

NATIONAL STUDY OF CARE HOME RESIDENTS' AND RELATIVES' EXPECTATIONS AND EXPERIENCES 2008

INFORMATION SHEET FOR RELATIVES

To the family member, friend or carer,

- You are being asked to help us with the national study of 'care home residents' and relatives' expectations and experiences 2008'. We are asking you to take part as your family member or friend is unable to give informed consent to do so (due to dementia or another similar condition) and it is important to speak to a decision maker involved in the process of choosing this home on their behalf.
- The study is being carried out by the **Personal Social Services Research Unit (PSSRU) at the University of Kent**, in conjunction with the Department of Health and the Registered Nursing Home Association. They are keen to know whether residents' experiences of living in a care or nursing home setting match their original expectations of moving into a home. There is anecdotal evidence that although sometimes people are worried about moving into a care home, their experiences once there are much more positive, and we wish to find out more about this.
- Relatives of new residents often play a large role in the decision to move into a home and their expectations and experiences are therefore of great interest to us.
- We have appointed **BMRB Social Research**, an independent research organisation, to carry out this study on our behalf.
- We would like you to give permission for the home to pass on your contact details, including a telephone number, to BMRB. If you agree, a couple of weeks later an interviewer working on behalf of BMRB will contact you by telephone to ask whether you are willing to take part in the study. There were two stages to the study:
 1. A telephone interview in the next few weeks to ask about the decision to move your family member or friend into the home and also what you are expecting their life to be like whilst living in the home.
 2. A follow-up telephone interview in 3 months, to look at how you think your family member or friend has settled into the home and to see how the experience of them living in the home compares to what you were expecting it to be like when they first moved in.
- The interviewer who calls you will be highly trained and professional. If you are unavailable when they will be happy to arrange an appointment to call back at more suitable time.
- If you would like the interview to be in a language other than English, then that can also be arranged.
- Everything you talk about in the interview will be kept completely confidential and nobody at the home will be able to know what answers you have given to the interview questions.
- If you would like to take part in this important study staff at the home will pass on your details to BMRB Social Research. The home will not pass your details on, unless you are happy for them to do so.

Please could you let us know if you are happy for us to pass your contact details onto BMRB so they can call you about the study?