

The other key workers in care homes: implications of including ancillary staff in social care workforce strategies and practices relating to COVID-19 recovery

We would like you to help us by taking part in a research study. This sheet provides you with information about this research to help you decide if you would like to take part. Before you decide, please take a few moments to read this information to understand why the research is being done and what it will involve.

What's the purpose of this research?

This study will explore the workplace experiences of cleaners, housekeeping and catering staff working in care homes during the pandemic. The aim of this study is to shed light on changes in their work and their support needs.

We will hold interviews with up to 50 ancillary worker participants, 15-20 care home managers, 8-10 residents and their family members or friends, and 10 key informants. We will identify good practice and develop a guide, together with participants, for managers and policy makers outlining effective policies for supporting these key workers.

The study has been funded by the National Institute of Health Research (NIHR) and is being carried out by researchers from King's College London. Our findings will be widely shared including with representatives from the Department of Health and Social care (DHSC).

Why have I been invited to participate?

You are being invited to take part in this study because of you have worked or lived in a care home during the pandemic or you are family or a friend of a resident.

What will happen if I decide to take part?

Deciding to take part in the study will mean that one of the researchers working on this study will contact you to arrange a suitable time for an interview. This would be done by telephone or virtually (e.g., by Zoom or Teams).

You can choose a time that suits you. The interview itself would last for about half an hour to an hour. We will ask you questions about your experiences of cleaning and catering in your care homes before and during the pandemic.

If you would prefer to undertake an interview with an interpreter, this can be arranged.

Data will be treated as strictly confidential and will not be shared with employers/management.

Do I have to take part?

Taking part is voluntary, you do not have to take part. If you decide that you'd like to participate, you will be asked to keep this sheet and to sign a consent form to say that you agree to take part. If you change your mind, you can withdraw up until two weeks after the interview, before the information we collect is analysed, without giving a reason, and if there are any questions you'd prefer not to answer, that is fine too.

Incentives

We will send you a £20 voucher to thank you for your contribution to this study.

Risks

There is a risk that some of the questions we ask you might be upsetting, but if you want to take a break or discontinue the interview at any time you can do so. There is a small risk that you might be identifiable to someone who knows you participated in the research. If you disclose someone is at risk of harm, we would have to tell the appropriate authority. For more information on this, see the section 'Data handling and confidentiality' below.

Benefits

There are no direct benefits to taking part in the study, but we aim to raise the profile of an often-under-appreciated staffing group. Findings will be shared with the DHSC with the aim of influencing policy making. We will provide all research participants with a summary of the study's main findings and recommendations on request.

Data handling and confidentiality

Your data will be processed in accordance with the General Data Protection Regulation 2016 (GDPR). Data will be treated as strictly confidential, and your contribution would be anonymously reported in the reports we write. There is a small risk that you might be identifiable to someone who knows you participated in the research. If you disclose that someone might, or may have seriously harmed you, or someone else is at serious risk of, or is being harmed; we would be obliged to report this to an appropriate organisation, including the local Adult Social Care Department' or CQC. (Please note that the Adult Social Care Department is the lead agency for adult safeguarding and works in partnership with the Police). We would discuss this with you first.

Data (the research interviews) will be analysed in a way that ensures that information is confidential to the small research team involved in the study. It will be stored on password protected files on password protected computers of the research team only. Transcripts will be anonymised and stored separately from contact details of participants. Transcripts may be transcribed using a third-party service, but anyone undertaking this work will have signed a confidentiality agreement. If a translator is used to assist in an interview, they will also be asked to sign a confidentiality agreement. Data will be shared using the King's College London secure file service. Once the study is completed, anonymised data will be kept for seven years, and then destroyed.

Data Protection Statement

Your data will be processed in accordance with the General Data Protection Regulation 2018 (GDPR). If you would like more information about how your data will be processed in accordance with GDPR please visit the link below:

<https://www.kcl.ac.uk/research/support/research-ethics/kings-college-london-statement-on-use-of-personal-data-in-research>

What if I change my mind about taking part?

You are free to withdraw your interview for two weeks after taking part, after which time data analysis may have started. If you choose to withdraw from the project in this time frame, we will not retain the information you had given.

Who is funding this research?

The study is being funded by the NHIR Policy Research Programme (NIHR202293). The study has been approved by King's College Research Ethics Committee (Reference: HR/DP-20/21-21727).

What will happen to the results of this study?

We will use your answers to prepare a report and best practice guide for care homes and policy makers. These will be promoted to targeted audiences via Twitter, our unit website (<https://www.kcl.ac.uk/hscwru/about>), blogs, journal articles and presented at conferences and events aimed at different audiences.

Future research

The researchers would like to take this research further and might contact you in the future about participating in a follow-up study. If at that point in time you do not want to participate, of course you do not have to.

Who should I contact if I want to take part or for further information?

If you are willing to take part in this study, please contact Research Associate Olivia Luijnenburg at olivia.luijnenburg@kcl.ac.uk or by phone on **07 927 512 916**

What if there is a problem?

If this study has harmed you in any way, or if you wish to make a complaint about the conduct of this study, please contact Professor Bobby Duffy, Professor of Public Policy and Director of the Policy Institute King's College London, on bobby.duffy@kcl.ac.uk

Thank you for reading this information sheet and considering taking part in this research.