

Reference: 45106136

01/02/2008

Dear Sir/Madam,

**National Study of Care Home Residents' and Relatives' Expectations and Experiences 2008.**

I am writing to ask you to help us with the national study of 'care home residents' and relatives' expectations and experiences 2008'.

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, 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. This letter is being sent by <name of home> on behalf of the PSSRU as you have recently had a relative move into the home.

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 will be two telephone interviews, one in the first few weeks after the resident has moved into the home and a second interview three months after they have settled in.

I can assure you that all the interviews BMRB conduct on our behalf will be totally confidential. No individual will be identifiable from the results and the information will only be used for genuine research purposes.

I hope that you will help us with this important research.

If you are willing for your details to be passed onto BMRB, please inform the home as soon as possible. If you do have any questions about this research, please feel free to contact **Shreena Kotecha** from BMRB Social Research, on **020 8433 4478** at any point between 9.30am and 5.30pm Monday to Friday, and she will be happy to answer your questions.

Many thanks in anticipation of your help.

Best wishes,

A handwritten signature in black ink that reads "Robin Darton". The signature is written in a cursive, slightly slanted style.

**Robin Darton,  
Research Fellow,  
Personal Social Services Research Unit,  
University of Kent,  
Canterbury.**