**IMPlemtation of a Relatives Toolkit (the IMPART study)**

**Staff interview topic guide**

**Introduction**

We would like to hear your views about the REACT toolkit and how things are really going with implementing it in your service. We will use your feedback as part of our evaluation of the implementation of the toolkit, and our development of an implementation plan. We hope that this will help mental health services to deliver REACT and similar interventions in future. We are particularly interested in your views on what has been helpful in implementing the toolkit, and what has been challenging.

*[Check participant information sheet read; any questions? Sign consent form]*

I will ask you some questions to help guide the interview, but these questions are purposively quite broad, to allow our discussion to be guided by your own unique experiences. If there are any topics you feel haven’t been covered, there is space at the end for you to raise any additional items.

We expect the interview to take around an hour. Please note that you are free to withhold information or to withdraw from the interview at any time, without giving any reason.

**Demographic information**

**Job role: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Start date in EIS: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**1. Age group**

* 18-24
* 25-34
* 35-44
* 45-54
* 55-64
* 65+

**2. Gender**

* Female
* Male

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| SECTION A: ALL STAFFCurrent provision of information and support for relatives  1. **What kind of information and support do you feel that relatives need?**  * How do you think that the NHS and EIS services should work with relatives? * What is your understanding of national guidelines and recommendations regarding support for relatives? * What values, strategies, guidelines or policies guide work with relatives in the Trust?  1. **How does your Trust work with relatives? How does your service work with relatives?**  * What sources of information and support are currently available to relatives in your Trust? * What are your views on this level of provision? * How well do you think this support is delivered? * What factors affect the availability of information and support for relatives in your Trust/service? * Is carer support discussed as a regular agenda item in any team meetings?  1. **In what ways are online resources or interventions promoted and used in your Trust/your service/your work? Do you use any other online interventions or websites with service users or carers? Which ones? What do you think of them?**  * What is the ‘ethos’ of the Trust regarding the therapeutic use of digital technologies? * What are your views on the use of online resources and interventions in mental health services in general?  1. **In your experience, how easy or difficult is it for new interventions or innovations to become integrated into routine practice in your team/service/Trust?**  * What factors affect this? * What is the “ethos” of the Trust regarding new interventions? * How would you usually be made aware of new initiatives or resources in your service/Trust?  1. **What are the current priorities in your Trust? What drives these?**  * What are the current priorities in your Team? What drives these? * How does REACT fit in with Trust and service priorities? * What are your current priorities in your work? * How does REACT fit with your priorities? |
| SECTION B: ALL STAFFAwareness of REACT  1. **Have you heard of REACT? What can you tell me about it? Do you know what it stands for? What it is? Who it is for? Have you used it?**     1. If never heard of it then go to section C – then need quite different questions here – would need to explain what it is and that is being implemented within their service – and then explore with them why they might not have heard of it – are they surprised by this? How do they normally find out about things? Why might they have missed this? Etc.    2. If heard of it but not used it then go to section D (can progress but they may need a bit more info about what it is – and questions need to focus on why they have heard of it but not really picked it up)    3. If yes – and clearly used it then go to section E |
| SECTION C: Staff who have not heard of REACT Interviewer to give brief description of the REACT toolkit and the IMPART study and produce the Implementation V2 pack materials (booklet; merchandise, etc). Factors affecting lack of awareness/understanding of REACT:  * **Are you surprised that you haven’t heard about REACT?** * **Have you seen any of these materials at work? Did any of them help? If so, how?** * **Why do you think you haven’t heard about it/seen the materials?** * **Can you talk me through an example of another new intervention or way of working that has been implemented in the service?** * How did you come to hear about it? How was it promoted in your team? * What do you think has been different with the introduction of REACT? * **Do you have any suggestions about how we could have better promoted REACT for you?** |
| SECTION D: Staff who have some understanding of REACT but have not used it**Views about REACT**  1. **When did you first hear about REACT?**  * What were you asked to do with it?  1. **Can you tell me about how you first became aware of REACT?**  * When, who told you about it, what was said * What were your views about it? * What were you asked to do with it**?**  1. **Is REACT discussed in any meetings you go to? If so, when?** 2. **Are any of your colleagues involved in REACT? If so, who? How are they involved?** 3. **Do you discuss REACT with anyone else? If so, who?** 4. **Could you describe your understanding of REACT now?**  * What it is, it’s purpose, who it is for? * How did you come to your current understanding of REACT?  1. **What are your views on the REACT toolkit now?**  * We made some changes to the look and feel of emails for relatives who use REACT, did you know about this? If so, what do you think? * Helpful/unhelpful/missing aspects? * How does REACT compare to alternative sources of support for relatives in your trust? In what ways is it similar? How does it differ? * To what extent does it meet relatives’ needs? * To what extent does the REACT toolkit fit with your Trust’s, your team/service, and your own knowledge/understanding/beliefs about mental health problems and recovery?  1. **Can you talk a bit about any training, support or supervision you or other members staff have had for delivering REACT?**  * What has been helpful/unhelpful? * How could it be improved?  1. **Are there any reasons why you don’t currently use REACT?** |
| SECTION E: Staff who have used REACT**Views about REACT**  1. **Can you tell me about how you first became aware of REACT?**  * When, who told you about it, what was said * What were your views about it?  1. **Could you describe your understanding of REACT now?**  * What it is, it’s purpose, who it is for? * How did you come to your current understanding of REACT?  1. **What are your views on the REACT toolkit now?**  * Helpful/unhelpful/missing aspects? * How does REACT compare to alternative sources of support for relatives in your trust? In what ways is it similar? How does it differ? * To what extent does it meet relatives’ needs? * To what extent does the REACT toolkit fit with your Trust’s, your team/service, and your own knowledge/understanding/beliefs about mental health problems and recovery?  1. **Can you talk a bit about your experience of any training, support or supervision you or other members staff have had for delivering REACT?**  * What has been helpful/unhelpful? * How could it be improved?  1. **To what extent is REACT being used in your team?**  * Do you have exact figures? What information is available about this? * Have you looked at the dashboard? If so, what do you look at the most? * How many people could use REACT in your team? What is this number based on?  Roles, responsibilities and fit with existing working practices  1. **Can you talk me through how the REACT toolkit is being delivered in your team/service?**  * What are the key tasks and roles? * What is your role? * How were these roles defined and allocated?  1. **Could you describe your experience of delivering REACT in your service?**  * How have you used it? How often? Where? Computer/laptop/ipad/phone? * What have been the main challenges? What has driven these? How might they be overcome? * What have been the main successes? What has driven these? * How does your role in REACT fit into your working week? * How do you keep REACT in mind? * Have you had to make any changes in the way to work to accommodate the role? * How well does your role in REACT fit with your skill-set?  1. **How well do the tasks involved in delivering REACT fit with existing team workload, team structures, and working practices?**  * Have any changes been made in team structures, working relationships, or workload to accommodate the tasks involved in delivering REACT? * How well do the tasks involved in delivering REACT fit with the team’s skill-set? * How has REACT been integrated into policies, procedures, and routines in your Trust/service? * How is REACT kept in view or prioritised in your service/trust? * Is REACT discussed in any meetings you go to? If so, when? * Do you have a sense of whether REACT is supported by senior management in the Trust?  1. **What is your understanding of the risks associated with the REACT toolkit? How are these managed?**  * What do you understand about staff accountability in relation to REACT and how is this managed? * Are you aware of whether the peer-support forum is regularly moderated and direct messages are being responded to?  1. **What resources (staffing, IT, other) are needed to deliver REACT?**  * How easy are these to access in you Trust? Any challenges?  1. **What do you think is needed to sustain the delivery of REACT over the longer term?**  Impacts, benefits, costs  1. **Are you aware of whether REACT is being used by relatives?**  * (If yes) how have you found out? * (If no) would you like to know? Would this information make a difference to you? * Do you know what relatives think of REACT?  1. **What potential benefits do you feel REACT offers relatives? What are the potential costs or harms?**  * What have been the actual impacts for relatives in your trust so far? * How are these assessed or monitored (formally or informally)?  1. **What potential benefits do you feel that REACT offers you in your professional role? What are the potential costs or harms?**  * What have been the actual impacts for you so far? * What have been the impacts on your relationships with relatives? * What have been the impacts on your relationships with colleagues/team dynamics?  1. **What potential benefits do you think REACT offers your service/Trust? What are the potential costs or harms?**  * What have been the actual impacts so far? * How are these impacts assessed (formally or informally)?  1. **Is there anything else you think it is important to raise?** |

**Thank you**

Thank you so much for taking the time to talk to me today – you views are really helpful for our research. If you are interested, we will be in touch with the findings from our research. In the meantime, please do get in touch with any questions