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<Manager Name>
<Home name>
<Add 1>
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<Add 3>
<Add 4>
<Add 5>
<Postcode>

Reference: 45106136/<BMRB Home Serial Number>

25/09/2008

Dear <Manager Name>,

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

On behalf of the Personal Social Services Research Unit (PSSRU) at the University of Kent, a representative of BMRB Social Research recently called to ask you to take part in the national study of 'care home residents' and relatives' expectations and experiences 2008'.

Thank you for agreeing to take part in this important nationwide study. We are now ready to progress to the next stage of the survey and require your help to recruit care home residents or their relatives for the study, as explained in the recent phone call. The next steps we would like you to take are outlined below.

1. We would like you to **approach each new resident to the home as soon as they move in and ask them if they would like to take part in this study**. When you do so, it is essential that the resident understands exactly what it is that you are asking them to agree to take part in. This is a process called '**informed consent**'. We enclose an **information sheet** (coloured green in this pack) for you to go through with each resident, to help you gain informed consent when you are asking them for their participation. Please note that those unable to give informed consent should be excluded from the survey (for example, those with dementia or Alzheimer's disease).
2. For residents who are unable to give their informed consent to take part (including those with dementia or Alzheimer's disease), we would like you to ask the person who made, or helped to make, the decision to move the resident into the home whether they would be happy to be contacted by BMRB to take part in a telephone survey. This may be a family member, a friend or a carer.

Ideally this should be done on the day the resident moves into the home, however if not we would like **you** to contact (preferably by telephone) the family member, relative or carer at the earliest opportunity. At this point you are only asking the family member, friend or carer's permission to pass their contact details to BMRB.

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We have provided an **information sheet** (on pink paper) which can be read out to the family member, friend or carer when you speak to them in person or over the telephone. We have also provided a **survey introduction letter** (on Personal Social Services Research Unit headed paper) which should be given to every family member, friend or carer that you ask to take part. If you ask them to take part on the day the resident moves in, please hand the letter to the family member, friend or carer whilst you are explaining the study. If however you contact them by phone at a later stage, please post the letter to the family, friend or carer.

3. We would like you to keep an **ongoing record** of the number of new residents who you have asked to take part, and **record their agreement or refusal** (a form coloured blue is also enclosed for this purpose). There is a place on this form to record whether the resident is unable to give informed consent, and if so – whether their family member, friend or carer has agreed to be contacted to take part in the survey.
4. We would then like you to **collect contact details of all those agreeing to be interviewed (resident or family, friend or carer)** on the yellow forms provided, and **pass this information onto BMRB as soon as you have agreement to take part** – either in the post, using the reply paid envelopes provided (along with the informed consent form), or over the phone if you prefer.

Enclosed with this letter are the following documents - which you will need for the above four steps:

- An information sheet to help you gain residents' informed consent for participation in the study – coloured green.
- If the resident is unable to give informed consent, an information sheet to assist you in gaining the family, friends or carers' consent for you to pass their contact details to BMRB who will in turn contact them to request their participation in the survey on the resident's behalf – coloured pink.
- In addition to the information sheet, we have provided a batch of letters (on Personal Social Services Research Unit paper) to be used to gain consent from all family, friends or carers. If you forget to approach them on the day the resident moves in, the letter should be posted to the family, friend or carer.
- A **recruitment record form** to log the number of residents and family, friends or carers you have asked to take part, and their agreement/refusal to take part in the study – coloured blue. Please hold onto this and **keep filling it in until early April**. At that point we will be in touch to ask you to return this information to us - either over the phone, or in the post.

- A number of yellow contact detail forms for you to collect the contact information of each of those wishing to take part in the study
- Reply paid envelopes for you to return the contact details form of each of those wishing to take part in the study, *as soon as they have agreed to take part.*

Once you have passed on the details of the new residents in your home who wish to take part in this study (with informed consent), an interviewer will be in touch within 2 weeks or so to arrange a convenient time to come to the home and carry out the interview.

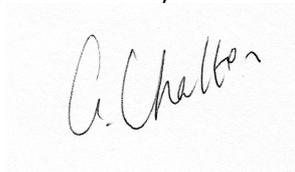
At the point of the first interview, the interviewer will confirm with the resident that they consent to take part in the study, before conducting a 30 minute interview with the resident which will focus on the residents' expectations of living in a care home. The resident is, of course, able to change their mind and opt out of the study if they wish at any point, and will not be placed under any pressure to participate at any stage. Contact details will be confirmed with the resident at the end of the interview, in order for them to be re-contacted again for the second (and final) interview in 2008. The second interview will be arranged for a date around 3 months after that of the first interview. It should also take 30 minutes, and will focus on how the resident's experience of living in the home matches their original expectations which they described in the first interview.

We can assure you that all the interviews BMRB conduct on our behalf will be totally confidential. No individual results or contact details will be revealed to anyone outside the BMRB research team at any stage of the research. It will not be possible to analyse the results for any one care home: we can only evaluate the results on a national and regional basis.

As before, if you have any questions about any aspect of the research, or how we would like for you to proceed, 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 for your help with this important survey.

Best wishes,



Angela Charlton
Associate Director
BMRB Social Research