhancing quality in Care **HO**mes: The **ECHO** study

What is the project aim?

When working on enhancing care, life and work in care homes it is important to work in ways that will lead to positive outcomes. In this research study we are exploring the ways that care homes work to enhance quality.

Who is taking part?

Care home staff with experience of enhancing quality in care homes will take part; 25 people in total will take part.

What do I have to do?

There are two stages to this study.

1. The first stage is a telephone (or video call) interview. The interview will take no longer than 1 hour. The researcher will ask you about your experience of
 - how care homes enhance quality
 - the words and phrases used to refer to this work
 - the costs and benefits associated with this work

Before the interview starts we will check you are happy to take part. The interview will be recorded.

2. The second stage involves video call group meetings (3 meetings taking no longer than 1 hour each) to develop a practical handout that summarises the phase one findings: a menu of quality improvement tools and strategies. The menu will describe different ways of working that help to enhance quality in care homes. During the group meetings we will ask for feedback on the wording, format and layout. There will be approximately 25 other people in the meetings, and discussions will be carried out in small groups.

Do I have to take part?

It is up to you to decide whether to take part. If you take part please keep hold of this information sheet. If you do not enjoy it you can stop at any time without having to tell us why. Please contact us (see end for contact details) if this is what you decide.

In the first stage we can delete your responses within two weeks of the interview. You can still stop after this date, but we will not be able to remove your responses.

If you want to stop during stage two you can leave the group video call at any point during the discussion, , but your responses will remain in the recording. It will not be possible for us to take out your individual responses from the group discussion as this will limit the interpretation of subsequent conversations, and other peoples' contribution.

Are there risks to taking part?

If you take part in the group discussion the information you provide will be heard by others. We will emphasise that they should respect individual contributions and not share information from the discussions with others outside of the group.

When we share the study findings your personal details will not appear. No information will describe you individually. The only occasion when your personal information will be shared is if your responses raise concerns about the safety of residents. We have a legal and ethical responsibility to raise this with management in the home, and possibly the local authority safeguarding team.

Are there benefits to taking part?

We hope that you will enjoy the chance to share with us your insights around how your care home has worked on enhancing quality. By being open and sharing your experiences we can learn how care homes work to enhance quality. This learning will help other care homes.

To acknowledge your time and input you will receive a £20 gift voucher for taking part.

What will happen to my information?

We need your contact details to get in touch with you about stage two. With your permission, the interview (stage one) and the group discussion (stage two) will be recorded. The interview recording (stage one) will be transcribed by an external company approved by the University of Leeds, and your words may be used to help illustrate your point in our reporting. The group recording (stage two) will not be transcribed, and instead the researcher will re-listen and summarise the discussion. Insights and points raised during group discussions will be used to refine the practical handout (the menu of quality

improvement tools and strategies). Your words will not be used in the stage two write up.

All the information collected will be kept in electronic files and stored on a secure shared computer drive that can only be accessed by the research team. Once the project is complete your personal details will be destroyed. We will store your responses for 10 years at the university. For more information on how and why the University uses personal data for the purposes of research, please read the accompanying Research Participant Privacy Notice which is also on the University of Leeds website at

<https://dataprotection.leeds.ac.uk/wp-content/uploads/sites/48/2019/02/Research-Privacy-Notice.pdf>

How will the findings be used and shared?

The study findings will help us to learn more about the ways in which care homes work on enhancing quality. The learning will be shared with the care home sector and others interested in this work. We will write scientific journal articles, and speak at conferences. We will also write blogs which will be shared on social media. You will not be identified in any report/publication.

If you wish to obtain a copy of the summary report and other materials developed from this work, please let the researcher know.

Who is organising/funding the research?

This research is funded by the National Institute for Health and Care Research School for Social Care Research (NIHR SSCR).

Thank you for taking the time to read this information sheet.

How to contact us

If you have any questions about this study, or if you have any complaints please contact

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