Interview Questions

Prior to starting the interview -

Thank you for taking part. I would like to remind you that you are free to withdraw or take a break at any time. This is not a ‘test’ and there are no right or wrong answers - I am interested in your experience of occasions in which residents have been transferred out of the care home to a hospital. I would also like to remind you that everything you say will be kept confidential, unless I feel there is a risk to either your welfare or the welfare of your residents.

Warm up question:

1. Can you tell me a little bit about your role in the care home?
   What is your job title? What does your role involve? How long have you been working here? Prior to this role, did you work in a similar environment or somewhere different?

Experience of transfers:

2. Ok, so in this project I am particularly interested in occasions in which a resident may need to be transferred from the care home to a hospital – Can you think of any occasion in which this has happened whilst you were on shift?
   Probes - Can you tell me a little bit about the chain of events (what happened)? What was your involvement in this process? Who else was involved in this process?

3. Thinking about the occasion which you just described (question 2) – how typical is this of resident transfers?
   Probes – Is this the usual pattern / chain of events? Was this occasion particularly different? Is the process here (in the care home in which you work) similar or different to other places you have worked?

4. Can you think of a time where a resident was prevented from needing a transfer, for example times when you were able to manage the resident’s condition in the care home?

5. What other factors may you take into consideration when deciding whether to call (the GP or 999) for help?
More general views on transfers:

6. Are there any reasons for which you feel a transfer is always necessary?

7. Are there any reasons for which you feel a transfer could be avoided and the resident could be kept in the home?

8. To what extent are family involved in the transfer process?

9. Are there any other people involved in the transfer process?

10. Can you think of anything that would enable care homes to reduce the number of residents that are transferred to hospital?

Ok, thank you for answering my questions here in part 1. Next I would like to show you a number of scenarios. Please could you read through the scenarios and discuss your thoughts. I am happy to read them to you if you would prefer.

[Introduce 1-3 vignettes per interviewee – at least one that is related to the content of the previous answers and one that is not]

Final questions

11. I feel you have answered all of the questions I wanted to ask – is there anything that you would like to add that we have not yet discussed?

12. Do you have any question for me?