Improving the Health and Care of Residents in Care Homes
Questionnaire

CUREC Approval Reference: R77365/RE001

PARTICIPANT INFORMATION

General Information

The aim of this study is to understand how care homes support deteriorating residents and whether tools are used to identify and care for residents at risk of deterioration. In particular, we are interested in how care homes implement and use RESTORE2 (a tool to recognise early soft signs of deterioration, take observations, respond and escalate).

We appreciate your interest in participating in this questionnaire. You have been invited to participate as you are a care home manager. Please read this information carefully. If you have any questions please contact the researcher, [name] from the Nuffield Department of Population Health at the University of Oxford, at [email].

The Principal investigator is Professor [name]. This project is being carried out in collaboration with the Oxford Academic Health Science Network (AHSN) and Buckinghamshire, Oxfordshire and Berkshire West (BOB) Integrated Care System (ICS).

If you agree to participate, you will be asked to complete some questions about management of deterioration and your home’s use of RESTORE2, if applicable. You will only be asked to complete this survey once. It will take approximately 10 minutes.

The information that you provide will be used to understand how care homes support deteriorating residents. Your answers will be stored securely and later transferred and stored electronically in secure internal computer drives at the University of Oxford.
The project team will ensure that your data are stored securely and only the project team will have access to the data. The data may also be accessed by authorised personnel of the University of Oxford for audit purposes.

In addition to the questionnaire, we are interested in exploring the use of RESTORE2 in more detail within the contexts of pressures and opportunities facing care home managers and efforts to maintain the health and well-being of residents. We are, therefore, inviting you to volunteer your details to enable us to contact you at a later date to participate in a telephone or online interview arranged at your convenience.

If you are interested, please complete the last section of the questionnaire with your details. If you are contacted for an interview, you will be given a separate information sheet detailing this part of the study. Once you have received the information, you can decide whether to participate.

**Do I have to take part?**

No. Please note that your participation is voluntary. If you do decide to take part, you may withdraw at any point for any reason before submitting your answers. All questions are optional.

**How will my data be used?**

The questionnaires, known as research data, will be retained for a minimum of 3 years after publication and may be used by the research team for future relevant research purposes. In order to volunteer for an interview you will need to provide us with your contact details. Any information from which you can be identified, such as your name, contact details or job title is known as personal data. Care will be taken to ensure that your data are safe, your contact details will be separated from the survey and stored confidentially in secure University internal computer drives and destroyed securely at the end of the project.

The responses you provide will be stored in paper form in a locked cabinet within a locked office at the University of Oxford and later transferred to a password-protected electronic file on University of Oxford secure servers and may be used in academic publications or reports for external organisations. The University of Oxford study team will only use your contact details to contact you about participating in an interview relating to this study. We will take all reasonable measures to ensure that data remain confidential.
Who will have access to my data?

The University of Oxford is the data controller with respect to your personal data and, as such, will determine how your personal data is used in the study. The University will process your personal data for the purpose of the research outlined above. Research is a task that we perform in the public interest. Further information about your rights with respect to your personal data is available from https://compliance.admin.ox.ac.uk/individual-rights. We would also like your permission to use the data in future studies. Data will be de-identified before results are made public.

Who has reviewed this study?

This project has been reviewed by, and received ethics clearance through, a subcommittee of the University of Oxford Central University Research Ethics Committee [R77365/RE001].

Who do I contact if I have a concern or I wish to complain?

If you have a concern about any aspect of this study, please contact the principal investigator (Professor [name], Tel: [number], email: [email address]), and we will do our best to answer your query. We will acknowledge your concern within 10 working days and give you an indication of how it will be dealt with. If you remain unhappy or wish to make a formal complaint, please contact the Chair of the Research Ethics Committee at the University of Oxford who will seek to resolve the matter as soon as possible:

Medical Sciences Interdivisional Research Ethics Committee; Email: ethics@medsci.ox.ac.uk; Address: Research Services, University of Oxford, Boundary Brook House, Churchill Drive, Headington, Oxford OX3 7GB

Thank you very much for your time.
Consent to participate

Please note that you may only participate in this survey if you are 18 years of age or over. Please tick the box below to certify that you are 18 years or over.

I certify that I am 18 years of age or over

If you have read the information above and agree to participate with the understanding that the data (including any personal data) you submit will be processed accordingly, please tick the box below to start.

Yes I agree to take part

SECTION 1 AWARENESS OF RESTORE2
1. What best describes your knowledge of RESTORE2 (a tool to recognise early soft signs of deterioration, take observations, respond and escalate)? Please indicate your answer by ticking the appropriate box

I have never heard of it
I know what it is but my care home has never used it
My care home started using it but stopped
My care home occasionally uses it
My care home regularly uses it

2. RESTORE2, which has three main components, is one of several tools that have been developed to care for a deteriorating resident. Which, if any, of the following does your care home use? *Tick all that apply*

- Soft signs
- National Early Warning Scores (NEWS2)
- SBAR(D) communication tool
- None of the above

*If you ticked “None of the above” please go to question 3, if you ticked any of the other options please continue to Question 4*

3. Does your care home use any other tools in caring for a deteriorating resident? *Tick one box*

- No *(please go to Question 13)*
- Yes *(please specify in the box below and then go to Question 13)*
4. Do you think RESTORE2 would make or currently makes a difference to the care you provide to your residents? *Tick one box*

- No
  *(please go to Question 5)*

- Unsure
  *(please go to Question 5)*

- Yes

  - If yes, in which areas do you think RESTORE2 makes a difference? *Tick all that apply*

    - Getting support more quickly
    - Getting the right level of care
    - Escalating a resident
    - Quality of care you are able to give
    - Reducing or preventing hospital admission
    - Monitoring deterioration
    - Other (please specify in the box below)

5. Do you think RESTORE2 would help or currently helps with supporting the resident if they are deteriorating? *Tick one box*

- No
  *(please go to Question 6)*

- Unsure
  *(please go to Question 6)*

- Yes

  - If yes, in what way does RESTORE2 help with supporting deteriorating residents? *Tick all that apply*
6. Please indicate whether you agree or disagree with these statements regarding use of RESTORE2

RESTORE2 can improve staff confidence to spot when a resident is unwell

<table>
<thead>
<tr>
<th>Agree</th>
<th>Unsure</th>
<th>Disagree</th>
</tr>
</thead>
</table>

RESTORE2 can help staff to improve their knowledge of the signs and symptoms to look for in an unwell resident

<table>
<thead>
<tr>
<th>Agree</th>
<th>Unsure</th>
<th>Disagree</th>
</tr>
</thead>
</table>

RESTORE2 can help to reduce unnecessary transfers to hospital

<table>
<thead>
<tr>
<th>Agree</th>
<th>Unsure</th>
<th>Disagree</th>
</tr>
</thead>
</table>

**SECTION 3 PERCEIVED IMPLEMENTATION DIFFICULTIES**

7. To what extent do NHS staff who you deal with use and understand RESTORE2? *Tick one box*

- Greatly
- To some extent
- Not at all

8. What difficulties could affect or currently affect the use of RESTORE2 in your care home? *Tick all that apply*
Time constraint
Inadequate training in using the tool
Uncertainty of staff in checking a person’s observations (e.g. blood pressure, breathing rate, heart rate)
Resistance from staff
Care home workload
Lack of resources to support it
Buy-in from GPs and other services
Staff turnover
Any other barriers (please specify in the box below)

SECTION 4 VIEWS ON RESTORE2 TRAINING

9. How was training provided to the majority of your staff?

- Virtual training, more than 2 hours
- Virtual training, fewer than 2 hours
- In person (face-to-face), more than 2 hours
- In-person (face-to-face), fewer than 2 hours
- Most staff have yet to receive training

10. What training have the majority of your staff received? Tick all that apply
Training on soft signs
Training on how to use the SBAR(D) structured communication tool
Training on how to take clinical observations / calculate NEWS2
Training on how to put RESTORE2 into place
Other (please specify in the box below)

11. How much more training and support about RESTORE2 do you feel your staff need from the NHS or other providers? Tick one box

A substantial amount
A small amount
No further training needed

12. Please tell us in your own words how staff can be supported to use RESTORE2?

SECTION 5 ACCESS TO SERVICES

13. How often does your care home contact each of the following services when a resident is deteriorating?

<table>
<thead>
<tr>
<th>Service</th>
<th>Always</th>
<th>Often</th>
<th>Occasionally</th>
<th>Never</th>
</tr>
</thead>
<tbody>
<tr>
<td>GP</td>
<td></td>
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<tr>
<td>Urgent community response team</td>
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<tr>
<td>Ambulance service</td>
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<tr>
<td>Pharmacist</td>
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<tr>
<td>Care Home Support Service</td>
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<td></td>
<td></td>
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<tr>
<td>Immedicare (Buckinghamshire only)</td>
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<td></td>
</tr>
</tbody>
</table>

SECTION 6 ABOUT YOUR CARE HOME
14. How many beds do you have in your care home?

15. Where is your care home located?
   - Buckinghamshire
   - Oxfordshire
   - Berkshire
   - Other

16. What type of home do you manage?
   - Residential
   - Nursing
   - Dual registered
   - Other

17. Please confirm if you are the care home manager
   - Yes
   - No (please tell us your role)

18. Are there any issues that we haven't raised regarding RESTORE2 or that are important to you as a manager of a care home that has not been covered in this questionnaire? Please use this space to have your say.

19. FURTHER WORK
Thank you for your participation in this survey. The results will help us to better understand some of the important issues arising from the implementation of RESTORE2.

Following on from this questionnaire we are undertaking some interviews to explore further your needs in relation to implementing and using RESTORE2 in your care home, as well as other pressures, challenges and opportunities that you face as a care home manager.

If you are interested in learning more and possibly taking part in an interview, please fill in your contact details below and we will be in touch.

Complementing this expression of interest does not commit you to anything – We will send you full details of the interview part of the study to allow you to decide whether or not you wish to take part.

Your contact details will be kept securely and strictly confidential. They will not be passed on to anyone else. We will keep a record to enable us to contact you about this study.

I am interested in learning more about the interview and provide my contact details below

Name

Email

Address

Telephone