

EUROFAMCARE

SPQ – Service provider Questions

Interviewer: Write the name of the interviewed person and her/his organisation's address on enclosure number 1 together with the case number.

SECTION A. BACKGROUND QUESTIONS ABOUT THE INTERVIEW PERSON AND HER/HIS ORGANISATION

1.	NAME OF INTERVIEWER	<input type="text"/>		
	NUMBER OF INTERVIEWER [see National list of interviewers to insert appropriate code]	<input type="text"/>		
2.	COUNTRY [see User Guide for CAT to insert appropriate code]	<input type="text"/>		
3.	REGION [see User Guide for CAT to insert appropriate code]	<input type="text"/>		
4.	LOCALITY: <input type="text"/>	<input type="checkbox"/> ① Metropolitan	<input type="checkbox"/> ② Urban	<input type="checkbox"/> ③ Rural
5.	SITE [write the name or code of the site]	<input type="text"/>		
6.	CASE NUMBER [according to the "List of the service provider interviewed by each interviewer"]	<input type="text"/>		
7.	DATE OF INTERVIEW: (DD / MM / YYYY)	<input type="text"/>	<input type="text"/>	<input type="text"/>
8.	What is your designation/role in your organisation?	<input type="checkbox"/> ① Head (highest responsible person): title:..... <input type="checkbox"/> ② Manager (closer to practitioners): title:..... <input type="checkbox"/> ③ Practitioner, title:..... <input type="checkbox"/> ④ Other, title:.....		
9.	What type of organisation is it? Who is the responsible authority?	<input type="checkbox"/> ① Public social care	<input type="checkbox"/> ③ Religious denomination	<input type="checkbox"/> ⑤ Private business
		<input type="checkbox"/> ② Public health care	<input type="checkbox"/> ④ Voluntary organisation	<input type="checkbox"/> ⑥ Other, specify
10.	What kind of organisation?	<input type="checkbox"/> ① Local	<input type="checkbox"/> ② Local, but part of a national organisation	<input type="checkbox"/> ③ Regional <input type="checkbox"/> ④ National
11.	How many people are working in your institution/ organisation (employed, voluntary, subcontracted etc.)?	<input type="checkbox"/> ① Small (10 people or less)	<input type="checkbox"/> ② Medium (11-50)	<input type="checkbox"/> ③ Large (more than 50)
12.	How much of your organisation's work is concerned with older people?	<input type="checkbox"/> ① Less than 50%	<input type="checkbox"/> ② More than 50%	<input type="checkbox"/> ③ 100% or nearly 100%
13.	Does your organisation provide services specifically for family carers?	<input type="checkbox"/> ① Yes	<input type="checkbox"/> ② No	<i>[If NO, go to section C]</i>
14.	How many family carers are using your service? [Approximate number per year]	<input type="text"/>		
15.	How much of your organisation's work is concerned with family carers?	<input type="checkbox"/> ① Less than 50% [ask section B, C, D]	<input type="checkbox"/> ② More than 50% [ask section B, C, D]	<input type="checkbox"/> ③ 100% or nearly 100% [ask section B, D]



Interviewer: the following questions are semi-structured with open answers and you are free to ask follow-up questions in order to get the best information about the question of concern. Please write accurate and legible notes of their answers on separate sheets and refer to question number or tape record the interview.

SECTION B. QUESTIONS ABOUT SERVICES FOR FAMILY CAREGIVERS

16. What services do you provide for family carers?

17. What are the overall goals / aims of these services?

18. What do you consider to be the main benefits for family carers?

19. How do family carers usually access your service? (e.g. Self-referral, GP etc.)

19 a Do you see any problems for family carers in accessing your service?

19 b Are your services for family carers fully utilised?

19 c Do you charge for your service? Does this cause any problems?

20. How do you assess and monitor family carers' needs?

**21. Are family carers treated as partners in the assessment and monitoring process?
If yes, can you please explain how you involve them?
If no, could you please explain why not.**

22. Do you feel that family carers are satisfied with the services you offer for them?

23. What currently works well about your service for family carers? (Could you describe an example of good practice?)

24. What could be improved?

25. Are there any areas of family carers' need that your service does not cover? (Gaps)

26. What do you see as the most important future challenge for your organisation concerning family carers?

27. How do you see your service for family carers developing in the future? E.g. do you have any strategies for future developments?

Interviewer: If the service provider answered Q15 with response category 1 (less than 50%) or 2 (more than 50%) please proceed with section C.

If the service provider answered Q15 with response category 3 (100% or nearly 100%) please proceed with section D.

Interviewer: the following questions are semi-structured with open answers and you are free to ask follow-up questions in order to get the best information about the question of concern. Please write accurate and legible notes of their answers on separate sheets and refer to question number or tape record the interview.

SECTION C. QUESTIONS FOR SERVICE PROVIDERS WHO OFFER SERVICE FOR OLDER PEOPLE AND FAMILY CARERS

28. What services do you provide for older people, which might relieve family carers?

29. What are the overall goals / aims of these services?

30. What do you consider to be the main benefits for older people and family carers?

31. How do older people and family carers usually access your service? (e.g. Self-referral, GP etc.)

30 a Do you see any problems for older people and family carers in accessing your service?

30 b Are your services fully utilised?

30 c Do you charge for your service? Does this cause any problems?

32. How do you assess and monitor older people and family carers' needs?

33. Are family carers treated as partners in the assessment and monitoring process concerning older people and family carers' needs?

*[If Q21 has been answered please ask: **Are family carers treated as partners in the assessment and monitoring process concerning older people needs?**]*

If yes, can you please explain how you involve them?

If no, could you please explain why not.

34. Do you feel that older people and family carers are satisfied with the services you offer?

35. What currently works well about your service? (Could you describe an example of good practice?)

36. What could be improved?

37. Are there any areas of older peoples' and family carers' need your service does not cover? (Gaps)

38. What do you see as the most important future challenge for your organisation concerning older people and family carers?

39. How do you see your service for older people and family carers developing in the future? E.g. do you have any strategies for future developments?

Interviewer: Go to section D

Interviewer: Ask one question at a time about importance and providing before going to the next one.

SECTION D. STRUCTURED QUESTIONNAIRE ABOUT SERVICES FOR FAMILY CAREGIVERS

	How important do you think it is that family carers have the following types of support?	A				B	
		Very important	Quite important	Not important	N / A	No	Yes
40.	Information and advice about the type of help and support that is available and how to access it	<input type="checkbox"/> ②	<input type="checkbox"/> ①	<input type="checkbox"/> ①	<input type="checkbox"/> ①	<input type="checkbox"/> ①	<input type="checkbox"/> ①
41.	Information about the disease that the older person has	<input type="checkbox"/> ②	<input type="checkbox"/> ①	<input type="checkbox"/> ①	<input type="checkbox"/> ①	<input type="checkbox"/> ①	<input type="checkbox"/> ①
42.	Training to help family carers develop the skills they need to care	<input type="checkbox"/> ②	<input type="checkbox"/> ①	<input type="checkbox"/> ①	<input type="checkbox"/> ①	<input type="checkbox"/> ①	<input type="checkbox"/> ①
43.	Opportunities to enjoy activities outside of caring	<input type="checkbox"/> ②	<input type="checkbox"/> ①	<input type="checkbox"/> ①	<input type="checkbox"/> ①	<input type="checkbox"/> ①	<input type="checkbox"/> ①
44.	Opportunities to have a holiday or take a break from caring	<input type="checkbox"/> ②	<input type="checkbox"/> ①	<input type="checkbox"/> ①	<input type="checkbox"/> ①	<input type="checkbox"/> ①	<input type="checkbox"/> ①
45.	Opportunities for the older person's to undertake activities they enjoy	<input type="checkbox"/> ②	<input type="checkbox"/> ①	<input type="checkbox"/> ①	<input type="checkbox"/> ①	<input type="checkbox"/> ①	<input type="checkbox"/> ①
46.	Help with planning future care	<input type="checkbox"/> ②	<input type="checkbox"/> ①	<input type="checkbox"/> ①	<input type="checkbox"/> ①	<input type="checkbox"/> ①	<input type="checkbox"/> ①
47.	The possibility to combine care giving with paid employment	<input type="checkbox"/> ②	<input type="checkbox"/> ①	<input type="checkbox"/> ①	<input type="checkbox"/> ⑧	<input type="checkbox"/> ①	<input type="checkbox"/> ①
48.	The opportunity to talk over their problems as a carer	<input type="checkbox"/> ②	<input type="checkbox"/> ①	<input type="checkbox"/> ①	<input type="checkbox"/> ①	<input type="checkbox"/> ①	<input type="checkbox"/> ①
49.	Opportunities to attend a carer support group	<input type="checkbox"/> ②	<input type="checkbox"/> ①	<input type="checkbox"/> ①	<input type="checkbox"/> ①	<input type="checkbox"/> ①	<input type="checkbox"/> ①
50.	More money to help provide things they need to give good care	<input type="checkbox"/> ②	<input type="checkbox"/> ①	<input type="checkbox"/> ①	<input type="checkbox"/> ①	<input type="checkbox"/> ①	<input type="checkbox"/> ①
51.	Opportunities to spend more time with their family	<input type="checkbox"/> ②	<input type="checkbox"/> ①	<input type="checkbox"/> ①	<input type="checkbox"/> ⑧	<input type="checkbox"/> ①	<input type="checkbox"/> ①
52.	Help to deal with family disagreements	<input type="checkbox"/> ②	<input type="checkbox"/> ①	<input type="checkbox"/> ①	<input type="checkbox"/> ⑧	<input type="checkbox"/> ①	<input type="checkbox"/> ①
53.	Help to make the older person's environment more suitable for caring	<input type="checkbox"/> ②	<input type="checkbox"/> ①	<input type="checkbox"/> ①	<input type="checkbox"/> ①	<input type="checkbox"/> ①	<input type="checkbox"/> ①

54.	Of those types of support you have stated are very important which would you rate as the most important to carers?	Item-number: <input type="text"/>
55.	The second most important?	Item-number: <input type="text"/>
56.	The third?	Item-number: <input type="text"/>

Interviewer: Ask one question at a time about importance and meeting needs before going to the next one.

	How important are the following characteristics of a service for family carers, do you think?	A			B			
		Very important	Quite important	Not important	Mostly No	Mostly Yes	N/A	
57.	Help is available at the time they need it most	<input type="checkbox"/> ②	<input type="checkbox"/> ①	<input type="checkbox"/> ①	<input type="checkbox"/> ①	<input type="checkbox"/> ①	<input type="checkbox"/> ⑧	
58.	The help provided fits in with carers own routines	<input type="checkbox"/> ②	<input type="checkbox"/> ①	<input type="checkbox"/> ①	<input type="checkbox"/> ①	<input type="checkbox"/> ①	<input type="checkbox"/> ⑧	
59.	Help arrives at the time it is promised	<input type="checkbox"/> ②	<input type="checkbox"/> ①	<input type="checkbox"/> ①	<input type="checkbox"/> ①	<input type="checkbox"/> ①	<input type="checkbox"/> ⑧	
60.	Care workers have the skills and training they require	<input type="checkbox"/> ②	<input type="checkbox"/> ①	<input type="checkbox"/> ①	<input type="checkbox"/> ①	<input type="checkbox"/> ①	<input type="checkbox"/> ⑧	
61.	Care workers treat older person with dignity and respect	<input type="checkbox"/> ②	<input type="checkbox"/> ①	<input type="checkbox"/> ①	<input type="checkbox"/> ①	<input type="checkbox"/> ①	<input type="checkbox"/> ⑧	
62.	Care workers treat carers with dignity and respect	<input type="checkbox"/> ②	<input type="checkbox"/> ①	<input type="checkbox"/> ①	<input type="checkbox"/> ①	<input type="checkbox"/> ①	<input type="checkbox"/> ⑧	
63.	Carers views and opinions are listened to	<input type="checkbox"/> ②	<input type="checkbox"/> ①	<input type="checkbox"/> ①	<input type="checkbox"/> ①	<input type="checkbox"/> ①	<input type="checkbox"/> ⑧	
64.	The help provided improves the quality of life of the older person	<input type="checkbox"/> ②	<input type="checkbox"/> ①	<input type="checkbox"/> ①	<input type="checkbox"/> ①	<input type="checkbox"/> ①	<input type="checkbox"/> ⑧	
65.	The help provided improves the carers' quality of life	<input type="checkbox"/> ②	<input type="checkbox"/> ①	<input type="checkbox"/> ①	<input type="checkbox"/> ①	<input type="checkbox"/> ①	<input type="checkbox"/> ⑧	
66.	The help provided is not too expensive	<input type="checkbox"/> ②	<input type="checkbox"/> ①	<input type="checkbox"/> ①	<input type="checkbox"/> ①	<input type="checkbox"/> ①	<input type="checkbox"/> ⑧	
67.	Help is provided by the same care worker each time	<input type="checkbox"/> ②	<input type="checkbox"/> ①	<input type="checkbox"/> ①	<input type="checkbox"/> ①	<input type="checkbox"/> ①	<input type="checkbox"/> ⑧	
68.	Help focuses on the carers' needs as well as those of the older person	<input type="checkbox"/> ②	<input type="checkbox"/> ①	<input type="checkbox"/> ①	<input type="checkbox"/> ①	<input type="checkbox"/> ①	<input type="checkbox"/> ⑧	
69.	Of those characteristics you have stated are very important which would you rate as the most important to carers?						Item-number:	<input type="text"/>
70.	The second most important?						Item-number:	<input type="text"/>
71.	The third?						Item-number:	<input type="text"/>

THANK YOU VERY MUCH!