

**The Polytechnic
of North London**

School of Applied Social Studies and Sociology

Survey Research Unit

(Unit Director John F Hall MA DipEd)

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(b) Variable Names

**THE RESIDENTIAL LIFE
OF OLD PEOPLE:
A study in 100
Local Authority Homes
VOLUME II: APPENDICES**

**Dianne M Willcocks
Jim Ring
Leonie Kellaher
Sheila Peace**

This report is based on research funded by the Department of Health and Social Security. The views expressed are those of the authors and not necessarily those of the DHSS or of any other government department.

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Department of Applied Social Studies

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SPSS system
files



INSA SYS
INSB SYS

INT. SYS

Not deposited

RES SYS

STAFF SYS

Derived from
NOT deposited

POP SYS

SAM SYS

LISRES.SYS

LISSTA.SYS

Underlined data sets = Deposited in ESRC Data Archive
as SPSS system files

This second volume provides the essential background material for "The Residential Life of Old People" Volume I. It is based on survey data obtained from one hundred Local Authority residential homes and observation data in and around a sub-sample of four homes.

As an introduction to the research strategy the volume commences with a detailed Methodological Appendix. This is followed by frequency counts for the range of measuring instruments used in the study: the Inspector Checklist, Interviewer Checklist, Neighbourhood Questionnaire, Resident Questionnaire, Staff Questionnaire and Local Authority Questionnaire. A measure of Resident Environmental Preferences has been developed from Visual Game results and scores are listed for each item. A measure of Resident Dependency is derived from the Crichton Royal Assessment and scores are presented graphically. Two measures of Institutional Regime have been used and a comparison of results is presented in graph form. A distribution of residents and staff for each of the homes studied is provided by the Homes Listings.

Finally, an extensive Bibliography has been prepared as background to the study and to offer guidance for further reading on research findings and theoretical developments in this area.

Appendix A

Methodology

- 1 Research Design
- 2 Sampling of Local Authorities, Residential Homes,
Residents and Staff
- 3 Development of Survey Measures
- 4 Pilot Study
- 5 Fieldwork
- 6 Analytic Framework
- 7 Observation Study
- 8 Location Study
- 9 Letters of Access/Explanation
- 10 Timetable

1 Research Design

The main aim of this study has been to evaluate those aspects of the residential care process which influence consumer satisfaction amongst the residential elderly. In particular, policy-makers are concerned with the contribution made by the physical environment of homes.

In conceptualising the research problem we identified three prime groups of factors which have a direct effect on residents' day-to-day activities. These are physical environment, institutional environment, and the residential mix.

- physical environment is defined in terms of the design and layout of rooms, distances between rooms, the adequacy of toilet provision, the ratio of single to shared bedrooms, the type of furniture and fittings, the relationship between the home and its external surroundings
- institutional environment is defined in terms of the levels of independence maintained by residents, areas of resident choice and decision-making, the level of structure and rigidity which may characterise home routine, the extent to which residents can achieve a satisfactory degree of privacy
- residential mix is defined in relation to all the elderly people who use the home either as permanent residents, short-stay residents or day attenders. It concerns the age-sex distribution of users and levels of physical or mental impairment. This provides a useful indicator of 'functional content' for a given home.

According to such a model, consumer satisfaction for any one individual will be determined by the relationship between his or her personal circumstances and these three aspects of residential care. The development of this model is discussed in Section 6 of this Appendix.

In order to meet the requirements of our sponsors the study was designed around the following objectives:

- a) to assess the reaction of elderly residents in local authority homes to their present environment and to interpret the practical implications this may have for planners and architects. In particular, to generate material appropriate to a revision of Local Authority Building Note No. 2
- b) to determine the way in which the quality of life experienced by residents may be influenced by a range of factors relating to physical environment, institutional environment and the residential mix
- c) to explore the attitudes of old people to residential care and to identify any consumer preferences or aspirations for environmental improvement which may exist amongst the elderly
- d) to investigate the attitudes and experiences of staff in residential homes for the elderly and to assess the impact of physical features within the home environment
- e) to determine the importance of locational factors and the extent to which the convenience and proximity of the home to local services and accessibility to family and friends may contribute to social and psychological well-being for both elderly residents and staff

The investigation consisted of a main study involving interviews with 1000 residents and 400 members of staff in a representative sample of 100 Local Authority residential homes for elderly people. This was complemented by related studies in a sub-sample of 4 homes: an observation study has examined social interaction patterns and the daily routine within homes, a location study has used mapping and field study techniques to explore the relationship between residential homes and the local environs. A detailed description of this qualitative research is given in Sections 7 and 8 of this Appendix.

2 Sampling

A crucial element in the design of this study was the selection of a national sample of homes and of residents which would reflect the range of different circumstances that exist in residential care. It was agreed with the sponsors that an optimum sample size would be 100 homes and within each home it would be necessary to interview a sample of 10 residents and 4 members of staff. An Old People's Home was classified as one where at least 80% of the residents are 65 years or more.

Three separate stages of sampling were involved: sampling Local Authorities, sampling Residential Homes, sampling Residents. The first two stages were carried out by NOP Market Research Ltd, and the third stage by the project team at PNL. The aim was to secure a distribution of homes that would approximate to the following model:

Original Sampling Design for Residential Homes

		URBAN				PROVINCIAL				RURAL			
		LARGE		SMALL		LARGE		SMALL		LARGE		SMALL	
		Lib	Rest	Lib	Rest	Lib	Rest	Lib	Rest	Lib	Rest	Lib	Rest
High Spending LAs	OLD	P											
		A											
	NEW	P											
		A											
	OLD	P											
		A											
Low Spending LAs	P												
	A												
	P												
	NEW	A											

*1 LIBERAL REGIME / RESTRICTED REGIME

*2 PURPOSE BUILT / ADAPTED HOME

2.1 Sampling Local Authorities

Aim

To select a representative sample of Local Authorities. The exact number of Authorities to be chosen was to be sufficient to produce an initial sample of approximately 1,000 residential homes for investigation in more detail.

Selecting the Sample

Universe There are 107 Local Authorities in England. These were divided into three classifications:

- Metropolitan
- Greater London Council (G L C)
- Non-Metropolitan Counties

Within each classification the Local Authorities were grouped geographically.

TABLE 1 Geographical Distribution of all Local Authorities

STRATUM	DEFINITION	NUMBER OF AUTHORITIES
METROPOLITAN	1 Tyne & Wear	5
	South Yorkshire	4
	West Yorkshire	5
	2 Merseyside	5
	Greater Manchester	10
	3 West Midlands	7
G L C	4 Inner London	13
	5 Outer London	19
NON-METROPOLITAN COUNTIES	6 North	13
	Middle	13
	South	13
TOTAL		107

Data DHSS provided the following information for each Local Authority on the basis of March 1978 Local Authority RA2 returns. Items (ii) and (iii) are estimated using the percentages of each category in the overall total of homes and residents in the Local Authority.

- (i) Expenditure on residential care per 1,000 population aged 65+ in each Authority. This included those in homes other than Old People's Homes.

(ii) Number of Homes that are classified as Old People's Homes.

(iii) Number of residents in Old People's Homes.

Strata The computer listed Authorities in order of expenditure (high to low) within each geographical stratum, as shown below.

Procedure Selection was to occur proportionate to population (the number of residents in Old People's Homes).

- (a) The number of residents in Old People's Homes was cumulated for all 107 Authorities. This was done by adding the total number of residents of the first Local Authority to the second Local Authority in the list which gave the second Local Authority a cumulated total. Residents in each Local Authority were added to the cumulated total of the previous Local Authority. When the last Local Authority in the sampling frame was added to the cumulated total, the total number of residents in Old People's Homes was obtained. This came to 103,522 people.
- (b) The total residents figure was divided by the number of Local Authorities required. It was not known initially how many Authorities were needed to give 1,000 homes. However, by trying varying numbers it became clear that 30 Authorities gave just over 1,000 homes and 29 just under. It was decided to have just under 1,000 homes and so 29 Authorities were to be selected. Hence 103,522 was divided by 29 to obtain a sampling interval of 3,569 residents.

- (c) A start number was generated by dividing the sampling interval in half. This designated a resident number. A Local Authority was selected for the sample by finding the Local Authority that particular resident was in, using the cumulated total of residents.
- (d) The interval number was then added on to the start number and a subsequent resident number produced. This in turn selected the Authority responsible for that resident as shown by the listing. This interval number was added on repeatedly and in each case another Local Authority was selected. This produced the correct number of Local Authorities from all sections of the sampling frame.

29 Local Authorities were selected in all, proportionate to the number of residents in Old People's Homes in each Authority.

OBTAINING PERMISSION FROM LOCAL AUTHORITIES SELECTED

In the first instance SRU approached the Association of Directors of Social Services in order to secure their co-operation. Following this a detailed explanatory letter was sent to each of the 29 Directors of Social Services (copies of letters are shown in Section 9 of this Appendix).

Originally a period of two weeks was allocated to secure permission from Local Authorities to approach their homes. This proved to be a gross under-estimate of the decision-making processes of Social Services Departments. Indeed, some Authorities took up to four months to reach a decision. Out of the original 29 Authorities, 18 Authorities agreed to participate in the study, and 11 refused. When a refusal was encountered a substitute was selected by PHL from the original stratified listing. Substitution occurred on the basis of similar geographical location and equivalent number of homes. One exception to this rule was a Local Authority which initially agreed to participate in the pilot scheme but was subsequently asked to join the main study as a replacement.

The problems with refusals meant that new Local Authorities had to be approached and this added to the time taken to obtain permission. In two cases the first substitutes also refused and second substitutes had to be selected and approached.

TABLE 2 LIST OF LOCAL AUTHORITIES BY EXPENDITURE FROM HIGH TO LOW WITHIN EACH AREA

DATA

- 1 EXPENDITURE PER 1000 POPULATION AGED 65+ IN RESIDENTIAL ACCOMMODATION
- 2 NUMBER OF ELDERLY HOMES (APPROX) IN EACH LOCAL AUTHORITY AREA
- 3 PERCENTAGE OF ELDERLY HOMES IN EACH LOCAL AUTHORITY AREA
- 4 NUMBER OF RESIDENTS (APPROX) IN ELDERLY HOMES IN EACH LOCAL AUTHORITY AREA
- 5 PERCENTAGE OF ELDERLY HOMES IN EACH LOCAL AUTHORITY AREA
- 6 CUMULATED LIST OF RESIDENTS IN ELDERLY HOMES

DATA SOURCE 1 DHSS 1978
2,3,4,5 ANNUAL RESIDENTIAL RETURN FORM (RA2) 1978

* - INDICATES AGREEMENT TO PARTICIPATE

LOCAL AUTHORITY	1 EXPENDITURE	2 RA2	3 HOM %	4 HOM RA2	5 PEO %	6 CUMULATIVE PERSONS
NEWCASTLE UPON TYNE	31 72	23	100	856	100	856
NORTH TYNESIDE	27 02	8	100	346	100	1202
SOUTH TYNESIDE	26 92	9	82	373	91	1575
SUNDERLAND	26 71	20	95	728	96	2303 *
GATESHEAD	26 19	14	93	594	97	2897
SHEFFIELD	34 67	42	95	1627	97	4524
DONCASTER	32 81	20	95	658	96	5182
ROTHERHAM	29 52	14	93	485	98	5667
BARNSELY	27 16	13	81	435	86	6102 *
BRADFORD	35 23	34	94	1224	92	7326
KIRKLEES	34 50	33	100	1218	100	8544
CALDERDALE	31 23	18	95	611	95	9155 *
WAKEFIELD	31 04	21	100	732	100	9887
LEEDS	23 37	44	92	1709	91	11596
MIRRAL	33 89	25	100	892	100	12488
LIVERPOOL	29 71	28	93	1356	94	13844 *
SEFTON	27 47	18	100	634	100	14478
ST HELENS	19 34	5	83	248	98	14726
KNOWSLEY	17 74	5	100	241	100	14967
MANCHESTER	39 21	45	94	1711	82	16678
ROCHDALE	32 88	18	100	576	100	17254
SALFORD	32 34	20	95	669	95	17923
OLDHAM	31 73	20	91	582	92	18505 *
BOLTON	27 90	17	100	734	100	19239
STOCKPORT	26 52	18	100	256	100	19495
BURY	25 39	9	100	386	100	19881 *
TAMESIDE	20 99	10	100	356	100	20237
VIGAN	19 69	15	94	662	97	20899
TRAFALD	18 54	13	100	434	100	21333
SANDWELL	26 74	20	87	781	95	22114
WALSALL	27 44	11	92	526	95	22640
VOLVERHAMPTON	26 53	14	93	573	95	23213 *
COVENTRY	24 47	16	89	595	94	23806
BIRMINGHAM	24 23	46	96	2413	96	26219
SOLIHULL	16 38	6	100	283	100	26502
BURBLET	16 00	10	83	457	97	26959 *
ISLINGTON	67 93	12	92	609	97	27508
CAMDEN	55 7	12	100	514	100	28117
TOWER HAMLETS	53 52	8	89	440	95	28557
HAVERING	48 99	5	90	536	96	29093
WENSINGTON AND CHELSEA	46 54	7	100	428	100	29521

METROPOLITAN
- TYNE & WEAR

METROPOLITAN
- SOUTH YORKSHIRE

METROPOLITAN
- WEST YORKSHIRE

METROPOLITAN
- MERSEYSIDE

METROPOLITAN
- GREATER MANCHESTER

METROPOLITAN
- WEST MIDLANDS

SOUTHWARK	39 86	10	100	659	100	31492
WANDSWORTH	39 85	12	100	667	100	31604
LEWISHAM	39 12	11	92	645	95	32805
WESTMINSTER	38 98	11	100	677	100	33481
NEWMAN	35 49	10	100	643	100	34121
HARINGEY	28 03	10	100	424	100	34549

BKENT	33 73	12	100	511	100	35060
CROYDON	33 22	19	90	768	94	35848
EALING	31 43	16	100	562	100	36413
BARNET	29 64	12	100	497	100	36937
HILLINGDON	28 02	11	92	430	92	37337
MERTON	27 67	7	100	271	100	37698 *
ENFIELD	27 64	15	100	606	100	38214
GREENWICH	27 35	9	100	477	100	38691
WALTHAM FOREST	26 43	7	100	367	100	39058
KINGSTON UPON THAMES	26 02	6	100	215	100	39273
RICHMOND UPON THAMES	25 17	8	100	364	100	39637
HOUNSLOW	24 90	8	89	388	90	40025
HAVERING	24 65	6	100	317	100	40342
BROMLEY	23 54	10	100	481	100	40823
HARROW	22 40	8	100	375	100	41198 *
REDBRIDGE	22 31	9	100	445	100	41643
SUTTON	22 02	6	100	319	100	41962
BARKING	21 53	6	86	349	95	42311
BEXLEY	19 00	7	100	363	100	42674

NORTHUMBERLAND	28 28	19	95	855	96	43529
CUMBRIA	27 28	42	95	1411	98	44946
DURHAM	26 67	38	90	1571	92	46511 *
CLEVELAND	26 64	33	97	1327	98	47838
LINCOLNSHIRE	25 18	33	100	1358	100	49196 *
HUMBERSIDE	24 52	59	98	2243	99	51439
CHESHIRE	22 18	54	98	1668	99	53107 *
NOTTINGHAM	21 55	41	91	1699	95	54806 *
LANCASHIRE	20 81	91	98	3599	98	58405 *
DERBYSHIRE	20 78	49	98	2042	99	60447 *
NORTH YORKSHIRE	20 45	45	100	1895	100	62342
STAFFORDSHIRE	20 20	40	95	1862	97	64204
SHROPSHIRE	17 03	19	90	870	87	65074

OXFORDSHIRE	31 43	27	100	1163	100	66237
BEDFORDSHIRE	28 32	23	96	937	98	67174
LEICESTERSHIRE	26 53	43	98	2000	99	69174
NORFOLK	24 75	45	96	1843	97	71817
CAMBRIDGESHIRE	24 68	15	52	512	49	71529
HEREFORD AND WORCESTER	24 21	28	100	1224	100	72753
WARWICKSHIRE	23 13	25	96	1056	98	73809 *
HERTFORDSHIRE	21 52	34	100	1536	100	75345
NORTHAMPTONSHIRE	21 06	26	87	911	93	76256 *
BUCKINGHAMSHIRE	20 82	19	100	752	100	77008 *
ESSEX	19 96	62	97	3089	98	86097 *
GLOUCESTERSHIRE	19 77	26	96	1089	97	81186 *
SUFFOLK	18 98	32	100	1468	100	82654 *

AVON	25 90	57	98	2356	99	85010
HAMPSHIRE	21 04	67	94	2902	99	87912
EAST SUSSEX	20 55	50	100	2114	100	90026 *
KENT	20 45	53	95	2463	94	92489 *
BERKSHIRE	20 31	27	96	970	98	93459
SURREY	19 76	40	98	1668	98	95127
WEST SUSSEX	19 61	36	97	1414	98	96541
DORSET	18 60	37	100	1544	100	98085 *
CORNWALL	17 63	24	92	970	95	99655 *
SOMERSET	17 61	25	96	984	98	100039
WILTSHIRE	16 78	22	100	970	100	101309

+ The City of London was excluded from the sampling frame as it does not have any Local Authority Old Peoples Homes

G L C - OUTER LONDON

NON-METROPOLITAN COUNTIES
- NORTH

NON-METROPOLITAN COUNTIES
MIDDLE

NON-METROPOLITAN COUNTIES
SOUTH

However, as fieldwork was to take place in two stages with 50 homes in each, it was possible to sample in two stages, thus giving us 14 Authorities in the first stage and 15 Authorities in the second stage. The geographical balance and Metropolitan/GLC/Non-Metropolitan classification was evenly spread between the two stages.

TABLE 3 GEOGRAPHICAL DISTRIBUTION OF PARTICIPATING LOCAL AUTHORITIES

STRATUM	DEFINITION	AUTHORITY	No OF HOMES	STAGE 1 OR 2
METROPOLITAN	1 Tyne & Wear	Sunderland	21	2
		South Yorkshire	15	2
		West Yorkshire	19	1
	2 Merseyside	Liverpool	28	1
		Greater Manchester	20	2
		Greater Manchester	9	1
	3 West Midlands	Wolverhampton	13	1
		West Midlands	10	2
G L C	4 Inner London	Lambeth	14	2
		Inner London	13	1
	5 Outer London	Merton	5	2
		Outer London	8	1
NON-METROPOLITAN COUNTIES	6 North	Durham	39	2
		Lincolnshire	31	1
		Cheshire	52	1
		Lancashire	89	2
		Derbyshire	48	2
		Nottingham	41	2
		Middle	24	2
		Suffolk	31	1
		Warwickshire	24	2
		Buckinghamshire	20	1
	South	Gloucestershire	28	1
		Essex	62	2
		Dorset	37	2
		Kent	46	1
		E Sussex	46	2
		Cornwall	23	1
		Devon	54	1
	TOTAL		870	

Refusals

A brief investigation of the 11 refusals suggested that they fell into three categories

- (i) Two Local Authorities gave an immediate refusal by letter - no reason given
- (ii) Two Local Authorities gave an immediate refusal by letter - as a result of "present circumstances"
- (iii) Seven Local Authorities refused following lengthy negotiation with PNL - as a result of "present circumstances"

The term "present circumstances" has been used to refer to the additional demands on Local Authority staff both in Homes and in the Town Hall. This may arise through either a cut-back in resources or involvement with other research projects. At least two such projects are DHSS sponsored, others derive from independent local initiatives.

The lengthy negotiations (of up to three months) which ensued with several Authorities showed that all too often financial restraint and the demand for research involvement from different agencies were occurring simultaneously, thereby imposing great pressures on staff. Individual research/management officers generally expressed considerable interest in the project and often used the evidence provided by PNL to attempt to "sell" the research to their Authority. Reluctantly, however, they were ultimately obliged to refuse permission in seven cases. However, it should also be noted that positive acceptance by the 29 participating Authorities often resulted from similar intense discussions.

2 2 SAMPLING HOMES WITHIN SELECTED AUTHORITIES

Aim

- a) To select a representative sample of 100 Homes from the initial sample of 1,000 in 29 selected Local Authorities 50 would be used for fieldwork in July 1980 and 50 for fieldwork in November 1980
- b) To establish a data set for 1,000 homes from which to select this sample of 100 Homes

Selecting the Sample

Initially it was planned to select both the Summer sample and the Winter sample in May 1980. In practice, sampling occurred in two stages. This was because many Local Authorities took a long time to reach a decision and delays were caused by substitution in the case of refusals.

Universe 368 homes from 14 Local Authorities were used in May and 502 Homes from the other 15 Local Authorities in November.

For the final sampling a Home was excluded if -

- (a) The Home was built as a Public Assistance Institution
- (b) The Home had over 50% of residents classified as elderly severely mentally ill
- (c) The Home was predominantly used for Short-Stay clients
- (d) The Home would be closed when fieldwork started

Data Three sources were used to obtain information on each Home. The first source was D H S S. Their computer files were used in order to obtain the maximum information centrally. Next, Local Authorities were approached for comparative information on each of their Homes by postal questionnaire. Finally individual Homes were asked to complete a postal questionnaire to provide information not available elsewhere. This was intended to limit demands on both Local Authorities

and Homes as far as possible and both questionnaires were designed to make completion a relatively simple task. Actual questionnaires are shown in Section 3 of this Appendix, covering letters are shown in Section 9. From these sources a comprehensive data base was compiled for each home.

The information gathered from each agency was as follows -

a) D H S S

- (i) A computerised list of the names and addresses of all Old People's Homes in each Local Authority
- (ii) When each home was opened and whether it was purpose-built or not. This information came through the annual completion of a residential accommodation return form (RA2) in March 1978. A frequency count is given in Appendix(K).

b) Local Authorities

A copy of the questions addressed to Local Authorities is shown in the frequency counts Appendix (L). This provided useful information on the Homes that refused to complete an individual questionnaire and also gave additional details for each Home. In some cases the Local Authorities were able to add a new Home onto the completed list. This was then checked by PNL and if it fitted the criteria of 80% over 65 years old then it was included in the survey and a questionnaire was sent to that Home.

c) Homes

A second postal questionnaire was designed for the individual Homes to complete. Question responses are shown in Appendix(M). This was sent to the Officer in Charge of each Home together with a reply-paid envelope. If the questionnaire was not completed after three weeks (approximately) then a reminder and a duplicate questionnaire were sent out. Any homes outstanding after a further length of time were telephoned and the Officer in Charge or Deputy was asked to complete the questionnaire over the telephone. If a Home refused no further contact was made. As with Local Authority data, where a home would be closed by the time that fieldwork started, information was not collected.

Strata 6 sampling criteria were used

- (i) Size - Large - over 40 beds
Small - 40 beds or less
Source - Home questionnaire (Local Authority questionnaire if Home refused)

- (ii) Local Authority classification - Metropolitan
G L C
Non-Metropolitan

Source - NOP classification

- (iii) Location of Home - Metropolitan
Provincial or Urban
Rural

Source - Local Authority questionnaire

- (iv) Home structure - Purpose built
Adapted

Source - D H S S

Those Homes which were extra to the D H S S list were assumed to be purpose-built

- (v) Regime - Questions on the Home questionnaire were given a points score according to each answer. The points system is shown in Appendix (J), together with the response to each question. This assessment was to give an indication only as to whether the Home was restricted. More information would be sought by interview during fieldwork. Details on regime are given in Appendix (J), further discussion appears in Section 3 of this Appendix

Source - Home Questionnaire

- (vi) Date when Home was opened - Before 1950
1950 - 1959
1960 - 1969
1970 to date

Source - D H S S Those homes which were extra to the D H S S list were assumed to have opened 1970 to date

These criteria were used to sort the Homes into a final listing for sampling. First Homes were divided into large and small, then within that into the three Local Authority groups, then into three Home locations etc. The criteria were established in order to ensure that homes of varying size, location and structure were represented in the final sample selected. Other criteria considered were such things as Revolving Bed Scheme, Group Living, Number of Storeys, Short Stay and Day Care, as derived from the Local Authority questionnaire. Further discussion of this document appears in Section 3 of this Appendix

Procedure There were two stages of sampling. At each stage 50 homes were selected in accordance with identical procedures

Selection was to occur proportionate to the number of resident beds in each Home. This information was taken from the Homes postal questionnaire and in the case of non-contact or refusal was obtained from the Local Authority questionnaire

The sampling procedure used was the same as to select a sample of Local Authorities

- The number of resident beds was cumulated for all Homes in each stage
- The total number of residents was divided by 50 to obtain a sampling interval
- The sampling interval was halved to obtain a start number. This selected the first home
- The interval number was repeatedly added onto the start number until all 50 homes had been selected

A list of the number of Homes in each Authority which were in the final sampling frame and those participating in fieldwork is shown below

TABLE 4 GEOGRAPHICAL DISTRIBUTION OF PARTICIPATING HOMES

STAGE 1			STAGE 2		
LOCAL AUTHORITY	TOTAL HOMES	PARTICIPATING HOMES	LOCAL AUTHORITY	TOTAL HOMES	PARTICIPATING HOMES
Buckinghamshire	20	3	Barnsley	15	1
Bury	9	1	Derby	48	4
Calderdale	19	4	Dorset	37	4
Cheshire	52	5	Dudley	11	1
Cornwall	23	4	Durham	39	5
Devon	54	7	East Sussex	46	3
Gloucestershire	28	2	Essex	62	8
Harrow	8	1	Lambeth	13	2
Kent	46	7	Lancashire	89	8
Lincolnshire	31	4	Merton	5	1
Liverpool	28	3	Northampton	24	4
Newham	13	2	Nottingham	41	5
Warwick	24	5	Oldham	20	1
Wolverhampton	13	2	Suffolk	31	1
			Sunderland	21	2
<u>TOTAL</u>	368	50	<u>TOTAL</u>	502	50

Refusals/Substitution

As with the selection of Local Authorities certain homes selected for fieldwork were unable or unwilling to participate in the study and substitution occurred in the following situations

- (i) OIC at home selected had refused to complete a questionnaire
- (ii) OIC had completed the postal questionnaire but had indicated that s/he was not prepared to participate in fieldwork
- (iii) OIC felt unable to participate at fieldwork stage although willingness to do so was given on the postal questionnaire

- (iv) Local Authority advised selection of another home due to staff shortages
- (v) Local Authority would not allow fieldwork in a particular home for reasons unspecified
- (vi) One Local Authority requested that not more than two homes should be selected from each of its divisions

In all cases an alternative home was selected from the final stratified list. Usually a home above or below the home to be substituted to ensure similar criteria. However, preference was given to homes close in the list to the original which were in the same Local Authority with roughly the same number of beds and other similar criteria.

The first stage had nine substitutes and the second stage had five. What has become evident is the extent to which the difficulties have escalated between the first stage of home contacts in June 1980 and the second stage in October 1980.

Increasingly there are overtime bans, and refusals to undertake additional duties on the part of trade unions which aim to protect their members - and indeed their clients - from a deterioration of service regarding care in residential homes. Although the rate of substitution appears to be lower, time spent negotiating access showed a vast increase. This suggests that the resource constraint which discouraged Local Authority participation from April to July 1980 had now worked through the system and was affecting homes directly in August and September 1980.

2 3 SAMPLING RESPONDENTS WITHIN EACH HOME

Aim

To select 10 respondents and 4 members of staff in each Home

Selecting the Sample

Forms for listing all residents and staff were sent to the head of each Home together with a letter from the research team

(i) Residents

Universe All permanent residents in the Home Short-stay residents were not included in the sampling or the subsequent interviews

Data A form was sent to the head of each Home to obtain a list of residents

Strata First, all permanent females then permanent male residents were listed Within each category residents were listed in descending order of age

Procedure Selection was to occur proportionate to population so that women and men were obtained proportionate to the number there were of each in the home

- a) The number of permanent residents was cumulated for each home
- b) The total number of permanent residents was divided by 10 to obtain a sampling interval
- c) A start number was obtained from a Random Number Table This comprised a four digit figure which was treated as a decimal and multiplied by the sampling interval to give a start number between one and the sampling interval This selected the first resident
- d) The sampling interval number was repeatedly added on to the start number and in each case a resident was selected to be interviewed This continued until 10 residents had been selected

- e) A personal letter was then sent to each resident explaining the purpose of the study and informing them of our intention to visit them in the near future (see Section 9 of this Appendix) This provided the opportunity for a 'refusal' where residents expressed anxiety or might be unable to participate for other reasons

(ii) Staff

Universe All senior staff and all care staff Two members from each list to be selected All other administrative grade staff, domestic staff, catering staff, the laundry workers, gardeners, etc , were excluded as pilot results indicated that senior staff and care staff were the most appropriate staff to contribute to the study

Data A form was sent to each home to obtain a list of staff

Strata Two lists were formed One for senior staff and one for care staff On each list staff were placed in descending order of length of service

Procedure For both lists this was the same procedure as that for the residents

- a) Cumulate the staff in each list
- b) Divide the total staff by two to obtain a sampling interval
- c) Use a Random Number Table to obtain a start number between one and the sampling interval to select the first member of staff
- d) Add the sampling interval onto the start number to obtain the second member of staff
- e) A personal letter was then sent to each member of staff explaining the purpose of the study and informing them of our intention to visit them in the near future (see Section 9 of this Appendix)

Selection for Regime Questionnaire

In order to achieve an alternative method of assessing regime to compare with the postal questionnaire a measure of 'home environment' was to be administered to one of the senior staff in each home during fieldwork. This person was selected by alternating longest-serving/shortest-serving staff member on the stratified list of homes. This identified the respondent in each home who would complete the regime questionnaire.

Substitutes

The method of substitution was as follows. NOP interviewers were given a full list of residents and a full list of staff with the names of those to be interviewed clearly starred. If substitution was necessary for any reason interviewers were instructed to take the name under the original one in the first instance and subsequently take the name above the original and so on. In the case of the resident list this meant that sometimes a man would substitute for a woman and vice versa. In the case of the staff list, senior staff and care staff were selected independently and were not interchangeable.

The distribution of reasons for substitution of residents is shown in Appendix (E), Section J. In just over half the cases substitution can be attributed to residents' mental infirmity, in only 7% of cases was there an actual refusal. Overall, we were unable to interview 308 persons from the original sample. A comparison between levels of mental and physical fitness in the original sample and the actual sample is shown in Appendix (G). This indicates that our respondents are somewhat more alert and less frail than average. A comparison of age and length of stay shows broad similarity between the original and the actual sample.

The distribution of reasons for substitution of staff members is shown in Appendix (H), Section I. Just under half of the 92 missing from the original sample could not be contacted as they were off duty - this would often apply to night care assistants, and a further 29% were on holiday. There were only 2 refusals. An examination of background data - age/length of service - suggests that there are no major differences between the original and the actual sample, but it is possible that night care staff may be underrepresented.

3 MEASURING INSTRUMENTS

3.1 DHSS STATISTICS

A guiding principle of the research strategy has been to minimise the burden that research might impose on individual homes. It was therefore proposed to extract the maximum data relevant to the provision of residential homes for elderly people from statutory central statistical returns before seeking additional information at Local Authority level or within homes. Permission for access to this information was sought from the sample of 29 Directors of Social Services (See Section 9 of this Appendix). Information from March 1978 RA2 returns (the most up-to-date returns) was then supplied by DHSS and this was used to construct the sampling frame as described in Section 2 of this Appendix. A frequency count for selected items is given in Appendix (K). This provides the basic dimensions for residential care provision in 1000 homes.

3.2 LOCAL AUTHORITY QUESTIONNAIRE

Additional sampling information on the 29 Authorities was sought at the local level in accordance with this idea of exploiting data available from central sources prior to the approach to homes (See Section 2 of this Appendix). A frequency count for selected items from the Local Authority Postal Questionnaire is given in Appendix (L), and the actual questionnaire together with instructions for completion is shown below.

Whilst this particular measure has made a useful contribution to the sampling frame it did pose certain problems for Local Authorities (for example, 2 out of 29 LAs were unable to complete the form at all), and to some extent this may affect the reliability of the responses to certain questions. However, a comparison between Stage 1 and Stage 2 responses to key questions shows a marked degree of similarity which permits a limited degree of generalisation to be made.

A brief analysis revealed that only 4% of homes were coded as having Assessment Beds in Stage 1 and 9% in Stage 2, and in both stages, Short Stay or Holiday Beds appeared to be offered in just over half the homes. Most homes have provision for day care.

Both stages showed similar percentages for the number of storeys in the home, the averages were - One Storey - 13% Two Storeys - 63% Three Storeys - 23% and Four Storeys or over - 1%. Group Living was offered in 13% of homes (i.e. groups of residents that eat, sleep and sit separately from other groups), and a further 18% offered Semi-Group living (Group unit confined to a bedroom with some or all of the sitting space, and with communal dining facilities).

3.3 HOMES POSTAL QUESTIONNAIRE/REGIME

The next stage was to collect information that could only be given by individual OICs. This related to the levels of infirmity amongst residents and the institutional environment - the way in which the home was organised. A copy of the questionnaire that was sent to 1000 homes (approximately) is shown below and a frequency count is provided in Appendix (M).

It was this questionnaire which provided the vital link in the construction of the sampling frame - the measure of regime. For we needed to distinguish between those homes which allowed residents choice and control and homes which were at best paternalistic and at worst restrictive. In fact, many classification systems are attempted in the literature but we could not find one which would classify 1000 homes by means of a postal questionnaire alone, on the basis of social indicators - all required extensive fieldwork. So in all modesty we set out to create a scale of our own.

The most promising scale in the literature appeared in an article by Pincus and Wood '70 and it was decided to adapt this structure to meet our needs by means of a short postal questionnaire. The authors had dichotomised the social environment of residential homes across four key areas as follows:

- structured/unstructured organisation
- public/private life-style for residents
- resource rich/resource sparse environment
- integrated (with community)/isolated institution

We then identified a small number of scale items which would enable us to measure these variables and included them in this initial questionnaire to the 1000 homes. Further discussion of this regime measure is given in

PSS CONSUMER STUDY IN OLD PEOPLE'S HOMES (DHSS)

HOMES QUESTIONNAIRES

The first few questions are all to do with numbers. Can you please write the answer in the boxes beside each question. For numbers less than ten, can you please fill in a leading zero

EXAMPLE

0 6

For numbers of 100 or more please write in

9 9

If there are none, write

0 0

- Q 1 How many resident beds do you have in total?
- Q 2 How many of these are currently occupied?
- Q 3 How many places do you have available for day-care?
- Q 4 How many people are there currently attending this home for day care?
- Q 5 How many of your residents are classified as E M I, that is Elderly Mentally Infirm?
- Q 6 How many of your residents are classified as E S M I, that is Elderly Severely Mentally Infirm?
- Q 7 How many of your residents are deaf?
- Q 8 How many of your residents are blind?

The next few questions concern life within the home, can you please put a tick in the box beside the correct answer

EXAMPLE

Yes

☒ 1

No

☐ 2

- Q 9 Can residents have breakfast at what time they choose everyday, or only on some days such as weekends, or is there always a fixed time for breakfast?
- Can choose time everyday 1
- Can choose time some days 2
- Time always fixed 3
- Q 10 Do residents always have the same person to assist them at bathtime, or does it sometimes vary, or is it a different person everyday?
- Always the same 1
- Sometimes varies 2
- Always different 3
- Q 11 Do staff encourage residents to help themselves a lot, a little, or not at all?
- A lot 1
- A little 2
- Not at all 3

- Q 12 Are residents encouraged to use their bedroom whenever they want, at certain times of the day, or only at night?

Whenever they want 1

Certain times of day 2

Only at night 3

- Q 13 Are staff encouraged to sit and talk with residents, as part of their job, a lot a little or not at all?

A lot 1

A little 2

Not at all 3

- Q 14 Are residents encouraged to bring in their own furniture, or not?

Yes 1

No 2

- Q 15 Do the residents usually call the officer in charge 'matron', or by some other title e.g. 'nurse', or by name?

Matron 1

Other title 2

Name 3

- Q 16 Can residents lock their own rooms?

Yes 1

No 2

- Q 17 Is there somewhere where residents can make a cup of tea or coffee?

Yes 1

No 2

- Q 18 Is there a telephone available for residents' use?

Yes 1

No 2

- Q 19 Can the residents come and go outside the home whenever they wish, or only if they notify you first, or only at certain times?

Whenever they wish 1

If notified 2

Only at certain times 3

- Q 20 Can visitors come only at set visiting times, or can they come at other times by prior permission, or can they come at any time?

Set times 1

Prior permission 2

Any time 3

- Q 21 If your home is selected for the main part of the survey, involving interviews with residents and staff, would you be prepared to participate?

Yes 1

No 2

- Q 22 Finally, could you please fill in the name of the officer in charge →

* SEE EXPLANATORY SHEET
FOR DETAILS

	1 Total Number Of Beds	2 Number Of Assessment Beds	3 Number Of Short Stay Of Holiday Beds	4 Number Of Places Offered For Day Care	5 Number Of Storeys	6 Revolving Bed Scheme? *	7 Restricted Or Unrestricted Regime? *	8 Group Living? *	9 Urban Or Rural Location? *							
	FILL IN NUMBERS					CIRCLE ONE NUMBER FOR EACH QUESTION AS APPROPRIATE										
	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	Yes 1	No 2	Res 1	Unres 2	Grp 1	Semi 2	Non 3	Met 1	Sub 2	Prov 3	Rur 4
	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	Yes 1	No 2	Res 1	Unres 2	Grp 1	Semi 2	Non 3	Met 1	Sub 2	Prov 3	Rur 4
	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	Yes 1	No 2	Res 1	Unres 2	Grp 1	Semi 2	Non 3	Met 1	Sub 2	Prov 3	Rur 4
	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	Yes 1	No 2	Res 1	Unres 2	Grp 1	Semi 2	Non 3	Met 1	Sub 2	Prov 3	Rur 4
	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	Yes 1	No 2	Res 1	Unres 2	Grp 1	Semi 2	Non 3	Met 1	Sub 2	Prov 3	Rur 4

LOCAL AUTHORITY QUESTIONNAIRE

Explanatory Notes for Local Authority

Homes Schedule 21Q/160580

EXAMPLE

* SEE EXPLANATORY SHEET FOR DETAILS	Total Number of Beds	Number of Assessment Beds	Number of Short Stay or Holiday Beds	Number of Places offered for Daycare	Number of Storeys	Revolving Bed Scheme? *	Restricted or Unrestricted Regime? *	Group Living?*	Urban or Rural Location? *
Sunnyside Hill Rise Edgetown	35	06	04	12	2	1	2	1	2

- 1 Enter actual number of beds as shown in example, if more than 99, enter 99
- 2 Enter actual number allocated for assessment purposes, if less than 10 complete the first box with a zero e.g. for 7 assessment beds record 07
- 3 Enter actual number allocated for short stay, (but excluding assessment beds), if less than 10 complete the first box with a zero.
- 4 Enter number of day care places that can be offered; if less than 10 complete the first box with a zero
- 5 Enter number of storeys the building has, if more than 9, enter 9
- 6 Does the home operate a revolving bed scheme? i.e. if a resident moves into an NHS hospital is the home required to accept an NHS patient for the vacated bed? Circle (1) for Yes; (2) for No
- 7 Is the regime in the home restricted or unrestricted? i.e. is life in this home organised according to a rigid set of rules or not. Circle (1) for Res; (2) for Unres
- 8 Does the home operate as a Group Home - one with a number of groups of residents each of which would eat, sleep, and mainly sit separately from the other groups; a Semi-Group Home - one where the group unit is confined to bedroom with some or all of the sitting space, and with communal dining facilities, or a Non-Group Home? Circle (1) for Group, (2) for Semi-Group (3) for Non-Group
- 9 Is the location of the home metropolitan, suburban, provincial town, rural? Circle (1) for Metropolitan, (2) for suburban, (3) for provincial town, (4) for rural

the pilot report (Willcocks et al, 1980) A frequency count for the sample of 100 homes is shown in Appendix (M), a distribution of scores for liberal/authoritarian homes is shown in Appendix (J)

Initially the researchers were somewhat anxious with regard to the reliability of responses obtained from a postal questionnaire Many OICs completing the form had written copious notes citing 'mitigating circumstances' for their more illiberal actions Nevertheless we tend to argue that for residents the experience in such a situation would be of an authoritarian action - no matter how liberal the intention of that OIC might be in an ideal-world state

Evidence from the staff questionnaire (as shown in Appendices H and J) has tended to confirm the results of the postal questionnaire and a comparison between Stage 1 and Stage 2 shows a marked similarity in the distribution of responses to the postal questionnaire

3 4 INSPECTOR CHECKLIST

In order to meet the terms of the research commission in its entirety it was necessary to provide a detailed physical profile for each of the 100 homes in which fieldwork took place A site inspection was therefore planned and factual data on physical provision and design features was recorded in the inspector checklist This checklist was based around the items covered by the Building Note and it was intended to provide a primary source of data for the model relating the physical environment of homes to consumer satisfaction among the residential elderly

This was an original research document designed to meet particular needs within a multi-dimensional research programme In developing the checklist, the research team drew upon expertise from the Medical Architectural Research Unit at PNL and from the sponsors at DHSS The final product is a schedule which incorporates room sizes, an inventory of facilities, fixtures and fittings, and an evaluation of key features of the internal and external environment This is supplemented by a series of photographs for each home A frequency count is shown in Appendix (B)

Although this schedule may lack the refinement of the resident and staff questionnaires it has successfully explored aspects of home life which do not lend themselves readily to the standard interview format Further discussion of the checklist in use is given in Section 5 of this Appendix and a copy of the letter describing the purpose of the visit is shown in Section 9 It was on the basis of this homes' inspection that we developed a typology of homes

Typology of Homes

Using physical and visible features isolated from the site inspection interview plus photographs, the aim was to develop a classificatory system which would permit the 100 homes to be allocated to one of a limited number of categories The initial classification was developed on half the sample, tested on the remainder and further refined The following points were taken into account -

- overall shape
- number of floors
- internal spatial arrangements of private and public spaces
- focus of the building
- centrifugality/centripetality of the building
- standard to which building built
- number of residents in all
- number of residents in single rooms
- visual or non-visual value and aspects of shapes
- setting of home in relation to its surroundings
- nature of boundary
- extent of 'labelling'
- image of home
- proximity to other housing for the elderly

Further discussion concerning the development of the typology and its contribution to the analytic framework is given in the main text

3 5 INTERVIEWER CHECKLIST

As noted above, the inspector checklist was designed for use by a trained social researcher seeking factual data on design and layout in the sample of 100 homes. A second checklist was devised to complement this and to secure an image of these same homes as they would appear to a casual visitor, NOP interviewers agreed to fill the role of surrogate visitor. This interviewer checklist was short and semi-structured, encouraging a discursive response to questions concerning the home environment and the people who live and work there. The frequency count for the interviewer checklist is shown in Appendix (C)

3 6 THE NEIGHBOURHOOD QUESTIONNAIRE

Ideas for the Neighbourhood Questionnaire developed out of a concern for information relating to how integrated the residential home becomes in its community setting, and how local residents react to having a home in their midst. Guidance was taken from a recent schedule developed by Powell Lawton at the Philadelphia Geriatric Centre in the United States, and a number of items were replicated.

The questionnaire was used in relation to the four location study homes to cover aspects of community life - amenities, traffic flow, safety, and how the area has changed through time. In terms of relations with the residential home the schedule looks at attitudes towards the building whether respondents have been in the home and know particular residents, and if they feel the home is a part of the community. A special section for adjacent residents concerns specific problems which may occur through a home in close proximity to their own property. Finally, respondents were asked for their opinions on residential care for the elderly, and how they would feel about a member of their family being admitted to a home.

A frequency count for the neighbourhood questionnaire as used in the location study is shown in Appendix D, further discussion of the questionnaire in use is given in Section 8 of this Appendix.

3 7 RESIDENT QUESTIONNAIRE

The main source of information concerning this consumer appreciation of residential homes was to come from the elderly residents themselves and for this reason the design of the resident questionnaire was regarded as a focal point of the study.

In terms of the research brief two distinct sets of data were required (1) an evaluation by users of the existing architectural and accommodation aspects of residential homes (11) the identification of preferred design features in an 'ideal' old people's home.

The way in which the research team approached the first question - the consumer evaluation - owes much to the pioneering work of Peace et al 1979. The researchers report on a feasibility study which explores the use of standard survey techniques with the elderly residential population and they demonstrate a method of investigating the quality of life experienced by this client-group.

In the present study the issue of consumer satisfaction was dealt with both directly and indirectly a series of specific questions asked residents what they thought about different physical spaces and what problems, if any, they experienced when using these spaces, in addition, a happiness scale was used to give a complementary measure of life satisfaction. Scale measurements could then be cross-tabulated with factual information on physical provision to indicate which particular environments are likely to be associated with satisfactory happiness scores for different groups of residents.

The measurement of life satisfaction or psychological well-being amongst elderly residents is an area of great complexity. A full discussion of relevant issues appears in a paper by Peace et al '79, and a certain caution is advised with regard to the use of standard scales. For example, the Bradburn Affect Balance Scale (Bradburn '69) which has been used in previous work was generated on a 'normal population of Caucasian middle-aged American churchgoers' and despite its apparent heuristic value it seems unlikely that this is immediately transferable to our elderly British residents. Certain individual items appear quite inappropriate and we would argue that construct validity cannot be assumed to compensate

for a lack of face validity. We therefore decided to adapt the happiness scale used by Abrams '78 in his study 'Beyond Three Score Years and Ten'.

In order to provide a complete profile of residents and their life in the home the questionnaire addressed itself to the following broad topics

- demographic characteristics of residents
- the admission process
- health and mobility of residents
- resident activities
- resident assessment of the physical environment
- resident choice in an 'ideal' home
- social interaction in the home
- quality of life experienced by residents

This number of topics produced a somewhat lengthy questionnaire and it became necessary to reduce the burden that this might impose on frail elderly respondents in two ways. First, we split the large section on resident assessment of physical spaces into public and private areas and we asked half of the resident sample in each home to assess lounges, dining-rooms and halls only, the other half assessed bedrooms, bathrooms and WCs. Second, we identified a limited number of key questions which were to be addressed to all residents in the sample, other questions could be abandoned where residents showed signs of fatigue or stress.

A frequency count for the resident questionnaire is shown in Appendix (E).

3.8 VISUAL GAME

The identification of consumer preferences in the residential environment presented a somewhat different set of problems. It was necessary to devise a method that would assist elderly residents to make decisions - in a situation where they would not normally expect to encounter a realistic choice between alternatives.

The main objective was to produce a list of environmental features for incorporation into the revised Building Note, to give some ordering to these elements, and to provide some measure of the level of support from sub-groups within the client population.

NOP recommended to us a technique that they had used for market research purposes (Macey 1976) and from this we developed a set of cards which would visualise and describe a wide range of environmental features in simple clear-cut terms. These cards were used to simulate a game-playing situation in which a resident could make choices.

Items for inclusion in the card set were generated through group interviews and the game was then piloted with individual residents as follows - the interviewer would first make a brief introduction of the game to the resident and explain that she would like this set of cards sorted into two groups according to those which the resident thinks are desirable features of residential life and those which she/he thinks are unnecessary. The interviewer would then hand over the cards and the resident would start to sort them into the two groups.

Should a resident linger for too long over a particular card the interviewer would take it back and retain it until the end of the first sort. Then any doubtful items which the interviewer was holding would be returned to the resident for further consideration, but should doubt remain then the interviewer would instruct the resident to put difficult cards with the unnecessary items. Where a resident requested explanation of any particular item the interviewer would use a standardised response from explanatory notes provided.

The next step was for the interviewer to pick up both groups, to retain the unnecessary group and hand back the desirable group to the resident. She would then ask the resident to select the five most desirable items and if possible to arrange them in order of importance.

It was then necessary to attempt a validation of the visual game. During a six week placement at a residential home in Cambridgeshire, a mature student from PNL was able to conduct interviews with about one-third of the elderly residents. This enabled him to test the results of the visual game against evidence derived from continuous observation and interaction with residents over a period of time.

For the most part he was able to assure us that the results we were obtaining from the card-game were a reflection of residents' actual attitudes to the physical and social environment. But in addition he was able to identify both practical and conceptual constraints that emerged with the game and ways in which it might be amended and improved for the main study.

On completion of essential revisions (to the extent that time and funding would permit) we were able to proceed to the main study with the assurance that the visual game could make a positive contribution to the re-awakening of dormant critical faculties for both the frail and the confused members of the residential community

A more detailed account of this methodological innovation is offered in a separate paper (Willcocks 81). The method of scoring visual game choices and the resultant rankings are shown in Appendix (F) together with the actual card-set

3 9 CRICHTON ROYAL ASSESSMENT

It was necessary to assess the levels of physical or mental infirmity amongst the residential population in order to determine the needs of different client groups and to compare the way in which different residents might react to different physical environments

A range of measurements scales are available to investigators but few lend themselves to what is essentially a consumer study involving some 1000 residents. There are some scales which require a clinical psychologist to administer a battery of 'mental' tests, some require a physiologist to make clinical assessments, and some require 'subjects' to complete a series of practical tests which might be regarded at best as intrinsically uninteresting and at worst as somewhat demeaning

The Crichton Royal revised schedule used in this study is a relatively straightforward document for the informed non-specialist to use and it can provide clear guidelines to mental and physical health states. A detailed discussion of the merits of this form of assessment is provided by Wilkin and Jolley 1978

In this study the assessment for sampled residents was carried out by members of staff in accordance with the brief developed by Wilkin and Jolley. A frequency count is given in Appendix (G) together with details of the scoring systems and histograms showing the distribution of scores for mental health and physical health

3 10 STAFF QUESTIONNAIRE

In many ways the staff questionnaire was designed to replicate topics covered by the resident questionnaire and to show how different aspects of home life would be experienced by senior staff and care staff. The intention was to provide a profile of residential homes both as a living environment and as a working environment, this would enable the researchers to identify areas where the interests of all users coincided and areas of potential conflict between residents and staff. Thus items included in the questionnaire tended to be drawn from a range of sources rather than relying on one major source as was the case with the resident questionnaire

The main areas covered were as follows

- demographic characteristics and personal background of staff
- working life of residential staff
- environmental assessment by staff
- staff choice in an 'ideal' home
- social interaction in the home
- quality of life for staff

The frequency count for the staff questionnaire is shown in Appendix (H)

3 11 REGIME

In order to check the accuracy of regime measurement conducted through the postal questionnaire (see Section 3 3 of this Appendix) an independent measure of home environment was included in the staff questionnaire. This latter measure was an adaptation of work carried out by Moos in the development of his multiphasic environmental assessment procedure - part of the sheltered care project in progress at the Veterans' Administration Hospital, Palo Alto, California. His regime measure was reproduced in an attenuated anglicised format by the research team. In each of the sampled homes this section of the staff questionnaire was completed by one member of the senior staff (as discussed in sampling Section 2 of this Appendix)

A frequency count for this regime measure is shown in Appendix (H) section H, a comparison of regime scores according to the two different measures is shown in Appendix (J). There does appear to be a broad measure of agreement between these two distributions but since it was not possible to pilot this second measure as vigorously as the postal questionnaire it is reasonable to suggest that the first measure, the Pincus adaptation, will be more reliable at the level of individual homes.

3.12 RESIDENT/STAFF LISTINGS

One final source of information concerning the population of each home in the sample is provided by the original list of residents and staff that was drawn up for sampling purposes. The listings contain certain items that are not covered by other documents, for example, details of temporary residents and details of domestic staff and ancillary workers. This permits us to examine overall staffing ratios in homes. In addition listings offer a more complete account of issues such as the male/female ratio of residents, and staffing levels, including the contribution made by part-time workers.

The frequency counts for resident and staff listings are given in Appendices (N) and (P).

4 THE PILOT STUDY

In order to check the viability of our research strategy and the suitability of the various methods of data-collection that were proposed, a pilot study was designed to incorporate the essential features of the main consumer survey. Particular attention was directed towards the adequacy of questionnaires and checklists, the relevance of selected measures for home regime and behavioural assessment, and the efficiency and adequacy of the field organisation. The investigation took place in eight residential homes within one Local Authority area in the South East of England.

The Resident Questionnaire was administered to a sample of 48 residents, the sample included the frail and the confused, and substitutes were selected for interview where residents proved unwilling or unable to participate. A major problem for the researcher in this field is to overcome the passivity and acquiescence that characterise these clients. It proved difficult to persuade residents to adopt a critical approach to life in the home - and indeed, to make choices. This stimulated our development of the visual game described in Section 3 above.

The Staff Questionnaire was completed with 16 members of staff from all grades and no replacements were needed. However, it was found to be inappropriate to include ancillary workers such as kitchen domestics and laundresses because their direct involvement with residents is limited. Most staff who were interviewed appreciated the opportunity provided for making a personal appraisal of resident facilities and the quality of care.

The interviewer checklist successfully placed the interviewer in the role of surrogate visitor and this provided a 'naive' reaction to the home environment. Several areas of duplication and ambiguity were identified in this document and for the main survey only a limited number of crucial questions was used.

A site inspection was carried out to provide factual data on physical provision. The pilot was particularly useful in identifying the practical difficulties encountered by researchers, their brief included taking photographs, walking around the home and recording room sizes, preparing a facilities inventory and interviewing the head-of-home. An attenuation of this brief for the main survey was clearly indicated.

The Visual Game was introduced to residents in three homes and this offered a positive approach to the vexed question of eliciting consumer preferences from the residential elderly. Practical difficulties were experienced by the visually handicapped and the less dextrous residents and certain individual cards were confusing - but the principle was well established that such a game could encourage residents to make decisions which reflect consumer preferences as noted by observation.

A measure of Regime was developed from the Pincus "Homes for the Aged Description Questionnaire" as noted in Section 3 above. Assessment by heads of homes compared favourably with independent assessment based on observations made by SRU research staff. Despite clustering towards the positive end of the range, the regime scores did provide adequate differentiation between the homes.

An evaluation of resident dependency was made using the modified Crichton Royal Scale. Heads of homes were asked to complete an assessment schedule for each resident in their care, this would provide a measure of levels of functioning as determined by physical frailty and mental confusion. Certain items on the scale proved ambiguous in use and this indicated the need for a more comprehensive set of guidance notes for those completing the schedule. For the main survey we adapted the explanatory notes developed by Wilkin and Jolley in their original study.

The organisation of fieldwork and contacts with homes presented no major difficulties.

These preliminary investigations successfully identified a number of practical issues to be resolved before the start of the main survey. As a result, the resident questionnaire was reduced in length and questions confined to the concrete experiences of residents. The staff survey was restricted to care staff and senior staff, and the procedure

for a physical inspection of homes was rationalised. Further development work on our visual game was undertaken, a validation of the regime measure was proposed, and a more detailed explanation of the Crichton Royal Assessment scale was prepared.

With these refinements incorporated in the research programme we concluded that our design would permit us to make an effective contribution to the preparation of a revised Building Note in terms of

- 1 A profile of client needs and the relationship between individual needs and the available services
- 2 The impact of institutional environment on resident life-style and levels of satisfaction
- 3 A checklist detailing the physical environment of homes and the way in which this may influence the quality of life for both residents and staff

A more detailed discussion of the pilot work together with frequency counts for all schedules is given in SRU Research Report No 6 (Willcocks et al 1980).

5 FIELDWORK

5.1 ORGANISATION

In order to conduct the survey across a national sample of 100 homes, it was necessary to enlist the services of a professional research agency. A consortium bid was made by PNL and NOP Market Research Ltd to DHSS and it was NOP who were able to offer a team of fully-trained experienced interviewers, some of whom had worked on the earlier SRU study of residential care (Peace et al 1979). The interviewing team was briefed jointly by NOP and SRU with DHSS in attendance, the task was to conduct resident and staff interviews in each home from a list provided by SRU and to complete an interviewer assessment schedule for that same home.

It was envisaged that an interviewer would spend up to four days in each home in order to fill the sample of 10 resident interviews and 4 staff interviews. Past experience suggested that interviews with residents who may be deaf or confused can be exhausting, substitution can be time-consuming, and one final aspect of interviewing in 'institutional' settings, is that very often both staff and clients may be heavily engaged in 'essential' activities relating to the home routine. This would take priority over an interview and interviewers might have to spend time 'waiting' for their respondents. It was therefore unreasonable to expect NOP to achieve a higher rate than 4 interviews per home per day.

The physical setting for individual interviews tended to vary from home to home but the first criteria for interviewers was to secure some private space - preferably in an area such as the resident's bedroom where the respondent would feel comparatively relaxed and confident. If this was not possible, the visitor's room or the main office were acceptable alternatives. An informal approach to setting up the interview was recommended. A comprehensive set of interviewer instructions was prepared by NOP, and this is reproduced below.

5.2 Interviewer Instructions

1 INTRODUCTION

This survey is being conducted by NOP on behalf of the Polytechnic of North London. They have been awarded a contract by the Department of Health and Social Security to carry out a research project into life in Old People's Homes. The object is to provide information which can be used to revise the Building Note - a document which advises architects on the features Old People's Homes should and should not have. The survey then is effectively an "official" one, and for this reason you should have no trouble with the homes. They have all been approached and have given their permission for the survey to take place.

The important thing to remember is that the resident respondents will not be like normal survey respondents. They will all be over 60, and many will be in their 80's and 90's. Many will also be deaf, or partially deaf, and also some will be blind or only partially sighted. Although some will be confused, and will take some time to understand and answer the questions, they are not stupid, and should not be treated as such. You should beware of being too over-powering, for fear of frightening them off.

We have interviewed successfully in Old People's Homes before, and despite the comments above, it is not impossibly difficult. Provided you are patient with them, are ready to repeat things where necessary, and are prepared to get a high level of passivity - especially seen in lots of "don't know's", and short answers to open-ended questions, you should have no real problems.

2 WHAT YOU WILL HAVE TO DO

Very briefly you will have to visit one of our selected old people's homes. You will be given a sample in advance which contains ten selected residents and four selected members of staff.

You must attempt to interview these selected people, though if it is not possible, you will be able to take a substitute (See Section on Sample). So in total we want you to complete an interview with ten residents and four staff members.

As well as interviewing the residents we will be asking you to get a number of staff to answer a few questions about each resident who was part of the original sample and also any substitute residents you interviewed (See Crichton Royal Section).

Finally, when you have finished your work in the home, there is a short questionnaire for you to fill in about the home and your opinions of it.

We expect that it should take 3½ days to complete the work in one home.

3 CONTACTING THE HOME

On your sample list you will find the name and the address of the home, the name of the officer in charge and the telephone number. Before going to the home telephone the officer in charge to arrange a convenient date.

The home has already been informed about the survey and you should introduce yourself as an NOP Interviewer working for the Polytechnic of North London. Refer to the guidance notes that have been sent to the officer in charge (a copy of these notes are on the next page).

The home has already had several contacts from the Poly and probably will have been visited by one of the research team. So you will be expected and the home is willing to co-operate.

When you phone the officer in charge you must arrange the most convenient four days for your work in the home.

You will need to check with the officer in charge, when your sampled members of staff will be at the home. If you have to interview a member of the night care staff, try to arrange with the officer in charge a suitable time for the interview.

If members of staff are on holiday and will not be back in time then you may take a substitute (see later instructions). You should check the availability of substitutes at your initial call. For night staff, ask the officer in charge if it will be possible to interview that person during the day at any time.

If you have any queries or problems refer back to Dianne Willcocks or Susan O'Brien at the Poly of North London. Telephone 01 607 2789 x 5029.

The survey has already been cleared with the local councils who are responsible for the Old People's Homes and is being sponsored by the Department of Health and Social Security. If the officer in charge wants to speak to someone at DHSS about the survey, then the person to contact is Liz Young (phone 01-388 1188 xt 972).

4 THE SAMPLE AND SUBSTITUTES

Your sample list will contain details of all residents in the home and all members of staff who are eligible for the survey.

The people who have been selected for interview have stars against their names. These are the people you must attempt to interview.

If you need to take a substitute (see later Section) then you should choose the name below the starred person. On the next occasion take the name above the starred person.

The residents list can be treated as one list and you might therefore substitute a man for a woman. But you must ignore any temporary residents unless you run out of permanent residents.

On the staff sample you should treat the supervisory and care staff as separate lists. You must not substitute a care staff for a supervisory staff.

We are only interviewing supervisory and care staff so cleaners, kitchen staff etc. are not to be included.

5 THE RESIDENTS INTERVIEW

There are two different versions of the residents questionnaire. For the most part the two versions are the same. However, the Pink version has a Section D about lounges and dining rooms but no Section E. The Yellow version has a Section E about bedrooms and bathrooms but no Section D.

You must complete 5 interviews with each version. Please make sure that your interviews with men are not all on the same version.

5.1 Where to do the interview

The interviews are to be conducted in private. If it is possible try to interview the respondent in their own room (in group homes, the group lounge might be available). However, if it is not possible to interview the respondent on "their own territory" you will have to use a room provided by the home.

We feel that respondents will be more at ease if they are interviewed in familiar surroundings rather than a strange room.


5 2 Introducing the Interview

The originally sampled respondents will have received a letter explaining the survey. If you select a substitute you should give them a copy of the letter and go through it with them. Please make sure that all your respondents are aware of what is in the letter.

Also you should stress the fact that the survey is confidential and you will not be passing any of their answers to members of staff. The respondent must feel free to talk frankly with no worries about other people finding out.

The interview must be carried out in private.

5 3 Priority Questions

Throughout the questionnaire you will find some questions marked . These are priority questions. If you find that your respondent is getting too tired during the interview and that you may not be able to complete the full questionnaire, you can concentrate only on the priority questions. This decision will be left to you but where possible you should persevere to complete the full interview even if this means doing it in two parts.

The visual game which is at the end of the questionnaire is a very important part of the survey. Again, if you feel that the respondent will be unlikely to complete all the interview and still do the visual game, then you may decide to start asking the priority questions only and then do the game.

5 4 Abandoning an Interview

If it is clear that your respondent is mentally infirm and during the first few minutes of the interview gives very confused answers, you should abandon the interview and take a substitute. In cases where you have a very confused respondent who clearly does not understand what is going on you should abandon the interview rather than just getting silly answers to the priority questions. This is one of the acceptable reasons for taking a substitute.

5 5 Substitutes

Very confused respondents can be substituted. Also, if for other reasons it is impossible to conduct an interview you may take a substitute. These reasons may include death, being away from the home for some time, refusal to co-operate, illness at time of interview, too deaf to be interviewed, not speaking English or refusal by a member of staff to allow you to carry out the interview with a particular resident.

If you take a substitute, fill in the reason why the original respondent was not interviewed on the bottom of page 23 of the questionnaire.

5 6 Visual Game

The visual game is a very important part of the survey and all efforts should be made to get each respondent to complete it. Compared with the main interview it should make a nice change and you should introduce it as something which will be "fun" and "easy to do".

Some residents may wish to spend a very long time over this if you do not retain control. So you must help these respondents along in order to avoid wasting a great deal of your time. However, you must not rush them too much.

We would prefer to "play the game" at the end of the interview. If you feel that playing the game at some stage during the interview might help you to complete the full interview by giving a break in the questioning then move to that section sooner. Only do this if you feel it is really necessary. Don't forget to go back and complete the rest of the questions. If you do "play the game" during the interview, note this on the front page and say whereabouts in the interview you did it.

Some notes are given later to help you explain, if necessary, what the various cards mean.

We are trying to find out the things which are most important to each respondent and those which are not important.

The first task is to get the respondent to sort the cards into piles under the three headings on the shuffle board.

Then give the important cards back and get the respondent to sort out the top five most important in order. If there are fewer than five cards selected at the first stage as important, then just get the cards sorted into order from first to fourth or first to third depending on the number of cards.

Repeat this for those items that are not important, getting the five least important sorted into order from the very least important to the fifth least important. This may sound a little confusing, but once you try it you will find it straightforward.

If you have problems try the following prompts:

"Which one is the very least important?"

"Now leaving that one aside, of the ones that are left which is the least important?" etc.

Be careful to record the answers carefully on the questionnaire for each card.

VISUAL GAME

In case of any difficulty, these notes may help to explain

CARD

- A Being free from disturbance by noise outside the room
- AA A bedroom that is shared by at least one other person
- B Being able to look out directly onto a street
- BB Being able to look out onto a garden, with no people or traffic
- C Windows that are easy for residents to open
- D Bedrooms that get sunlight for most of the day
- F A bedroom that is not shared with anyone
- G A dim light that you can leave on at night if you want to
- H Being able to buy alcohol inside the home
- I Being able to make a phone call without being disturbed
- J Having enough space for clothes and personal possessions in the bedroom
- K Being able to plug in things like radios or clocks in the bedroom
- L Having a shop where you can buy things like food, sweets, stationery and toiletries inside the home
- M Having enough room in the bedroom for friends or visitors to sit down and chat
- N Having a medibath available in the home
- NN Having a kitchen where you could make your own cups of tea or small snacks if you wanted to
- P Having separate accommodation for confused residents who may disturb other residents
- Q Doors that are easy for residents to open - not heavy, for instance
- R Hallways that can be used as occasional sitting areas
- S Being able to live as a small group, with a lounge and bedroom area used only by a small group of residents
- T Having chairs that are designed to suit different people
- U Having bedroom radiators that you can turn on or off yourself
- V Having doors marked so that you can easily recognise different rooms
- W Bedroom furniture that can be moved around where you like
- X Having a lounge which gets sunlight for most of the day

6 DETAILS OF PARTICULAR QUESTIONS

Generally the questionnaire is very straightforward. There are few complicated questions and any filtering or routing is simple.

The interview consists of various sections and some detailed points on each section are given below.

6.1 The Front Page

Please fill in on the front page the following details from your sample list. If you interview a substitute you must fill in the details of the substitute rather than the originally sampled person.

Home name - Home number - Sex of respondent - Date of birth - date of admission

6.2 Section A

This section covers the respondent's general state of health and ability to get around. Particular points to notice are:

A 2 Write one number in each box and write clearly so there is no possibility of confusion. Be very careful with "0" which can easily look like 6.

A 5 Code one answer only. If more than one walking aid is mentioned code the one that appears first on the code list. e.g. if someone uses a frame and a stick then code Yes - Frame ----- 2 and follow filter.

A 7/A 8 This question is about going outside the grounds of the home. It is not about going into the grounds of the home.

A 9 These are all things outside the home. If there is a doctor who comes into the home and the respondent does not go outside to see the doctor then the answer should be "not at all".

A 10 At this question if someone says I do not need to go outside to go to one of the items mentioned then code under "Don't want to/Don't need to".

6 3 Section B

This section is about the respondent's state of mind and how they are feeling

- B 1 This question asks for a general statement of whether each item is true or false. It is likely that some people will say it varies. For example,

Q - "You never felt better in your life"

A - "Well I feel like that today but earlier in the week I felt terrible"

In these circumstances probe "How do you usually feel" or "most of the time is this true or false"

- B 2 When necessary repeat the phrase "In the last few weeks have you been worried"

6 4 Section C

This section concentrates on the activities of residents and problems to do with receiving visitors

- C 4 This question has two purposes. Firstly to check whether facilities are adequate for the activities that people do take part in. Secondly to see whether poor facilities is a reason for not taking part
- C 6 You may need to approach this carefully particularly where the respondent does not have any visitors
- C 7 If respondent is unsure of distance then write in address with as much detail as possible
- C 9 Only record one answer
- C 10/
C 12/
C 14 At these questions we are interested in the respondents own problems rather than whether the respondent thinks other people have problems

Where necessary prompt "do you personally have any problems"

6 5 Section D

This section is about the Lounges and Dining Rooms. It is only in half the questionnaires - the ones with pink front pages

- D 9 -D 14 These questions are trying to measure the respondent's preference for various arrangements. In many cases one of the proposed options would not be possible in the home. In these circumstances use the prompt "even though it might not be possible here, which would you prefer?"

If the respondent answers along the lines "we have got that here" prompt "if you had the choice which would you prefer in an ideal old people's home"

- D 15/D 21 Probe for one main change if several items are mentioned
- D 16 Personal problems only not other people's problems

6 6 Section E

This section is about bedrooms, bathrooms and toilets and is only in the questionnaires with the Yellow front page

- E 2 If respondent is in a room that is normally shared but temporarily is only occupied by one person - code shares room rather than single
- E 3, E 7,
E 25, E 31 are about the respondents' own personal problems. If the respondent tells you about other people's problems then probe to find out whether the respondent has problems
- E 9,10,11 Are all preference questions about things that might not be possible in the particular home you are in. Where necessary prompt "if you had the choice which would you prefer in an ideal old people's home?"
- E 12,13,
E 14,15,
E 26,32
- E 13 Means would you like to be able to select the furniture for your room. It does not necessarily mean would you like to bring your own personal furniture, though, some residents might like to
- E 30 This could cause problems. If someone uses an ordinary toilet that also has rails or grips then you should only code the answer "rails or grips". So when you ask about ordinary toilets and the respondent says yes probe to make sure it is not any of the toilets already mentioned. An ordinary toilet is one that does not have any supports, rails, adaptations for wheelchairs or high seats

Cont E 32 The idea here is whether the toilets should be labelled up as being for "Men" or "Women" or whether they should be like the toilet in an ordinary house that everyone uses

6 7 Section F

This section is in all questionnaires, and is concerned with how respondents get on with other residents, and with the staff

F 5 Make sure you code an answer to each one of the statements on this priority question

F 6 This question concerns the idea of residents' committees in general, regardless of whether or not there is one in the home you are interviewing in

6 8 Section G

This is a background section about the respondent and his or her moving to the current home

G 3 What we want is the reason why they came to this particular home, not just why they went into an old people's home at all

G 8 If the respondent does not know how far away the previous home was, write in the address as accurately as possible

G 10 If there were several other things brought, write them all down, even though you only have one column to code

G 12 These questions are about when the respondent first arrived at the home, not about whether he or she has made friends with other residents now

6 9 Section H

This section is about the Visual Game, instructions for which have already been given in Section 5 6 The important thing is that it is about old people's homes in general, not just the particular home you are interviewing in - thus the respondent can choose something as important which would not be possible in his or her home

If the respondent has difficulty with any of the cards, use the separate notes to help you explain

After the first card, fill in the first grid There should be a 1, 2, or 3 coded for each card Then return the important cards to the respondent to choose the five most important in rank order, and then code these on the second grid You may have some problems here if respondents cannot rank 5 in order If there are less than 5 important ones, that does not matter If the respondent chooses one as most important, and 4 other important ones but cannot rank them, then code one a "1" and the rest as "2" if there are two first equal, and three others in order, code two "1"'s and then "3", "4", "5" These examples give you some idea of how to do it, but if you have any difficulties, explain what happened on the questionnaires and we will sort it out back here The same applies to the "not important" codes

6 10 Section I

These are just some descriptive notes to give an idea of what the respondent was like

6 11 Section J

This is covered in the next section of the interviewer instructions

7 CRICHTON ROYAL ASSESSMENT

This is a commonly used method of measuring resident dependency - it is aimed to establish the existence and level of physical infirmity and mental confusion

If the resident you interviewed was the person selected on your sample sheet, just complete the first set of questions, on pages 22 and 23. If you had to take a substitute for your sampled resident, you should complete the first set of questions about the originally sampled person. Then you should fill in the reason for substitution at Q 15 on Page 23, and fill in the second set of Crichton Royal Questions on pages 24 and 25 about the person you actually interviewed

The scale is to be filled in by interviewing a member of staff about the resident you have interviewed. The member of staff should be a member of the care staff, preferably fairly senior, but certainly someone who knows the resident well. This method has been tried with staff, and has worked successfully, so you shouldn't have any problems. You will have a copy of the scale questions to give to the member of staff, to help her to answer the questions. The scale should be filled in fairly quickly - in most cases there will be straightforward answers, and you should try to avoid discussing it with the staff member or you will waste a lot of your time.

8 STAFF INTERVIEW

There is only one version of the staff questionnaire. You should interview four members of staff altogether. As explained in Section 4, if a member of staff has to be interviewed, you should take a substitute by taking the next person above or below from the same section of the sample. As with the sample of residents, the originally sampled staff members will have received a letter explaining the survey, and if you have to take a substitute you should show them a copy of the letter. You should stress strongly to the staff that the survey is confidential and you will not be passing on their answers to the Officer in charge, or to Social Services.

9 THE STAFF QUESTIONNAIRE

9.1 Section A

This is an introductory section of personal details

A 4 If the respondent is married, write in the spouse's occupation here, and code the social class of that job - not the social class of the head of household as you usually would

9.2 Section B

This concerns details of the respondents' job and responsibilities

B 2 This is the basic working week, not the number of hours actually worked. "On call" means not actually working, but having to be available to work if necessary

B 4 This is the number of hours actually worked in the last week

B 10/11 If you are not sure if the qualification or course are relevant or not, write them in

9.3 Section C

This is a measure of "job satisfaction" which NOP have used successfully before

C 1 Read out each statement in turn, and ask the respondent to read out just the number beside their answer, and code this number in the box

C 2 The respondent can give as many reasons as he or she likes, but you should try and tie them down to only one main reason

If this is not possible for them, code two or more as "main reason" and make a note on the questionnaire

9.4 Section E

This is a large general section, covering most aspects of life in the home

E 1 Do not read out these pre-codes, but just ring the ones which the respondent mentions spontaneously

E 3 Note that these are problems for residents not for staff

E 7/E 8/
E 9/E 10
etc Again these preference questions concern what the respondent would ideally like to see, even if it may not be possible in that particular home

- E 13 Note these are problems for the respondent - "do you personally"
- E 17b Code all mentioned
- E 19a Note "allowed to" - we are not concerned here with whether they actually do bring any in.
- E 26b/
E 30b Again these are problems for the respondent

9 5 Section F

This section is concerned with mixing between residents and staff

- F 2 If Yes, probe "Why is that?" and code all mentioned
- F 4 "Given adequate facilities" is important here - this is again an "ideal" question, regardless of whether the particular home is equipped for day visitors

9 6 Section G

These questions are another frequently used set of questions to measure people's feelings. Wherever possible, try to get the respondent to give a "yes" or "no" answer, rather than "don't know"

9 7 Section H

This section is only to be asked of ONE staff respondent, and it will tell you on your sample sheet on which of your interviews you should ask it. Before you go out interviewing, cross through Section H on the other questionnaires, so you don't waste your time asking it by mistake. Remember on the interviews where you don't ask Section H to fill in the sample details on Page 21

On Section H, you should again try to get respondents to give a yes or no answer as often as possible

- H 18(c)/ Remember to fill in all the boxes, using leading zeros
(d) if necessary, so that 85 would be coded

0	8	5
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10 ADMINISTRATION

As soon as you get your sample details you should ring the home and make appointments for interviewing. We would like you to start the actual interviewing as soon as possible. For those of you doing only one home, we would like all the interviewing finished by July 31st, and those doing more than one home we would like finished by that date or soon after.

As soon as you have finished your first day's interviewing you should post it back to the office, then send the remainder of the work back in one pack when you have finished. Please check all completed questionnaires very carefully before sending them in, to make sure you have not missed any questions out or followed any filters incorrectly.

For your work record sheets, the specific question is Q A8 on the Resident Questionnaire and B 11 on the Staff Questionnaire

You should keep in touch with your supervisor to let her know how you're getting on, and inform her of any problem areas that have arisen. Problems can be sorted out either by your supervisor, or by me at NDP, or by the Polytechnic of North London - see details on Page 1 of these instructions.

Payment for this survey is hourly and mileage

In your own work pack you should have

- | | |
|----------------------------------|-----------------------|
| 7 Pink Resident Questionnaires | 1 Sample List |
| 7 Yellow Resident Questionnaires | 2 Expense Claim Forms |
| 5 Green Staff Questionnaires | 2 Return envelopes |
| | 2 Work Record Sheets |

In addition to this, you will be given at the briefing

- 1 Pink Resident Questionnaire
- 1 Yellow Resident Questionnaire
- 1 Green Staff Questionnaire
- 1 Blue Interviewer Checklist
- 1 Resident Letter
- 1 Staff Letter
- 1 Crichton Royal Blank Form
- 4 Example sample sheets
- 1 Set Visual Game Cards
- 1 Shuffleboard
- 1 Claim Form
- 1 Set Staff Showcards

5.3 SITE INSPECTION

In addition to the survey interviews carried out by NOP, members of the research team from PNL visited the 100 homes to carry out a 'site inspection'. The aim was to make a practical assessment of design and location features in association with the Officer-in-Charge by means of a guided tour plus an extended interview.

The brief for the researcher was to walk around the home in order to record key room sizes, and at the same time, prepare an inventory for the range of facilities relating to different aspects of residential life - such as bathing and toilet facilities, recreation facilities and staff facilities. The interview with the head of home was intended to secure an informed evaluation of facilities-in-use and their contribution towards the creating of a suitable living environment for residents and a satisfactory working environment for staff. A final section of the Inspector Checklist required researchers to provide a pen-picture for each home - a personal appraisal identifying critical features of the physical arrangements within homes and the relationship between the home and its external surroundings. This was to be supported by a series of photographs taken both inside and outside the home. This inspection and interview took at least 1½ hours, and in a few cases as long as 3½ hours, but most inspections took around 2 hours. In all but a few instances the Officer-in-Charge was interviewed and was responsible for conducting the tour around the home.

The homes inspection for the 100 homes was completed by three members of the research team, this ensured familiarity and an accumulation of detailed knowledge concerning comparative design and layout.

6 Towards an Analytic Framework

6.1 The Problem

One of the main objects of the study as stated in the research proposal (Survey Research Unit 1980) was 'to determine the way in which quality of life experienced by residents may be influenced by a range of factors relating to physical design, operational policy and functional content'. This objective was modified during the course of the study, as a result of a necessary process of clarification. In particular, the 'functional content' of a home was assumed to represent the kind of residents living permanently in the home (e.g. age distribution, levels of physical disability and mental confusion), and those who might come to the homes as short-stay residents or as day-attenders. This was therefore renamed the 'residential mix'. In the Interim Report, the problem was restated as the determination of 'consumer satisfaction' in terms of physical environment, institutional environment and residential mix.

The problem can be tackled in four stages: (1) defining the model, (2) identifying the variables, (3) deriving the parameters and (4) evaluating the model.

In the first stage, defining the model, we formulate a number of assumptions about the relationship between various aspects of the model - for example, that residential mix is determined by both physical and institutional environment. It is important that part of these assumptions is the specification of which aspects are caused by which others, we cannot use statistical analysis to do this for us. Once these assumptions have been listed, we can integrate them into an overall model, which can be illustrated by a flow chart (see Figure 1).

Next we must translate the components of our model into questions taken from the different questionnaires and checklists which were used to collect survey information for the study. Institutional environment, for example, could be measured by the 'Regime' score derived from the postal questionnaire to homes. The flow chart can then be re-drawn in terms of relationships between these variables (see Figure 2).

Having defined the model in terms of variables and the causal relationships between them, the next stage is to use the various methods of statistical

analysis both to test for the existence of relationships and to quantify their strength. In the first instance, we decide whether or not a particular relationship in the flow chart is consistent with the survey data. If such a relationship proves to exist, we can then proceed to give it a number (from 0 to 1) to indicate its relative 'strength' - that is, an indication of how much the dependent variable (i.e. the effect) differs given different types, or values, of the independent variable (i.e. the cause). A value of one would indicate complete dependence - the variable would be identical - while a value of zero would indicate no observable relationship (and so would have been rejected in the first place). A further aspect of quantifying the relationships in the model is to derive, from statistical analysis, a detailed algebraic formula linking the variables in the model, so that alterations in the cause variable can be followed through to predict corresponding changes in the effect variables.

The final stage - evaluating the model - involves the interpretation of the results of the statistical analyses. A combination of choices may be available as a product of this evaluation - in particular a relationship may be non-existent, or greatly different from what was expected. We may decide that this difference, although unexpected, results in a model which we believe accurately reflects the real situation, and leave the model as it stands (omitting, of course, the statistically insignificant relationships). We may decide that our variables do not accurately reflect the aspects which they were supposed to measure, in which case we must identify new variables to replace the old ones or add new variables to supplement them. Alternatively we may wish to add, or remove, new aspects to our original model - thus indicating a resolve that our original assumptions did not stand up to the test against our survey data. Finally, it may occur (although improbably) that the results of our analysis confirm our original assumptions - and that the model is an accurate reflection of reality.

We can see, then, that the whole process of 'model-building' is by no means simple and straight-forward. In fact we may have to revise the results of any previous stage at any point in the process. Only one thing is necessary - that we have gone through these preceding stages. If we have neglected any, then in fact assumptions have been made, and

variables identified, by default - and the model which we actually evaluate may be quite different from what we think it is. If, for example, we are aware of a reciprocal relationship between residential mix and institutional environment but fail to take account of it in the model, then our model can only reflect a 'distorted' reality where no such relationship occurs.

6.2 Defining the Model

We mean by 'a model of consumer satisfaction' a set of assumptions about consumer satisfaction, and its determining aspects of care, which we take as 'given', as opposed to those assumptions relating to the actual collection of the survey data. Thus, the assumption that residential mix determines consumer satisfaction is part of the model, but the assumption that asking 10 residents of a particular home about their 'satisfaction with life in the home' is an indication of consumer satisfaction is not part of the model. In addition to the specification of the component aspects (consumer satisfaction, physical environment, institutional environment and residential mix), the model must also specify the existence of relationships between these aspects - and the causal 'direction' of these relationships (whether one aspect caused another, whether the reverse is true, or both).

In determining the causality of relationships, three essential issues must be taken into account: (a) there should be some prior reason justifying the causal relationship, (b) there should be a time-sequence such that the 'cause' precedes its 'effect' and (c) every other aspect which affects the relationships should be accounted for in the model.

As an example, we might wish to consider the relationship between physical and institutional environment. We assume first that architects design a home on the basis of (amongst other things) the type of institutional environment desired for the home, second, that the latter decision was finalised before the design process began (i.e. no 'consultation' between architects and social services), and, finally, we would expect the decision about residential mix to affect the relationship in some way.

Bearing in mind a strategy of starting with simpler models, and moving to more complex models as the analysis develops, we consider the following assumptions as components of the model.

<u>Effect</u>	<u>Causes</u>
Consumer satisfaction	Physical environment, institutional environment and residential mix
Physical environment	Institutional environment and residential mix
Institutional environment	Residential mix

We can now summarize these assumptions in the form of a flow chart.

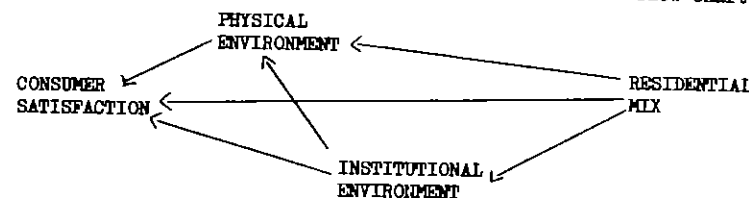


Figure 1 A MODEL OF CONSUMER SATISFACTION

6.3 Identifying the variables

The next stage is to try and allocate actual variables (i.e. questions in the surveys) to the component aspects of the model. The simplest way to do this is to select one variable which corresponds to a particular aspect. We can extend this without any effect on the model by combining a number of similar variables to produce an additive score (e.g. the worry items in Section B of the resident questionnaire). We would then use this score to represent that one aspect.

A further extension of the identification of variables to aspects of the model is to replace one aspect by a combination of two or more variables. But by doing this, we will be re-defining the model itself and introducing

secondary aspects. We must examine the theoretical implications of such revision, and ensure that the original model is compatible with the revision. For example, if we separate mental from physical aspects of the Crichton Royal additive scale, and treat them as two distinct scales in the analysis, we shall recognise that they form two distinct aspects of a model, and may be expected to influence other aspects in different ways. We must revise our model to take this into account.

The identification of variables also may be influenced by the 'level of analysis'. Here, we are concerned to establish exactly which 'things' the model is describing (is it individuals or homes?). If, for example, our model is based on the home as the unit of analysis, we must aggregate any variables which are measured at the level of, say, residents. Such aggregates are normally means or percentages (i.e. one variable could be 'percentage of sampled residents responding "very satisfied" to question A1 on the resident questionnaire').

Finally, irrespective of any implicit revision of the model, there must always be a degree of inaccuracy due to the measurement of any aspect. This inaccuracy can come from many sources: an unrepresentative (i.e. biased) sample, misunderstanding or false answers by the respondents, errors in coding etc, or a lack of correspondence between the variable as measured and its underlying concept. We must bear all these possibilities in mind when we choose a variable to identify an aspect of the model.

Now, using our model as defined in Figure 1, we can allocate variables (or scores) to each of the four aspects:

- Consumer satisfaction: Percentage of valid responses in each home answering 'very satisfied' to question A1 of the resident questionnaire ('Thinking generally about this home, would you say that you are very satisfied with life in the home, fairly satisfied, not very satisfied or not at all satisfied?').
- Physical environment: Question 48 of the inspector checklist ('Does this home consist of a single block?').
- Institutional environment: Question 1a of the inspector checklist ('Is this home a group home?').
- Residential mix: Percentage of original sample in each home scoring 11 or more on the Crichton Royal behavioural assessment scale, which is derived from the sum of questions 6 to 15 in section J of the resident questionnaire (only valid responses on all 10 items being considered).

6.4 Deriving the parameters of the model

Before we can begin to test the relationships in the model, we must classify them according to the dependent variable (i.e. the 'effect'), listing all predictor variables for each dependent variable. Then we perform a statistical analysis on the data consistent with the form of each variable (i.e. whether they have nominal, ordinal or interval scales).

The statistical analysis produces, amongst other things, a parameter describing the strength of each relationship, together with a test for the significance of this parameter (whether it differs from zero). These parameters can usually take on values from zero (no relationship) to unity. In addition to these parameters, the analysis can also produce the coefficients necessary to estimate the values (or categories) of the dependent variables from the predictor variables.

Some types of analysis proceed in a stepwise fashion so that only predictor variables, which are statistically significant, are considered in the estimation of parameters. Such a process implies within it a decision to revise the model, since certain relationships may be excluded from the final results. It is often best to produce the complete results, however, indicating which relationships (taken together) are not significant and produce a revised model (with only the statistically significant results) later.

The statistical analysis on the four variables above, using the model in Figure 1 produced the following results:

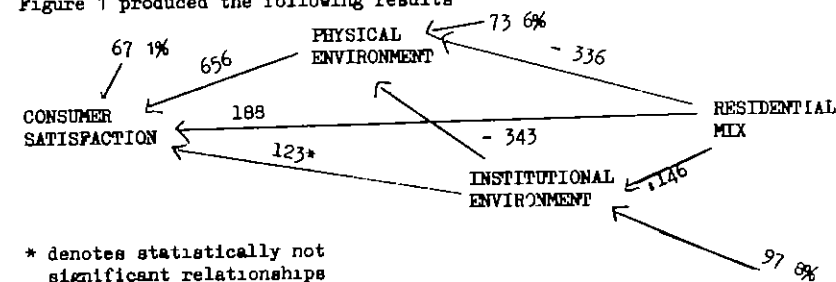


FIGURE 2 PREDICTING CONSUMER SATISFACTION
(percentage figures indicate variation left unexplained)

This indicates that the direct effect of institutional environment (measured by group/non-group) on consumer satisfaction is not significant, whereas the effect of residential mix on institutional environment is significant (as measured by % scoring over 11 on the Crichton Royal scale). An additional piece of information from the analysis was the scaling of type of building (q 48 in the inspector checklist) and the group/non-group style of institution.

<u>Type of Building</u>	<u>Scale Value</u>	<u>No of Homes</u>
Blocks clustered around a central building	19.68	2
A single block	6.36	33
Designed around a single courtyard	-8.73	5
A number of connected blocks	-20.01	8
Designed around a number of courtyards	-45.50	1

<u>Style of institution</u>	<u>Scale Value</u>	<u>No of Homes</u>
Group	6.92	5
Semi-group	0.40	4
Non-group	-0.90	40

Figure 3 Scaling of type of building and style of institution according to their joint prediction of consumer satisfaction (Using multiple classification analysis)

6.5 Evaluating the Model

We have so far only 'fitted' the survey data to present a given model by means of statistical analysis. We must now evaluate the model by examining those relationships where the fit is poor. Several options

are then open to us:

- We may decide that the statistical analysis was inappropriate to the relationship being tested. For example, we may have assumed a linear relationship when a non-linear relationship was more appropriate. We must revise the specifications for the statistical analysis and repeat it.
- We may decide that a new variable more closely measures an aspect than the existing one, or that a derived scale must be re-computed. This implies modifying the variables which go into the analysis (without altering the form of the underlying model).
- We may decide that a new model must be specified. If a relationship proves to be higher or lower than expected, we could exclude it or introduce a new aspect to take the difference into account. Either way, we are changing our assumptions about the model. Thus, when we perform a 'stepwise' analysis which excludes some relationships (due to lack of statistical significance), we are necessarily changing the assumptions in our model - an assumed relationship is not confirmed by our data. We must at least give a theoretical explanation of this absence.
- We may decide that the 'fit' is sufficiently good to confirm our model.

Taking the results from Figure 2, we notice two relationships that are not significant statistically: (a) institutional environment to consumer satisfaction and (b) residential mix to institutional environment. We would expect both of these to show up in our model, so we can deduce that style of institution (group/non-group) is insufficient for measuring institutional environment. We may therefore decide to introduce a regime score into the model (sum of questions 9 to 19, excluding 16, on homes postal questionnaire) as an additional indicator of institutional environment. We would also assume that regime is dependent upon the style of institution, giving us the following revised model:

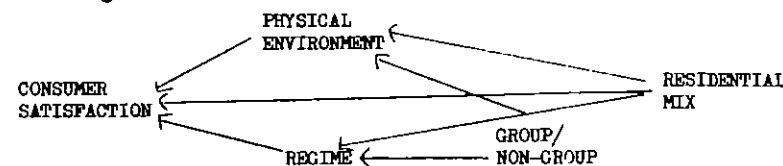


FIGURE 3 A REVISED MODEL OF CONSUMER SATISFACTION

6.6 Concluding Remarks

This model was developed and tested on data produced during the first stage of interviewing. Further refinements based on the complete data-set are explored in the main text.

7 OBSERVATION STUDY

7.1 SELECTION OF HOMES FOR DETAILED STUDY

One home was chosen from the eight homes used in the pilot study. Pilot work was undertaken in this home prior to embarking upon detailed investigations in three other homes. These three homes were selected from the first wave of fifty homes. The basis for this selection was the inclusion of a variety of features rather than a concentration of similar features. Thus, the following array of environmental and organisational features are to be found within these four homes.

Observation	A (pilot)	B	C	D (1st wave of survey)
Location	Provincial	Rural (sea-side)	Rural	Metropolitan
Standard	Purpose-built	Adapted	Purpose-built	Purpose-built
Date	1976	1958	1968	1972
Organisation	Group-living	Non-group	non-group	group-living
No. of residents	45	46	35	48
No. of floors	2	3	2	1
O-in-C	male	female	couple	female

The pilot home has been included since sufficient data was collected in the course of the observation and location studies to compare most of the pilot findings with those in the main studies. However, data on residents and staff in the main survey is only available for the three homes selected from the main sample of a hundred homes. This means that the pilot home findings cannot be set against the same quantitative context as is available for the others.

7.2 OBSERVATION STUDY - APPROACHES AND METHODS

Aims

The observation study focussed upon life for the residents and staff within the home and its immediate site. That is to say that links with the neighbourhood and local community were largely ignored in the observation study. These are the concern of the location study. Thus, the observation study aimed to investigate the organisation of life within the home.

After a pilot study (October 1980) the following objectives and approaches were developed as the foundation of an observation study. The study embodied two broad - and in some senses opposing - aims. On the one hand, a rounded impression of life within the home was sought, whilst at the same time a more systematic collection of detail was necessary as a basis for comparisons between the four homes and with the survey data.

In order to observe a full weekly cycle of events in the home, arrangements were made with the local authority and then with the Officer-in-Charge to be present for seven consecutive days. In two homes it was possible to live on the premises, but in all cases at least one full night shift was observed. These seven full days in each of four homes represented almost half of the time allocated to this part of the study. The remaining time was taken up with the expansion and elaboration of notes made during observation. Between 80 and 100 hours of actual observation was achieved in each of the four homes.

Lists of residents and staff were available as background information prior to beginning observation but otherwise little detail was known about the homes. Since the lists had been compiled some months earlier - in July 1980 - in preparation for sampling at the survey stage, updating was necessary at the start of the observation. The extent to which changes had occurred - mainly through resident deaths and new admissions - is shown in the files for each observation. Not surprisingly this increases with the interval between survey and observation listings.

7.3 THE RESEARCH PROGRAM

Having been shown around the home and introduced to residents by the Officer-in-Charge, the first task was to note residents' names, ages and dates of admission. Upon this followed the task (essential to recording observations as well as establishing some rapport with residents and staff) of learning names and remembering faces. The first couple of days were partly taken up with this exercise, as well as the charting of the homes' physical spaces and boundaries. About the middle of the week a night shift was observed. This entailed being present for a full 24 hours - generally from 9.00 a.m. one morning to 9.00 a.m. or 10.00 a.m. the next. One unavoidable consequence of this was a gap in observation for the next day.

By this point in the week, when many of the planned tasks had been dealt with - or at least initiated, greater attention could be given to the observation of the more subtle nuances of residential life. This is not to say that the observation program was rigid, rather that increased familiarity made a shift in emphasis inevitable.

At the daily level, observation was structured around the field-logging exercise, a tour of the building which yielded data on residents' activities, dispositions and locations. Moreover, these were also occasions when the flow of residential life could be observed. There was much to be noted which could not have been predicted or deliberately sought.

There were several occasions when a decision had to be taken to concentrate efforts in one area at the expense of another, time devoted to the observation of bathtime was also a resource diverted from observation of events outside the bathroom.

7.4 THE STRUCTURES OF OBSERVATION

Unlike traditional ethnographic studies, these observations were undertaken within very severe time constraints. In line with proposals made following the pilot report, observations were organised with a view to collecting data within several frameworks. These were -

a) The Log-Journal

This is a sequential account, covering seven days, of events observed. It represents the temporal or linear aspect of observation. Very brief notes were made during the day and expanded at the end of each day's observation. Where a period of observation exceeded a day, each period of eight to ten hours was written up in expanded form. These notes were generally made covertly, so that as far as possible residents and staff were 'protected' from this necessary but obtrusive aspect of observation.

Selection in observation is inevitable at both the level of perception and recording but the log-journals for each home were reproduced in the form in which they were written at the time, with only minor editing.

b) Field-Logs

These were notes, taken two (sometimes three) times a day, which were intended to chart the ways in which residents used their available space. Thus, for each of the main 'public' spaces there is an account of its use. There is also an account, occasionally incomplete, of the whereabouts of groups of residents. Field-logging revealed something of the nature of resident groupings, both formal and informal.

This data was recorded as it was collected, the residents and staff having been given a simple explanation of the objectives. Floor plans of the home as a whole, in addition to those of the public areas, were drawn up from rough notes made during the observation week.

c) Inspector Checklist

This document, already used in the main survey, was completed again for the four homes on the basis of observation. Work was done on this throughout the seven day period as new observations were made. Recording was generally done during the course of each day.

d) The Building Note

In addition to the detail collected for the Inspector Checklist, data relating exclusively to the Building Note has been noted in a separate section.

e) Topics

It is possible to regard residential life as being composed of any number of facets. For purposes of this observation however, four activities or domains have been isolated for special consideration. Together they may be seen as covering the main organizational activities and perhaps the most fundamental issues in approaching the residential care of the elderly. They are -

(i) Mealtimes - including the kitchen arrangements and those for provisioning the home

(ii) Bathtimes - including staff allocation & organization of time to this

(iii) The Management of Incontinence - including laundry facilities

(iv) The Management of physical deterioration and death

f) Longitudinal data about residents

Since the residents were to be listed at three points during the research (the sample, at observation and the location study), the opportunity was taken to assess the changes which took place during a year. The rate of 'turnover' and occupancy was thus measured. Furthermore, Crichton-Royal scores were noted for the ten survey residents at all three points so that any mental and physical deterioration could be noted. Additionally Crichton-Royal scores were assessed for all those resident during the observation week. This provided some comparative basis for considering the demands made upon the buildings by residents' physical and mental conditions. Whereas the staff were asked about residents at the first and last points, those resident during the observation week were assessed by observation and some questioning of staff.

7.5 THE OUTCOMES

Reactions to research activities

In the main this program of research was successful in that it permitted a flexible approach to the collection of data along the structured lines already outlined. Moreover, there was sufficient flexibility to allow each home's special atmosphere to emerge.

The staff were invariably helpful and in no instance was the research obstructed. The same was true of the residents. It was not however, always possible to be sure that individuals had understood the explanations offered for the various research activities. In spite of frequent repetitions, some residents and occasionally, members of staff, expressed mild anxiety about the observation activities.

The Report

For each of the homes a separate and detailed report was prepared, as proposed in the pilot report. All four files have the same form which is as follows -

- 1 Background information on the home - i.e.
Location, site, floor plans
Findings from fieldlog exercises and use of space
Descriptions of residents - ages, residence, physical
and mental competence
Staff resources and organisation
- 2 Log-Journal
- 3 Extracts from the books kept by staff on each day's events
- 4 Inspector Checklist
- 5 Topics
- 6 Building Note

Thus, for each home studied in detail there is a similar data base. Comparison and overall analysis is dealt with in a separate document which also takes into account the findings of the location study.

8 THE LOCATION STUDY

8.1 Aims

The aim of the location study is to provide information concerning the external environmental setting of the home for the aged, thereby complementing the observation study and completing our picture of life in a residential setting. It will give us an understanding of the importance of location and site for both residents and staff, how home regime and staff-residents interactions affect community participation and to some extent how integrated elderly residents are within the wider community. The study also provides the link between the home and the local authority by seeking the views of those professionals involved in the design and planning of residential homes.

8.2 The Homes

The location study was carried out in the same four homes that took part in the observation study. These homes had been informed of this further study at the time of observation and had all agreed to continued participation in the project. As with the observation study, one home was used to pilot the methodology, but although some minor modifications were made, enough data was collected at the pilot home to warrant a full report.

8.3 CONTACTS

Letters of permission to carry out this final stage of the consumer study were sent to the local authorities and homes involved. These were followed up by telephone conversations and arrangements were made to spend two days in each home. Letters, with brief outlines of the whole project were sent to architects and planners in the four areas in which the homes were sited. These, as well as our original social service contacts, were asked to nominate one person to be interviewed - it was hoped to find persons who were involved in the planning of the homes in question, but failing this a person who had taken part in discussions concerning the design of briefs for residential homes.

8.4 FIELDWORK

A full week of study was taken at each of the four locations. A typical week included two/three days spent at the home working with residents and staff, as well as mapping the grounds of the home. One day was spent interviewing professional staff, and two days interviewing a sample of community residents who lived in close proximity to the homes. A

mapping exercise, concerning amenities within a half mile radius of the home, was carried out throughout the week. The research did not entail the researcher living in the home, thus putting them to the minimum inconvenience.

Methods

The four main areas of the location study consist of -

- a) the mapping exercise
- b) group discussions in residential homes
- c) interviews with key officials
- d) interviews with a small sample of (community) neighbours

a) The mapping exercise

The researcher undertook to map a number of features related to the location and site of each home. These included local amenities in the area surrounding the home, the former residence of residents, staff journey to work. As an addition to the information concerning the design of the home itself, diagrams were drawn of the grounds of each home, giving details of garden type and formal and informal usage. It is hoped that detailed information concerning the immediate external environment may throw some light on whether or not grounds could be further utilised by residents and staff, and not just seen as parkland.

b) Group discussions in residential homes

The aim of the group discussions was to raise points which arose from the main survey concerning their experiences outside the home, including use of the grounds and views from the window. Group discussions were held with both residents and staff. There were two or three groups of residents - one male, one female and one group of less able residents, and two groups of staff. Groups of residents seldom consisted of more than 4 people, though groups of staff were often larger - 6-8 persons. Groups were chosen through consultation with the Officers-in-Charge in each home. In the outcome the researcher had little choice over who was included in these discussions, especially in relation to staff.

In order to guide discussion the researcher had a list of key topics. She aimed to cover certain key points and moved the conversation along when the discussion of a particular topic became too lengthy. These discussions were all taped, with the exception of two groups of staff, one at c and one at d, who objected to tape recordings.

Topic List -

Residents - Former Residence	Staff - Journey to work
Admission	Location and job satisfaction
Knowledge of the area	Knowledge of the area
Going out of the grounds	Local Amenities
Mobility	Residents mobility
Activities out of the home	" going outside
" inside the home	Outings
Outings	Special events
Special events	Relatives - visiting
Relatives - visiting	Medical visits
Medical visits	The Grounds
The Grounds	Sitting outside
Sitting outside	Views from Windows
Views from Windows	

c) Interviews with key officials

It was hoped to interview in depth, at least three professionals involved in the design, planning and siting of old people's homes, for each of the four areas. In two areas it was possible to interview an architect, planner and a member of the social services staff. In one area two architects and a member of social services were interviewed, and in the other only a member of social services staff. An attempt was made to find people who were actually involved in planning/designing the home in question - this was possible in two areas. A topic list was prepared for these interviews which were all tape recorded, with the exception of one social services official from Home C. All interviews lasted on average 2-3 hours.

Topic List -

Planning Process & Site Acquisition
Need

Finance
The Brief
Liaison between specialists
Policy and Design
Physical Features in the Home
Successful Designs
The Building Note

d) Interviews with a small sample of community neighbours

A small community survey was carried out in each area, to gain the attitudes and opinions of residents, living in the immediate vicinity of the home. The interview focussed on relations with the home and residents, both from a social perspective, and also from the point of view of home design e.g. irritants caused by the home. This part of the location study was very exploratory. The sample was not random, rather it focussed on those people living immediately adjacent to the home. The researcher completed an average of 20 interviews at each site. The Neighbourhood questionnaire is given in Appendix (D).

Additional Information

In addition to these four sets of data, the researcher also updated information concerning current residents within each home and a Crichton Royal assessment for those residents in each home who were interviewed in the original survey, was completed by the Officer-in-Charge of each home. This data provides a further longitudinal profile to be outlined for each home.

8.5 THE OUTCOMES

Reactions to Research Activities

In all homes staff and residents proved very co-operative. The group discussions proved a good medium for eliciting information in rather a less formal atmosphere than the personal interview. It was gratifying that most groups indicated that they had enjoyed these sessions. Professionals were extremely generous in giving up their time and appeared

pleased to be given the opportunity to talk about their ideas and current practices. Finally, in the community survey the researcher met with only 9 refusals between the four sites. On the whole the public were sympathetic towards answering questions concerning elderly people.

The Report

A location study report was prepared for each of the four homes and complemented the work of the observation studies. It is hoped that these two sets of report will ultimately be combined in one comparative document.

Report outline -

Introduction

The Location of the Building

Site/Grounds/Neighbourhood

The Residents

The Staff

The Community

The Professionals

Appendix 1 - frequency count Neighbourhood Questionnaire

Photographs

Photographs were taken of the site and location of each of the four homes. These will be presented in a single folder.

9 Letters of Access/Explanation

- (i) Initial letter sent to Local Government Associations
 - (ii) Letter to 29 Directors of Social Services re Access
 - (iii) Follow-up letter to 29 Directors of Social Services
 - (iv) Letter to 1000 OIC's to cover Postal Questionnaire
 - (v) Letter to 100 OIC's re main survey
 - (vi) Guidance notes to 100 OIC's re main survey
 - (vii) Letter to 1000 residents re personal interview
 - (viii) Letter to 400 staff re personal interview
 - (ix) Letter to 100 OIC's re Homes Inspection
-

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Ref 05/DMM

(11) Letter to 29 Directors of Social Services re Access

(1) Initial Letter sent to Local Government Associations

Dear Sir,

PSS Consumer Study in Old People's Homes

Research Project undertaken for DHSS by the Survey
Research Unit, Department of Applied Social Studies,
Polytechnic of North London

The DHSS have commissioned the above-named study whose prime objective is to investigate and evaluate existing provision for residential care of the elderly and to assess future needs in old people's homes. The intention is to relate social and psychological well-being of residents to their living environment in terms of physical design, functional content and operational policy within the home. The practical outcome will be the identification of preferred design features to be incorporated in a revised version of Local Authority Building Note No 2.

I am writing to let you know that the study is scheduled to run from March 1980 to July 1981. It is based in the Survey Research Unit at the Polytechnic of North London and I am the Research Officer responsible for the research programme. This will comprise a major consumer survey involving a representative sample of 100 homes together with related qualitative studies in a selected sub-sample of homes. For the main survey we will be interviewing both residents and members of staff.

We are hoping to arrange a programme of visits to residential homes for the months of July and November 1980 and we shall shortly be contacting Directors of Social Services Departments to seek information that will enable us to identify a representative sample of homes. Preliminary investigations will commence in May 1980. Fieldwork will be undertaken by an experienced professional team and every effort will be made to ensure that minimum demands are made on staff in residential homes and Social Services Departments.

Our ultimate aim is to identify those features of residential care which contribute to an enhanced quality of life for the elderly and we feel sure that you would wish to support this research. If there is any additional information that you require please do not hesitate to contact me.

Yours faithfully,

Dianne M Willcocks
Research Officer

Dear

PSS Consumer Study in Old People's Homes (DHSS)
Research Project undertaken for DHSS by the Survey Research Unit,
Department of Applied Social Studies, Polytechnic of North London

The DHSS have commissioned the above named study whose prime objective is to investigate and evaluate existing provision for residential care of the elderly and to assess future needs in old people's homes. The intention is to relate social and psychological well-being of residents to their living environment in terms of physical design, functional content and operational policy within the home. The practical outcome will be the identification of preferred design features to be incorporated in a revised version of Local Authority Building Note No 2.

The research programme will run from April 1980 to July 1981 and it will include a major survey of residents and staff in old people's homes. We would like to include a small number of homes from your area in the study and I am therefore writing to request permission to approach homes with a view to their taking part.

Initially, we will be collecting selective background information on 1000 Local Authority residential homes. This will enable us to identify a representative sample of 100 homes for the main survey. With your approval, we would approach i) DHSS Stats Division, ii) your own Social Services Department, iii) individual heads of homes to collect the background information we require. Subsequently we would make arrangements for visits to the selected homes during the months of July and November 1980.

The information to be collected will be treated as confidential and no individual, institution or local authority will be identified in any reports on the research. Fieldwork will be undertaken by an experienced professional team and every effort will be made to avoid inconvenience to residents, residential care staff or the local Social Services Department.

Our ultimate aim is to identify those features of residential care which contribute to an enhanced quality of life for the elderly and we feel sure you would wish to support this research. I would welcome the chance to discuss the details with you. If you feel that you could help us in any way perhaps you could contact us at the above address or telephone number.

Yours sincerely

Dianne M Willcocks
Research Officer

Per 14/DM/EP

(iii) Follow-up letter to 29 Directors of Social Services

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Head of Department
Miss J. M. Seelinger MA

Ref 15/DMW

(iv) Letter to 1000 OICs to cover Postal Questionnaire

May 1980

Dear Officer,

PSS Consumer Study in Old People's Homes (DESS)

Research Project undertaken for DESS by the Survey Research Unit,
Department of Applied Social Studies, Polytechnic of North London

The DESS have commissioned the above named study whose prime objective is to investigate and evaluate existing provision for residential care of the elderly and to assess future needs in old people's homes. The intention is to relate social and psychological well-being of residents to their living environment in terms of physical design, functional content and operational policy within the home. The practical outcome will be the identification of preferred design features to be incorporated in a revised version of Local Authority Building Note No 2.

The research programme will run from April 1980 to July 1981 and it will include a major survey of residents and staff in old people's homes. We would like to include a small number of homes from your area in the study and your local authority has responded favourably to our initial approach.

We will be collecting selective background information on all homes in the area to enable us to identify a representative sample for the main survey which will take place during the months of July and November 1980. I would be grateful therefore if you would complete the attached questionnaire and return it to me. The information will be treated as confidential and no individual, institution or local authority will be identified in any reports on the research. Our ultimate aim is to identify those features of residential care which contribute to an enhanced quality of life for the elderly and we feel sure you would wish to support this research.

As we shall be using this information for sampling purposes, an early reply would be very much appreciated.

I look forward to hearing from you.

Yours sincerely,

Dianne M Willcocks
Research Officer

Dear

PSS Consumer Study in Old People's Homes

Research Project undertaken for DESS by the Survey Research Unit,
Department of Applied Social Studies, Polytechnic of North London

Thank you for responding to our letter of April 22nd and agreeing to participate in the study. We would now like to proceed with the collection of background information on residential homes, and I would be grateful if you would complete the attached schedule for each home in your authority where more than 80% of residents are elderly. We will also be approaching individual homes for additional data. Since this information is to be used for sampling purposes, an early reply would be much appreciated.

If there is any further information that you require about this study, please do not hesitate to contact me. Thank you for your help.

Yours sincerely,

Dianne M Willcocks
Research Officer

Ref/19/DMW/150680

The Polytechnic
of North London

(v) Letter to 100 OICs re main Survey

Survey Research Unit
Ladbroke House Highbury Grove
London N5 2AD
Telephone 01-607 2789 Ext
Telex 25228

Consumer Study in Old People's Homes (DHSS)

Unit Director
John F Hall MA Dip Ed

Dear Officer

Thank you for responding to our letter and completing the postal questionnaire on residential homes, we have now collated this information and are ready to proceed to the next stage of our investigation. I am pleased to inform you that your home has been chosen for the main enquiry involving home visits. Details of requirements are given on the enclosed guidance notes.

Our priority, at this time, is to select a sample of residents and staff for interviews. I would be grateful if you could complete the appropriate forms and return them to me as soon as possible. Any information that we receive will be treated as confidential.

Thank you for your assistance

Yours sincerely

Dianne Willcocks
Research Officer

- 45A -

(vi) Guidance note to 100 OIC's re main Survey

The Polytechnic
of North London

Department of
Applied Social Studies

Ladbroke House Highbury Grove
London N5 2AD
Telephone 01 607 2789
Telex 25228

Head of Department
Miss J M. Seelings MA

Guidance Notes for OICs

The DHSS have commissioned the above named study whose prime objective is to investigate and evaluate existing provision for residential care of the elderly and to assess future needs in old people's homes. The intention is to relate social and psychological well-being of residents to their living environment in terms of physical design, functional content and operational policy within the home. The practical outcome will be the identification of preferred design features to be incorporated in a revised version of Local Authority Building Note No 2.

Fieldwork in residential homes will involve the following procedures:

- 1 Sampling of Residents and Staff
- 2 Interviews with Residents and Staff
- 3 Homes Inspection
- 4 Behavioural Assessment of Sample of Residents

1 Sampling of Residents and Staff

In order to select a sample of respondents within homes we need:

- a) a list of all permanent residents: men and women should be listed separately, and the age and date of admission should be given for each person. Temporary residents can be shown after the permanent list.
- b) a list of all permanent staff (including the OIC): different categories of employee should be listed separately, and weekly hours plus date of starting should be given for each person.

The appropriate forms plus a reply paid envelope are enclosed with this document. An early return of residents and staff listings would be very much appreciated.

2 Interviews with Residents and Staff

- a) Resident: We would like to interview 10 residents in each home. These will be selected at random from the resident listing. A letter will be sent to each resident to select describing the project and requesting participation. The letters will be sent, in the first instance, to the head of home for distribution to residents. It is anticipated that each interview will last approximately 15 minutes.

- b) Staff: We would like to interview 4 members of staff in each home. These will be selected at random from the staff listing. A letter will be sent to each person we select, describing the project and requesting participation. It is anticipated that each interview will last approximately 45 minutes.

The interviews will be carried out by experienced interviewers from NOP Market Research Ltd. They will undertake 4 interviews a day. It would be helpful if a private room could be made available for interviewing.

3 Homes Inspection

An important requirement of our research plan is the physical appraisal of facilities within each home. This will be made by a member of the research team in association with the Officer-in-Charge. We would like the OIC to conduct the researcher on a guided tour of the following areas: bedrooms, bathrooms, w.c.s, lounges, dining rooms, ancillary rooms used by residents, hallways, stairs, lifts.

In addition, the researcher will administer a detailed questionnaire relating to physical design and location; this will provide the opportunity for OICs to make a critical evaluation of such issues.

It is anticipated that a minimum of 2 hours will be required for the homes inspection and it would be helpful if OICs could make the necessary arrangement to spend this time with the researcher, once an appointment has been made.

4 Behavioural Assessment

In order to assess levels of dependency amongst the residential population we wish to carry out a Crichton Royal behavioural rating for a sample of residents; a copy of the scale is enclosed. This is to be completed for each resident in the sample, by the Officer-in-Charge in consultation with care staff, during the interviewing period. Full instructions on the use of the scale will be given.

Fieldwork Organisation

It is estimated that the procedures outlined above should not exceed 4 days work in each home. Interviewing is programmed to take place early in November; homes inspections will commence during October and continue until January. Final arrangements for all visits will be made, in advance, by telephone. Any queries should be directed to Dianne Willcocks or Susan O'Brien at the Polytechnic of North London.

Fieldwork will be undertaken by an experienced team and every effort will be made to avoid inconvenience to both residents and staff. The information that we collect will be treated as confidential and no individual, institution or local authority will be identified in any report on the research.

Thank you for your cooperation in this project.

Cont'd

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Registered office: 188 Piccadilly
London W1V 6AT

22/DMM/010780

(vii) Letter to 1000 residents re personal interview

The Polytechnic
of North London

Survey Research Unit

Ladbroke House Highbury Grove
London N5 2AD
Telephone 01-607 2789 Ext
Telex 25228

Consumer Study in Old People's Homes (DHSS)

Unit Director
John F. Hall MA Dip Ed

July 1981

Dear

We are conducting a survey and we would like to know what you think about life in residential homes for elderly people. The Department of Health and Social Security realise that it is very important to take into account the preferences of residents like yourself so that any further homes can be designed and organised with regard to your expressed likes and dislikes.

We will be visiting your home during the month of July and we would like to talk to you about "life in the home". Your name has been selected at random from a list of all residents. I can assure you that the information that we collect will be treated as confidential, no-one's name will be written on any questionnaire nor will the home be identified in any future reports.

Our ultimate aim is to identify those features of residential care which contribute to an improvement in the quality of life for elderly people.

We look forward to meeting you.

Yours sincerely

Dianne M Willcocks
Research Officer

(viii) Letter to 400 staff re personal interview

The Polytechnic
of North London

Survey Research Unit

Ladbroke House Highbury Grove
London N5 2AD
Telephone 01 607 2789 Ext
Telex 25228

23/DMM/010780

Consumer Study in Old People's Homes (DHSS)

Unit Director
John F. Hall MA Dip Ed

July 1980

Dear

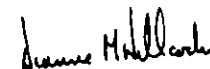
We are conducting a survey and we would like to know what you think about life in residential homes for the elderly. The Department of Health and Social Security realise that it is very important to take into account the preferences of both residents and staff so that any future homes can be designed and organised with regard to your expressed likes and dislikes.

We will be visiting your home during the month of July and we would like to talk to you about "life in the home". Your name has been selected at random from a list of all staff. I can assure you that the information we collect will be treated as confidential, no-one's name will be written on any questionnaire, nor will the home be identified in any future reports.

Our ultimate aim is to identify those features of residential care which contribute to an improvement in the quality of life for elderly people and those who care for them.

We look forward to meeting you.

Yours sincerely



Dianne M Willcocks
Research Officer

- 47A -

DMW/PF
26/DK/090780

(ix) Letter to 100 OICs re Homes Inspection

Consumer Study in Old People's Homes (DHSS)

Dear

Further to our recent telephone conversation, I am writing to confirm that the inspection will take place on the of at

The interview which I will conduct with you includes a number of detailed factual questions about your Home which you may not be able to answer 'on the spot'. In case you would like to prepare this information in advance (and thereby speed up the interview), I have provided a list of the main topics which will be raised

Before the interview takes place, I would like you to take me on a guided tour of all areas of the Home used by residents. During the tour I will be taking measurements of various rooms and looking for specific problems or points of interest relating to the use of facilities by residents. I hope that your own working experience will provide the main source of information on these problems

Tour and interview are likely to take two hours in all, and I hope that - if at all possible - you will be able to arrange for a single uninterrupted session

I look forward to meeting you, and I hope that you will find the visit both interesting and useful

Yours sincerely

The Polytechnic
of North London

Survey Research Unit
Ladbroke House, Highbury Grove
London N5 2AD
Telephone 01 607 2789 Ext
Telex 25228

Unit Director
John F. Hall MA Dip Ed

INTERVIEW TOPICS

FACILITIES

Number of single/double/multi-rooms	}	Problems of number size, siting or facilities provided
Number of type of W.C.'s, baths and showers		
Number of lounges		
Number of dining rooms		
Details of all specialist rooms (e.g. visitors', chiropody)		Possible improvements

HOME SURROUNDINGS

Access to local shops and amenities
Is the area too noisy/quiet?
Is there a problem of vandalism?

LIFTS & CORRIDORS

Distribution and number
Problems of size, siting, length, complexity
Possible improvements
Fire precautions - type of alarm system
Fire precautions - problems and possible improvements

RESIDENTS BEDROOMS

Emergency system	}	Problems Possible improvements
Facilities and furnishings provided		
Design and layout		

STAFF ACCOMMODATION

Type and amount
Problems and possible improvements

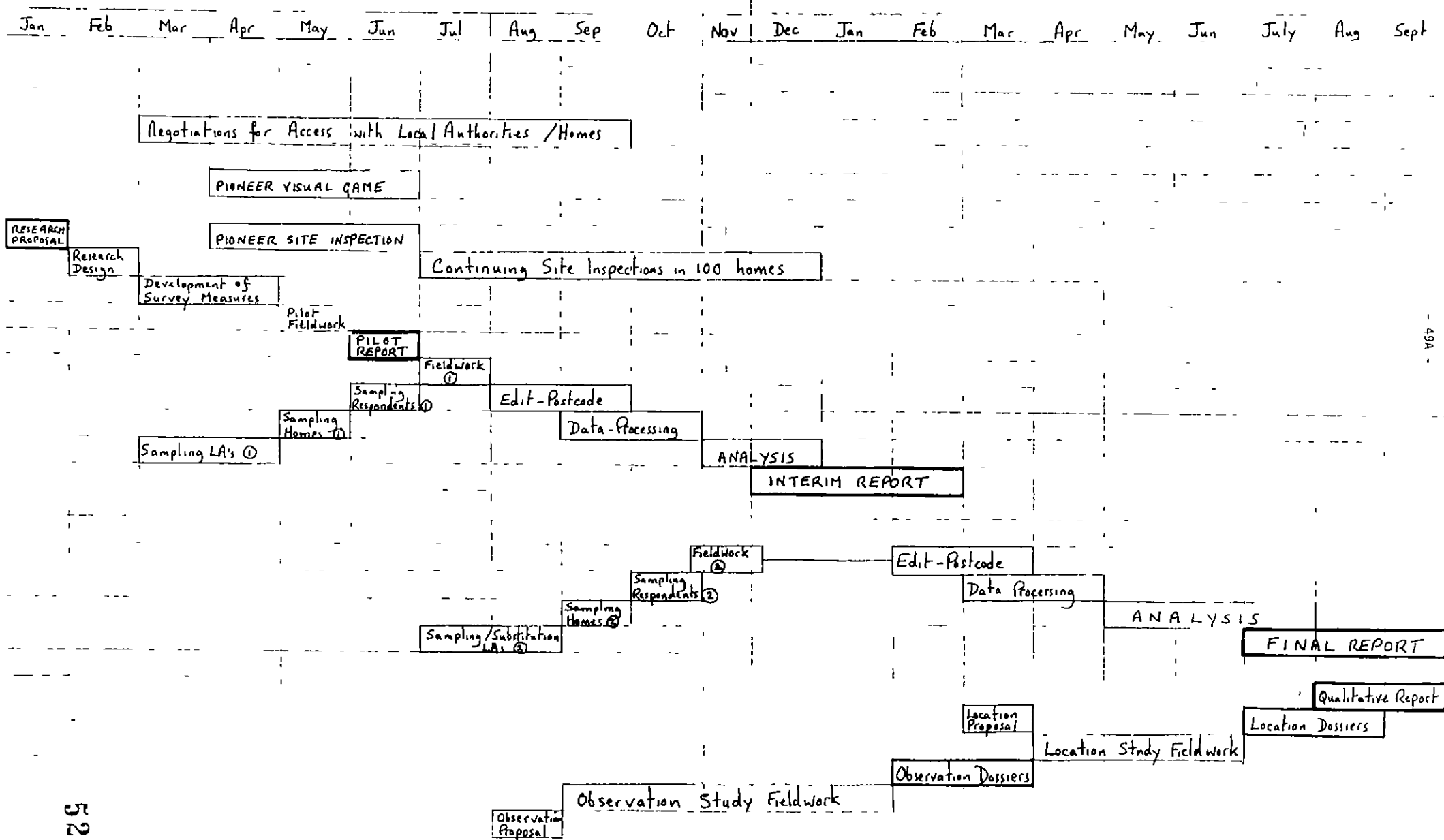
EXTERNAL APPEARANCE

Design of Home (e.g. single block)	}	Problems, Possible improvements
Design of Gardens		

- 48A -

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TIMETABLE FOR CONSUMER STUDY IN 100 OLD PEOPLE'S HOMES JAN 1980 - SEP 1981



INSA SYS

INSB SYS

APPENDIX B

INSPECTOR CHECKLIST

- 1) Frequency count and percentages for all pre-coded questions
- 2) Summaries of answers for all open-coded questions

Information is contained in TWO SPSS System Files

INSA SYS Q A1a - Q F47

INSB SYS Q G 48 - Q I69d

N of cases = 100 homes sampled

INSA SYS

LACode) (identification nos)
Home)

A1a to F47

NoRes Total number of residents in home
ResWt (Resident weighting code)
StaWt (Staff weighting code)
NRes (Number of residents)
NSta (Number of staff)
AgeHome When did the home open?
Built (Purpose built/other)

INSB SYS

LACode) (identification nos)
Home)

G48 to I69d

ResWt (Resident weighting code)
StaWt (Staff weighting code)
NRes (Number of residents)
NSta (Number of staff)
Group Is this home
 1 = Group
 2 = Semi-group
 3 = Non-group home?

AgeHome When did the home open?
Built (Purpose built\other)

INSA 845

LA Code Local Authority Code
Home Number

OLD PEOPLE'S HOMES

INSPECTOR CHECKLIST

SECTION A GENERAL INFORMATION

Before we begin touring the home, I would like to ask you some general questions about it

A1a A1 a) Is this home READ OUT

	Frequency	Adjusted Percentage %
1 A group home	11	11.0
2 A semi-group home	12	12.0
3 A non-group home	77	77.0
TOTAL	100	100.0

If Group or semi-group home ask 1b otherwise go to A2

A1b A1 b) How many groups are there

	Frequency	Adjusted Percentage %
1 One group	4	19.1
2 Two groups	4	19.0
3 Three groups	2	9.5
4 Four groups	4	19.0
5 Five groups	2	9.5
6 Six groups	5	23.9
-1 Not answered	2	-
TOTAL	23	100.0

+Of these 4 homes two have recently formed a group within the home on an experimental basis. The other 2 homes are semi-group ones also having only one small group each

A1c A1 c) What is the average number in each group

	Frequency	Adjusted Percentage %
5 Five people	2	9.5
6 Six people	1	4.8
7 Seven people	2	9.5
8 Eight people	9	42.8
9 Nine people	1	4.8
10 Ten people	2	9.5
12 Twelve people	3	14.3
17 Seventeen people	1	4.8
-1 Not answered	2	-
TOTAL	23	100.0

A2 A2 Is the home (READ OUT)

	Frequency	Adjusted Percentage %
1 Purpose built	75	75.0
2 A conversion	13	13.0
3 A conversion with an extension	12	12.0
TOTAL	100	100.0

Moving on to the surroundings of the home

ASK OFFICER IN CHARGE

A3 A3 Would you describe the area around the home as (READ OUT)

	Frequency	Adjusted Percentage %
1 Very quiet	19	19.2
2 Quiet	48	48.4
3 Fairly noisy	27	27.3
4 Very noisy	5	5.1
-1 Not answered	1	-
TOTAL	100	100.0

A4 With regard to the siting of the home, do residents have any trouble
getting to the local shops and amenities PROBE FULLY
 Multiple response question

	Frequency	Adjusted Percentage %
1 No problems for the ambulant	60	60.0
2 Yes, shops/amenities far away/no local shops	24	24.0
3 Yes, busy/dangerous road/no pedestrian crossing	14	14.0
4 Yes, problems with gradient to/ from shops/amenities	4	4.0
8 Yes, other	2	2.0
TOTAL	N/A	N/A

(Multiple response question)

A4a 1st answer

A4b 2nd "

A4c 3rd "

A4d 4th "

A4e 5th "

SECTION B - LOUNGES

Perhaps we could now begin the tour by looking at each lounge in turn

BSa

B5 a) How many lounges are there in this home

	Frequency	Adjusted Percentage %
1 One lounge	2	2 0
2 Two lounges	10	10 0
3 Three lounges	20	20 0
4 Four lounges	33	33 0
5 Five lounges	13	13 0
6 Six lounges	12	12 0
7 Seven lounges	4	4 0
8 Eight lounges	4	4 0
9 Nine lounges or more	2	2 0
TOTAL	100	100 0

BSb1 Lounge 1 Size (Square metres)
To
BSb8 Lounge 8 Size (Square metres)

B5 b) How big is the largest lounge in this Home (in square metres)

	Frequency	Adjusted Percentage %
Under 20 square metres	5	5 0
20 - 29 " "	16	16 0
30 - 39 " "	30	30 0
40 - 49 " "	19	19 0
50 square metres and over	30	30 0
TOTAL	100	100 0

BSc1 Lounge 1
To
BSc8 Lounge 8

B5 c) What is the sill height of the windows in this lounge (in centimetres)

Main lounge

	Frequency	Adjusted Percentage %
Under 30 centimetres	38	38 0
31 - 59 "	9	9 0
60 - 89 "	34	34 0
90 centimetres and over	19	19 0
TOTAL	100	100 0

BSd1

To

BSd8

B5 d) What type of windows are there Main lounge

	Frequency	Adjusted Percentage %
1 Sash	27	27 0
2,3 Casement/Pivot	66	66 0
4 Cannot be opened	3	3 0
8 Other	4	4 0
TOTAL	100	100 0

BSe1

To

BSe8

B5 e) Can the windows be opened by the residents Main lounge

	Frequency	Adjusted Percentage %
1 Yes	78	78 0
2 No	22	22 0
TOTAL	100	100 0

BSf1

To

BSf8

B5 f) What sort of view is there Main lounge

	Frequency	Adjusted Percentage %
1 On the street	13	13 0
2 Garden/then street	43	43 0
3 Garden/countryside	41	41 0
8 Other	3	3 0
TOTAL	100	100 0

BSg1

To

BSg8

B5 g) What sort of artificial lighting is there Main lounge

	Frequency	Adjusted Percentage %
1 Fluorescent	21	21 0
2 Tungsten	78	78 0
3 Both	1	1 0
TOTAL	100	100 0

BSk1	B5 h)	<u>Is the room naturally light or dark</u>	Main lounge
TO		Frequency	Adjusted Percentage
BSk8			%
1	Light	77	77 0
2	Dark	23	23 0
	TOTAL	100	100 0

BSi1	B5 i)	<u>Are there any handrails</u>	Main lounge
TO		Frequency	Adjusted Percentage
BSi8			%
1	Yes	8	8 0
2	No	92	92 0
	TOTAL	100	100 0

BSj1	B5 j)	<u>Is there any form of supplementary heating</u>	Main lounge
TO		Frequency	Adjusted Percentage
BSj8			%
1	Yes	64	64 0
2	No	36	36 0
	TOTAL	100	100 0

BSk1	B5 k)	<u>What type of floor covering is there</u>	Main lounge
TO		Frequency	Adjusted Percentage
BSk8			%
1	Carpet/floor tiles	94	94 0
2	Lino/vinyl tiles	3	3 0
3	Other	3	3 0
	TOTAL	100	100 0

BSl1	B5 l)	<u>Are decorations</u>	Main lounge
TO		Frequency	Adjusted Percentage
BSl8			%
1	Bright and colourful	52	52 0
2	More restful	48	48 0
	TOTAL	100	100 0

BSn1	B5 m)	<u>Are chairs arranged in groups or round the walls</u>	Main lounge
TO		Frequency	Adjusted Percentage
BSn8			%
1	In groups	24	24 0
2	Round the walls	74	74 0
3	Up to the residents	1	1 0
4	In rows	1	1 0
	TOTAL	100	100 0

BSn1	B5 n)	<u>Is there a T V</u>	Main lounge
TO		Frequency	Adjusted Percentage
BSn8			%
1	Yes	93	93 0
2	No	7	7 0
	TOTAL	100	100 0

BSo1	B5 o)	<u>Is smoking allowed</u>	Main lounge
TO		Frequency	Adjusted Percentage
BSo8			%
1	Yes	88	88 9
2	No	11	11 1
-1	Not answered	1	-
	TOTAL	100	100 0

BS p1 B5 p) Is there a WC within 10 metres Main lounge

To
BS p8

	Frequency	Adjusted Percentage %
1 Yes for women only	2	2 0
2 Yes for men only	4	4 0
3 Yes for both	86	86 0
4 No, no WC within 10 metres	8	8 0
TOTAL	100	100 0

B5 c) What is the sill height of the windows in this lounge (in centimetres)

All lounges

	Frequency	Adjusted Percentage %
Under 30 centimetres	162	37 9
31 - 59 "	44	10 3
60 - 89	134	31 4
90 centimetres and over	87	20 4
TOTAL	427	100 0

BS q1 B5 q) Is the lounge for Main lounge

To
BS q8

	Frequency	Adjusted Percentage %
1 Women only	2	2 0
2 Men only	3	3 0
3 Both sexes	95	95 0
TOTAL	100	100 0

B5 d) What type of windows are there All lounges

	Frequency	Adjusted Percentage %
Sash	99	23 2
Casement/Pivot	302	70 7
Cannot be opened	5	1 2
Other	21	4 9
TOTAL	427	100 0

BS r1 IF HOME ON MORE THAN ONE FLOOR

To
BS r8

	Frequency	Adjusted Percentage %
0 Ground floor	85	85 0
1 First floor	11	11 0
2 Second floor	4	4 0
TOTAL	100	100 0

B5 e) Can the windows be opened by the residents All lounges

	Frequency	Adjusted Percentage %
Yes	341	80 0
No	85	20 0
Not answered	1	-
TOTAL	427	100 0

Combined information for immediately preceding VARS in summary tables

Information on all lounges in the Home

B5 b) How big is this lounge (in square metres) All lounges

	Frequency	Adjusted Percentage %
Under 20 square metres	144	33 7
20 - 29 " "	126	29 5
30 - 39 " "	81	19 0
40 - 49 " "	36	8 4
50 square metres and over	40	9 4
TOTAL	427	100 0

B5 f) What sort of view is there All lounges

	Frequency	Adjusted Percentage %
On the street	59	13 8
Garden/then street	185	43 4
Garden/countryside	164	38 5
Roof	3	0 7
Other	15	3 5
Not answered	1	-
TOTAL	427	100 0

B5 g) What sort of artificial lighting is there All lounges

	Frequency	Adjusted Percentage %
Fluorescent	79	18.5
Tungsten	343	80.4
Both	4	0.9
Other	1	0.2
TOTAL	427	100.0

B5 h) Is the room naturally light or dark All lounges

	Frequency	Adjusted Percentage %
Light	355	83.1
Dark	72	16.9
TOTAL	427	100.0

B5 i) Are there any handrails All lounges

	Frequency	Adjusted Percentage %
Yes	15	3.5
No	412	96.5
TOTAL	427	100.0

B5 j) Is there any form of supplementary heating All lounges

	Frequency	Adjusted Percentage %
Yes	236	55.5
No	189	44.5
Not answered	2	-
TOTAL	427	100.0

B5 k) What type of floor covering is there All lounges

	Frequency	Adjusted Percentage %
Carpet/floor tiles	393	92.0
Lino/vinyl tiles	14	3.3
Wood blocks	5	1.2
Cork	2	0.5
Other	13	3.0
TOTAL	427	100.0

B5 l) Are decorations All lounges

	Frequency	Adjusted Percentage %
Bright and colourful	236	55.4
More restful	190	44.6
Not answered	1	-
TOTAL	427	100.0

B5 m) Are chairs arranged in groups or round the walls All lounges

	Frequency	Adjusted Percentage %
In groups	55	12.9
Round the walls	368	86.4
Up to the residents	3	0.7
Not answered	1	-
TOTAL	427	100.0

B5 n) Is there a T.V. All lounges

	Frequency	Adjusted Percentage %
Yes	317	74.9
No	106	25.1
Not answered	4	-
TOTAL	427	100.0

B5 o) Is smoking allowed All lounges

	Frequency	Adjusted Percentage %
Yes	388	91.3
No	37	8.7
Not answered	2	-
TOTAL	427	100.0

B5 p) Is there a W.C. within 10 metres All lounges

	Frequency	Adjusted Percentage %
Yes for women only	15	3.5
Yes for men only	10	2.3
Yes for both	352	82.5
No, no W.C. within 10 metres	50	11.7
TOTAL	427	100.0

B5 q) Is the lounge for All lounges

	Frequency	Adjusted Percentage %
Women only	12	2.8
Men only	15	3.5
Both sexes	400	93.7
TOTAL	427	100.0

IF HOME ON MORE THAN ONE FLOOR

B5 r) Which floor is it on All lounges

	Frequency	Adjusted Percentage %
Ground floor	334	78.2
First floor	81	19.0
Second floor	12	2.8
TOTAL	427	100.0

SECTION C DINING ROOMS

Could we now take a look at each dining room

C6a C6 a) How many dining rooms are there in this home

	Frequency	Adjusted Percentage %
1 One	74	74.0
2 Two	10	10.0
3 Three	6	6.0
4 Four	5	5.0
5 Five	2	2.0
6 Six	2	2.0
7 Seven or more	1	1.0
TOTAL	100	100.0

C6b1 TO C6b6

C6 b) How big is this dining room (in square metres)

	Frequency	Adjusted Percentage %
Under 30 square metres	71	44.3
30 - 49 " "	21	13.1
50 - 69 " "	35	21.9
70 - 89 " "	19	11.9
90 square metres and over	14	8.8
TOTAL	160	100.0

C6c1 TO C6c6

C6 c) What is the sill height of the windows in this dining room (in centimetres)

	Frequency	Adjusted Percentage %
0 - 30 centimetres	77	48.1
31 - 59 " "	15	9.4
60 - 89 " "	44	27.5
90 centimetres and over	24	15.0
TOTAL	160	100.0

C6d1 TO C6d6

C6 d) What sort of windows are there Dining room

	Frequency	Adjusted Percentage %
1 Sash	44	27.7
2,3 Casement/Pivot	105	66.0
4 Cannot be opened	2	1.3
8 Other	8	5.0
-1 Not answered	1	-
TOTAL	160	100.0

C6e1 TO C6e6

C6 e) Can the windows be opened by the residents Dining room

	Frequency	Adjusted Percentage %
1 Yes	118	74.2
2 No	41	25.8
-1 Not answered	1	-
TOTAL	160	100.0

C6f1 TO C6f6

C6 f) What sort of lighting is there Dining room

	Frequency	Adjusted Percentage %
1 Fluorescent	41	25.6
2 Tungsten	112	70.0
3 Both	6	3.8
8 Other	1	0.6
TOTAL	160	100.0

C6g1 TO C6g6

C6 g) Is the room naturally light or dark Dining room

	Frequency	Adjusted Percentage %
1 Light	127	79.4
2 Dark	33	20.6
TOTAL	160	100.0

C6h1 TO C6h6

C6 h) Are there any handrails Dining room		
	Frequency	Adjusted Percentage %
1 Yes	17	10.6
2 No	143	89.4
TOTAL	160	100.0

C6i1 TO C6i6

C6 i) What sort of floor covering is there Dining room		
	Frequency	Adjusted Percentage %
1 Fitted carpet/carpet tiles	34	21.3
2 Lino/vinyl tiles	92	57.5
3 Wood blocks	25	15.6
4 Cork	5	3.1
5 Wooden floor boards	3	1.9
9 Other	1	0.6
TOTAL	160	100.0

C6j1 TO C6j6

C6 j) Are there Dining room		
	Frequency	Adjusted Percentage %
1 A lot of small tables	118	73.8
2 One or two large tables	25	15.6
3 A mixture of large and small	17	10.6
TOTAL	160	100.0

C6k1 TO C6k6

C6 k) Are residents able to take frames/wheelchairs into the dining room with them		
	Frequency	Adjusted Percentage %
1 Yes	142	88.7
2 No	18	11.3
TOTAL	160	100.0

C6l1 TO C6l6

C6 l) Is there a W.C. within 10 metres Dining room		
	Frequency	Adjusted Percentage %
1 Yes for women only	6	3.8
2 Yes for men only	3	1.9
3 Yes for both	129	80.5
4 No, no W.C. within 10 metres	22	13.8
TOTAL	160	100.0

C7 a 1) What do you feel are the good points of the design and facilities in LOUNGES PROBE FULLY

Multiple response question

Code	Frequency	Adjusted Percentage %
2 The rooms are of the right size	26	32.1
10 Nice view/outlook	14	17.3
1 There are the right number of these rooms	13	16.0
4 They are well sited	13	16.0
5 Well/pleasantly decorated/homely/friendly atmosphere	11	13.6
6 Light/airy/well lit	11	13.6
8 Certain structural features eg open plan/sliding doors/removable partitions etc	6	7.4
3 They are large enough for social functions/activities	5	6.2
7 Good access/exits in case of fire	4	4.9
9 Other particular features eg sink in lounge/non-slip floor covering/serving hatches etc	2	2.5
11 There are no good points	12	14.8
12 Other	3	3.7
-1 Not answered	19	-

TOTAL N/A N/A

GOOD POINTS

(Multiple response question)

C7aa 1st response	C7ac 2nd response	C7ae 3rd response
C7ab 1 = lounges 2 = dining room 3 = both	C7ad 1 = lounges 2 = din. room 3 = both	C7af 1 = lounges 2 = dining room 3 = both

C7 a 11) What do you feel are the good points of the design and facilities in

DINING ROOMS PROBE FULLY

Code	Frequency	Adjusted Percentage %
2 The rooms are of the right size	22	26.8
6 Light airy/well lit	15	18.3
4 They are well sited	14	17.1
3 They are large enough for social functions/activities	12	14.6
9 Other particular features eg sink in lounge/non-slip floor covering/serving hatches etc	12	14.6
10 Nice view	8	9.8
5 Well/pleasantly decorated/homely/friendly atmosphere	6	7.3
8 Certain structural features eg open plan/sliding doors/removable partitions etc	6	7.3
1 There are the right number of these rooms	4	4.9
7 Good access/exits in case of fire	2	2.4
11 There are no good points	11	13.4
12 Other	2	2.4
-1 Not answered	18	-

TOTAL N/A N/A

(Multiple response question)

C7 b 1) And what do you feel are the bad points LOUNGES

Multiple response question

Code		Frequency	Adjusted Percentage %
2	The rooms are of the wrong size	28	35.0
4	They are badly sited	14	17.5
7	Bad/inconvenient shape	13	16.3
9	Access to rooms is difficult/inconvenient eg there is only one door	11	13.8
1	There are the wrong number of these rooms	10	12.5
11	Other particular structural features eg low ceilings/no handrails/pillars in the dining room	7	8.8
3	They are not large enough for social functions/activities	5	6.3
5	Inadequate/unpleasant furnishings/decoration eg not enough /uncomfortable chairs Institutional/not homely/ etc	5	6.3
6	Dark and gloomy/badly lit	5	6.3
8	Power/TV points inadequate/poorly sited	2	2.5
10	No problems	10	12.5
12	Other	3	3.8
-1	Not answered	20	-
TOTAL		N/A	N/A

(Multiple response question)

BAD POINTS

C7ba 1st response

C7bb 1 = Lounge
2 = Dining room
3 = Both

C7bc 2nd response

C7bd 1 = Lounge
2 = Dining rooms
3 = Both

C7be 3rd response

C7bf 1 = Lounge
2 = Dining rooms
3 = Both

* C7 b 11) And what do you feel are the bad points DINING ROOMS

Multiple response question

Code		Frequency	Adjusted Percentage %
2	The rooms are of the wrong size	41	50.8
9	Access to rooms is difficult/inconvenient, eg there is only one door	10	12.3
3	They are not large enough for social functions/activities	8	9.9
4	They are badly sited	8	9.9
6	Dark and gloomy/badly lit	8	9.9
11	Particular structural features eg low ceilings/no handrails/pillars in the dining room	8	9.9
5	Inadequate/unpleasant furnishings/decoration eg not enough /uncomfortable chairs - Institutional/not homely etc	7	8.6
7	Bad/inconvenient shape	7	8.6
1	There are the wrong number of these rooms	1	1.2
10	No problems	8	9.9
12	Other	1	1.2
-1	Not answered	19	-
TOTAL		N/A	N/A

(Multiple response question)

SECTION D - BATHROOMS AND WCs

I would now like to ask you generally about bathrooms and WC's

D8

D8 How many bathrooms are there in this home

	Frequency	Adjusted Percentage %
2 Two	12	12.0
3 Three	43	43.0
4 Four	27	27.0
5 Five	11	11.0
6 Six	5	5.0
7 Seven	1	1.0
8 Eight	1	1.0
TOTAL	100	100.0

YES D9aa D9ba TO D9a D9b
D9a ' ' Whether home has this type of bath (YES/NO)
D9b ' ' Number of this type of bath

D9 I am going to read out a list of certain types of baths Could you tell me how many baths you have of each type

D9aa

a) How many medic baths do you have (1=YES, 2=NO)

D9ba

	Frequency	Adjusted Percentage %
None	40	40.0
1 One	51	51.0
2 Two	8	8.0
3 Three	1	1.0
TOTAL	100	100.0

D9ab

b) How many baths with ambulifts do you have (1=YES, 2=NO)

D9bb

	Frequency	Adjusted Percentage %
None	43	43.0
1 One	38	38.0
2 Two	18	18.0
3 Three	1	1.0
TOTAL	100	100.0

D9 (continued)

D9ac

c) How many ordinary baths with grips do you have (1=YES, 2=NO)

D9bc

	Frequency	Adjusted Percentage %
None	19	19.0
1 One	15	15.0
2 Two	26	26.0
3 Three	27	27.0
4 Four	8	8.0
5 Five	5	5.0
TOTAL	100	100.0

D9ad

d) How many ordinary baths without grips do you have (1=YES, 2=NO)

D9bd

	Frequency	Adjusted Percentage %
None	87	87.0
1 One	4	4.0
2 Two	2	2.0
3 Three	4	4.0
4 Four	1	1.0
5 Five	2	2.0
TOTAL	100	100.0

D9ae

e) How many baths with hoists do you have (1=YES, 2=NO)

D9be

	Frequency	Adjusted Percentage %
None	92	92.0
1 One	7	7.0
2 Two	1	1.0
TOTAL	100	100.0

D9af

f) How many hips baths do you have (1=YES, 2=NO)

D9bf

	Frequency	Adjusted Percentage %
None	94	94.0
1 One	6	6.0
TOTAL	100	100.0

D9ag

g) How many other types of baths do you have (1=YES, 2=NO)

D9bg

	Frequency	Adjusted Percentage %
None	97	97.0
1 One	2	2.0
3 Three	1	1.0
TOTAL	100	100.0

D9ca 1st response

D9cb 2nd "

D9cc 3rd "

D9 h) Of the types of bath provided in this home, which do residents most prefer

Multiple response question

	Frequency	Adjusted Percentage %
3 Ordinary bath with grips	34	36.2
2 Bath with ambulift	28	29.8
1 Medic bath	20	21.3
4 Ordinary bath without grips	4	4.3
6 Hip bath	3	3.2
9 Other answers	5	5.3
7 No preference	13	13.8
9 Not answered	6	-

TOTAL

N/A

N/A

(Multiple response question)

D9da 1st response

D9db 2nd "

D9dc 3rd "

D9 i) Why is this

Multiple response question

Code	Frequency	Adjusted Percentage %
2 Less frightening/easier/safer to get in an out of eg they are nervous of ambulift	32	35.2
3 Not used to some sorts of baths/showers	26	28.6
1 Depends on mobility/health of resident eg some residents can cope better with one/some with another	18	19.8
4 Prefer this type/dislike other type eg prefer ambulift	17	18.7
6 Other types slow to fill/empty/have to wait for them	9	9.9
5 Are/like to be more independent	4	4.4
7 Depends on the resident eg some prefer one, some prefer another	3	3.3
11 Particular type of bath not needed	1	1.1
9 Other	6	6.6
10 Don't know	2	2.2
9 Not answered	9	-

TOTAL

N/A

N/A

(Multiple response question)

D9ea 1st response

D9eb 2nd "

D9ec 3rd "

D9 (continued)

D9 j) And which types of baths do staff most prefer

Multiple response question

	Frequency	Adjusted Percentage %
1 Medic bath	27	28.4
2 Bath with ambulift	35	36.8
3 Ordinary bath with grips	15	15.8
5 Bath with hoist	1	1.1
6 Hip bath	2	2.1
7 No preference	21	22.1
8 Other	4	4.2
9 Not answered	5	-

TOTAL

N/A

N/A

(Multiple response question)

D9fa 1st response

D9fb 2nd "

D9fc 3rd "

D9 k) Why is this

Multiple response question

Code

	Frequency	Adjusted Percentage %
2 Lifting reduced/unnecessary with some types of baths so is easier to bathe heavy residents etc	36	38.3
1 Depends on mobility/health of resident eg some residents can cope better with one/some with another	26	27.7
3 It's safer/feel more secure bathing residents	15	16.0
5 Can wash residents better/more easily	13	13.8
4 Need fewer staff	7	7.4
6 Easier to use (nothing further specified)	6	6.4
11 Problems with filling baths	3	3.2
10 Easier to get residents in and out	2	2.1
Can't say because each member of staff has own preferences	3	3.2
No preference	2	2.1
Other	2	2.1
9 Not answered	6	-

TOTAL

N/A

N/A

(Multiple response question)

D10a D10 a) Do you have any separate shower rooms in the home - if so, how many

	Frequency	Adjusted Percentage %
0 No, none	81	81.0
1 Yes, one	12	12.0
2 Yes, two	6	6.0
3 Yes, three	1	1.0
TOTAL	100	100.0

D10b D10 b) Do you have any showers in the bathrooms

	Frequency	Adjusted Percentage %
1 Yes	70	70.0
2 No	30	30.0
TOTAL	100	100.0

If YES at b ask c

D10ca D10 c) How many of these are free-standing

	Frequency	Adjusted Percentage %
0 None	37	52.9
1 One	13	18.6
2 Two	14	20.0
3 Three	4	5.7
4 Four	1	1.4
5 Five	1	1.4
TOTAL	70	100.0

D10cb D10 d) And how many are fitted to the bath

	Frequency	Adjusted Percentage %
0 None	20	28.6
1 One	35	50.0
2 Two	10	14.3
3 Three	3	4.3
4 Four	1	1.4
5 Five	1	1.4
TOTAL	70	100.0

If YES at a) or b) ask D10 e)

D10da 1st D10 e) Do residents or staff have any problems using showers, or do they find them easy to use PROBE FULLY

b 2nd Multiple response question

c 3rd

d 4th

D10de 5th

	Frequency	Adjusted Percentage %
1 Residents are not used to showers	24	30.4
2 Residents prefer baths/dislike showers	11	13.9
3 Residents afraid of showers/feel safer in baths	10	12.7
4 Residents have no problems with showers find them easy to use	18	22.8
5 Residents rarely, or never use showers	53	67.1
9 Other	10	12.7
TOTAL	N/A	N/A

(Multiple response question)

D11a D11 a) How many WC's are provided for residents

	Frequency	Adjusted Percentage %
Eight and under	20	20.0
Nine or ten	18	18.0
Eleven or twelve	35	35.0
Thirteen and over	27	27.0
TOTAL	100	100.0

D11b D11 b) Are there separate WC's for men and women

	Frequency	Adjusted Percentage %
1 Yes, all	31	31.6
2 Yes, some	40	40.8
3 No	27	27.6
-1 Not answered	2	-
TOTAL	100	100.0

D11c D11 c) Are there any urinals

	Frequency	Adjusted Percentage %
0 No, none	47	47.5
1 Yes, one	34	34.3
2 Yes, two	8	8.1
3 Yes, three	5	5.1
4 Yes, four	3	3.0
5 Yes, six	2	2.0
-1 Not answered	1	-
TOTAL	100	100.0

D12a D12 a) And how many separate WC's are provided for members of staff

	Frequency	Adjusted Percentage %
1 One	40	40.0
2 Two	38	38.0
3 Three	14	14.0
4 Four	5	5.0
5 Five	2	2.0
6 Six	1	1.0
TOTAL	100	100.0

D12b D12 b) Do the staff use the residents' WC's

	Frequency	Adjusted Percentage %
1 Yes	21	21.4
2 No	75	75.5
3 Don't know	2	2.0
-1 Not answered	2	-
TOTAL	100	100.0

D13a

D13 a) How many WC's are adapted for use by residents in wheelchairs

	Frequency	Adjusted Percentage %
None	36	36.0
One or two	31	31.0
Three to seven	20	20.0
Eight and over	13	13.0
TOTAL	100	100.0

D13b

D13 b) Are any WC's raised on platforms to assist residents who have trouble using WC's of normal height

	Frequency	Adjusted Percentage %
1 Yes	33	33.0
2 No	67	67.0
TOTAL	100	100.0

If YES ask 13 c)

D13c

D13 c) How many raised WC's are there in this home

	Frequency	Adjusted Percentage %
1 One	19	59.4
2 Two	5	15.6
3 Three	1	3.1
4, 11, 12 Four or more	7	21.9
-1 Not answered	1	-
TOTAL	33	100.0

D14a D14 a) Do the WC's have handrails or grips

	Frequency	Adjusted Percentage %
1 Yes, all	80	80 0
2 Yes, some	18	18 0
3 No	2	2 0
TOTAL	100	100 0

If YES at a) ask D14 b) !

D14 b) Are the handrails/grips conveniently sited

D14ba 1st Multiple response question

	Frequency	Adjusted Percentage %
1 Yes/no problems	63	64 3
2 They are too far away/too widely spaced	12	12 2
3 There are grips on only one side	12	12 2
4 They obstruct wheelchairs/wheelchair users	5	5 1
5 Need vertical rail as well	1	1 0
6 Other	10	10 2
TOTAL	N/A	N/A

(Multiple response question)

DISa D15 a) Do all WC's have doors on them

	Frequency	Adjusted Percentage %
1 Yes, all	96	96 0
2 Yes, some	3	3 0
3 No	1	1 0
TOTAL	100	100 0

If 'SOME' or 'NO' ask 15 b)

D15 b) Why is this

DISba 1st response

DISbb 2nd "

	Frequency	Adjusted Percentage %
Doorway would be too narrow for wheelchair	2	66 7
WC too small	1	33 3
Not answered	1	-
TOTAL	4	100 0

D16a D16 a) Can doors in the bathrooms and WC's be locked from the inside

	Frequency	Adjusted Percentage %
1 Yes	92	92 0
2 No	8	8 0
TOTAL	100	100 0

If YES ask D16 b)

D16b D16 b) Are there emergency unlocking arrangements

	Frequency	Adjusted Percentage %
1 Yes	88	96 7
2 No	3	3 3
3 Not answered	1	-
TOTAL	92	100 0

If 'NO' at D16 a) ask 16 c)

D16ca D16 c) Why is this

	Frequency	Adjusted Percentage %
Locks not required by residents	2	66 7
Residents could get locked in	1	33 3
Not answered	5	-
TOTAL	100	100 0

D17 D17 Is there a call system in bathrooms and WC's

	Frequency	Adjusted Percentage %
1 Yes, in bathrooms only	18	18 0
2 Yes, in WCs only	2	2 0
3 Yes, in both	75	75 0
4 No	5	5 0
TOTAL	100	100 0

D18a
b
c

D18 a) Do you find the facilities in bathrooms and WC's adequate or could they be improved in any way for residents

Multiple response question	Frequency	Adjusted Percentage %
No, the facilities are adequate	14	14.1
Room too small	36	36.4
Room layout/facilities badly planned/ sited in other ways eg want sluice in bathroom	16	16.2
Not enough toilets	11	11.1
Bath/WC's against wall causing difficulties when trying to lift residents	10	10.1
Need more support/grips eg more handrails /should have grips on both sides of WC, not just one	8	8.1
Need wider doorways	7	7.1
Would like more raised/a raised WC	7	7.1
Need more wheelchair adapted WC's	7	7.1
Need a call system	7	7.1
Would prefer sliding doors	6	6.1
Want a/more medibath(s)	5	5.1
Ventilation poor	5	5.1
Would prefer doors to open outwards	3	3.0
Want a/more shower(s)	3	3.0
Want a/more hoists/ambulift	3	3.0
Handrails/grips provided but sited badly	3	3.0
Call system bells badly sited	3	3.0
Need more storage space	3	3.0
Need more sanitary equipment eg basins in WC etc	2	2.0
Other complaints about doorways/doors eg would like lift-off doors/doors rise to face corridors	1	1.0
Baths too high/want lower baths	1	1.0
Other answers	15	15.2
Not answered	1	-
TOTAL	N/A	N/A

(Multiple response question)

D18a 1st response
b 2nd
c 3rd

D18b 1st resp
D18bb 2nd resp

D18 b) Have you made any changes to help residents using bathrooms and WC's

Multiple response question

Multiple response question	Frequency	Adjusted Percentage %
No	31	32.6
Installed ambulift	16	16.8
Installed high WC(s)/raised WC seat(s) and frames	11	11.6
Grips/supports installed/improved	11	11.6
Installed medic bath(s)	10	10.5
Installed other sanitary equipment eg more basins/a sanichair/colostomy bin/seat in bath etc	9	9.5
Removed bathroom equipment eg removed basin/WC seat/bidet to improve access to WC itself	7	7.4
Enlarged room	6	6.3
Installed shower(s)	3	3.2
Provided rubber mats	3	3.2
Fitted sliding door(s)	2	2.1
Altered doors to open outwards	1	1.1
Other alterations to doors/doorways eg removed door springs	1	1.1
Added/improved storage space	1	1.1
Other answers	2	2.1
Not answered	5	-
TOTAL	N/A	N/A

(Multiple response question)

D19 What about the general siting of the bathrooms and WC's - is this convenient for residents, or not PROBE FULLY

D19a 1st resp
D19b 2nd resp
D19c 3rd resp

Multiple response question

Multiple response question	Frequency	Adjusted Percentage %
Yes (no further comment)	41	41.0
Yes, close to bedrooms	28	28.0
Yes, close to lounges and dining room	18	18.0
Yes, but have commodes at night for emergencies	3	3.0
Yes, other answers	3	3.0
No, too prominent/public	18	18.0
No, too far from lounge or dining room	14	14.0
No, too far from bedrooms	11	11.0
No, other answers	2	2.0
TOTAL	N/A	N/A

(Multiple response question)

D20 Lastly, do staff experience any problems assisting residents in bathrooms

D20a 1st resp or WC's

D20b 2nd resp. Multiple response question

D20c 3rd resp

	Frequency	Adjusted Percentage %
Bathrooms too small for resident and necessary helper(s)	62	62.6
Baths inconveniently sited	5	5.1
Shortage of WC's/bathrooms generally	5	5.1
Problems lifting residents eg bath too high/low need ambulant	5	5.1
Access for wheelchairs etc is difficult	4	4.0
Shortage of WC's adapted for wheelchairs	3	3.0
Other	7	7.1
No problems	25	25.3
Not answered	1	-

TOTAL N/A N/A
(Multiple response question)

D21a D21 a) Is there a separate sluice room in the home

	Frequency	Adjusted Percentage %
1 Yes	92	92.0
2 No	8	8.0
TOTAL	100	100.0

If YES ask D21 b)

D21b D21 b) Is it conveniently sited

	Frequency	Adjusted Percentage %
1 Yes	70	76.1
2 No	22	23.9
TOTAL	92	100.0

If 'NO' ask D21 c)

D21 c) Why not

D21ca 1st response

b 2nd "

	Frequency	Adjusted Percentage %
Too far away/not central enough	11	52.4
It's inconveniently sited in other ways eg have to carry things past other rooms/down corridors	5	23.8
It's in the bathroom/WC	2	9.5
Have to carry things through other rooms (other than bathrooms/WC's)	2	9.5
Other	2	9.5
Not answered	1	-

TOTAL N/A N/A
(Multiple response question)

SECTION E - SPECIAL FACILITIES

E22 a) (Apart from the sluice room) does the home have any special rooms put aside for specific purposes, for example, a medical room, residents laundry room, staff common room etc PROBE FULLY

*E22a1a TO E22a1g
1st response 7th response*

Multiple response question	Frequency	Adjusted Percentage %
Medical/clinic/doctors room	78	78.8
Staff/office/common room	76	76.8
Laundry/washing/ironing room	49	49.5
Visitors room/overnight visitors room	38	38.4
Sewing room	34	34.3
Residents tea making/snack making room/ kitchen	25	25.3
Chiropody/hairdressing room	24	24.2
Storage room eg linen/stock room/ cleaners room	15	15.2
Residents laundry/washing room	15	15.2
Sick room	13	13.1
Residents recreation room for hobbies/ handicrafts plus bar etc	13	13.1
Staff duty/night duty room	8	8.1
Residents shop	6	6.0
A 'quiet' room	3	3.0
OT/Therapy room	1	1.0
Telephone room	1	1.0
Other rooms	5	5.1
Not answered	1	-
TOTAL	N/A	N/A

(Multiple response question)

11 Get details of all other activity(ies) for which room(s) are used

Multiple response question	Frequency	Adjusted Percentage %
Chiropody room/therapy room	64	13.4
Residents tea making/snack making room/kitchen	10	2.1
Staff/office/common room	10	2.1
Storage room e.g. linen/stock room/ cleaners room	9	1.9
Visitors/overnight visitors room/ interview room	8	1.7
Medical/doctors room	8	1.7
Resident recreational/common room eg for hobbies/handicrafts plus bar etc	6	1.3
Sewing room	6	1.3
Quiet room	4	0.8
Laundry/washing/ironing room	4	0.8

E22 a) 11 (continued)

Staff duty/night duty room	4	0.8
Sick room	3	0.6
Sluice room	2	0.4
OT room/Therapy room	1	0.2
TV lounge	1	0.2
Residents laundry/washing room	1	0.2
Residents shop	1	0.2
Telephone room	1	0.2
Other rooms	4	0.8
Not used for other purposes	322	69.3
TOTAL	N/A	N/A

(Multiple response question)

Note The adjusted percentage refers to rooms not homes (i.e. the percentage of special rooms used for each purpose)

E22 b) Does multiple used rooms cause problems

Multiple response question	Frequency	Adjusted Percentage %
No, no problems	60	60.0
Yes, rooms wanted for more than one purpose at a time	18	18.0
Yes, rooms/facilities unsuitable for certain activities	4	4.0
Yes, have to keep getting things out/ putting them back after activities	3	3.0
Yes, have to turn out residents/ visitors	2	2.0
Yes, (no specific problems mentioned)	2	2.0
Yes, lack of privacy for staff/residents	1	1.0
Other	2	2.0
Not answered	15	-
TOTAL	N/A	N/A

1st special room E22a2aa 1st other use E22a2ab 2nd other use E22a2ac 3rd other use

2nd E22a2ba → c

3rd ca → c

4th da → c

5th ea → c

6th fa → c

7th E22a2ga → c

E23a

E23 a) Apart from the rooms we have already mentioned, are there any other rooms set aside for specific purposes on a regular basis

	Frequency	Adjusted Percentage %
Yes	65	65 0
No	35	35 0
TOTAL	100	100 0

If YES at a) ask E23 b), c) and d)

E23 b) Which rooms

Multiple response question

	Frequency	Adjusted Percentage %
Dining room	49	75 4
Lounge	33	50 8
Bedroom	18	27 7
Other	25	38 5
TOTAL	N/A	N/A

(Multiple response question)

E23 c) 1 What is it used for Dining room

	Frequency	Adjusted Percentage %
Social functions/entertainment	34	79 0
Religious services	4	9 3
Hairdressing/chirobody	1	2 3
Meetings/committees	2	4 7
Other uses	2	4 7
Not answered	16	-
TOTAL	49	100 0

Qs E23b to E23f

Which rooms? VARs E23ba TO E23be (1st response to 5th response)

What use? VARs E23ca TO E23ce (" ")

At how many hours? VARs E23da TO E23de (" ")

E23 c) 11 About how many hours per week is it used for this purpose

Dining room

	Frequency	Adjusted Percentage %
1 hour per week	6	19 4
2 hours per week	9	28 9
3 hours per week	2	6 5
4 hours per week	4	12 9
5 hours per week	2	6 5
6 hours per week	3	9 7
10-15 hours per week	3	6 6
35 hours per week	2	6 5
Not answered	18	-
TOTAL	49	100 0

E23 d) 1 What is it used for Lounge

	Frequency	Adjusted Percentage %
Social functions/entertainment	13	48 2
Religious services	8	29 6
Hairdressing/chirobody	4	14 8
Meetings/committee	2	7 4
Not answered	6	-
TOTAL	33	100 0

E23 d) 11 About how many hours per week is it used for this purpose Lounge

	Frequency	Adjusted Percentage %
One hour per week	5	26 4
Two hours per week	3	15 8
Three hours per week	4	21 1
Four hours per week	2	10 5
Five hours per week	1	5 3
Six hours per week	3	15 8
Nine hours per week	1	5 3
Not answered	14	-
TOTAL	33	100 0

E23 e) 1 What is it used for Bedroom

	Frequency	Adjusted Percentage %
Hairdressing/chiroprody	15	93.7
Meetings/committees	1	6.3
Not answered	2	-
TOTAL	18	100.0

E23 f) 11 About how many hours per week is it used for this purpose Other room

	Frequency	Adjusted Percentage %
One hour per week	2	50.0
Four hours per week	1	25.0
Eight hours per week	1	25.0
Not answered	21	-
TOTAL	25	100.0

E23 e) 11 About how many hours per week is it used for this purpose Bedroom

	Frequency	Adjusted Percentage %
One hour per week	3	30.0
Three hours per week	2	20.0
Four hours per week	2	20.0
Six to eight hours per week	3	30.0
Not answered	8	-
TOTAL	18	100.0

E24a E24 a) Is there any special room you would like to have provided

	Frequency	Adjusted Percentage %
1 Yes	82	82.0
2 No	18	18.0
TOTAL	100	100.0

, If YES at a) ask E24 b) ,

E24b1a TO E24b1c 1st to 3rd response

E23 f) 1 What is it used for Other room

	Frequency	Adjusted Percentage %
Social functions/entertainment	2	9.5
Hairdressing/chiroprody	18	85.7
Other uses	1	4.8
Not answered	4	-
TOTAL	25	100.0

E24 b) What room is this

Multiple response question

	Frequency	Adjusted Percentage %
Residents recreation room for hobbies/ handicraft plus bar etc	35	42.7
Visitors/overnight visitors room	18	22.0
Chiropody/hairdressing room	11	13.4
Medical/clinic/doctors room	9	11.0
Storage room eg linen/stock room/ cleaners room	8	9.8
A 'quiet' room	7	8.5
Residents tea making/snack making room/ kitchen	5	6.1
Sick room	4	4.9
OT/Therapy room	3	3.7
Sewing room	2	2.4
Sluice room	2	2.4
Staff room	2	2.4
TV lounge	1	1.2
Laundry/washing/ironing room	1	1.2
Residents shop	1	1.2
Other	4	74.9
TOTAL	N/A	N/A

(Multiple response question)

E24b2a To E24b2c . 1st to 3rd response

E24 c) Is there any special reason for this

<u>Multiple response question</u>	Frequency	Adjusted Percentage %
To free room for intended purpose	7	33 3
So can have more social activities/ gatherings	7	33 3
To avoid inconveniencing/disturbing residents	5	23 8
So residents can have more privacy with visitors	5	23 8
To separate/supervise sick residents	3	14 3
So residents can make a mess where it does not matter	2	9 5
To enable residents to me more indepen- dent	2	9 5
No reason given	61	-
TOTAL	N/A	N/A
(Multiple response question)		

E25 Do you have a residents noticeboard

	Frequency	Adjusted Percentage %
1 Yes	63	63 0
2 No	37	37 0
TOTAL	100	100 0

E26 Do residents have access to a telephone inside the home

	Frequency	Adjusted Percentage %
1 Yes, use staff phone	39	39 0
2 Yes, use resident's phone	57	57 0
3 No	4	4 0
TOTAL	100	100 0

SECTION F - RESIDENT ACCOMMODATION

Perhaps we could move on to look at residents bedrooms

F27a F27 a) How many residents have single rooms at the moment

	Frequency	Adjusted Percentage %
10 and under	16	16 0
11 - 20	30	30 0
21 - 30	22	22 0
31 - 40	21	21 0
Over 40	11	11 0
TOTAL	100	100 0

F27b F27 b) Do some residents share rooms

	Frequency	Adjusted Percentage %
Yes	100	100 0
TOTAL	100	100 0

If YES at b) ask c) otherwise go to Q28 a)

F27 c) Could you tell me the number of rooms shared by

F27ca 1) Two residents

	Frequency	Adjusted Percentage %
5 and under	31	31 0
6 - 10	41	41 0
11 - 15	20	20 0
Over 15	8	8 0
TOTAL	100	100 0

F27 c) (continued)

F27cb 11) Number of rooms shared by three residents

	Frequency	Adjusted Percentage %
None	77	77 0
One	7	7 0
Two	7	7 0
Three	5	5 0
Four or more	4	4 0
TOTAL	100	100 0

F27cc 111) Number of rooms shared by four residents

	Frequency	Adjusted Percentage %
None	69	69 0
One	10	10 0
Two	11	11 0
Three	4	4 0
Four or more	6	6 0
TOTAL	100	100 0

F27cd 1v) Number of rooms shared by five residents or more

	Frequency	Adjusted Percentage %
None	95	95 0
One	1	1 0
Two	3	3 0
Four or more	1	1 0
TOTAL	100	100 0

IF HOME HAS ROOMS SHARED BY TWO RESIDENTS ASK F27 d)

F27d F27 d) How many of those in double rooms are sharing because they are married

	Frequency	Adjusted Percentage %
0 None	69	69 0
1 One	23	23 0
2 Two	7	7 0
3 Three	1	1 0
TOTAL	100	100 0

F28aa To F28ae - 1st to 5th response

F28 a) Would residents like to share/do residents generally like sharing or do they prefer single rooms PROBE FULLY
Multiple response question

	Frequency	Adjusted Percentage %
The majority prefer single rooms (no further comment)	62	62 0
They like the privacy of single rooms/somewhere to take visitors etc	21	21 0
They like/prefer the company ie are friendly with room sharer	14	14 0
They like the independence a single room gives them/can keep their independence/do up rooms as they want etc	9	9 0
They like to share (no further comment)	8	8 0
Prefer to share as they feel safer/is useful if someone is ill/in an emergency etc	8	8 0
Initially preferred single rooms but changed their minds later	7	7 0
They prefer to share as they are frightened at night/afraid to be alone	7	7 0
Prefer single rooms as they are used to living alone	6	6 0
Can't get on/find it difficult to get on with room sharers	5	5 0
Confused residents can't use/appreciate a single room	5	5 0
Other	4	4 0
TOTAL	N/A	N/A
(Multiple response question)		

F28ba To F28bd - 1st to 4th response

F28 b) And how do staff feel about resident sharing rooms Would they/do they prefer this arrangement on the whole, or would this/does this cause problems PROBE FULLY
Multiple response question

	Frequency	Adjusted Percentage %
Prefer single room (no other comment)	24	24 0
Sharers don't get on/argue over possessions/space etc	19	19 0
Problems if resident(s) confused	13	13 0
Residents prefer single room	11	11 0
Problems in shared rooms with ill/dying residents	9	9 0
Not enough room for wheelchairs in double rooms	2	2 0
No preference	13	13 0
Other	6	6 0
Don't know	4	4 0
Easier to look after/supervise/clean shared rooms	12	12 0
Residents can look after/keep an eye on each other/less able residents in shared rooms	6	6 0
No problems with room sharing	3	3 0
TOTAL	N/A	N/A
(Multiple response question)		

F29a F29 a) What is the approximate floor area of a typical single room in this home (in square metres)

	Frequency	Adjusted Percentage %
7 square metres and under	20	20.8
8 - 10 square metres	41	42.7
11 - 13 square metres	28	29.2
Over 13 square metres	6	6.3
Don't know/can't say	1	1.0
Not answered	4	-
TOTAL	100	100.0

F29b F29 b) Can you tell me the approximate floor area of a typical double room in this home

	Frequency	Adjusted Percentage %
10 square metres and under	4	4.0
11 - 15 square metres	46	46.0
16 - 20 square metres	33	33.0
21 - 30 square metres	8	8.0
Over 30 square metres	9	9.0
TOTAL	100	100.0

ASK IF HOME CONSISTS OF MORE THAN ONE STOREY

F30 Could you tell me the number of residents with bedrooms on the

F30a a) Ground floor

	Frequency	Adjusted Percentage %
None	5	5.5
1 - 10	21	23.1
11 - 20	38	41.7
21 - 30	14	15.4
Over 30	13	14.3
Not answered	9	-
TOTAL	100	100.0

F30 (continued)

F30b b) Number of residents with bedrooms on the 1st floor

	Frequency	Adjusted Percentage %
None	11	12.1
1 - 10	1	1.1
11 - 20	33	36.2
21 - 30	31	34.1
Over 30	15	16.5
Not answered	9	-
TOTAL	100	100.0

F30c c) Number of residents with bedrooms on the 2nd floor

	Frequency	Adjusted Percentage %
None	66	72.5
1 - 10	6	6.6
11 - 20	13	14.3
21 - 30	4	4.4
Over 30	2	2.2
Not answered	9	-
TOTAL	100	100.0

F30d d) Number of residents with bedrooms on the 3rd floor or above

	Frequency	Adjusted Percentage %
None	88	96.7
11 - 20	2	2.2
21 - 30	1	1.1
Not answered	9	-
TOTAL	100	100.0

F31a F31 a) What is the main form of heating in the home as a whole

	Frequency	Adjusted Percentage %
1 Panel radiators	68	68.0
2 Convection or blown air	14	14.0
3 Under floor heating	3	3.0
4 Heated skirting	1	1.0
5 Other	14	14.0
TOTAL	100	100.0

F31b F31 b) Do residents have some form of supplementary heating in their rooms

	Frequency	Adjusted Percentage %
1 Yes, in all rooms	5	5 0
2 Yes, in some rooms	5	5 0
3 No	90	90 0
TOTAL	100	100 0

F31c F31 c) Can the residents control the heating in their rooms

	Frequency	Adjusted Percentage %
1 Yes	61	63 5
2 No	35	36 5
-1 Not answered	4	-
TOTAL	100	100 0

F32a F32 a) What kind of windows are there in residents bedrooms

	Frequency	Adjusted Percentage %
1 Sash	28	28 0
2,3 Casement/Pivot	67	67 0
5 Other	5	5 0
TOTAL	100	100 0

F32b F32 b) Can residents open the windows in their bedrooms

	Frequency	Adjusted Percentage %
1 Yes	87	87 0
2 No	13	13 0
TOTAL	100	100 0

F32c F32 c) How high are the sills (in centimetres)

	Frequency	Adjusted Percentage %
30 centimetres and under	5	5 0
31 - 60 centimetres	14	14 0
61 - 90 centimetres	57	57 0
Over 90 centimetres	20	20 0
Varies from bedroom to bedroom	4	4 0
TOTAL	100	100 0

F33a F33 a) What is the main form of lighting provided in residents bedrooms

	Frequency	Adjusted Percentage %
1 Fluorescent	2	2 0
2 Tungsten	97	97 0
3 Both	1	1 0
TOTAL	100	100 0

F33b F33 b) Are bedside lights provided for residents

	Frequency	Adjusted Percentage %
1 Yes, for all residents	59	59 0
2 Yes, for some residents	11	11 0
3 No	30	30 0
TOTAL	100	100 0

If YES ask F33 c) otherwise go to F33 d)

F33c F33 c) Can residents reach the light switch from the beds

	Frequency	Adjusted Percentage %
1 Yes, all of them can	62	90 0
2 Yes, some of them can	5	7 2
3 No, none of them can	1	1 4
4 Arrangement of room left to residents	1	1 4
-1 Not answered	1	-
TOTAL	70	100 0

F34a F34 a) Do bedrooms have socket outlets

	Frequency	Adjusted Percentage %
1 Yes, all do	68	68 0
2 Yes, some do	13	13 0
3 No, none do	19	19 0
TOTAL	100	100 0

If YES ask b) otherwise go to F35]

ASK ALL

F33d F33 d) Is there a night light in residents rooms

	Frequency	Adjusted Percentage %
1 Yes in all rooms	26	26 0
2 Yes, in some rooms	8	8 0
3 No	66	66 0
TOTAL	100	100 0

F34b F34 b) How many socket outlets are there in a typical single room

	Frequency	Adjusted Percentage %
0 None	6	7 6
1 One	66	83 5
2 Two	6	7 6
9 Not applicable	1	1 3
-1 Not answered	2	-
TOTAL	81	100 0

IF YES

F33e F33 e) Is it kept on all night

	Frequency	Adjusted Percentage %
1 Yes	18	64 3
2 No	6	21 4
3 Up to the resident	4	14 3
-1 Not answered	6	-
TOTAL	34	100 0

F34c F34 c) And about how many socket outlets are there per bed in shared rooms

	Frequency	Adjusted Percentage %
0 Less than one	46	56 8
1 One	31	38 3
2 Two	4	4 9
TOTAL	81	100 0

F34a F34 d) Are they generally fixed at READ OUT

	Frequency	Adjusted Percentage %
1 Floor height	27	33.3
2 Worktop height	32	39.5
3 Two feet above floor	8	9.9
8 Other	14	17.3
TOTAL	81	100.0

F35 F35 What kind of door furniture is provided

	Frequency	Adjusted Percentage %
1 Lever	82	82.0
2 Knob	9	9.0
4 Other	9	9.0
TOTAL	100	100.0

F36a F36 a) Is there a call system for emergencies

	Frequency	Adjusted Percentage %
1 Yes	99	99.0
2 No	1	1.0
TOTAL	100	100.0

If YES ask F36 b) and c)

F36ba 1st response
F36bb 2nd

F36 b) What type is it
Multiple response question

	Frequency	Adjusted Percentage %
Location boards/indicator boards	60	65.9
Press button alarm/bell/buzzer	49	53.8
Light outside room/door	29	31.9
Beeper with code for locations eg number of bleeps indicates area of call	15	16.5
Call and cancel reassurance alarm	10	11.0
Panels	4	4.4
Portable beeper	1	1.1
Other	3	3.3
Not answered	8	-
TOTAL	N/A	N/A

(Multiple response question)

F36c F36 c) Can it be reached from residents beds

	Frequency	Adjusted Percentage %
1 Yes, from all residents beds	81	82.7
2 Yes, from some residents beds	14	14.3
3 No	3	3.0
-1 Not answered	1	-
TOTAL	99	100.0

F37a 1st response
F37b 2nd

F37 Do you consider the home has adequate emergency facilities in resident bedrooms, or would you like to see them improved PROBE FULLY
Multiple response question

	Frequency	Adjusted Percentage %
System adequate	53	53.0
Need more buttons/extension leads to call buttons	11	11.0
Residents can't reach call buttons if they fail	9	9.0
Call buttons badly sited, eg above bed not beside it	9	9.0
Would like light outside door	8	8.0
Would prefer beepers	7	7.0
Want response system	6	6.0
Need more location boards/panels	5	5.0
Location boards/panels badly sited	3	3.0
Would like alarms etc extended to other rooms	3	3.0
Layout/design of home could cause problems in an emergency	2	2.0
Other	4	4.0
TOTAL	N/A	N/A

(Multiple response question)

F38a F38 a) Do the rooms contain any fitted furniture

	Frequency	Adjusted Percentage %
1 Yes, all rooms do	59	59 0
2 Yes some rooms do	13	13 0
3 No, no rooms do	28	28 0
TOTAL	100	100 0

If YES ask F38 b) otherwise go to F38 c)

F38 b) What furniture is this

Multiple response question

	Frequency	Adjusted Percentage %
F38ba Wardrobe 1	72	100 0
b Chest of drawers 2	14	19 3
To c Dressing table 2	7	9 7
d Shelves 4	7	9 7
F38be Locker 6	6	8 3
TOTAL	N/A	N/A

(Multiple response question)

ASK ALL

F38c F38 c) Is there a common layout of the furniture in the bedrooms

	Frequency	Adjusted Percentage %
1 Yes	63	63 0
2 No	37	37 0
TOTAL	100	100 0

F38d F38 d) Is it possible to change the layout in bedrooms

	Frequency	Adjusted Percentage %
1 Yes	52	52 0
2 No	48	48 0
TOTAL	100	100 0

F39a F39 a) Can residents bring in their own furniture if they wish to do so PROBE

	Frequency	Adjusted Percentage %
1 Yes, large items	15	15 0
2 Yes, small items	56	56 0
3 Yes, both	22	22 0
4 No	7	7 0
TOTAL	100	100 0

F39 b) And what about decorations Are they allowed to bring in their own

	YES		NO	
	Frequency	Adjusted Percentage %	Frequency	Adjusted Percentage %
F39ba Rugs	89	89 0	11	11 0
b Ornaments	100	100 0	-	0 0
c Pictures	100	100 0	-	0 0

F40 F40 Do residents have somewhere to lock away small private possessions in their rooms

	Frequency	Adjusted Percentage %
1 Yes	54	54 0
2 No	46	46 0
TOTAL	100	100 0

F41a F41 a) What type of floor covering is provided

	Frequency	Adjusted Percentage %
1 Fitted carpet/carpet tiles	15	15 0
2 Lino/vinyl tiles	67	67 0
4 Cork	7	7 0
8 Other	11	11 0
TOTAL	100	100 0

F43a F43 a) Do bedrooms contain wash-basins

	Frequency	Adjusted Percentage %
1 Yes, all bedrooms do	93	93 0
2 Yes, some bedrooms do	6	6 0
3 No, no bedrooms have them	1	1 0
TOTAL	100	100 0

[If YES and home contains shared rooms ask 43 b) otherwise go to F44

F41b F41 b) When rooms are being redecorated are residents allowed to choose the wallpaper or paints used in their own rooms

	Frequency	Adjusted Percentage %
1 Yes	61	62 2
2 No	36	36 8
3 Not applicable as situation has not yet arisen	1	1 0
-1 Not answered	2	-
TOTAL	100	100 0

F43b F43 b) Can the basin(s) be screened for privacy by a door, curtain or other means

	Frequency	Adjusted Percentage %
1 Yes	15	15 3
2 No	83	84 7
-1 Not answered	1	-
TOTAL	99	100 0

[INSPECTOR TO CODE]

F42 F42 Could resident bedrooms be used as bed sitting rooms

	Frequency	Adjusted Percentage %
1 Yes	69	69 7
2 No	29	29 3
3 Some could	1	1 0
-1 Not answered	1	-
TOTAL	100	100 0

F44 F44 Are commodes, bottles or pots provided for use at night

	Frequency	Adjusted Percentage %
1 Yes, automatically	49	49 0
2 Yes, when requested	51	51 0
TOTAL	100	100 0

F45a TO F45ac : 1st to 3rd response

F45 a) Looking at the bedrooms from the resident's point of view, what do you feel are the good points of the design and layout

Multiple response question

	Frequency	Adjusted Percentage %
None/nothing particular	23	23 7
Good size	20	20 6
Furniture/fittings compact/well sited/		
window and radiator near each other	13	13 4
Can be used as a bedsit	11	11 3
Room light/well lit/bright and cheerful	10	10 3
Nice view/outlook	10	10 3
Quite nice/good etc (no further comment)	9	9 3
Rooms comfortably/attractively furnished		
/decorated eg carpets on floor etc	9	9 3
Adequate wardrobe/drawer space	7	7 2
Wash basins in rooms	6	6 2
Furniture/fittings well designed eg		
vanity units allow wheelchairs close to unit/beds a good height etc	5	5 2
Layout flexible eg no fitted furniture/		
can arrange furniture as like	3	3 1
Room warm	3	3 1
Room well sited eg on ground floor	3	3 1
Can furnish with own furniture/to own taste	2	2 1
Other answers	5	5 2
Not answered	3	-

TOTAL

N/A

N/A

(Multiple response question)

F45ba TO F45be 1st to 5th response

F45 b) And still looking at them from the residents' point of view, how could the design and layout of resident's bedrooms be improved

Multiple response question

	Frequency	Adjusted Percentage
No improvement necessary	9	9 0
Room too small/lack of space	50	50 0
Furniture/fittings are badly designed		
eg can't get wheelchair close to basin/		
beds too heavy/drawer handles too small/		
doors too heavy/hard to open	29	29 0
Problem with layout/siting of furniture		
or fittings eg inflexible/heater badly		
sited/can't reach down easily	24	24 0
Need more/extra fixtures/fittings eg need		
more wash basins in shared room/more		
sockets/bedside lights etc	19	19 0
Complaints about decoration/furnishings eg		
furniture tatty/would prefer carpet/		
wallpaper not paint/cork tiles unsuit-		
able for incontinents etc	16	16 0
Too many residents sharing/should be more		
single rooms	14	14 0
Insufficient storage space	11	11 0
Other references to lack of privacy eg		
basins/beds should be screened	11	11 0
Should be able to lock doors/lock away		
private possessions	5	5 0
Room badly sited eg too far from dining		
room/poor access to WC's etc	3	3 0
Other answers	2	2 0

TOTAL

N/A

N/A

(Multiple response question)

F46a TO F46c : 1st to 3rd response

F46 Lastly, do staff find the bedroom layout easy to work in, or do they have difficulty assisting residents because of inconvenient design or poor facilities PROBE FULLY
Multiple response question

	Frequency	Adjusted Percentage %
No problems	28	28 0
Room too small	34	34 0
Position of bed(s) cause problems eg too close together/can't move them around etc	28	28 0
Beds too heavy/difficult to move/too low for nursing	15	15 0
Position of other furniture causes problems eg chest of drawers/lockers get in the way	2	2 0
Other furniture/fittings badly designed	2	2 0
Problems when many residents share a room eg room too crowded/causes embarrassment etc	2	2 0
Other	8	8 0
TOTAL	N/A	N/A

(Multiple response question)

+

NRes Total number of residents in home
 ResWt (Resident weighting code)
 StaWt (Staff weighting code)
 NRes (Number of residents)
 NSta (Number of staff)
 AgeHome When did the home open?
 Built Purpose-built/other?

END OF INSA SYS

F47 F47 Do you have a residents committee

	Frequency	Adjusted Percentage %
1 Yes	23	23 0
2 No	77	77 0
TOTAL	100	100 0

→ INSB 845 STARTS Home } identification numbers

SECTION G - CORRIDORS AND LIFTS

Before going on to discuss staff accommodation I would like to ask you some questions about corridors and lifts

G48

G48	Does this home consist of	Frequency	Adjusted Percentage %
1	A single block	68	68 0
2	A number of connected blocks	15	15 0
3	Blocks clustered around a central building	6	6 0
4	Home designed round a single courtyard	10	10 0
5	Home designed round a number of courtyards	1	1 0
	TOTAL	100	100 0

G49a

G49 a)	Do the corridors in general appear light or dark during the day, or are they lit artificially	Frequency	Adjusted Percentage %
1	Appear light	25	25 0
2	Appear dark	36	36 0
3	Lit artificially	39	39 0
	TOTAL	100	100 0

G49b

G49 b)	Are the corridors lit at night	Frequency	Adjusted Percentage %
1	Yes	97	97 0
2	No	3	3 0
	TOTAL	100	100 0

If 'NO' ask G49 c)

G49c

G49 c)	Can residents control the light in the corridors if they wish to leave their rooms at night	Frequency	Adjusted Percentage %
1	Yes	2	66 7
2	Residents don't leave the rooms	1	33 3
	TOTAL	3	100 0

G50

G50	Are there any steps or ramps in the corridors	Frequency	Adjusted Percentage %
1	Yes, steps	14	14 0
2	Yes, ramps	5	5 0
3	Yes, both	4	4 0
4	No	77	77 0
	TOTAL	100	100 0

G51a

G51 a)	Do the main corridors have handrails	Frequency	Adjusted Percentage %
1	Yes, continuous	90	90 0
2	Yes, in sections	6	6 0
3	No	4	4 0
	TOTAL	100	100 0

If YES ask G51 b)

G51b

G51 b)	Are they on both sides of the corridors	Frequency	Adjusted Percentage %
1	Yes	85	88 5
2	No	11	11 5
	TOTAL	96	100 0

G52a G52 a) Are there fire doors along the corridors

	Frequency	Adjusted Percentage %
Yes	100	100 0
	100	100 0

If YES ask G52 b)

G52 b) During the daytime are the fire doors kept open or closed

G52ba 1) On the ground floor

	Frequency	Adjusted Percentage %
1 Open	91	91 0
2 Closed	8	8 0
8 Some open, some closed	1	1 0
TOTAL	100	100 0

G52bb 11) On the upper floors

	Frequency	Adjusted Percentage %
1 Open	85	91 4
2 Closed	7	7 5
9 Some open, some closed	1	1 1
-1 Not answered	7	-
TOTAL	100	100 0

G52 c) Are fire doors kept open or closed at night

G52ca 1) On the ground floor

	Frequency	Adjusted Percentage %
1 Open	15	15 2
2 Closed	84	84 8
-1 Not answered	1	-
TOTAL	100	100 0

G52 c) (continued)

G52cb 11) On the upper floors

	Frequency	Adjusted Percentage %
1 Open	15	16 3
2 Closed	77	83 7
-1 Not applicable	8	-
TOTAL	100	100 0

If OPEN at G52 b) or c) ask G52 d)

G52d G52 d) How are they kept open

Code	Frequency	Adjusted Percentage %
1 Wedged	10	11 1
2 Magnetic catch	54	60 1
3 Reversed hooks	4	4 4
4 Normal hooks	9	10 0
8 Other	13	14 4
-1 Not answered	2	-
TOTAL	92	100 0

G53a To G53d 1st to 4th response

G53 Do residents find the corridors easy to use, or are there any difficulties

Multiple response question

Code	Frequency	Adjusted Percentage %
1 No problems	31	31 0
2 Distance between rooms creates problems	45	45 0
3 Corridors too narrow	19	19 0
4 Door too heavy	12	12 0
7 Problems with steps/stairs/ramps	7	7 0
0 Corridors badly lit	5	5 0
6 Doors too narrow	4	4 0
5 Fire doors have to be kept closed/at night	3	3 0
8 Other	2	2 0
TOTAL	N/A	N/A

(Multiple response question)

G54a G54 a) Are there any lifts in the home

	Frequency	Adjusted Percentage %
1 Yes	80	80 0
2 No	20	20 0
TOTAL	100	100 0

If YES ask G54 b)

G54b G54 b) How many lifts are there in total

	Frequency	Adjusted Percentage %
1 One	78	97 5
2 Two	2	2 5
TOTAL	80	100 0

G54c G54 c) Can they accommodate wheelchairs

	Frequency	Adjusted Percentage %
1 Yes	77	97 5
2 No	2	2 5
-1 Not answered	1	-
TOTAL	80	100 0

G54d G54 d) Can they accommodate stretchers

	Frequency	Adjusted Percentage %
1 Yes	17	21 3
2 No	63	78 7
TOTAL	80	100 0

G54ea TO G54ec : 1st to 3rd response

G54 e) Do residents and staff find the lifts satisfactory, or are they problems with them PROBE FULLY
Multiple response question

Code	Frequency	Adjusted Percentage %
1 No problems	34	43 0
2 They are too small/no room to accommodate coffins/stretchers etc	25	31 6
4 They break down frequently/regularly	10	12 7
3 Would prefer automatically closing doors	9	11 4
6 Residents are frightened of the lifts	8	10 1
5 The button is too high for wheelchair	2	2 5
8 Other	2	2 5
-1 Not answered	1	-
TOTAL	N/A	N/A

(Multiple response question)

G55a G55 a) Are any ROOMS identified by SIGNS
Multiple response question

	Frequency	Adjusted Percentage %
1 Yes	83	83 0
2 No	17	17 0
TOTAL	100	100 0

If YES ask G55 b) and c)

G55ba TO G55bh 1st to 8th response

G55 b) Which rooms are identified in this way PROBE
Multiple response question

Code	Frequency	Adjusted Percentage %
1 Toilets	65	83 3
2 Bathrooms	33	42 3
3 Staff office eg matrons room	33	42 3
4 Staff room	6	7 7
5 Bedrooms	56	71 8
6 Lounge or dining rooms	12	15 4
7 Doctors room/medical room	17	21 8
8 Sick room	1	1 3
10 Other special rooms eg utility/linen/ visitors room	15	19 2
12 Other	6	7 7
-1 Not answered	5	-
TOTAL	N/A	N/A

(Multiple response question)

G55c G55 c) Is this mainly for the benefit of residents, for staff, or both

	Frequency	Adjusted Percentage %
1 For residents	25	31.3
2 For staff	6	7.5
3 Both	49	61.3
-1 Not answered	3	-
TOTAL	83	100.0

G56a G56 a) Are any ROUTES identified by SIGNS

	Frequency	Adjusted Percentage %
1 Yes	13	13.0
2 No	87	87.0
TOTAL	100	100.0

If YES ask G56 b) and c)

G56ba

G56 b) Which routes are identified in this way PROBE
Multiple response question

	Frequency	Adjusted Percentage %
5 Bedrooms	1	8.3
6 Sick room	1	8.3
11 Emergency/exit routes	9	75.1
12 Other	1	8.3
-1 Not answered	1	-
TOTAL	N/A	N/A

(Multiple response question)

G56c G56 c) Is this mainly for the benefit of residents, for staff or both

	Frequency	Adjusted Percentage %
1 For residents	3	27.3
3 Both	8	72.7
-1 Not answered	2	-
TOTAL	13	100.0

G57a G57 a) Are any ROOMS identified by COLOUR CODING

	Frequency	Adjusted Percentage %
1 Yes	18	18.0
2 No	82	82.0
TOTAL	100	100.0

If YES ask G57 b) and c)

G57ba G57bb - 1st + 2nd response

G57 b) Which rooms are identified in this way PROBE
Multiple response question

	Frequency	Adjusted Percentage %
1 Toilets	6	35.4
2 Bathrooms	1	5.9
5 Bedrooms	4	23.5
6 Lounge or dining room	2	11.8
12 Other	5	29.4
-1 Not answered	1	-
TOTAL	N/A	N/A

(Multiple response question)

G57c

G57 c) Is this mainly for the benefit of residents, for staff or both

	Frequency	Adjusted Percentage %
1 For residents	14	82.3
2 For staff	2	11.8
3 Both	1	5.9
-1 Not answered	1	-
TOTAL	18	100.0

368 G58 a) Are any ROUTES identified by COLOUR CODING

	Frequency	Adjusted Percentage %
1 Yes	7	7.1
2 No	92	92.9
-1 Not answered	1	-
TOTAL	100	100.0

If YES ask G58 b) and c)

G58b ?

G58 b) Which routes are identified in this way PROBE
Multiple response question

	Frequency	Adjusted Percentage %
All corridors (each one painted different colour)	1	25.0
Bedroom corridors	2	50.0
Different floors (downstairs painted one colour, upstairs another)	1	25.0
Not answered	3	-
TOTAL	7	100.0

G58c G58 c) Is this mainly for the benefit of residents, for staff or both

	Frequency	Adjusted Percentage %
1 For residents	6	85.7
3 Both	1	14.3
TOTAL	7	100.0

G59a G59 a) Are any rooms inaccessible or difficult to reach because of difficulties with routes

	Frequency	Adjusted Percentage %
1 Yes	29	29.9
2 No	68	70.1
-1 Not answered	3	-
TOTAL	100	100.0

If YES ask G59 b)

G59ba G59bb : 1st + 2nd response

G59 b) Why is this
Multiple response question

	Frequency	Adjusted Percentage %
1 Because of the distance between rooms	11	39.3
2 Problems with steps/stairs	12	42.9
3 Other	7	25.0
-1 Not answered	1	-
TOTAL	N/A	N/A

(Multiple response question)

G60a TO G60ad 1st to 4th response

G60 a) Before we move away from corridors, could you tell me what kind of fire alarm system is provided in this home

Code	Multiple response question	Frequency	Adjusted Percentage %
1	Smoke/heat detectors	80	80.0
6	Bells	53	53.0
4	Automatically closing fire doors	34	34.0
3	Direct line to fire station	32	32.0
2	Manual alarms	28	28.0
5	Panel to show fire location	19	19.0
TOTAL		N/A	N/A

(Multiple response question)

G60b

G60 b) Does the fire alarm system incorporate emergency lighting

	Frequency	Adjusted Percentage %
1 Yes	58	58.0
2 No	42	42.0
TOTAL	100	100.0

G60ca TO G60ce 1st to 3rd response

G60 c) Do you feel that fire precautions are adequate, or would you like to see any improvements

Multiple response question

Code	Frequency	Adjusted Percentage %
1 The system is adequate	55	56.7
7 Problems of evacuating residents eg need a fire escape from the 1st floor/ emergency exits have dangerous steps/ there are too few staff on duty at night /springs taken off bedroom doors	17	17.5
2 Would like more smoke/heat detectors in the rooms	15	15.5
3 Would like emergency lighting	6	6.2
4 Would like direct line to fire station	5	5.2
5 Would like other means of fire prevention/ detection eg a sprinkler system/ automatically closing doors etc	4	4.1
6 Would like more practice/lectures on fire drill	3	3.1
7, 10, 12 Other	12	12.4
9 Not answered	3	-
TOTAL	N/A	N/A

(Multiple response question)

G61a

G61 a) Before we finish our discussion of residents facilities, could I just ask a few general questions Firstly, is there a garden for residents to sit in

	Frequency	Adjusted Percentage %
1 Yes	100	100.0
TOTAL	100	100.0

If YES ask G61 b)

G61b

G61 b) Is it easy for mobile residents to get into a garden unaided by staff

	Frequency	Adjusted Percentage %
1 Yes	91	91.9
2 No	8	8.1
-1 Not answered	1	-
TOTAL	100	100.0

If NO ask G61 c)

G61ca TO G61ce 1st to 3rd response

G61 c) Why is this

Multiple response question

Code	Frequency	Adjusted Percentage %
7 Problems with steps/kerbs/slopes	6	75.0
3, 4 Doors too narrow/heavy/locked	2	25.0
6 Need path through grass/garden eg for those in wheelchairs	2	25.0
5 Need seats/somewhere to sit down in garden	1	12.5
8 Other	1	12.5
TOTAL	N/A	N/A

(Multiple response question)

961d G61 d) Are there flowers in the garden

	Frequency	Adjusted Percentage %
1 Yes	99	99 0
2 No	1	1 0
TOTAL	100	100 0

962a G62 a) Secondly, are there chairs in the main entrance hall

	Frequency	Adjusted Percentage %
1 Yes	78	78 8
2 No	21	21 2
-1 Not answered	1	-
TOTAL	100	100 0

If YES ask G62 b)

962b G62 b) Do residents spend time sitting in the main entrance hall

	Frequency	Adjusted Percentage %
1 Yes	67	88 2
2 No	9	11 8
-1 Not answered	2	-
TOTAL	78	100 0

963 G63 And lastly, have you ever attempted to incorporate the principles of reality orientation practice in this home

	Frequency	Adjusted Percentage %
1 Yes	7	7 1
2 No	20	20 4
3 Do not know the term	71	72 4
-1 Not answered	2	-
TOTAL	100	100 0

SECTION H - STAFF ACCOMMODATION

The final section of the questionnaire deals with staff accommodation

H64 Firstly how many staff live in the home or grounds on a permanent basis

	Frequency	Adjusted Percentage %
0 None	15	15.3
1 One	39	39.8
2 Two	31	31.6
3 Three	8	8.2
4 Four	5	5.1
-1 Not answered	2	-
TOTAL	100	100.0

H65 Can you tell me whether any of the following are provided for staff

H65b1 1 a) Separate house on site, if so, how many are provided

	Frequency	Adjusted Percentage %
-1, 0 No, none	79	79.0
1, 11 Yes, one	13	13.0
2 Yes, two	8	8.0
TOTAL	100	100.0

H65c1 1 b) Do they contain a kitchen

House(s)	Frequency	Adjusted Percentage %
1 Yes	21	100.0
	21	100.0

H65d1 1 c) Do they contain a bathroom

House(s)	Frequency	Adjusted Percentage %
1 Yes	21	100.0
	21	100.0

H65 (continued)

H65e1 1 d) Are they fully furnished House(s)

	Frequency	Adjusted Percentage %
1 Yes	19	90.5
2 No	2	9.5
TOTAL	21	100.0

H65f1 1 e) Are they ready decorated House(s)

	Frequency	Adjusted Percentage %
1 Yes	19	90.5
2 No	2	9.5
TOTAL	21	100.0

H65g1 1 f) Are they used House(s)

	Frequency	Adjusted Percentage %
1 Yes	21	100.0
TOTAL	21	100.0

H65b2 11 a) Flat or maisonette with separate entrance If so how many are provided

	Frequency	Adjusted Percentage %
-1, 0 None	52	52.0
1, 21 One	28	28.0
2, 22 Two	18	18.0
3, 23 Three	2	2.0
TOTAL	100	100.0

H65c2 11 b) Do they contain a kitchen Flat(s) external access

	Frequency	Adjusted Percentage %
1 Yes	46	97.9
2 No	1	2.1
-1 Not answered	1	-
TOTAL	48	100.0

H65d2 11 c) Do they contain a bathroom Flat(s) external access

	Frequency	Adjusted Percentage %
1 Yes	46	97.9
2 No	1	2.1
-1 Not answered	1	-
TOTAL	48	100.0

H65 (continued)

H6S2 11 d) Are they fully furnished		Flat(s) external access
	Frequency	Adjusted Percentage %
1 Yes	46	97.9
2 No	1	2.1
-1 Not answered	1	-
TOTAL	48	100.0

H6Sf2 11 e) Are they ready decorated		Flat(s) external access
	Frequency	Adjusted Percentage %
1 Yes	46	97.9
2 No	1	2.1
-1 Not answered	1	-
TOTAL	48	100.0

H6Sg2 11 f) Are they used		Flat(s) external access
	Frequency	Adjusted Percentage %
1 Yes	45	95.7
2 No	2	4.3
-1 Not answered	1	-
TOTAL	48	100.0

H6Sb3 111 a) Flat or maisonette with internal entrance If so how many are provided		
	Frequency	Adjusted Percentage %
-1,0 None	44	44.0
1,3,1 One	30	30.0
2,3,2 Two	26	26.0
TOTAL	100	100.0

H6Sc3 111 b) Do they contain a kitchen		Flat(s) internal entrance
	Frequency	Adjusted Percentage %
1 Yes	50	90.9
2 No	5	9.1
-1 Not answered	1	-
TOTAL	56	100.0

H65 (continued)

H6Sa3 111 c) Do they contain a bathroom		Flat(s) internal entrance
	Frequency	Adjusted Percentage %
1 Yes	52	92.9
2 No	4	9.1
TOTAL	56	100.0

H6Se3 111 d) Are they fully furnished		Flat(s) internal entrance
	Frequency	Adjusted Percentage %
1 Yes	51	94.4
2 No	3	5.6
-1 Not answered	2	-
TOTAL	56	100.0

H6Sf3 111 e) Are they ready decorated		Flat(s) internal entrance
	Frequency	Adjusted Percentage %
1 Yes	52	96.3
2 No	2	3.7
-1 Not answered	2	-
TOTAL	56	100.0

H6Sg3 111 f) Are they used		Flat(s) internal entrance
	Frequency	Adjusted Percentage %
1 Yes	51	92.7
2 No	4	7.3
-1 Not answered	1	-
TOTAL	56	100.0

H6Sb4 11v a) Duty room, if so how many are provided		
	Frequency	Adjusted Percentage %
-1,0,40 None	61	61.0
1,4,1 One	31	31.0
2,4,2 Two	6	6.0
4,7 Three	1	1.0
4,4 Four	1	1.0
TOTAL	100	100.0

H65 (continued)

H65c4 iv b) Do they contain a kitchen	Duty room(s) Frequency	Adjusted Percentage %
1 Yes	14	35.9
2 No	25	64.1
TOTAL	39	100.0

H65d4 iv c) Do they contain a bathroom	Duty room(s) Frequency	Adjusted Percentage %
1 Yes	20	51.3
2 No	19	48.7
TOTAL	39	100.0

H65e4 iv d) Are they fully furnished	Duty room(s) Frequency	Adjusted Percentage %
1 Yes	35	94.6
2 No	2	5.4
-1 Not answered	2	-
TOTAL	39	100.0

H65f4 iv e) Are they ready decorated	Duty room(s) Frequency	Adjusted Percentage %
1 Yes	35	94.6
2 No	2	5.4
-1 Not answered	2	-
TOTAL	39	100.0

H65g4 iv f) Are they used	Duty room(s) Frequency	Adjusted Percentage %
1 Yes	37	94.9
2 No	2	5.1
TOTAL	39	100.0

H65 (continued)

H65a5 1 = YES 2 = NO

H65b5 v a) Is there any other accommodation If so how many units are provided	Frequency	Adjusted Percentage %
-1.0 No, none	97	97.0
1 One	2	2.0
2 Three	1	1.0
TOTAL	100	100.0

H65c5 v b) Do they contain a kitchen	Other accommodation Frequency	Adjusted Percentage %
2 No	2	100.0
-1 Not answered	1	-
TOTAL	3	100.0

H65d5 v c) Do they contain a bathroom	Other accommodation Frequency	Adjusted Percentage %
1 Yes	2	100.0
-1 Not answered	1	-
TOTAL	3	100.0

H65e5 v d) Are they fully furnished	Other accommodation Frequency	Adjusted Percentage %
1 Yes	3	100.0
TOTAL	3	100.0

H65f5 v e) Are they ready decorated	Other accommodation Frequency	Adjusted Percentage %
1 Yes	3	100.0
TOTAL	3	100.0

H65g5 v f) Are they used	Other accommodation Frequency	Adjusted Percentage %
1 Yes	3	100.0
TOTAL	3	100.0

H65 (continued)

IF ANY OF THE ABOVE ACCOMMODATION IS NOT USED

H65ha v h) Why is this

	Frequency	Adjusted Percentage %
Not needed eg staff have own accommodation	2	66.7
Other social service usage of accommodation	1	33.3
Not answered	1	-
TOTAL	4	100.0

H66a H66 a) Is the type and amount of accommodation satisfactory or not

	Frequency	Adjusted Percentage %
1 Yes	61	62.2
2 No	37	37.8
-1 Not answered	2	-
TOTAL	100	100.0

If NO at a)

H66ba TO H66be 1st to 5th response

H66 b) Why not

Multiple response question

Code

	Frequency	Adjusted Percentage %
3 Would like separate/external entrance to accommodation	15	42.9
1 Facilities, inadequate, accommodation /kitchen too small/no garden etc	14	40.0
6 Can hear noise from the home itself	12	34.3
6 Accommodation not private/isolated enough from residents/other staff	12	34.3
7 Other complaints about siting of accommodation within the home	5	14.3
2 Need extra units of accommodation eg need an extra duty room	2	5.7
4 No private garden/area etc	1	2.9
9 Other	2	-
	N/A	N/A

(Multiple response question)

H67a H67 a) Have you ever found it necessary to use staff accommodation to house residents, or vice versa

	Frequency	Adjusted Percentage %
1 Yes	17	17.0
2 No	83	83.0
TOTAL	100	100.0

If YES at a)

H67ba H67bb 1st + 2nd answers

H67 b) Why was this

Multiple response question

Code

	Frequency	Adjusted Percentage %
2 For emergencies eg emergency admissions/when social workers have over-looked a bed etc	5	41.7
1 When residents' rooms were being redecorated/repainted	3	25.0
3 For a guest room for visitors/day care residents	1	8.3
8 Other	4	33.3
-1 Not answered	5	-
TOTAL	N/A	N/A

(Multiple response question)

H68a H68 a) Are there any difficulties you experience with the staff accommodation (which have not been mentioned already)

	Frequency	Adjusted Percentage %
1 Yes	44	46.9
2 No	50	53.1
-1 Not answered	6	-
TOTAL	100	100.0

If YES at a)

H68ba TO H68bc 1st to 3rd response

H68 b) What are they

Code	Multiple response question	Frequency	Adjusted Percentage %
5	Can hear noise from the home itself	18	41.9
	Would like separate/external entrance to accommodation	12	27.9
1	Facilities inadequate	11	25.6
6	Accommodation not private/isolated enough from residents/other staff	9	20.9
4	Access to accommodation poor, eg dangerous steps	3	7.0
2	Need extra units of accommodation	2	4.7
7	No garages available	2	4.7
8	Other	2	4.7
-1	Not answered	1	-
	TOTAL	N/A	N/A
		(Multiple response question)	

I69a to I69d 1st to 4th response

SECTION I - ADDITIONAL INFORMATION

I69 Finally, can you think of any other comments you would like to make on the design or facilities of this home, which we have not already mentioned

Multiple response question

Code		Frequency	Adjusted Percentage %
15	Home well designed/adapted	6	6.1
11	Internal appearance of building attractive eg warm/light and airy/friendly/comfy atmosphere	4	4.0
2	Siting of the building good	3	3.0
16	Like gardens/grounds	3	3.0
1	No/no comments	11	11.1
14	Building unsuitable/badly designed/adapted eg doorways too small/windows covered/need more ventilation in bathroom	19	19.2
10	Other complaints about siting of rooms/facilities	16	16.2
5	Home too big/too many residents/over crowded	11	11.1
7	Poor storage facilities/need extra storage space/rooms	11	11.1
8	Want more/extra rooms eg chiropody room	9	9.1
12	Complaints about internal fittings/fixtures eg kitchen antiquated/need call buttons in lounges	9	9.1
9	Want larger room(s)/more space	8	8.1
4	Building too high/too many levels	7	7.1
6	Sprawling/long corridors/rooms too far apart	6	6.1
18	Other complaints about gardens	6	6.1
3	Siting of the building bad eg too far from town/difficult to recruit staff/problems with vandals	4	4.0
13	Complaints about internal decoration/furnishing eg cork tiles difficult to clean/home needs redecorating	3	3.0
19	Complaints about external maintenance of home or grounds	3	3.0
17	Problem getting into/moving around in garden	1	1.0
88	Other answers	5	5.1
-1	Not answered	1	-
TOTAL		N/A	N/A

(Multiple response question)

I70a I70b: 1st + 2nd response

I70 Looking back over all the areas we have discussed, what do you feel is the one major contribution that architects could make to improve homes for old people

Multiple response question

Code		Frequency	Adjusted Percentage %
1	Architects should ask residents/staff for their opinions, or work in a home themselves first	23	38.3
13	Provide more/extra rooms eg more WC's/a toilet in each room/more storage space/spare rooms on the ground floor for seriously ill etc	7	11.7
5	Alter position of rooms/facilities in relation to each other eg put coat room near main entrance/rethink location of WC's/ensure external ventilation of WC's/relocate lights etc	6	10.0
15	Improve other structural features, eg windows opening directly onto paths are dangerous/vary shape of lounges/close in lounges, not open sitting area	6	10.0
6	Improve ease of movement around home eg make corridors/doorways wider/no steps from lounge to garden etc	5	8.3
10	Provide more/smaller lounges/sitting areas	5	8.3
4	Build more compact homes eg make corridors as short as possible	4	6.7
9	Build more single rooms/proper dividers in shared rooms	4	6.7
9	Build more bedsitters	4	6.7
2	Build more sheltered accommodation	3	5.0
3	Build lower buildings	3	5.0
7	Make homes more spacious (nothing further specified)	3	5.0
12	Make other rooms larger eg allow more space in bedroom/build larger WC's	2	3.3
14	Improve provision/design of furniture/fittings, eg provide proper large urinals/fitted furniture is safer etc	2	3.3
16	Provide a specific walking area, eg somewhere in grounds for confined people to walk in safety/a place for wanderers	1	1.7
88	Other answers	5	8.3
-1	Not answered	40	-
TOTAL		N/A	N/A

(Multiple response question)

Res Wt (Resident weighting code)

Sta Wt (Staff weighting code)

N Res (Number of residents)

N Sta (Number of staff)

Group 1 = Group home, 2 = Semi-group, 3 = Non-group home

Age Home when did the home open?

Built Purpose - built / other

Appendix C

Interviewer Checklist

SPSS system file . INT 34S

- 1) Frequency count and percentages
for all pre-coded questions

 - 2) Frequency count and percentages
for all open-ended questions
-

INT SYS

VARNAME

VAR LABEL

Code

Care

Number

Intview

Number

LACode

Local Authority Code Number

Hone

Number

INTERVIEWER CHECKLIST

Complete after you have finished your interviews at each home

Q1	Q1	<u>Does the physical appearance of the building fit in with the neighbouring buildings</u>	
		Frequency	Adjusted Percentage %
1	Yes	89	89.0
2	No	11	11.0
		<hr/>	<hr/>
	TOTAL	100	100.0

Q2	Q2	<u>Is there a sign outside which indicates that the people inside are different for example "Old People's Home", "Home for the Elderly" etc</u>	
		Frequency	Adjusted Percentage %
1	Yes	6	6.1
2	No	92	92.9
3	Don't know	1	1.0
-1	Not answered	1	-
		<hr/>	<hr/>
	TOTAL	100	100.0

IF YES WRITE IN WHAT SIGN SAYS

- 1) Danger Old People's Home
- 2) Old Folk's Residence
- 3) Treeside Home for the elderly
- 4) Henfield Lodge Home for senior citizens
- 5) Standard House Old People's Home
- 6) Elmside aged persons residence

Q3a TO Q3c 1st to 3rd response

Q3 Do you have any other comments on the external appearance of the home

Code

	Frequency	Adjusted Percentage %
1 Pleasant external appearance	60	61.2
7 Pleasant gardens/seats available for sitting outside	41	41.8
3 Unobtrusive eg fits in with it's surroundings	31	31.6
5 Attractive/convenient siting	21	21.4
9 Low building/only one storey	5	5.1
7 Adequate parking space	4	4.1
2 Unpleasant external appearance	13	13.3
6 Unattractive/inconvenient siting	5	5.1
8 Unpleasant gardens	5	5.1
4 Obtrusive/doesn't fit in with it's surroundings	3	3.1
11 Inadequate parking space	2	2.0
12 Other	4	4.1
TOTAL	N/A	N/A

(Multiple response question)

Q4 Q4 Inside the home, does the furniture and decorations generally look			
	Frequency	Adjusted Percentage %	
1 Homely	75	76.5	
2 Institutional	19	19.4	
3 Don't know	4	4.1	
-1 Not answered	2	-	
	TOTAL	100	
		100.0	

Q5a To Q5d 1st to 4th response

Q5 Do you have any other comments about the design of the home

Multiple response question

Code		Frequency	Adjusted Percentage %
12	Pleasant/homely/welcoming eg it didn't feel like an old people's home	22	22.0
13	Light/airy/spacious eg plenty of windows	22	22.0
15	Well furnished/decorated comfortable furniture	15	15.0
18	Layout of home good/well laid out/well planned	13	13.0
19	Choices of places to sit eg residents can sit in halls/several lounges/paved area in garden	9	9.0
24	Building low/only 1 floor	7	7.0
16	Modern aids/conveniences eg well designed kitchen	6	6.0
20	Garden area/outlook pleasant eg plenty of plants in flower and in good condition	6	6.0
7	Good/plenty of basic facilities supplied eg plenty of large toilets/single bedrooms a fair size etc	5	5.0
11	Easy to get around home for other reasons eg wide doorways/well designed handrails/rooms well identified	4	4.0
14	Clean/well looked after	4	4.0
10	Easy to get around home due to good layout	1	1.0
9	Difficult to get around home because of other reasons - eg narrow/dark corridors corridors/doorways Handrails badly designed etc	21	21.0
1	Rooms too small eg, dining room, toilet too small	18	18.0
3	Need more/extra room(s) eg more toilets /need TV room	10	10.0
6	Rooms too far apart/sprawling/long corridors	10	10.0
8	Difficult to get around home because of layout eg layout confusing/ can get lost	10	10.0
17	Impersonal/regimented/institutional	10	10.0
7	Other complaints about siting of rooms/ facilities eg visitor's room not private/bathrooms all in one wing etc	9	9.0
23	Poorly decorated/furnished eg not enough chairs, poor standard of decoration	7	7.0
7	Poor/inadequate basic facilities eg badly lit/nowhere to lock up personal possessions/no single rooms	7	7.0

Q5 (continued)

Code

5	Rooms too close together eg only a few steps to dining room	5	5.0
25	Building too high eg 3 floors	4	4.0
7	Cold/draughty eg residents sitting around the room have their backs to a draughty window	2	2.0
7	Layout of home/bad/badly laid out/badly planned (include 'home was originally built for another purpose and really needs completely redesigning')	2	2.0
2	Rooms too large, eg open plan lounge cold in winter	2	2.0
7	Would like provision of special room(s) eg quiet room/men's lounges	2	2.0
4	Problems with size of home	1	1.0
1	No comments	3	3.0
TOTAL		N/A	N/A

(Multiple response question)

Q6	Q6 Do staff refer to residents by labels such as 'Dad', 'Grandma' etc	Frequency	Adjusted Percentage %
1	Frequently	2	2.1
2	Occasionally	8	8.2
3	Never	81	83.5
4	Don't know	6	6.2
-1	Not answered	3	-
TOTAL		100	100.0

Q7	Q7 Do staff use labels or forms of address which are demeaning or imply inferiority	Frequency	Adjusted Percentage %
2	Occasionally	9	9.1
3	Never	85	85.9
4	Don't know	5	5.1
-1	Not answered	1	-
TOTAL		100	100.0

Q8 Q8 Do staff refer to residents, in their hearing, by a particular diagnosis, eg "he's a schizophrenic", "she's an incontinent" etc

	Frequency	Adjusted Percentage %
2 Occasionally	5	5.1
3 Never	87	87.9
4 Don't know	7	7.1
-1 Not answered	1	-
TOTAL	100	100.0

Q9 Q9 Do staff refer to residents, in their presence, in the third person as if they were not there

	Frequency	Adjusted Percentage %
1 Frequently	1	1.0
2 Occasionally	16	16.3
3 Never	76	77.6
4 Don't know	5	5.1
-1 Not answered	2	-
TOTAL	100	100.0

Q10 Q10 Do staff wear any form of distinctive uniform, other than protective clothing

	Frequency	Adjusted Percentage %
1 Yes all staff do	8	8.1
2 Some staff do	19	19.2
3 No staff do	72	72.7
-1 Not answered	1	-
TOTAL	100	100.0

Q11a TO Q11d: 1st to 4th response

Q11 Do you have any other comments about relations between staff and residents and the general atmosphere inside the home
Multiple response question

Code	Frequency	Adjusted Percentage %
1 Staff and residents get on well Contented/relaxed atmosphere Staff warm/friendly/caring	91	91.0
3 Homely/family atmosphere Matron tries to create a family atmosphere/encourages residents to see the home as their home	16	16.0
2 Staff concerned about social welfare of residents Spend time talking to residents etc	9	9.0
6 Residents active/allowed to do things in the home Move around as they wish etc	9	9.0
4 Flower/picture arrangements Pets/ornaments etc all help to create a homely atmosphere	5	5.0
5 Home well run eg administration excellent/staff very experienced	5	5.0
11 Bad feeling between the continent and incontinent/confused and lucid etc	16	16.0
10 Staff very busy/overworked/understaffed work very hard, long hours	11	11.0
9 Residents stagnating/have no interests/little opportunity to help themselves Home has 'listless' empty feeling	10	10.0
8 Staff only concerned about residents physical needs/don't talk to residents Care adequate but superficial	6	6.0
7 Staff/residents don't get on eg, underlying tensions/staff disrespectful towards residents etc	5	5.0
12 Other answers	5	5.0
TOTAL	N/A	N/A

(Multiple response question)

Q12 Q12 If you were looking for a job in an old people's home, do you think you would like to work in this home

	Frequency	Adjusted Percentage %
1 Yes	71	71.7
2 No	22	22.2
3 Don't know	6	6.1
-1 Not answered	1	-
TOTAL	100	100.0

Q13 Q13 Supposing you had an elderly relative who required accommodation in a residential home, do you think you would be happy if that relative lived in this home

		Frequency	Adjusted Percentage %
1	Yes	66	66 0
2	No	22	22 0
3	Don't know	12	12 0
	TOTAL	100	100 0

Q14a TO Q14c 1st to 3rd response

ANY OTHER COMMENTS

Multiple response question

Code

		Frequency	Adjusted Percentage %
1	No none	47	48 5
2	Home quite good/excellent etc As good as possible, given the shortage of staff	7	7 2
3	Staff/residents get on well Homely/ family/caring atmosphere etc	7	7 2
5	Residents encouraged to be independent/ have hobbies/interests etc	7	7 2
4	Staff dedicated/great/first class etc	5	5 2
6	Home clean/spotless	4	4 1
0	Adverse comments about facilities/ design of home, eg poor access to garden etc	17	17 5
8	Residents not encouraged to be independent/have hobbies/interests eg they are bored/apathetic/unmotivated	11	11 3
11	Home needs decorating/refurnishing	5	5 2
9	Home not clean eg smells of urine etc	4	4 1
7	Lack of social care from staff Staff should spend more time talking to residents etc	3	3 1
12	Other answers	8	8 2
	TOTAL	N/A	N/A

(Multiple response question)

Appendix (D)
Neighbourhood Questionnaire

This information NOT deposited
in ESRC Data Archive

- 1) Frequency count and percentages for all pre-coded questions.
- 2) Frequency count and percentages for all open-ended questions

- 10 -

NOT
DEPOSITED

Characteristics of Respondents

	Frequency	Adjusted Percentage %
Sex		
Male	23	28.8
Female	57	71.2
TOTAL	80	100.0

	Frequency	Adjusted Percentage %
Age Group		
Less than 20 years	3	3.8
20 - 40 years	26	32.5
41 - 64 years	21	26.2
Over 64 years	30	37.5
TOTAL	80	100.0

	Frequency	Adjusted Percentage %
Socio-Economic Status		
AB	20	25.0
C1	18	22.5
C2	11	13.8
DE	31	38.7
TOTAL	80	100.0

	Frequency	Adjusted Percentage %
Ethnic Origin		
Indigenous white	73	91.2
European	2	2.5
Asian	5	6.3
TOTAL	80	100.0

	Frequency	Adjusted Percentage %
Do you work outside the home at all		
Yes	20	25.0
No	50	62.5
Run Hotel Business	10	12.5
TOTAL	80	100.0

What type of accommodation would you call this

	Frequency	Adjusted Percentage %
Detached	27	33.8
Semi-detached	15	18.7
Bungalow	10	12.5
Terrace	17	21.2
Flat	7	8.8
'Linked' detached	4	5.0
TOTAL	80	100.0

	Frequency	Adjusted Percentage %
Private	55	68.8
Council	25	31.2
TOTAL	80	100.0

	Frequency	Adjusted Percentage %
Rented	26	32.5
Owner-occupied	54	67.5
TOTAL	80	100.0

Relation to site

Location	Frequency	Adjusted Percentage %
Immediately adjacent to home (common boundary)	18	22.5
On same side of road as home	18	22.5
Opposite home	47	58.7
On nearby street	23	28.7
TOTAL	N/A	N/A

(Multiple response question)

Visual Access	Frequency	Adjusted Percentage %
Ground floor visible	70	87.5
Ground floor not visible	6	7.5
Upper floors visible	68	85.0
Upper floors not visible	6	7.5
TOTAL	N/A	N/A

(Multiple response question)

Q1	<u>How long have you lived at this address</u>	
	Frequency	Adjusted Percentage %
0 - 1 year	9	11.2
2 - 5 years	21	26.2
6 - 10 years	23	28.8
11 - 20 years	10	12.5
21 - 50 years	15	18.8
Over 50 years	2	2.5
TOTAL	80	100.0

Q2	<u>How old is this property</u>	
	Frequency	Adjusted Percentage %
0 - 1 year	-	-
2 - 5 years	1	1.2
6 - 10 years	19	23.8
11 - 20 years	16	20.0
21 - 50 years	19	23.8
51 - 100 years	12	15.0
Over 100 years	3	3.7
D/K	10	12.5
TOTAL	80	100.0

Q3	<u>Do you know (NAME OF HOME) old people's home</u>	
	Frequency	Adjusted Percentage %
Yes	80	100.0
No	-	-
TOTAL	80	100.0

Q4	<u>Was the home built before you came to live here or was it built afterwards</u>	
	Frequency	Adjusted Percentage %
Built before	48	60.0
Built afterwards	32	40.0
TOTAL	80	100.0

Note Q4a,b,c were answered by 8 respondents at Site C, who had lived at another address in the same locality prior to the building of the home

If 'AFTERWARDS' ask

a)	<u>What was on the site when you came</u>	
	Frequency	Adjusted Percentage %
Farmland/farm site	11	27.5
Fields	8	20.0
Waste ground/open land	5	12.5
Wood/trees/orchard	7	17.5
Allotments	1	2.5
Building	6	15.0
Mixed	2	5.0
TOTAL	N/A	N/A

(Multiple Response Question)

b) Did you know that they were going to build an old people's home on this site

	Frequency	Adjusted Percentage %
Yes	23	57.5
No	16	40.0
D/K	1	2.5
TOTAL	40	100.0

c) How did you feel about it

	Frequency	Adjusted Percentage %
Pleased	7	17.5
No feelings, don't mind	20	50.0
Mixed/some ill feeling	7	17.5
It could have been worse	3	7.5
Annoyed	3	7.5
TOTAL	40	100.0

Q5 How well do you feel the building (NAME OF HOME) fits in with other buildings in the immediate neighbourhood

	Frequency	Adjusted Percentage %
Very well	41	51.2
Quite well	30	37.5
Alright	3	3.8
Not very well	6	7.5
Terribly	-	-
TOTAL	80	100.0

Q6 How often do you see any of the residents from (NAME OF HOME) around the neighbourhood

	Frequency	Adjusted Percentage %
Never	14	17.5
Not often/occasionally	17	21.3
Quite often	8	10.0
When out of grounds	23	28.7
When in the grounds	13	16.2
D/K	1	1.3
Not Answered	4	5.0
TOTAL	80	100.0

Q7 Do you ever chat with any of the residents from (NAME OF HOME)

	Frequency	Adjusted Percentage %
Yes	30	37.5
No	50	62.5
TOTAL	80	100.0

If 'YES' ask

How often would you say you do that

	Frequency	Adjusted Percentage %
When I go in the home	7	23.3
Occasionally	7	23.3
If seen out, just to pass time of day	10	33.4
Not Often	3	10.0
D/K	3	10.0
	30	100.0

Q8 Have you ever been into (NAME OF HOME)

	Frequency	Adjusted Percentage %
Yes	54	67.5
No	26	32.5
TOTAL	80	100.0

If 'YES' ask Why was that

	Frequency	Adjusted Percentage %
Social event	25	46.3
Meeting	1	1.9
Visiting residents	13	24.1
To undertake specific task	12	22.2
Worked there	2	3.6
Not Answered	1	1.9
TOTAL	54	100.0

Q9 Have you ever helped out anyone who lives in (NAME OF HOME) in any way

	Frequency	Adjusted Percentage %
Yes	20	25.0
No	60	75.0
TOTAL	80	100.0

If 'YES' ask What did you do

	Frequency	Adjusted Percentage %
Just visit	12	60.0
Make tea	2	10.0
Provide transport	1	5.0
Take clothes	1	5.0
Post letters	1	5.0
Shopping/various	3	15.0
TOTAL	20	100.0

Q10 a) What kind of reputation does (NAME OF HOME) have in this neighbourhood as a place for older people to live

	Frequency	Adjusted Percentage %
Good	45	56.2
Fair	3	3.8
Poor	-	-
D/K	32	40.0
TOTAL	80	100.0

b)
Why

	Frequency	Adjusted Percentage %
Good - due to the quality of care	15	20.0
Good - professional reputation	3	4.0
Good - because residents retain independence	3	4.0
Good - just hearsay	12	16.0
Good - residents seem happy	6	8.0
Just seems good	6	8.0
Just accepted locally	3	4.0
Never heard anything bad said about the home	17	22.6
Could be a bit regimented/No privacy	2	2.7
Reputation gone down a bit	1	1.3
D/K	17	22.6
Not Answered	5	-
	N/A	N/A

(Multiple Response Question)

Q11 a) Does having (NAME OF HOME) sited near your home cause you any particular problems

	Frequency	Adjusted Percentage %
Yes	7	8.8
No	73	91.2
TOTAL	80	100.0

If 'YES' ask why

	Frequency	Adjusted Percentage %
Noise	4	57.1
Lack of privacy	3	42.9
TOTAL	7	100.0

ASK ADJACENT NEIGHBOURS

b) Have you had to make any changes to your property due to the siting of an old people's home next door

	Frequency	Adjusted Percentage %
Yes	5	27.8
No	13	72.2
TOTAL	18	100.0

If 'YES' ask what

	Frequency	Adjusted Percentage %
Fencing	2	40.0
Tree screening	2	40.0
Windows omitted in property on home side	1	20.0
TOTAL	5	100.0

Q12 a) How do you feel about having the home so close to you

	Frequency	Adjusted Percentage %
Would you prefer that it wasn't in your neighbourhood	-	-
Do you not care one way or the other whether its here, OR	55	68.8
Are you glad that its here in your neighbourhood	25	31.2
TOTAL	80	100.0

b) Why do you feel that way

	Frequency	Adjusted Percentage %
Old people should not be isolated	3	9.1
Suits tone of neighbourhood	2	6.1
Its just there/have got used to it	10	30.3
Feel securer	2	6.1
They have to go somewhere	3	9.1
A local resource/may need to go in there some day	4	12.1
A source of local employment	2	6.1
Integrated (balanced) community	6	18.2
Rather elderly than some other group /they are very quiet	4	12.1
Its good if run properly	1	3.0
D/K	4	12.1
Not Answered	47	-
	N/A	N/A

(Multiple Response Question)

Q13 a) Do you think having an old people's home in your neighbourhood has had a positive, a negative or no effect on the neighbourhood

	Frequency	Adjusted Percentage %
Positive	13	16.2
Negative	-	-
No effect	67	83.8
TOTAL	80	100.0

b) If 'positive' or 'negative' ask In what ways

	Frequency	Adjusted Percentage %
Doesn't bother us	3	23.1
Integrated community	5	38.4
D/K	5	38.4
	13	100.0

Q14 a) Since (NAME OF HOME) was built or since you moved here (whichever is most recent) would you say this neighbourhood has changed

	Frequency	Adjusted Percentage %
A lot	34	42.5
A little	10	12.5
Not at all	31	38.8
D/K	4	5.0
Not Answered	1	1.2
TOTAL	80	100.0

If 'a lot' or 'a little' ask

b)

In what ways has it changed

	Frequency	Adjusted Percentage %
Foreign immigrants	1	2.3
More amenities	9	20.9
Residential expansion	19	44.2
Residential change	22	51.2
More noise/vandalism	8	18.6
More old people	4	9.3
Industrial decline	5	11.6
New road /new yellow lines	3	6.9
Not Answered	1	-
	N/A	N/A

(Multiple Response Question)

Are any of these changes directly due to the home

	Frequency	Adjusted Percentage %
Due to home	-	-
Not due to home	44	100.0
TOTAL	44	100.0

Q15 Do you think this area has enough local amenities (e.g. Post Office, shops, churches, medical facilities etc)

	Frequency	Adjusted Percentage %
Yes	56	70.0
No	22	27.5
D/K	2	2.5
TOTAL	80	100.0

If 'NO' ask What's lacking

	Frequency	Adjusted Percentage %
Amenities for youth	2	9.0
Local chemist	3	13.6
Cheaper shops and more variety	14	63.6
Amenities for disabled	1	4.6
Nightlife	1	4.6
Not Answered	1	4.6
	22	100.0

Q16 Compared to when you moved here or since the home was built has the number of local amenities

	Frequency	Adjusted Percentage %
Increased	17	21.3
Decreased	-	-
Remained the same	61	76.2
D/K	2	2.5
TOTAL	80	100.0

Q17 What is the traffic like in your immediate neighbourhood

	Frequency	Adjusted Percentage %
Very Busy	22	29.7
Quite Busy	15	20.3
Busy	12	16.2
Seasonally/Periodically busy (peak times)	25	33.8
Not too bad	8	10.8
Quiet	3	4.1
Very quiet	4	5.4
Not Answered	6	-
	N/A	N/A

(Multiple Response Question)

Q18 Do you think that the amount of traffic in this area could be a problem for older people getting out and about

	Frequency	Adjusted Percentage %
Yes	35	43.7
No	42	52.5
D/K	3	3.8
TOTAL	80	100.0

If 'YES' ask Why is this

	Frequency	Adjusted Percentage %
Crossing the road difficult	13	37.1
Busy traffic	8	22.9
No pavement	2	5.7
Need to be very alert	1	2.9
Don't Know	11	31.4
	35	100.0

Q19 What public transport runs in this area and how frequent is the service

Frequency of Service Detailed comments contained in individual reports

Q20 Is crime a problem in this neighbourhood

	Frequency	Adjusted Percentage %
Yes	8	10.0
No	68	85.0
D/K	-	-
N/A	4	5.0
TOTAL	80	100.0

If 'YES' ask What is the problem

	Frequency	Adjusted Percentage %
Youths harassing elderly	3	37.5
Youths causing vandalism	7	87.5
Burglaries	5	62.5
(Multiple Response Question)	N/A	N/A

Q21 How safe do you feel this area is as a place to live

	Frequency	Adjusted Percentage %
Very safe	24	30.0
Safe	12	15.0
Fairly safe	40	50.0
Not very safe	4	5.0
Hostile	-	-
D/K	-	-
TOTAL	80	100.0

Q22 a) How good a neighbourhood do you feel this is for older people

	Frequency	Adjusted Percentage %
Very good	20	25.0
Good	35	43.8
Fair	21	26.2
Not very good	4	5.0
Poor	-	-
D/K	-	-
TOTAL	80	100.0

b) Why do you say that

	Frequency	Adjusted Percentage %
A quiet area	13	20.6
A safe area	9	14.3
A flat area	2	3.2
Lots of other elderly people	9	14.3
Lots going on for elderly	1	1.6
Good amenities	9	14.3
Scenic Beauty	6	9.5
Too hilly	3	4.8
Little for elderly could be lonely	3	4.8
Elderly harassed by youths	4	6.3
Not very safe area	5	7.9
Easy access for visiting	4	6.3
A young persons neighbourhood	3	4.8
Good Residential Area	6	9.5
Too noisy	1	1.6
Not Answered	17	-
	N/A	N/A

(Multiple Response Question)

Q23 a) As you observe people who live in (NAME OF HOME) has it seemed to you that they've changed (in the past 10 years/or since you moved here)

<u>Would you say they've changed</u>	Frequency	Adjusted Percentage %
A great deal	2	2.5
Somewhat or	3	3.8
Not at all	6	7.5
D/K	69	86.2
TOTAL	80	100.0

b) If 'A GREAT DEAL' or 'SOMEWHAT' ask In what ways have they changed

	Frequency	Adjusted Percentage %
More wheelchair cases	2	40.0
More people from outside the local area	1	20.0
More handicapped	2	40.0
Mixture of Socio-economic groups	1	20.0
TOTAL	N/A	N/A

Q24 Does it seem to you that people living in (NAME OF HOME) are less able to get around independently these days

	Frequency	Adjusted Percentage %
Yes	8	10.0
No	5	6.2
D/K	67	83.8
TOTAL	80	100.0

Q25 What do you feel about old people's homes, could you imagine one of your relative s living in a place like (NAME OF HOME), could you imagine yourself living there

	Frequency	Adjusted Percentage %
Necessary, if no family to care for you and you're ill	18	22.5
Necessary, don't want to be a burden	13	16.3
Only as a final resort	6	7.5
OK if local/in home area	5	6.3
OK if has good amenities/privacy/care etc and allows for individuality	17	21.3
Wouldn't want to go in/ stay independent	30	37.5
Couldn't afford to go in	2	2.5
Prefer sheltered housing	3	3.8
If you like company	3	3.8
No, Asian families care for elders	2	2.5
Prefer smaller private/voluntary home	5	6.3
Don't want to sit & do nothing	4	5.0
D/K	5	6.3
	N/A	N/A

(Multiple Response Question)

APPENDIX E

RESIDENT QUESTIONNAIRE

SPSS System File RES SYS

No of cases = 999 residents

- 1) Frequency count and percentages for all pre-coded questions
- 2) Frequency count and percentages for all open-coded questions

RES SYS

<u>VAR NAMES</u>	<u>VAR LABEL</u>	<u>CODES</u>
Sample Form		1 = Summer, 2 = Winter 1 = Pink, 2 = Yellow
Case	Number	
Intview	Number	
LACode	Local Authority Code Number	
Home	Number	
Sex		1 = Male, 2 = Female
DOB	Date of Birth	
MOB	Month of Birth	
YOB	Year of Birth	
YOBGroup	Year of Birth (Grouped)	(see below)
Age	at Date of Interview	
AgeGroup	Age at Date of Interview (Grouped)	(see below)
DOA	Day of Admission	
MOA	Month of Admission	
YOA	Year of Admission	
YOAGroup	Year of Admission (Grouped)	(see below)
Length	of Stay in Home	
LengthGr	Length of Stay in Home (Grouped)	(see below)
A1 (Q A1)		
↓ Resident's Questionnaire		

OLD PEOPLE'S HOMES
RESIDENT'S QUESTIONNAIRE

*

Key Questions

Questions marked with an asterisk are 'key' questions and should have been asked of all residents, even those unable to attempt other questions due to confusion or memory loss etc

BACKGROUND INFORMATION

Sex Sex of Resident

	Frequency	Adjusted Percentage %
1 Male	271	27.1
2 Female	728	72.9
TOTAL	999	100.0

Age Group

Age at Date of Interview

	Frequency	Adjusted Percentage %
1 Under 65	24	2.4
2 65 - 74	160	16.0
3 75 - 84	428	42.9
4 85 and over	387	38.7
TOTAL	999	100.0

Length Gr

Length of Stay in Home

	Frequency	Adjusted Percentage %
1 Under 1 year	270	28.0
2 1 year	161	16.7
3 2 - 4 years	309	31.9
4 5 - 9 years	171	17.7
5 10 years or more	55	5.7
-1 Not answered	33	-
TOTAL	999	100.0

YOB Group

Year of Birth

	Frequency	Adjusted Percentage %
1 Before 1890	139	13.9
2 1890 - 1899	471	47.2
3 1900 - 1909	319	31.9
4 1910 and after	70	7.0
TOTAL	999	100.0

YOA Group

Year of Admission

	Frequency	Adjusted Percentage %
1 Before 1970	44	4.4
2 1970 - 1974	145	14.5
3 1975 - 1979	609	61.1
4 1980 and later	199	20.0
-1 Not answered	2	-
TOTAL	999	100.0

INTRODUCTORY QUESTIONS

A1 A1 Thinking generally about this home, would you say that you are very satisfied with life in the home, fairly satisfied, not very satisfied, or not at all satisfied

	Frequency	Adjusted Percentage %
1 Very satisfied	603	60.7
2 Fairly satisfied	320	32.2
3 Not very satisfied	47	4.7
4 Not at all satisfied	17	1.7
5 Don't know	7	0.7
-1 Not answered	5	-
TOTAL	999	100.0

A2a How old were you last birthday?
A2a Group (Relates A2a response to info from Respondent Listing)

A2 (a) How old were you on your last birthday

	Frequency	Adjusted Percentage %
1 Refused	1	0.1
2 Don't know	63	6.3
3 Exactly right	568	57.1
4 Within 1 year	233	23.4
5 Within 5 years	88	8.8
6 Over 5 years	43	4.3
-1 Not answered	3	-
TOTAL	999	100.0

A2b A2 (b) So in what year were you born

A2b Group (Relates response of Listing info)

	Frequency	Adjusted Percentage %
1 Refused	2	0.2
2 Don't know	179	18.0
3 Exactly right	714	71.7
4 Within 1 year	43	4.3
5 Within 5 years	30	3.0
6 Over 5 years	28	2.8
-1 Not answered	3	-
TOTAL	999	100.0

A3 A3 Over the last 12 months would you say your health has been

	Frequency	Adjusted Percentage %
1 Good	398	40.0
2 Fair	414	41.6
3 Poor	177	17.8
4 Don't know	6	0.6
-1 Not answered	4	-
TOTAL	999	100.0

A4 A4 How would you rate your general state of health in comparison to other people in the home Would you say your health is

	Frequency	Adjusted Percentage %
1 Better than average	399	40.3
2 About average	447	45.0
3 Worse than average	68	6.9
4 Don't know	77	7.8
-1 Not answered	8	-
TOTAL	999	100.0

A5 A5 Do you normally use a wheelchair, frame or a stick to help you get about inside the home, or can you manage without any of these ONE ANSWER ONLY

	Frequency	Adjusted Percentage %
1 Yes - wheelchair	97	9.8
2 Yes - frame	224	22.5
3 Yes - stick	281	28.3
4 No	391	39.3
5 Don't know	1	0.1
-1 Not answered	5	-
TOTAL	999	100.0

If 'YES' - ask A6 otherwise go to A7

* A6 Do you personally have any problems to do with

A6a

a) Your wheelchair or frame in the corridors

	Frequency	Adjusted Percentage %
1 Yes	33	10.3
2 No	282	88.1
3 Don't know	5	1.6
-1 Not answered	1	-
TOTAL	321	100.0

A6 (continued)

A6b

(b) Your wheelchair or frame in the doorway

	Frequency	Adjusted Percentage %
1 Yes	47	14.7
2 No	267	83.4
3 Don't know	6	1.9
-1 Not answered	1	-
TOTAL	321	100.0

A6c

(c) Your wheelchair or frame in the lounge

	Frequency	Adjusted Percentage %
1 Yes	16	5.0
2 No	297	93.1
3 Don't know	6	1.9
-1 Not answered	2	-
TOTAL	321	100.0

A6d

(d) Your wheelchair or frame in the dining room

	Frequency	Adjusted Percentage %
1 Yes	17	5.3
2 No	298	93.4
3 Don't know	4	1.3
-1 Not answered	2	-
TOTAL	321	100.0

A6e

(e) Your wheelchair or frame in the bedroom

	Frequency	Adjusted Percentage %
1 Yes	24	7.5
2 No	290	90.6
3 Don't know	6	1.9
-1 Not answered	1	-
TOTAL	321	100.0

A6f

(f) Getting into the bathroom with your wheelchair or frame

	Frequency	Adjusted Percentage %
1 Yes	28	8.8
2 No	285	89.0
3 Don't know	7	2.2
-1 Not answered	1	-
TOTAL	321	100.0

A6 (continued)

A6g

(g) Getting into the toilet with your wheelchair or frame

	Frequency	Adjusted Percentage %
1 Yes	44	13.8
2 No	270	84.3
3 Don't know	6	1.9
-1 Not answered	1	-
TOTAL	321	100.0

A7

ASK ALL

A7 Do you normally go outside the grounds of the home a lot, a little or not at all

	Frequency	Adjusted Percentage %
1 Yes - a lot	174	17.6
2 Yes - a little	312	31.5
3 Not at all	502	50.8
4 Don't know	1	0.1
-1 Not answered	10	-
TOTAL	999	100.0

If 'YES' or 'NOT ANSWERED' Ask A8 otherwise go to Section B

A8

* A8 Overall, how easy do you find it go get about outside the grounds of the home

	Frequency	Adjusted Percentage %
1 Very easy	137	28.0
2 Fairly easy	186	38.0
3 Fairly difficult	111	22.7
4 Very difficult	45	9.2
5 Don't know	11	2.2
-1 Not answered	7	-
TOTAL	497	100.0

*
A9 Do you go to each of these places a lot, a little, or not at all

A9a

a) The Post Office

	Frequency	Adjusted Percentage %
1 Lot	49	9.9
2 Little	115	23.2
3 Not at all	330	66.5
4 Don't know	2	0.4
-1 Not answered	1	-
TOTAL	497	100.0

A9b

b) The Local Shops

	Frequency	Adjusted Percentage %
1 Lot	92	18.5
2 Little	166	33.5
3 Not at all	236	47.6
4 Don't know	2	0.4
-1 Not answered	1	-
TOTAL	497	100.0

A9c

c) The Doctor's

	Frequency	Adjusted Percentage %
1 Lot	7	1.4
2 Little	44	8.9
3 Not at all	443	89.3
4 Don't know	2	0.4
-1 Not answered	1	-
TOTAL	497	100.0

A9d

d) The Cinema

	Frequency	Adjusted Percentage %
1 Lot	3	0.6
2 Little	23	4.6
3 Not at all	468	94.6
4 Don't know	1	0.2
-1 Not answered	2	-
TOTAL	497	100.0

A9e

e) The Church

	Frequency	Adjusted Percentage %
1 Lot	52	10.5
2 Little	56	11.3
3 Not at all	382	77.4
4 Don't know	4	0.8
-1 Not answered	3	-
TOTAL	497	100.0

A9 (continued)

A9f

f) The Pub

	Frequency	Adjusted Percentage %
1 Lot	23	4.7
2 Little	72	14.6
3 Not at all	398	80.5
4 Don't know	1	0.2
-1 Not answered	3	-
TOTAL	497	100.0

A9g

g) Bingo

	Frequency	Adjusted Percentage %
1 Lot	12	2.4
2 Little	20	4.0
3 Not at all	461	93.4
4 Don't know	1	0.2
-1 Not answered	3	-
TOTAL	497	100.0

*
A10 Do you not go to (READ OUT) because you don't want to, or would you like to go there but can't

A10a

a) The Post Office

	Frequency	Adjusted Percentage %
1 Don't want to/need to	268	82.7
2 Want to but can't	45	13.9
3 Don't know	11	3.4
-1 Not answered	6	-
TOTAL	330	100.0

A10b

b) The Local Shops

	Frequency	Adjusted Percentage %
1 Don't want to/need to	180	77.6
2 Want to but can't	48	20.7
3 Don't know	4	1.7
-1 Not answered	4	-
TOTAL	236	100.0

A10 (continued)

A10c

c) The Doctor's

	Frequency	Adjusted Percentage %
1 Don't want to/need to	402	92.8
2 Want to but can't	19	4.4
3 Don't know	12	2.8
-1 Not answered	10	-
TOTAL	443	100.0

A10d

d) The Cinema

	Frequency	Adjusted Percentage %
1 Don't want to/need to	414	90.2
2 Want to but can't	37	8.1
3 Don't know	8	1.7
-1 Not answered	9	-
TOTAL	468	100.0

A10e

e) The Church

	Frequency	Adjusted Percentage %
1 Don't want to/need to	313	83.0
2 Want to but can't	57	15.1
3 Don't know	7	1.9
-1 Not answered	5	-
TOTAL	382	100.0

A10f

f) The Pub

	Frequency	Adjusted Percentage %
1 Don't want to/need to	357	91.3
2 Want to but can't	29	7.4
3 Don't know	5	1.3
-1 Not answered	7	-
TOTAL	398	100.0

A10g

g) Bingo

	Frequency	Adjusted Percentage %
1 Don't want to/need to	415	91.8
2 Want to but can't	31	6.9
3 Don't know	6	1.3
-1 Not answered	9	-
TOTAL	461	100.0

A11

A11 Is there any other place outside the home that you would particularly like to go to but can't

IF YES Where is that

Code

	Frequency	Adjusted Percentage %
1 No-nowhere	399	82.0
2 Visit family	17	3.6
6 Trips/holidays	16	3.3
4 Theatre/Cinema/Show	12	2.5
7 Home	8	1.6
3 Visit friends	8	1.6
9 Social activity eg pub	7	1.4
8 Place of religion	5	1.0
10 Shops	5	1.0
Anywhere/no idea/all sorts of places	4	0.8
11 Park	1	0.2
12 Other	5	1.0
-1, 13 Not answered	10	-
TOTAL	497	100.0

PERSONAL FEELINGS

B1 I am going to read out a series of statements. For each one can you tell me whether it is true or false

B1a

a) All your needs are taken care of

	Frequency	Adjusted Percentage %
1 True	903	93.5
2 False	43	4.5
3 Don't know	19	2.0
-1 Not answered	34	-
TOTAL	999	100.0

B1b

b) You feel miserable most of the time

	Frequency	Adjusted Percentage %
1 True	149	15.5
2 False	782	81.1
3 Don't know	33	3.4
-1 Not answered	35	-
TOTAL	999	100.0

B1c

c) You no longer do anything that is of real use to other people

	Frequency	Adjusted Percentage %
1 True	418	43.6
2 False	431	44.9
3 Don't know	110	11.5
-1 Not answered	40	-
TOTAL	999	100.0

B1d

d) You never felt better in your life

	Frequency	Adjusted Percentage %
1 True	160	16.7
2 False	714	74.1
3 Don't know	89	9.2
-1 Not answered	36	-
TOTAL	999	100.0

B1e

e) You no longer have anyone to talk to about personal things

	Frequency	Adjusted Percentage %
1 True	315	32.8
2 False	599	62.4
3 Don't know	46	4.8
-1 Not answered	39	-
TOTAL	999	100.0

B1 (continued)

B1f

f) You are just as happy now as when you were young

	Frequency	Adjusted Percentage %
1 True	317	32.9
2 False	566	58.8
3 Don't know	80	8.3
-1 Not answered	36	-
TOTAL	999	100.0

B1g

g) Although you have some friends in (NAME OF HOME) you still feel lonely at times

	Frequency	Adjusted Percentage %
1 True	412	42.8
2 False	522	54.2
3 Don't know	29	3.0
-1 Not answered	36	-
TOTAL	999	100.0

B2 Now during the past few weeks have you been worried about any of the following

B2a

a) Worried about not having enough money for extras

	Frequency	Adjusted Percentage %
1 Yes	102	10.6
2 No	861	89.4
-1 Not answered	36	-
TOTAL	999	100.0

B2b

b) Worried about your family

	Frequency	Adjusted Percentage %
1 Yes	185	19.2
2 No	778	80.8
-1 Not answered	36	-
TOTAL	999	100.0

B2 (continued)

B2c

c) Worried about people you have trouble with in the home

	Frequency	Adjusted Percentage %
1 Yes	113	11.8
2 No	845	88.2
-1 Not answered	41	-
TOTAL	999	100.0

B2d

d) Worried about your health

	Frequency	Adjusted Percentage %
1 Yes	329	34.1
2 No	635	65.9
-1 Not answered	35	-
TOTAL	999	100.0

B2e

e) Worried about having a fall

	Frequency	Adjusted Percentage %
1 Yes	316	32.8
2 No	647	67.2
-1 Not answered	36	-
TOTAL	999	100.0

B2f

f) Worried about the way the home is run

	Frequency	Adjusted Percentage %
1 Yes	59	6.2
2 No	900	93.8
-1 Not answered	40	-
TOTAL	999	100.0

B2g

g) Worried about the safety of your possessions in the home

	Frequency	Adjusted Percentage %
1 Yes	111	11.6
2 No	849	88.4
-1 Not answered	39	-
TOTAL	999	100.0

B2h

h) Worried about being safe if there was a fire

	Frequency	Adjusted Percentage %
1 Yes	168	17.5
2 No	792	82.5
-1 Not answered	39	-
TOTAL	999	100.0

B3

B3

Is there anything else that worries you

PROBE FULLY

Code

	Frequency	Adjusted Percentage %
1 No worries	669	73.2
7 Health	52	5.7
3 Way home is run	31	3.4
6 Family	27	3.0
11 Ageing process/deterioration	26	2.9
2 Other residents	25	2.7
8 Loss of own home	20	2.2
5 Fire hazards	16	1.8
9 Lonely/unwanted	11	1.2
4 Design of home	9	1.0
12 Other answers	26	2.9
-1, 13 Not answered	87	-
TOTAL	999	100.0

B4

B4

How satisfied are you with your life as a whole these days

All things considered would you say you are (READ OUT)

	Frequency	Adjusted Percentage %
1 Very satisfied	425	44.2
2 Fairly satisfied	431	44.8
3 Not very satisfied	69	7.2
4 Not at all satisfied	27	2.8
5 Don't know	10	1.0
-1 Not answered	37	-
TOTAL	999	100.0

B6

B5

And before you came to live here how satisfied were you with

your life as a whole Would you say you were (READ OUT)

	Frequency	Adjusted Percentage %
1 Very satisfied	448	46.6
2 Fairly satisfied	308	32.1
3 Not very satisfied	136	14.2
4 Not at all satisfied	47	4.9
5 Don't know	21	2.2
-1 Not answered	39	-
TOTAL	999	100.0

DESIGN & ACTIVITIES

C1 C1 On which floor is your bedroom

	Frequency	Adjusted Percentage %
1 Lower Ground	1	0 1
2 Ground	377	39 1
3 First	414	43 0
4 Second	113	11 7
5 Third	27	2 8
7 Don't know	32	3 3
9 Not answered	35	-
TOTAL	999	100 0

C2 I am going to read out a list of activities For each one, can you tell me whether you regularly take part in that activity in this home, nowadays

C2a a) Knitting/sewing/other handicrafts Present participation

	Frequency	Adjusted Percentage %
1 Yes	279	29 1
2 No	675	70 4
3 Don't know	5	0 5
-1 Not answered	40	-
TOTAL	999	100 0

C2b b) Bingo/cards/other games Present participation

	Frequency	Adjusted Percentage %
1 Yes	276	28 8
2 No	681	71 0
3 Don't know	2	0 2
-1 Not answered	40	-
TOTAL	999	100 0

C2c c) Writing letters Present participation

	Frequency	Adjusted Percentage %
1 Yes	383	40 2
2 No	567	59 5
3 Don't know	3	0 3
-1 Not answered	46	-
TOTAL	999	100 0

C2 (continued)

C2d d) Reading Present participation

	Frequency	Adjusted Percentage %
1 Yes	561	58 6
2 No	394	41 1
3 Don't know	3	0 3
-1 Not answered	41	-
TOTAL	999	100 0

C2e e) Listening to the radio Present participation

	Frequency	Adjusted Percentage %
1 Yes	726	75 6
2 No	232	24 2
3 Don't know	2	0 2
-1 Not answered	39	-
TOTAL	999	100 0

C2f f) Watching TV Present participation

	Frequency	Adjusted Percentage %
1 Yes	760	79 3
2 No	196	20 5
3 Don't know	2	0 2
-1 Not answered	41	-
TOTAL	999	100 0

C2g g) Gardening Present participation

	Frequency	Adjusted Percentage %
1 Yes	25	2 6
2 No	921	97 3
3 Don't know	1	0 1
-1 Not answered	52	-
TOTAL	999	100 0

C2h h) Sitting outside Present participation

	Frequency	Adjusted Percentage %
1 Yes	659	69 2
2 No	290	30 5
3 Don't know	3	0 3
-1 Not answered	47	-
TOTAL	999	100 0

C3 And now for each activity can you tell me whether you used to take part in it regularly before you moved into an Old People's Home

C3a

a) Knitting/sewing/other crafts Previous participation		
	Frequency	Adjusted Percentage %
1 Yes	576	61.2
2 No	354	37.6
3 Don't know	11	1.2
-1 Not answered	58	-
TOTAL	999	100.0

C3b

b) Bingo/cards/other games Previous participation		
	Frequency	Adjusted Percentage %
1 Yes	396	42.0
2 No	539	57.2
3 Don't know	8	0.8
-1 Not answered	56	-
TOTAL	999	100.0

C3c

c) Writing letters Previous participation		
	Frequency	Adjusted Percentage %
1 Yes	657	70.4
2 No	266	28.5
3 Don't know	10	1.1
-1 Not answered	66	-
TOTAL	999	100.0

C3d

d) Reading Previous participation		
	Frequency	Adjusted Percentage %
1 Yes	758	81.0
2 No	166	17.7
3 Don't know	12	1.3
-1 Not answered	63	-
TOTAL	999	100.0

C3e

e) Listening to the radio Previous participation		
	Frequency	Adjusted Percentage %
1 Yes	808	87.1
2 No	111	12.0
3 Don't know	8	0.9
-1 Not answered	72	-
TOTAL	999	100.0

C3 (continued)

C3f

f) Watching TV Previous participation		
	Frequency	Adjusted Percentage %
1 Yes	806	86.4
2 No	118	12.6
3 Don't know	9	1.0
-1 Not answered	66	-
TOTAL	999	100.0

C3g

g) Gardening Previous participation		
	Frequency	Adjusted Percentage %
1 Yes	450	48.0
2 No	480	51.1
3 Don't know	8	0.9
-1 Not answered	61	-
TOTAL	999	100.0

C3h

h) Sitting outside Previous participation		
	Frequency	Adjusted Percentage %
1 Yes	728	78.0
2 No	194	20.8
3 Don't know	11	1.2
-1 Not answered	66	-
TOTAL	999	100.0

C4 And now for each activity can you tell me whether there is a suitable place in the home for carrying it out or not

C4a

a) Knitting/sewing/other crafts Availability of suitable place		
	Frequency	Adjusted Percentage %
1 Yes	668	73.5
2 No	131	14.4
3 Don't know	110	12.1
-1 Not answered	90	-
TOTAL	999	100.0

C4 (continued)

C4b

b) Bingo/cards/other games		Availability of suitable place	
	Frequency	Adjusted Percentage	%
1 Yes	705	77.3	
2 No	112	12.3	
3 Don't know	95	10.4	
-1 Not answered	87	-	
TOTAL	999	100.0	

C4c

c) Writing letters		Availability of suitable place	
	Frequency	Adjusted Percentage	%
1 Yes	765	84.8	
2 No	93	10.3	
3 Don't know	44	4.9	
-1 Not answered	97	-	
TOTAL	999	100.0	

C4d

d) Reading		Availability of suitable place	
	Frequency	Adjusted Percentage	%
1 Yes	829	90.9	
2 No	54	5.9	
3 Don't know	29	3.2	
-1 Not answered	87	-	
TOTAL	999	100.0	

C4e

e) Listening to the radio		Availability of suitable place	
	Frequency	Adjusted Percentage	%
1 Yes	816	89.6	
2 No	68	7.5	
3 Don't know	26	2.9	
-1 Not answered	89	-	
TOTAL	999	100.0	

C4f

f) Watching TV		Availability of suitable place	
	Frequency	Adjusted Percentage	%
1 Yes	878	96.7	
2 No	16	1.8	
3 Don't know	14	1.5	
-1 Not answered	91	-	
TOTAL	999	100.0	

C4 (continued)

C4g

g) Gardening		Availability of suitable place	
	Frequency	Adjusted Percentage	%
1 Yes	270	29.7	
2 No	461	50.8	
3 Don't know	177	19.5	
-1 Not answered	91	-	
TOTAL	999	100.0	

C4h

h) Sitting outside		Availability of suitable place	
	Frequency	Adjusted Percentage	%
1 Yes	865	95.2	
2 No	19	2.1	
3 Don't know	25	2.8	
-1 Not answered	90	-	
TOTAL	999	100.0	

C5a C5b . 1st + 2nd response

C5 Is there any activity you would like to take part in but can't because
THERE IS NO SUITABLE PLACE FOR IT IF YES What is that

Multiple response question

Code

	Frequency	Adjusted Percentage	%
1 No, nothing	862	90.8	
3 Clubs/parties	13	1.4	
7 Indoor games eg cards/billiards	13	1.4	
5 Handicrafts	11	1.2	
8 Activities away from the home	11	1.2	
4 Choral/drama societies	7	0.7	
2 Bingo	4	0.4	
6 Outdoor games	4	0.4	
9 Other answers	17	1.8	
10 Don't know	13	1.4	
-1, 11 Not answered	50	-	
TOTAL	N/A	N/A	

(Multiple response question)

C6 C6 Do you have any relatives or friends who come to the home to visit you

	Frequency	Adjusted Percentage %
1 Yes	837	86.5
2 No	129	13.3
3 Don't know	2	0.2
-1 Not answered	31	-
TOTAL	999	100.0

IF YES ask C7 otherwise go to C11

C7 C7 Thinking about the visitor who comes to see you most often, how far away does he or she live

	Frequency	Adjusted Percentage %
1 Under 1 mile	146	17.5
2 1 - 4 miles	300	36.0
3 5 - 9 miles	148	17.7
4 10 - 19 miles	98	11.7
5 20 - 49 miles	48	5.7
6 50 miles and over	53	6.3
7 Don't know	43	5.1
-1 Not answered	1	-
TOTAL	837	100.0

C8 C8 When did you last receive a visitor

	Frequency	Adjusted Percentage %
1 Today/yesterday	165	19.8
2 2 to 3 days ago	162	19.4
3 4 days to a week ago	225	27.0
4 Up to a fortnight ago	110	13.2
5 Up to a month ago	75	9.0
6 Over a month ago	68	8.2
7 Don't know	29	3.5
-1 Not answered	3	-
TOTAL	837	100.0

C9 C9 Where do you usually sit with your visitors

ONE ANSWER ONLY
PROBE IF NECESSARY

Code	Frequency	Adjusted Percentage %
1 Own room	365	43.6
2 Lounge	263	31.5
3 Visitor's room	107	12.8
4 Hallway	40	4.8
5 Dining room	24	2.9
6 Outside home and grounds	19	2.3
7 Anywhere	6	0.7
8 In the grounds	4	0.5
10 Don't know	4	0.5
9 Other answers	3	0.4
-1, 11 Not answered	2	-
TOTAL	837	100.0

C10a to C10f 1st to 6th response

*
C10 What problems, if any, are there to do with receiving your visitors
For example, do you have problems to do with not having enough privacy,
or not being able to offer them tea or coffee or anything else

Multiple response question

Item Code	Frequency	Adjusted Percentage %
C10a 1 No problems	758	87.5
b 2 Not being able to give them tea or coffee	47	5.4
a 1 Not having enough privacy with visitors	44	5.1
c 3 Not being able to make them tea or coffee	22	2.5
d 4 Not being able to give them a meal	10	1.2
e 5 Them not being able to stay overnight	7	0.8
f 6 Not enough places to sit	2	0.2
f 7 Other problems	7	0.8
f 9 Don't know	6	0.7
C10f -1, 10 Not answered	133	-
TOTAL	N/A	N/A

(Multiple response question)

C11 C11 Does this home have any lifts

	Frequency	Adjusted Percentage %
1 Yes	750	78.3
2 No	200	20.8
3 Don't know	9	0.9
-1 Not answered	40	-
TOTAL	999	100.0

If YES ask C12 otherwise go to C14

C12 (continued)

C12a d) Being afraid to use the lift

	Frequency	Adjusted Percentage %
1 Yes	84	11.3
2 No	603	81.7
3 Don't know	52	7.0
-1 Not answered	11	-
TOTAL	750	100.0

C12 Do you ever have any problems to do with

C12a a) Having to wait a long time for lifts

	Frequency	Adjusted Percentage %
1 Yes	39	5.2
2 No	652	88.0
3 Don't know	50	6.8
-1 Not answered	9	-
TOTAL	750	100.0

C13 C13 Do you use the lift a lot, a little, or never

	Frequency	Adjusted Percentage %
1 Lot	287	38.4
2 Little	267	35.7
3 Never	188	25.2
4 Don't know	5	0.7
-1 Not answered	3	-
TOTAL	750	100.0

C12b b) Lifts being difficult to operate

	Frequency	Adjusted Percentage %
1 Yes	59	8.0
2 No	614	83.2
3 Don't know	65	8.8
-1 Not answered	12	-
TOTAL	750	100.0

* ASK ALL

C14 When moving around the home, do you have any problems to do with
READ OUT

C12c c) Not being allowed to use the lifts alone

	Frequency	Adjusted Percentage %
1 Yes	28	3.8
2 No	648	88.0
3 Don't know	61	8.2
-1 Not answered	13	-
TOTAL	750	100.0

C14a a) Other people's wheelchairs or frames in the corridors

	Frequency	Adjusted Percentage %
1 Yes	85	8.5
2 No	897	90.2
3 Don't know	13	1.3
-1 Not answered	4	-
TOTAL	999	100.0

C14 (continued)

C14b

b) Other people's wheelchairs or frames in the doorways

	Frequency	Adjusted Percentage %
1 Yes	88	8.9
2 No	893	89.8
3 Don't know	13	1.3
-1 Not answered	5	-
TOTAL	999	100.0

C14c

c) Having to climb difficult steps/stairs

	Frequency	Adjusted Percentage %
1 Yes	139	14.0
2 No	830	83.5
3 Don't know	25	2.5
-1 Not answered	5	-
TOTAL	999	100.0

C14d

d) Not having enough handrails in corridors or stairs

	Frequency	Adjusted Percentage %
1 Yes	16	1.6
2 No	953	95.8
3 Don't know	26	2.6
-1 Not answered	4	-
TOTAL	999	100.0

C14e

e) Corridors and stairs being too dark

	Frequency	Adjusted Percentage %
1 Yes	44	4.4
2 No	935	94.0
3 Don't know	16	1.6
-1 Not answered	4	-
TOTAL	999	100.0

C14f

f) Fire doors being too heavy to open

	Frequency	Adjusted Percentage %
1 Yes	138	13.9
2 No	728	73.2
3 Don't know	128	12.9
-1 Not answered	5	-
TOTAL	999	100.0

C14 (continued)

C14g

g) Finding your way about

	Frequency	Adjusted Percentage %
1 Yes	38	3.8
2 No	944	94.9
3 Don't know	13	1.3
-1 Not answered	4	-
TOTAL	999	100.0

LOUNGES AND DINING ROOMS

D1

D1 Can you choose which lounge or sitting room to use		
	Frequency	Adjusted Percentage %
1 Yes	328	68.7
2 No	122	25.6
3 Don't know	27	5.7
-1 Not answered	33	-
* * TOTAL		510
		100.0

If NO ask D2 otherwise go to D3

D2

D2 Do you find this a problem, or not		
	Frequency	Adjusted Percentage %
1 Yes	22	18.1
2 No	98	80.3
3 Don't know	2	1.6
TOTAL		122
		100.0

ASK ALL

D3

D3 Do you have a chair which you usually sit in		
	Frequency	Adjusted Percentage %
1 Yes	379	80.4
2 No	86	18.3
3 Don't know	6	1.3
-1 Not answered	39	-
TOTAL		510
		100.0

If YES ask D4 otherwise go to D5

D4

D4 Can you see out of the window from your usual seat		
	Frequency	Adjusted Percentage %
1 Yes	309	82.1
2 No	63	16.8
3 Don't know	4	1.1
-1 Not answered	3	-
TOTAL		379
		100.0

Go to D6

D5 Thinking about the lounge or sitting area you use most often, do you have any problems to do with (READ OUT)

DSa

a) Choosing which seat you want

	Frequency	Adjusted Percentage %
1 Yes	8	8.9
2 No	77	85.5
3 Don't know	5	5.6
-1 Not answered	41	-
TOTAL		131
		100.0

DSb

b) Not being able to see out of the window when you are sitting down

	Frequency	Adjusted Percentage %
1 Yes	7	7.7
2 No	78	85.7
3 Don't know	6	6.6
-1 Not answered	40	-
TOTAL		131
		100.0

** Sample split, see note 1) at end of Appendix 5

* ASK ALL

D6 Thinking about the lounge or sitting area you use most often, does it ever (READ OUT)

D6a

a) Get too hot

	Frequency	Adjusted Percentage %
1 Yes	149	29.5
2 No	344	68.1
3 Don't know	12	2.4
-1 Not answered	5	-
TOTAL	510	100.0

D6b

b) Lounge or sitting area gets too cold

	Frequency	Adjusted Percentage %
1 Yes	108	21.4
2 No	383	75.8
3 Don't know	14	2.8
-1 Not answered	5	-
TOTAL	510	100.0

D6c

c) Lounge or sitting area gets too sunny/bright

	Frequency	Adjusted Percentage %
1 Yes	53	10.5
2 No	433	86.1
3 Don't know	17	3.4
-1 Not answered	7	-
TOTAL	510	100.0

D6d

d) Lounge or sitting area gets too draughty

	Frequency	Adjusted Percentage %
1 Yes	100	19.8
2 No	391	77.6
3 Don't know	13	2.6
-1 Not answered	6	-
TOTAL	510	100.0

D6e

e) Lounge or sitting area gets too stuffy

	Frequency	Adjusted Percentage %
1 Yes	133	26.3
2 No	358	70.9
3 Don't know	14	2.8
-1 Not answered	5	-
TOTAL	510	100.0

D7

*

D7 Does the lounge or sitting area you use most often ever get too noisy

	Frequency	Adjusted Percentage %
1 Yes	108	21.3
2 No	389	76.7
3 Don't know	10	2.0
-1 Not answered	3	-
TOTAL	510	100.0

If YES ask D8 otherwise go to D9

D8e to D8f

D8 Why does it get too noisy

Multiple response question

Item Code
D8a
b
c
e
D8f

	Frequency	Adjusted Percentage %
1 Residents talk too loudly	67	62.0
2 TV/Radio too loud	43	39.8
3 Confused residents' behaviour	4	3.7
4 Staff talk too loudly	1	0.9
5 Other answers	11	10.2
6 Don't know	1	0.9
TOTAL	N/A	N/A

(Multiple response question)

ASK ALL

Up till now we have been talking about life in this home. Now I want to ask about the things you would like to see in a home if you had the choice. Some of them might not be possible in this home but I would like to know WHICH YOU WOULD PREFER IN AN IDEAL OLD PEOPLE'S HOME

D9

D9 Would you rather have one large lounge in the home big enough for everyone or would you rather have several smaller ones

	Frequency	Adjusted Percentage %
1 One large	96	20.2
2 Several smaller	311	65.5
3 No preference	45	9.5
4 Don't know	23	4.8
-1 Not answered	35	-
TOTAL	510	100.0

D10

D10 Would you rather have bright and colourful decorations in the lounge or less bright and more restful decorations

	Frequency	Adjusted Percentage %
1 Bright	152	32.1
2 Less bright	159	33.7
3 No preference	142	30.0
4 Don't know	20	4.2
- 1 Not answered	37	-
TOTAL	510	100.0

D11

D11 Do you like to have the chairs in the lounge arranged in small groups or do you prefer chairs to be placed around the walls

	Frequency	Adjusted Percentage %
1 Grouped	111	23.6
2 Ungrouped	228	48.6
3 No preference	105	22.3
4 Don't know	26	5.5
- 1 Not answered	40	-
TOTAL	510	100.0

D12

D12 Would you rather have carpets on the floor in the lounge or a polished floor like wood, lino or cork tiles

Code	Frequency	Adjusted Percentage %
1 Carpet	394	83.7
2 Lino	17	3.6
4 Cork tiles	7	1.5
3 Wood	2	0.4
5 Other	1	0.2
6 No preference	43	9.1
7 Don't know	7	1.5
- 1,9 Not answered	39	-
TOTAL	510	100.0

D13

D13 What sort of view would you rather have from the lounge
READ OUT - (ONE ANSWER ONLY)

	Frequency	Adjusted Percentage %
1 A view straight onto a street with people	50	10.8
2 A view onto a street but with garden in between	119	25.6
3 A view onto a quiet garden or countryside	174	37.4
4 No preference	101	21.7
5 Don't know	21	4.5
- 1 Not answered	45	-
TOTAL	510	100.0

D14

D14 Would you prefer to have an entrance hall where you can sit down and watch what is going on or an entrance hall that is just used for passing through

	Frequency	Adjusted Percentage %
1 Sit and watch	188	40.5
2 Pass through	118	25.4
3 No preference	136	29.2
4 Don't know	23	4.9
- 1 Not answered	45	-
TOTAL	510	100.0

DISA DISB: 1st + 2nd response

D15 What is the one thing you would most like to change in the lounges in this home

Multiple response question

Code	Frequency	Adjusted Percentage %
1 Nothing/not much	337	74.6
4 Different furniture/fitings	27	6.0
1 Behaviour of others in home	23	5.1
4 Adjust temperature/atmosphere	11	2.4
6 Provide larger lounges	10	2.2
2 Residents smoking	8	1.8
7 Provide special purpose lounges	8	1.8
6 Provide smaller lounges	5	1.1
9 Other	26	5.8
TOTAL	N/A	N/A

(Multiple response question)

D16a To D16i

D16 What problems, if any, do you ever have in the dining room - for example problems to do with choosing your seat, or the menu
PROBE FULLY

Multiple response question

Item	Code	Frequency	Adjusted Percentage %
D16g	5 The habits of other residents	41	8.1
f	6 Not having enough to eat	12	2.4
h	8 Not having enough time to eat	10	2.0
g	7 Having too much to eat	9	1.8
d	4 The size of your tables	9	1.8
i	10 Contents of meals	7	1.4
a	1 Choosing your seat	6	1.2
b	2 Changing your seat	6	1.2
c	3 The kind of chair provided	6	1.2
i	9 Behaviour of residents	3	0.6
i	11 Way meals are served	3	0.6
i	12 Other answers	30	6.0
i	13 No problems	405	80.4
i	14 Don't know	4	0.8
D16i	15 Not answered	6	-
TOTAL		N/A	N/A

(Multiple response question)

D17 D17 Is there a choice of menu

	Frequency	Adjusted Percentage %
1 Yes	103	21.5
2 No	365	76.0
3 Don't know	12	2.5
-1 Not answered	30	-
TOTAL	510	100.0

If NO ask D18 otherwise go to D19

D18 D18 Do you generally find this a problem, or not

	Frequency	Adjusted Percentage %
1 Yes	52	14.4
2 No	299	83.1
3 Don't know	9	2.5
-1 Not answered	5	-
TOTAL	365	100.0

ASK ALL

WHICH WOULD YOU PREFER IN AN IDEAL OLD PEOPLE'S HOME

D19

D19 Would you rather have a lot of small tables in the dining room or just one or two large ones

	Frequency	Adjusted Percentage %
1 Small tables	376	80.0
2 Large tables	40	8.5
3 No preference	48	10.2
4 Don't know	6	1.3
-1 Not answered	40	-
TOTAL	510	100.0

D20

D20 Would you prefer one large dining room or several small separate dining rooms for different groups of people

	Frequency	Adjusted Percentage %
1 Large dining-room	269	57.2
2 Small dining-room	118	25.1
3 No preference	69	14.7
4 Don't know	14	3.0
-1 Not answered	40	-
TOTAL	510	100.0

D21a D21b 1st + 2nd response

ASK ALL

D21 What is the one thing you would most like to change about dining arrangements in this home

Multiple response question

Code		Frequency	Adjusted Percentage %
1	Nothing/not much	357	78.6
4	Staff behaviour/attitudes	18	4.0
3	More choice of menu	16	3.5
8	Furniture unsatisfactory	15	3.3
6	Room too small	13	2.9
9	Several dining-rooms	10	2.2
7	Difficult to get round the tables/ in and out of room	9	2.0
2	Content of meals	6	1.3
5	Room too large	1	0.2
10	Other answers	16	3.5
11	Not answered	56	-
TOTAL		N/A	N/A

(Multiple response question)

Nowadays old people living in their own houses are sometimes invited to come to Old People's Homes for lunch, or for the day, on a regular basis

D22 D22 Are there any elderly people who come in to share the facilities of this home during the day

	Frequency	Adjusted Percentage %
1 Yes	259	55.8
2 No	163	33.0
3 Don't know	52	11.2
-1 Not answered	46	-
TOTAL		510

D23 Do you personally have any problems to do with

D23a

a) The number of day attenders using the facilities in the home

	Frequency	Adjusted Percentage %
1 Yes	7	2.7
2 No	250	96.9
3 Don't know	1	0.4
-1 Not answered	1	-
TOTAL		259

D23b

b) Day attenders taking up too much staff time

	Frequency	Adjusted Percentage %
1 Yes	9	3.5
2 No	241	93.8
3 Don't know	7	2.7
-1 Not answered	2	-
TOTAL		259

D23c

c) Having strangers in the home

	Frequency	Adjusted Percentage %
1 Yes	9	3.5
2 No	242	94.2
3 Don't know	6	2.3
-1 Not answered	2	-
TOTAL		259

BEDROOMS AND BATHROOMS

E1

E1 Is your own room a bedroom only, or can it be used to sit in during the day time as well

	Frequency	Adjusted Percentage %
1 Bedroom	168	35.1
2 Bed-sitter	304	63.4
3 Don't know	7	1.5
-1 Not answered	10	-
** TOTAL		489 100.0

E2

* E2 Is your room a single room or do you share with someone

	Frequency	Adjusted Percentage %
1 Single	302	61.8
2 Share	185	37.8
3 Don't know	2	0.4
TOTAL		489 100.0

If 'SHARE' ask E3 otherwise go to E4

E3

E3 Do you have any problems to do with sharing a room

	Frequency	Adjusted Percentage %
1 Yes	38	20.9
2 No	143	78.6
3 Don't know	1	0.5
-1 Not answered	3	-
TOTAL		185 100.0

* ASK ALL

E4 Does your bedroom ever get (READ OUT)

E4a

a) Bedroom get too hot

	Frequency	Adjusted Percentage %
1 Yes	78	15.6
2 No	411	84.2
3 Don't know	1	0.2
-1 Not answered	1	-
TOTAL		489 100.0

E4b

b) Bedroom gets too cold

	Frequency	Adjusted Percentage %
1 Yes	74	15.2
2 No	411	84.2
3 Don't know	3	0.6
-1 Not answered	1	-
TOTAL		489 100.0

E4c

c) Bedroom gets too sunny/bright

	Frequency	Adjusted Percentage %
1 Yes	20	4.1
2 No	463	94.9
3 Don't know	5	1.0
-1 Not answered	1	-
TOTAL		489 100.0

E4d

d) Bedroom gets too draughty

	Frequency	Adjusted Percentage %
1 Yes	41	8.4
2 No	443	90.8
3 Don't know	4	0.8
-1 Not answered	1	-
TOTAL		489 100.0

E4e

e) Bedroom gets too stuffy

	Frequency	Adjusted Percentage %
1 Yes	40	8.2
2 No	443	90.8
3 Don't know	5	1.0
-1 Not answered	1	-
TOTAL		489 100.0

** Sample split, see note 1) at end of Appendix 5

E7a TO E7i "

* ASK ALL

ES

*

E5 Does your bedroom every get too noisy

	Frequency	Adjusted Percentage %
1 Yes	41	8.4
2 No	445	91.0
3 Don't know	3	0.6
TOTAL	489	100.0

If 'YES' ask E6 otherwise go to E7

E6a TO E6f

E6 Why is bedroom too noisy

Multiple response question

Item	Code	Frequency	Adjusted Percentage %
E6a	1 Disturbance from other residents	13	31.7
c	2 TV/Radio too loud outside bedroom	6	14.6
d	4 Traffic noise	4	9.8
e	3 Residents wandering	4	9.8
e	6 Other answers	12	29.3
E6f	7 Don't know	4	9.8
TOTAL	N/A	N/A	N/A

(Multiple response question)

E7 What problem, if any, do you have with your bedroom For example problems to do with privacy or space

Multiple response question

Item	Code	Frequency	Adjusted Percentage %
E7a	1 Privacy	31	6.4
b	7 Not being able to lock things away	30	6.2
c	3 Space for clothes	29	6.0
d	2 Space for your personal possessions	20	4.1
e	5 The arrangement of the furniture	5	1.0
f	6 Plugs/sockets/TV sockets	5	1.0
g	8 Room too small	5	1.0
h	9 Problems with sharing	4	0.8
i	4 Space for a commode	3	0.6
j	10 Other answers	21	4.3
k	11 No problems	394	81.2
l	12 Don't know	2	0.4
E7h	13 Not answered	4	-
TOTAL	N/A	N/A	N/A

(Multiple response question)

E8

E8 Do you have a buzzer or bell in your bedroom you can use to call a member of staff

	Frequency	Adjusted Percentage %
1 Yes	435	91.2
2 No	36	7.5
3 Don't know	6	1.3
- 1 Not answered	12	-
TOTAL	489	100.0

Up till now we have been talking about life in this home. Now I want to ask about the things you would like to see if you had the choice. Some of them might not be possible in this home, but I would like to know WHICH YOU WOULD PREFER IN AN IDEAL OLD PEOPLE'S HOME

E9

E9 Would you prefer to have your bedroom on the ground floor, the first floor, or higher

	Frequency	Adjusted Percentage %
1 Ground floor	219	46.3
2 First floor	130	27.4
3 Higher	29	6.1
4 No preference	84	17.7
5 Don't know	12	2.5
-1 Not answered	15	-
TOTAL	489	100.0

E10

E10 Would you prefer a bedroom that is only used for sleeping, or a bedroom that could be used to sit in during the day time

	Frequency	Adjusted Percentage %
1 Bedroom only	91	19.2
2 Bed-sitter	318	66.9
3 No preference	56	11.8
4 Don't know	10	2.1
-1 Not answered	14	-
TOTAL	489	100.0

E11

E11 Would you prefer a bedroom on your own or would you rather share with someone

	Frequency	Adjusted Percentage %
1 On own	364	76.8
2 Share	78	16.5
3 No preference	28	5.9
4 Don't know	4	0.8
-1 Not answered	15	-
TOTAL	489	100.0

E12

E12 Would you like to choose the wallpaper and paint in your bedroom or not

	Frequency	Adjusted Percentage %
1 Yes	114	24.1
2 No	308	65.1
3 Don't know	51	10.8
-1 Not answered	16	-
TOTAL	489	100.0

E13

E13 Would you like to choose your own furniture for your bedroom or not

	Frequency	Adjusted Percentage %
1 Yes	105	22.2
2 No	322	68.2
3 Don't know	45	9.5
-1 Not answered	17	-
TOTAL	489	100.0

E14

E14 Would you rather have carpets on the floor in your bedroom or a polished floor like wood, lino or cork
ONE ANSWER ONLY

	Frequency	Adjusted Percentage
1 Carpet	296	62.8
2 Lino	107	22.7
4 Cork tiles	16	3.4
3 Wood	3	0.6
5 Other	3	0.6
6 No preference	44	9.3
7 Don't know	3	0.6
-1,9 Not answered	17	-
TOTAL	489	100.0

E15 E15 Would you prefer to have a staff bedroom near your own room or do you think that staff bedrooms should be kept separate

	Frequency	Adjusted Percentage %
1 Staff near	51	10.8
2 Staff separate	142	30.1
3 No preference	238	30.6
4 Don't know	40	8.5
-1 Not answered	18	-
TOTAL	489	100.0

E18 E18 Could you manage on your own in the bath, or do you have to be helped

	Frequency	Adjusted Percentage %
1 Could manage	53	13.2
2 Have to be helped	340	84.8
3 Don't know	8	2.0
-1 Not answered	1	-
TOTAL	402	100.0

E16a E16b 1st + 2nd response

E16 What is the one thing you would most like to change in your bedroom

Multiple response question

Code	Frequency	Adjusted Percentage %
1 Nothing/not much	322	71.1
5 Different fittings/furniture	46	10.2
4 Different decor	27	6.0
2 Single room	24	5.3
6 Larger room	9	2.0
8 Extra/better facilities	7	1.5
10 More fresh air	5	1.1
3 Different person to share with	3	0.7
7 Facilities for locking up room/possessions	3	0.7
9 Change position of furniture	2	0.4
11 Other answers	11	2.4
-1, 12 Not answered	36	-
TOTAL	N/A	N/A

(Multiple response question)

E19 E19 What kind of bath do you normally use

	Frequency	Adjusted Percentage %
1 Ordinary bath with grips	231	49.6
2 Ordinary bath without grips	39	8.4
3 Medibath	78	16.7
4 Bath with ambilift	55	11.8
5 Bath with hoist	42	9.0
7 Other	10	2.1
9 Don't know	11	2.4
-1, 12 Not answered	15	-
TOTAL	481	100.0

E20 E20 Do you use a shower

	Frequency	Adjusted Percentage %
1 Yes	44	9.3
2 No	425	89.6
3 Don't know	5	1.1
-1 Not answered	15	-
TOTAL	489	100.0

If 'YES' ask E21 otherwise go to E23 or E28 AS APPROPRIATE

E17 E17 Are you normally helped in the bath

	Frequency	Adjusted Percentage %
1 Yes	402	82.3
2 No	76	15.5
3 Never bathes	8	1.6
4 Don't know	3	0.6
TOTAL	489	100.0

If 'YES' ask E18, if 'NO' and 'DON'T KNOW' go to E19

If 'NEVER BATHES' go to E20

E21 E21 <u>Are you normally helped in the shower</u>		
	Frequency	Adjusted Percentage %
1 Yes	34	77.3
2 No	10	22.7
TOTAL	44	100.0

If 'YES' ask E22 otherwise go to E23 or E28 AS APPROPRIATE

E22 E22 <u>Could you manage on your own in a shower or do you have to be helped</u>		
	Frequency	Adjusted Percentage %
1 Could manage	2	5.9
2 Have to be helped	30	88.2
3 Don't know	2	5.9
TOTAL	34	100.0

E23 E23 <u>Do you normally have a bath or shower in the morning, afternoon or evening</u>		
	Frequency	Adjusted Percentage %
1 Morning	155	35.3
2 Afternoon	113	25.7
3 Evening	97	22.1
4 Don't know	74	16.9
-1 Not answered	45	-
TOTAL	484	100.0

E24 E24 <u>How many times a week do you usually have bath or shower</u>		
	Frequency	Adjusted Percentage %
1 Five or more	4	0.9
2 Four	2	0.4
3 Three	8	1.7
4 Two	29	6.2
5 One	399	85.9
6 Less than one	16	3.4
7 Don't know	7	1.5
-1 Not answered	19	-
TOTAL	484	100.0

E25a E25b 1st + 2nd response

* E25 What problems, if any, do you have with baths or showers

PROBE FULLY

Multiple response question

Code	Frequency	Adjusted Percentage %
1 None	365	76.8
2 Difficulty getting in and out of baths	46	9.7
3 Difficulty washing/bathing	31	6.5
4 Possible health risk attached to bathing	11	2.3
6 Would like baths more often	11	2.3
8 Frightened of bathing	4	0.8
5 Bath times vary	1	0.2
9 Other answers	16	3.4
-1,10 Not answered	9	-
TOTAL	N/A	N/A

(Multiple response question)

E26 E26 <u>When you wash yourself, would you rather use a bath or a shower</u>		
	Frequency	Adjusted Percentage %
1 Bath	382	84.1
2 Shower	28	6.2
3 No preference	36	7.9
4 Don't know	8	1.8
-1 Not answered	30	-
TOTAL	484	100.0

E27a E27b : 1st + 2nd response

E27 What is the one thing you would most like to change about the arrangements for baths and showers in this home

Multiple response question

Code

Frequency Adjusted Percentage %

1 Nothing	386	87.1
2 Would like baths more often	13	2.5
3 Times bathing is allowed	11	2.5
4 Bath times to be the same	7	1.6
5 Unsatisfactory staff assistance	4	0.9
6 Need male attendant	2	0.5
7 Prefer shower to bath	2	0.5
8 Prefer bath to shower	1	0.2
9 Other answers	18	4.1
-1,10 Not answered	41	-
TOTAL	N/A	N/A

(Multiple response question)

* ASK ALL

E28

Are you normally helped in the toilet

Frequency Adjusted Percentage %

1 Yes	59	12.1
2 No	428	87.7
3 Don't know	1	0.2
-1 Not answered	1	-
TOTAL	489	100.0

If 'YES' ask E29 otherwise go to E30

E29

Could you manage on your own in the toilet, or do you have to be helped

Frequency Adjusted Percentage %

1 Could manage	14	24.6
2 Have to be helped	43	75.4
-1 Not answered	2	-
TOTAL	59	100.0

* ASK ALL

E30 Do you usually use a toilet

E30a

a) With a high seat

Frequency Adjusted Percentage %

1 Yes	39	9.0
2 No	388	89.4
3 Don't know	7	1.6
-1 Not answered	55	-
TOTAL	489	100.0

E30b

b) With rails or grips

Frequency Adjusted Percentage %

1 Yes	200	44.2
2 No	243	53.8
3 Don't know	9	2.0
-1 Not answered	37	-
TOTAL	489	100.0

E30c

c) With a continuous high rail

Frequency Adjusted Percentage %

1 Yes	20	4.6
2 No	410	93.6
3 Don't know	8	1.8
-1 Not answered	51	-
TOTAL	489	100.0

E30d

d) Adapted for a wheelchair

Frequency Adjusted Percentage %

1 Yes	22	5.1
2 No	397	91.7
3 Don't know	14	3.2
-1 Not answered	56	-
TOTAL	489	100.0

E30e

e) Use an ordinary toilet

Frequency Adjusted Percentage %

1 Yes	309	67.0
2 No	145	31.5
3 Don't know	7	1.5
-1 Not answered	28	-
TOTAL	489	100.0

E31a to E31j

E31 What problems, if any, do you have, with the toilets For example
do you have problems to do with the kind of toilet, the help you
get or the cleanliness of other users
PROBE FULLY

Multiple response question

Item	Code	Frequency	Adjusted Percentage
E31j	15	375	77.0
	2	48	9.9
	8	29	6.0
	3	7	1.4
	4	7	1.4
	7	7	1.4
	10	6	1.2
	1	5	1.0
	5	3	0.6
	2	1	0.2
	9	1	0.2
	11	1	0.2
	12	15	3.1
	14	5	1.0
E31i	15	2	-
TOTAL		N/A	N/A
(Multiple response question)			

E33a E33b 1st + 2nd response

E33 What is the one thing you would most like to change about the toilets
In this home

Multiple response question

Code	Frequency	Adjusted Percentage
1	337	72.5
2	40	8.6
4	36	7.7
2	12	2.6
8	12	2.6
5	11	2.4
6	7	1.5
3	6	1.3
9	1	0.2
10	12	2.6
-1, 11	12	-
TOTAL		N/A
(Multiple response question)		

E32

E32 Would you rather have separate toilets for me and women, or do
you not mind if men and women use the same toilet

	Frequency	Adjusted Percentage
1	330	69.7
2	30	6.3
3	104	21.9
4	10	2.1
-1	15	-
TOTAL		489
		100.0

SOCIAL INTERACTION

F1

F1 Do you generally like mixing with people

	Frequency	Adjusted Percentage %
1 Yes	755	79.9
2 No	179	18.9
3 Don't know	11	1.2
-1 Not answered	54	-
TOTAL	999	100.0

F2

F2 Have you made any new friends since you came to live here

	Frequency	Adjusted Percentage %
1 Yes	681	71.9
2 No	256	27.1
3 Don't know	9	1.0
-1 Not answered	53	-
TOTAL	999	100.0

F3

F3 Do you think the staff don't do enough to help, or do they do too much and not let you help yourself, or is the balance about right

	Frequency	Adjusted Percentage %
1 Do too little	45	4.8
2 Do too much	37	3.9
3 Balance right	816	86.7
4 Don't know	43	4.6
-1 Not answered	58	-
TOTAL	999	100.0

F4

F4 Would you like to do more in the way of looking after yourself, or would you rather do less, or do you think the amount you do is about right

	Frequency	Adjusted Percentage %
1 More	89	9.5
2 Less	15	1.6
3 Right	791	84.4
4 Don't know	42	4.5
-1 Not answered	62	-
TOTAL	999	100.0

FSa

*
F5 Do you ever feel that READ OUT

a) Staff don't spend enough time talking to you

	Frequency	Adjusted Percentage %
1 Yes	163	16.3
2 No	785	78.8
3 Don't know	49	4.9
-1 Not answered	2	-
TOTAL	999	100.0

FSb

b) Staff are always telling you what to do

	Frequency	Adjusted Percentage %
1 Yes	86	8.6
2 No	882	88.5
3 Don't know	29	2.9
-1 Not answered	2	-
TOTAL	999	100.0

FSc

c) There are not enough staff in the home

	Frequency	Adjusted Percentage %
1 Yes	394	39.6
2 No	458	46.0
3 Don't know	143	14.4
-1 Not answered	4	-
TOTAL	999	100.0

F5 (continued)

F5d

d) There are too many staff in the home

	Frequency	Adjusted Percentage %
1 Yes	23	2.3
2 No	846	84.9
3 Don't know	127	12.8
-1 Not answered	3	-
TOTAL	999	100.0

F5e

e) You do not get to know the staff

	Frequency	Adjusted Percentage %
1 Yes	147	14.8
2 No	798	80.4
3 Don't know	48	4.8
-1 Not answered	6	-
TOTAL	999	100.0

F5f

f) That staff are always changing

	Frequency	Adjusted Percentage %
1 Yes	154	15.5
2 No	753	75.7
3 Don't know	88	8.8
-1 Not answered	4	-
TOTAL	999	100.0

F5g

g) That staff spend too long with particular residents

	Frequency	Adjusted Percentage %
1 Yes	100	10.1
2 No	781	78.6
3 Don't know	112	11.3
-1 Not answered	6	-
TOTAL	999	100.0

F6

F6 In a number of residential homes these days some decisions are made by a committee of residents. Some people think this is a good thing, others think it just causes problems. What do you think, would you say a residents' committee is a good thing or not?

	Frequency	Adjusted Percentage %
1 Good thing	303	32.2
2 Not a good thing	241	25.6
3 Mixed reaction	95	10.1
4 Don't know	303	32.2
-1 Not answered	57	-
TOTAL	999	100.0

F7

F7 Generally speaking do you feel you can behave here as you would in your own home?

	Frequency	Adjusted Percentage %
1 Yes	673	71.4
2 No	227	24.1
3 Don't know	42	4.5
-1 Not answered	57	-
TOTAL	999	100.0

F8

F8 Do you think a home with this number of residents is about right, or is it too large or small?

	Frequency	Adjusted Percentage %
1 About right	744	79.0
2 Too big	73	7.7
3 Too small	7	0.7
4 Don't know	119	12.6
-1 Not answered	56	-
TOTAL	999	100.0

F9 F9 In some homes the residents live in small groups. Each group may have it's own separate lounge and dining room. In other homes all the residents live together and share the same facilities. Which would you prefer.

	Frequency	Adjusted Percentage %
1 Small groups	269	28.8
2 All together	429	45.9
3 No preference	117	12.5
4 Don't know	81	8.7
5 Don't understand	39	4.2
-1 Not answered	64	-
TOTAL	999	100.0

COMING TO THE HOME

Q1

G1 Are you married, widowed, divorced, separated, or have you never been married

	Frequency	Adjusted Percentage %
1 Married	39	4.1
2 Widowed	666	69.5
3 Divorced	19	2.0
4 Separated	11	1.1
5 Single	220	23.0
7 Don't know	3	0.3
-1 Not answered	41	-
TOTAL	999	100.0

If 'MARRIED' ask G2 otherwise go to E3

Q2

G2 Does your husband/wife live in this home IF NOT - where does she/he live

	Frequency	Adjusted Percentage %
1 In this home	19	50.0
2 In another old people's home	1	2.6
3 By him/herself	10	26.4
4 With relatives	4	10.5
5 Elsewhere	3	7.9
6 Don't know	1	2.6
-1 Not answered	1	-
TOTAL	39	100.0

G3a G3b 1st + 2nd response

ASK ALL

G3 What were your main reasons for coming to live at (NAME OF HOME)

PROBE FULLY

Multiple response question

Code		Frequency	Adjusted Percentage %
6	Resident (and spouse) can't manage due to ill health/accident	306	32.5
5	Resident (and spouse) can't manage generally	201	21.4
9	Unsolicited arrangement by GP/SW/Hosp/OPH etc	158	16.9
8	Resident choice for this home, or for care	138	14.7
1	Bereavement	115	12.2
2	Family/spouse/friend unable to cope	102	10.9
3	Carer/possible carer unwilling to cope	55	5.8
7	Loss of home/tenancy	54	5.7
4	Resident unwilling to burden carers/possible carers	32	3.4
10	Reason not known/can't remember	41	4.4
11	Other	38	4.0
12	Not answered	58	-
TOTAL		N/A	N/A

(Multiple response question)

Q4

G4 Did you come to visit this home before you came to live here

	Frequency	Adjusted Percentage %
1 Yes	362	38.2
2 No	557	58.7
3 Don't know	29	3.1
-1 Not answered	51	-
TOTAL	999	100.0

Q5

G5 Was this your only choice of home or were there other places you might have gone to

	Frequency	Adjusted Percentage %
1 Only choice	671	71.3
2 Other places	186	19.8
3 Don't know	84	8.9
-1 Not answered	58	-
TOTAL	999	100.0

G6

G6 Just before you came to (NAME OF HOME) were you living in another old people's home, by yourself, or with someone else

PROBE With whom

	Frequency	Adjusted Percentage %
2 Alone	452	48 0
4 With other relative	205	21 7
1 In another old people's home	106	11 2
6 In hospital/Nursing/Convalescent home	74	7 8
3 With spouse	50	5 3
5 With friend(s)	18	1 9
7 Lodger/boarder	14	1 5
8 Other answers	17	1 8
9 Don't know	8	0 8
10 Not answered	55	-
TOTAL	999	100 0

G7

G7 Was it in this district

	Frequency	Adjusted Percentage %
1 Yes	769	81 7
2 No	152	16 1
3 Don't know	21	2 2
-1 Not answered	57	-
TOTAL	999	100 0

G8

G8 About how far away is it

	Frequency	Adjusted Percentage %
1 Within 2 miles	329	40 8
2 3 - 5 miles	263	32 6
3 6 - 10 miles	114	14 1
4 Over 10 miles	76	9 4
5 Don't know	25	3 1
-1 Not answered	192	-
TOTAL	999	100 0

G9

G9 How long did you live in this area before coming to live in this home

	Frequency	Adjusted Percentage %
1 Never lived in area	34	4 2
2 Less than 1 year	20	2 5
3 1 - 2 years	22	2 7
4 3 - 5 years	32	3 9
5 Over 5 years	678	83 0
6 Don't know	30	3 7
-1 Not answered	183	-
TOTAL	999	100 0

ASK ALL

G10 Did you bring anything with you to this home when you came

For example did you bring (READ OUT)

G10a

a) A TV/radio/record player	Frequency	Adjusted Percentage %
1 Yes	302	32 2
2 No	627	66 8
3 Don't know	9	1 0
-1 Not answered	61	-
TOTAL	999	100 0

G10b

b) Did you bring clothes/jewellery

	Frequency	Adjusted Percentage %
1 Yes	928	98 3
2 No	11	1 2
3 Don't know	5	0 5
-1 Not answered	55	-
TOTAL	999	100 0

G10c

c) Did you bring ornaments

	Frequency	Adjusted Percentage %
1 Yes	314	33 4
2 No	613	65 1
3 Don't know	14	1 3
-1 Not answered	58	-
TOTAL	999	100 0

G10d

d) Did you bring small pieces of furniture like chairs

	Frequency	Adjusted Percentage %
1 Yes	173	18 4
2 No	756	80 3
3 Don't know	12	1 3
-1 Not answered	58	-
TOTAL	999	100 0

144

G10 (continued)

G10e

e) Did you bring large pieces of furniture like wardrobes

	Frequency	Adjusted Percentage %
1 Yes	27	2.9
2 No	894	96.0
3 Don't know	10	1.1
-1 Not answered	68	-
TOTAL	999	100.0

G10f G10g. 1st + 2nd 'other' response

f) Did you bring any other things into the home

Multiple response question

Code	Frequency	Adjusted Percentage %
9 No	669	83.0
1 Photos/photo albums/memorabilia	35	4.3
6 Clocks	19	2.4
4 Bedding	18	2.2
5 Other household effects	16	2.0
3 Pictures/paintings	13	1.6
2 Carpets/rugs	12	1.5
8 Other answers	27	3.3
10 Don't know/can't remember	13	1.6
11 Not answered	193	-
TOTAL	N/A	N/A

(Multiple response question)

G11a TO G11e 1st to 5th response

G11 Was there anything you specially wanted to bring here with you that you had to leave behind

Multiple response question

Code	Frequency	Adjusted Percentage %
1 No/nothing	700	77.8
5 Small pieces of furniture	38	4.2
2 Large pieces of furniture	31	3.4
10 Other household effects	24	2.7
4 Ornaments	22	2.4
11 Everything/lots of things	18	2.0
2 TV/radio/record player	17	1.9
2 Photographs/photo albums/memorabilia	16	1.8
2 Pets	12	1.3
2 Clothes/jewellery	8	0.9
3 Bedding	7	0.8
3 Pictures/paintings	4	0.4
12 Carpets/rugs	4	0.4
14 Clocks	4	0.4
15 Others	21	2.3
15 Don't know/can't remember	4	0.4
17, -1 Not answered	99	-
TOTAL	N/A	N/A

(Multiple response question)

*

G12 When you first came to the home did you find it was easy or difficult to (READ OUT)

G12a

a) Learn to live with other people

	Frequency	Adjusted Percentage %
1 Easy	699	71.0
2 Difficult	254	25.8
3 Don't know	32	3.2
-1 Not answered	14	-
TOTAL	999	100.0

G12b

b) Make friends with other residents

	Frequency	Adjusted Percentage %
1 Easy	733	74.5
2 Difficult	220	22.3
3 Don't know	32	3.2
-1 Not answered	14	-
TOTAL	999	100.0

G12c

c) Get to know the staff

	Frequency	Adjusted Percentage %
1 Easy	836	84.8
2 Difficulty	112	11.4
3 Don't know	37	3.8
-1 Not answered	14	-
TOTAL	999	100.0

G12d

d) Find your way around the home

	Frequency	Adjusted Percentage %
1 Easy	726	73.6
2 Difficult	228	23.1
3 Don't know	33	3.3
-1 Not answered	12	-
TOTAL	999	100.0

G13

G13 Did you feel homesick at all

		Frequency	Adjusted Percentage %
1	Yes	325	34.0
2	No	592	61.9
3	Don't know	39	4.1
-1	Not answered	43	-
TOTAL		999	100.0

Adjusted percentages

The percentages given have been adjusted to exclude non-response

H1a TO H1x VISUAL GATE CARDS 1st Ranking }
 H2a TO H2x " " " 2nd Ranking } (see Appendix F)

1st ranking
 0 = Not important
 50 = Don't mind/Don't know
 100 = Important
 -1 = Not answered

2nd ranking
 0 = Least important
 5
 10
 15
 40
 50 = Not important
 60
 80
 85
 90
 95
 100 = Most important
 -1 = Not answered

INTERVIEWER OBSERVATIONS

I1

I(a) Was the respondent

	Frequency	Adjusted Percentage %
1 Part of the original sample	691	69.2
2 A substitute	308	30.8
TOTAL	999	100.0

I2

I(b) During the interview was the respondent

	Frequency	Adjusted Percentage %
1 Very lucid and clear	507	52.5
2 Fairly lucid/clear thinking	326	33.8
3 Rather confused	118	12.2
4 Very confused	14	1.5
-1 Not answered	34	-
TOTAL	999	100.0

I3

I(c) Did the respondent complete

	Frequency	Adjusted Percentage %
1 A full interview	820	82.1
2 Most of the interview	135	13.5
3 Only the key questions	44	4.4
TOTAL	999	100.0

NON RESPONSE

If you took a substitute complete Question J16

J16

J16 Reason for not interviewing originally sampled person

	Frequency	Adjusted Percentage %
1 Refused	22	7.4
2 Ill at time of interview	46	15.4
3 Doesn't speak English	1	0.3
4 Too deaf - interview not started	37	12.4
5 Too deaf - interview abandoned	3	1.0
6 Mentally infirm - interview not started	142	47.8
7 Mentally infirm - interview abandoned	15	5.0
8 Dead	9	3.0
9 Blind	6	2.0
10 Speech difficulty	4	1.3
11 Resident not available	6	2.0
12 Left the home	2	0.7
13 Other	5	1.7
14 Not answered	10	-
TOTAL	308	100.0

Note (1) Split-sample In order to reduce the length of interviews for elderly residents it was agreed that Sections D and E would each be addressed to only half of the resident sample in every home, this would provide approximately 500 Section D responses and 500 Section E responses in total

Additional info on RES 545

VARNAME VARIABLE or (Explanation)

J2 TO J15 (CRICHTON ROYAL Behavioural Ability Items - Original Sample)

Mental0 Crichton Royal Mental Ability - Original Sample (0-19)

Phys0 Crichton Royal Physical Ability - Original Sample (0-19)

CRScore0 Crichton Royal Overall Ability - Original Sample (0-38)

K3 TO K15 (CRICHTON ROYAL Behavioural Ability Items - Actual Sample)

Mental Crichton Royal Mental Ability - Respondents (0-19)

Physical Crichton Royal Physical Ability - Respondents (0-19)

CRScore Crichton Royal Overall Ability - Respondents (0-38)

Also see Appendix G
for further details

ResWt (Resident Weighting Score)

StaWt (Staff Weighting Score)

NRes (Number of residents)

NSta (Number of staff)

Group Is this home ...

1 = Group home, 2 = Semi-group home, 3 = Non-group home

AgeHome When did the home open?

1 = Pre 1950, 2 = 1950-1959, 3 = 1960-1969, 4 = 1970 to date, 9 = N/A

Built Was the home built as

1 = Residential home, 3 = Other, 9 = N/A

RES SYS

APPENDIX F

VISUAL GAME CARDS

- 1) Explanatory note on derivation of scores
- 2) Ranked charts giving scores and percentages
- 3) Cards giving their scores and percentages

Ranking scores for VISUAL GAME cards are included in SPSS System File RES SYS

RES SYSRanking scores for VISUAL GAME cardsVAR NAME

H1a to H1x 1st RANKING

0	=	Not important
50	=	Don't mind/Don't know
100	=	Important
-1	=	Not answered

H2a to H2x 2nd RANKING

5		
10		
15		
40		
50	=	Not important
60		
80		
85		
90		
95		
100	=	Most important
-1	=	Not answered

EXPLANATORY NOTE ON DERIVATION OF SCORES

The visual game was played by residents according to the following rules

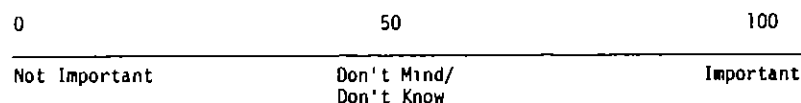
First, the resident looked at each of the 27 cards carefully and assessed its importance for residential homes, each card was then allocated to one of the following categories 'important', 'don't know/don't mind', 'not important' This was the FIRST SORT

Next, the resident was asked to look at the 'important' cards again and rank the top five items, similarly the resident would look at the 'not important' cards and rank the bottom five items This was the SECOND SORT

On the basis of choices made during each of these procedures scores were derived for each of the 27 items The method of scoring is described below

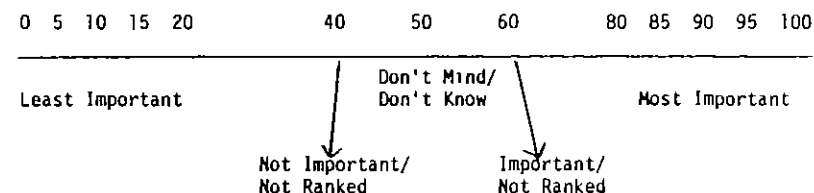
FIRST SORT SCORE

This first score is obtained from the first sort by all participating residents (n = 890) The following scale was used to score the selected items Important items scored 100, Not important items scored 0, Don't Mind/Don't Know scored 50



H2a To H2x SECOND SORT SCORE

This second sort score is obtained from the ranking by these residents participating in the second sort (n = 848) The following scale was used to rank items The top five items scored from 80 to 100, those 'important' items which were not ranked in the second sort scored 60 The bottom five items scored from 0 to 20, those 'not important' items which were not ranked in the second sort scored 40 Items not selected as either important or unimportant in the first sort scored 50



See card illustrations on following pages for identification of individual VAR NAMES

VISUAL GAME RESULTS

excluding the category, Not answered

Visual Game results ranked by

VARNAME small suffix	FIRST SORT SCORE			
	Important %	Don't mind/ Don't know %	Not Important %	Sort Score
H1 _A 00 Safeguard against fire	87 4	10 0	2 6	92
C Windows which you can open	76 9	13 8	9 3	84
Q Easily opened doors	73 6	19 2	7 2	83
F A single room	75 0	11 8	13 2	81
NN Ordinary bath	70 1	20 5	9 4	80
J Storage space	66 8	23 7	9 5	79
BB Views of gardens	65 8	20 7	13 5	76
M Receiving friends in bedrooms	61 4	20 7	17 9	72
V Easily identified rooms	57 4	25 8	16 8	70
L A shop selling food/sweets, stationery etc	57 4	22 9	19 7	69
U Control over bedroom radiators	53 8	29 1	17 1	68
P Separate rooms for confused residents	49 3	34 2	16 5	66
T Different types of chair for different people	50 4	28 4	21 2	65
A Good sound insulation between rooms	44 4	34 5	21 1	62
K A power point in the bedroom	45 2	30 3	24 5	60
A quiet place for telephoning	41 0	33 6	25 4	58
X Lounge areas facing the sun	41 5	32 6	25 9	58
D Bedrooms facing the sun	36 8	35 0	28 2	54
N Medibath	35 6	36 9	27 5	54
B Views of streets and roads	37 7	31 2	31 1	53
R Hallways with places for relaxing	32 3	39 9	27 8	52
O Kitchen for making tea and snacks	32 6	30 9	36 5	48
G A low intensity night-light	32 0	25 4	42 6	45
W Moveable bedroom furniture	21 8	40 8	37 4	42
S Living in groups	19 2	38 3	42 5	38
AA A shared bedroom	18 0	21 0	61 0	28
FF Provision of alcohol	15 1	25 9	59 0	28

Visual Game results ranked by

SECOND SORT SCORE

VARNAME

small
suffix

H2_A

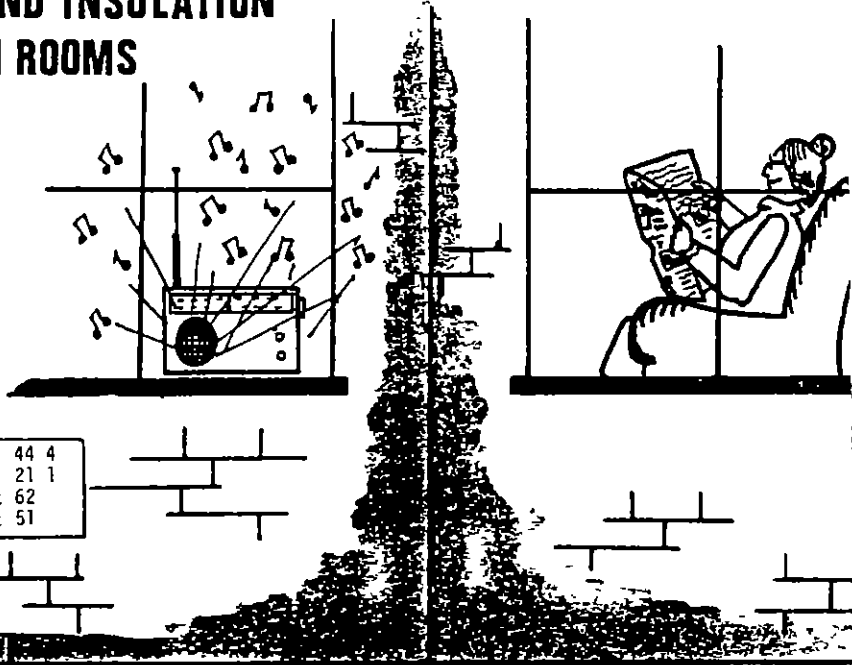
	Important %	Don't mind/ Don't know %	Not Important %	Sort Score
F A single room	74 9	11 8	13 2	77
00 Safeguard against fire	87 4	10 0	2 6	75
C Windows which you can open	76 9	13 8	9 3	66
NN Ordinary bath	70 1	20 5	9 4	63
Q Easily opened doors	73 6	19 2	7 2	62
BB Views of gardens	65 8	20 7	13 5	60
J Storage space	66 9	23 7	9 5	60
M Receiving friends in bedrooms	61 4	20 7	17 9	60
P Separate rooms for confused residents	49 3	34 2	16 5	57
L A shop selling food/sweets, stationery, etc	57 4	22 9	19 7	56
V Easily identified rooms	57 4	25 8	16 8	55
U Control over bedroom radiators	53 8	29 1	17 1	55
T Different types of chair for different people	50 3	28 4	21 2	53
A Good sound insulation between rooms	44 4	34 5	21 1	51
I A quiet place for telephoning	41 1	33 6	25 4	50
K A power point in the bedroom	45 2	30 3	24 5	50
N Medibath	35 6	36 9	27 5	49
X Lounge areas facing the sun	41 5	32 6	25 9	49
D Bedrooms facing the sun	36 8	35 0	28 2	48
B Views of streets and roads	37 7	31 2	31 1	47
R Hallways with places for relaxing	32 3	39 9	27 8	46
O Kitchen for making tea and snacks	32 6	30 9	36 4	44
G A low intensity night-light	31 9	25 4	42 6	43
W Moveable bedroom furniture	21 8	40 8	37 4	41
S Living in groups	19 2	38 3	42 5	39
AA A shared bedroom	18 0	21 1	61 0	32
H Provision of alcohol	15 1	25 9	59 0	30

H1a H2a

GOOD SOUND INSULATION BETWEEN ROOMS

A

Important	44	4
Not important	21	1
Score 1st Sort	62	
Score 2nd Sort	51	



A

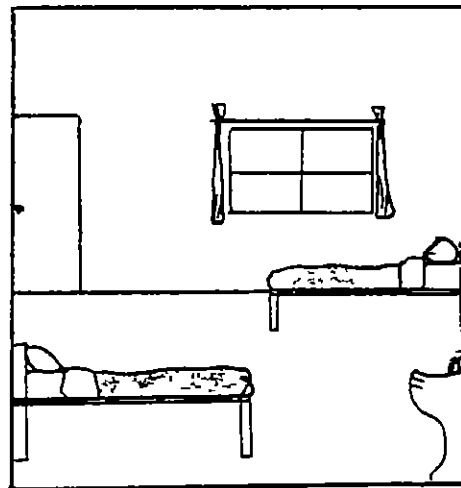
AA

H1aa H2aa

A SHARED BEDROOM

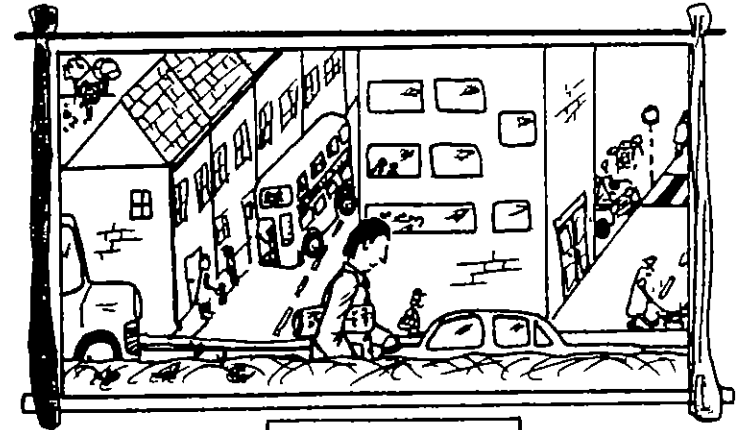
153

Important	18	0
Not important	61	0
Score 1st Sort	28	
Score 2nd Sort	32	



AA

B



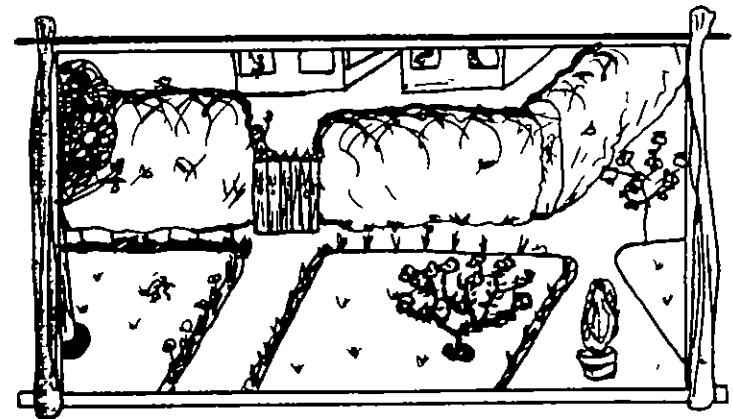
H1b H2b

Important	37	7
Not important	31	1
Score 1st Sort	53	
Score 2nd Sort	47	

VIEWS OF STREETS AND ROADS

B

BB



H1bb H2bb

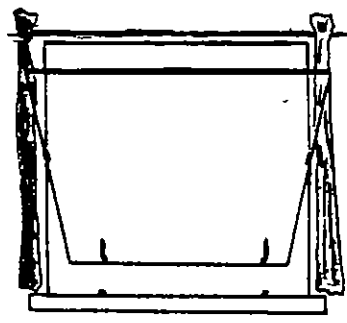
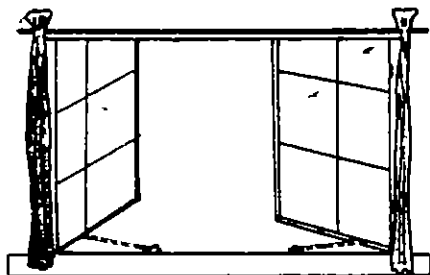
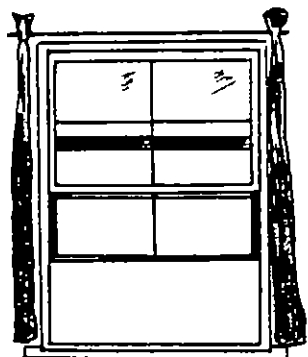
Important	65	8
Not important	13	5
Score	76	
Score	60	

VIEWS OF GARDENS

BB

WINDOWS WHICH YOU CAN OPEN

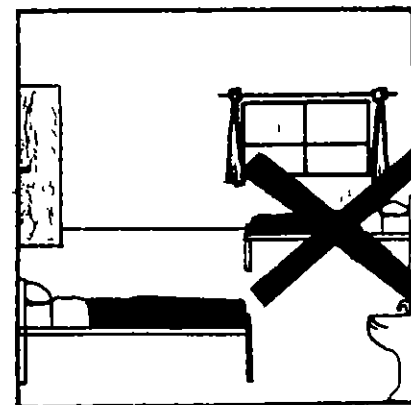
H1c H2c



Important	76 9
Not important	9 3
Score 1st Sort	84
Score 2nd Sort	66

H1f H2f

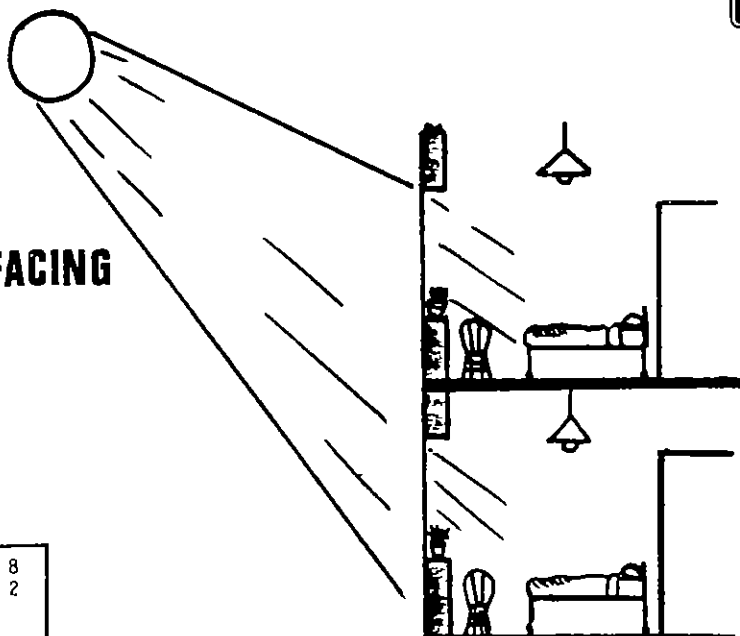
A SINGLE ROOM



Important	74 9
Not important	13 2
Score 1st Sort	81
Score 2nd Sort	77

H1d H2d

BEDROOMS FACING THE SUN



Important	36 8
Not important	28 2
Score 1st Sort	54
Score 2nd Sort	48

H1g H2g

A LOW INTENSITY NIGHT-LIGHT



Important	31 9
Not important	42 6
Score 1st Sort	45
Score 2nd Sort	43

H1h H2h

Important	15 1
Not important	59 0
Score 1st Sort	28
Score 2nd Sort	30

H

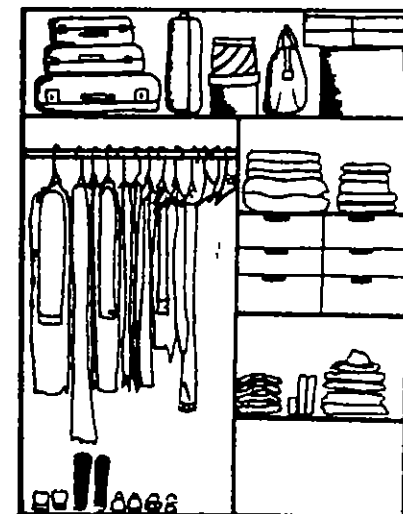
PROVISION OF ALCOHOL: IN A SHOP, BAR etc.



H1j H2j

STORAGE SPACE

Important	66 9
Not important	9 5
Score 1st Sort	79
Score 2nd Sort	60



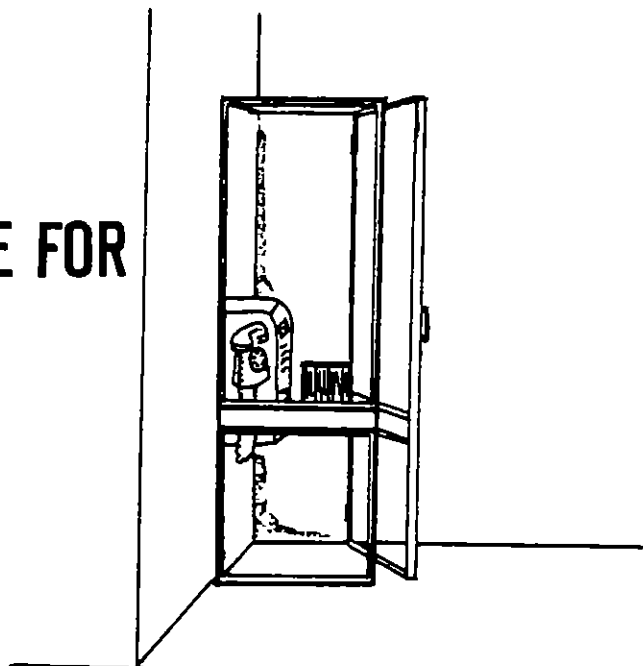
J

H1i H2i

A QUIET PLACE FOR TELEPHONING

155

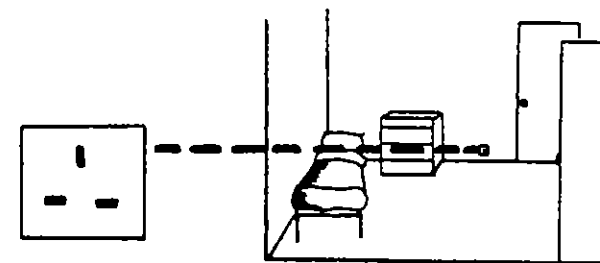
Important	41 1
Not important	25 4
Score 1st Sort	58
Score 2nd Sort	50



H1k H2k

A POWER POINT IN THE BEDROOM

Important	45 2
Not important	24 5
Score 1st Sort	60
Score 2nd Sort	50

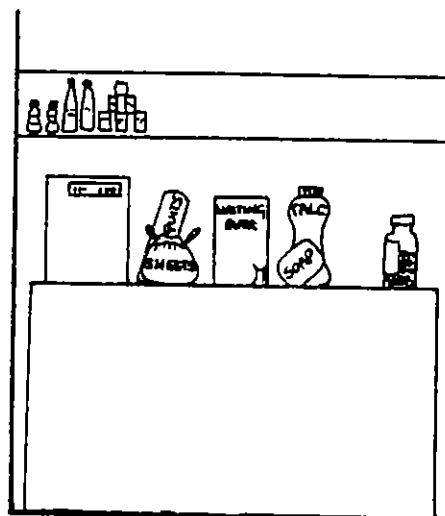


K

H1l H2l

**A SHOP SELLING: food/sweets,
stationery, toiletries, etc.**

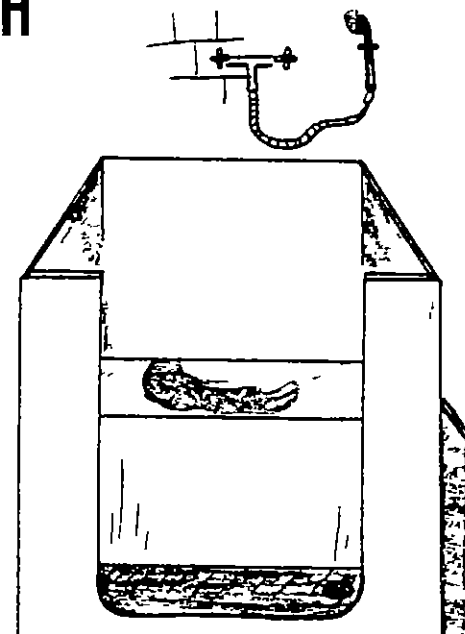
Important	57 4
Not important	19 7
Score 1st Sort	69
Score 2nd Sort	56



H1n H2n

MEDIBATH

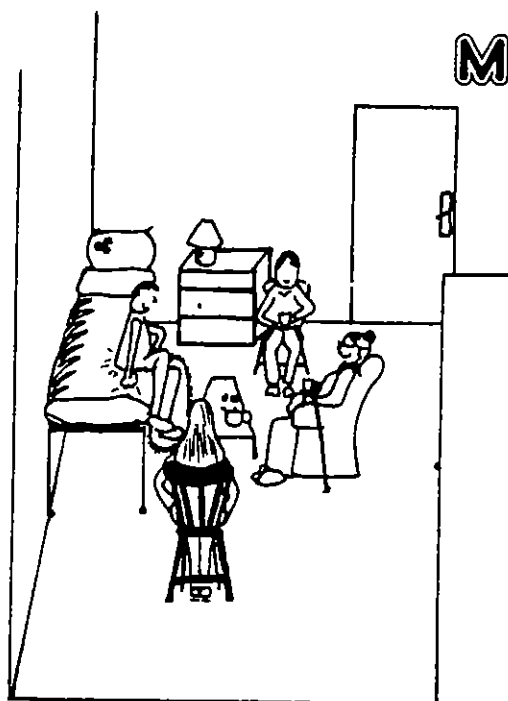
Important	35 6
Not important	27 5
Score 1st Sort	54
Score 2nd Sort	50



H1m H2m

**RECEIVING FRIENDS
IN BEDROOMS**

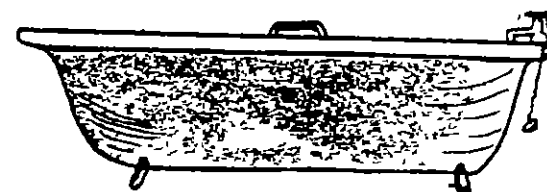
Important	61 4
Not important	17 9
Score 1st Sort	72
Score 2nd Sort	60



H1nn H2nn

BATH

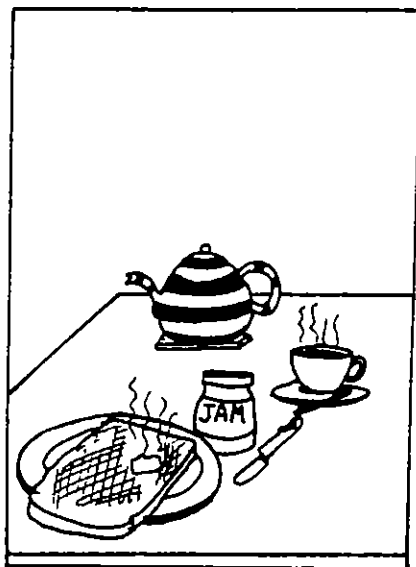
Important	70 1
Not important	9 4
Score 1st Sort	80
Score 2nd Sort	63



H10 H200

KITCHEN FOR MAKING TEA AND SNACKS

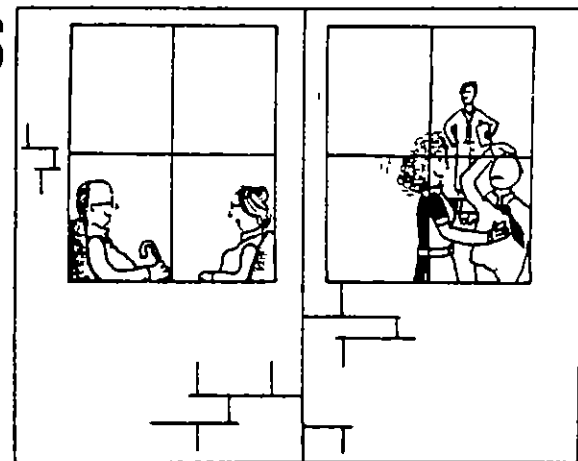
Important	32 6
Not important	36 4
Score 1st Sort	48
Score 2nd Sort	44



H1p H2p

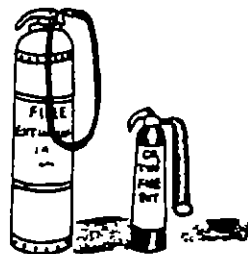
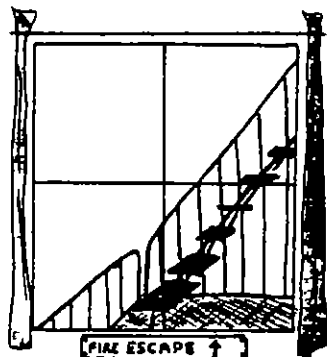
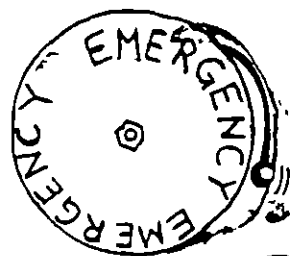
SEPARATE ROOMS FOR CONFUSED RESIDENTS

Important	49 3
Not important	16 5
Score 1st Sort	66
Score 2nd Sort	57



H100 H200

SAFEGUARD AGAINST FIRE

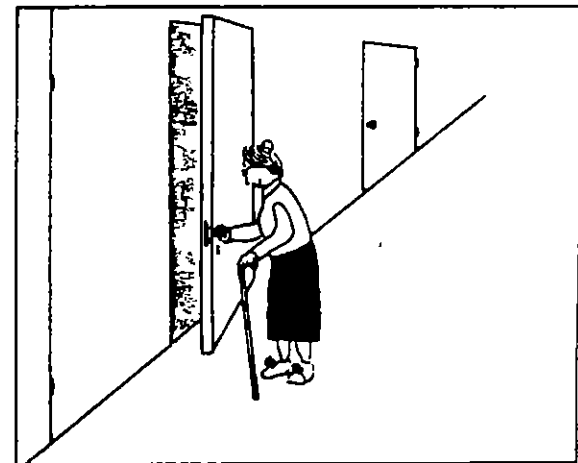


Important	87 4
Not important	2 6
Score 1st Sort	92
Score 2nd Sort	75

H1q H2q

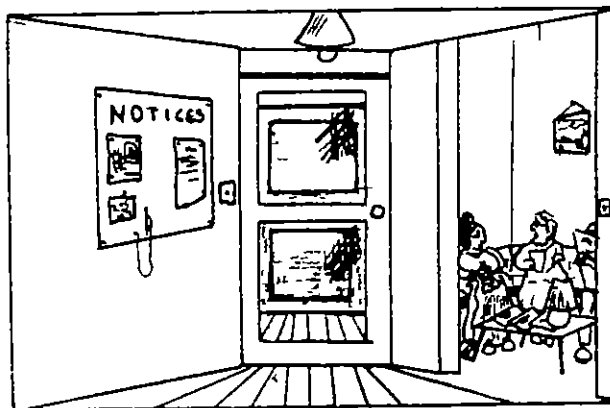
EASILY OPENED DOORS

Important	73 6
Not important	7 2
Score 1st Sort	83
Score 2nd Sort	62



HALLWAYS WITH PLACES FOR RELAXING

H1r H2r



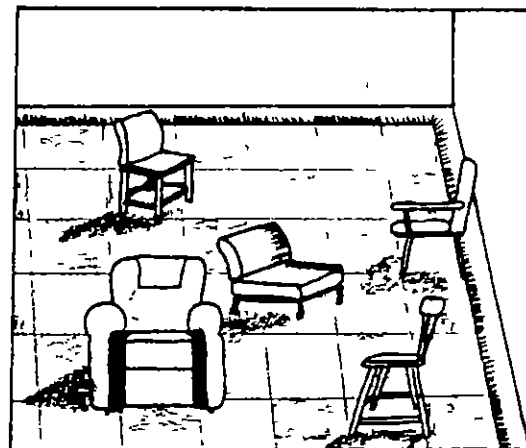
Important	32	3
Not important	27	8
Score 1st Sort	52	
Score 2nd Sort	46	

R

H1t H2t

DIFFERENT TYPES OF CHAIR FOR DIFFERENT PEOPLE

T

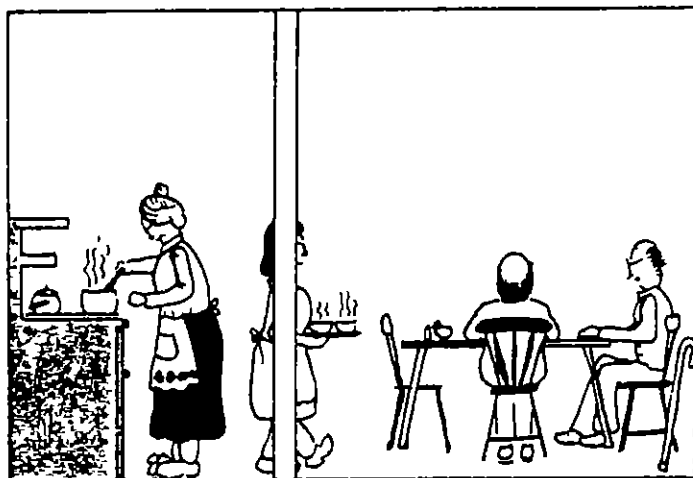


Important	50	3
Not important	21	2
Score 1st Sort	65	
Score 2nd Sort	53	

T

LIVING IN GROUPS

H1s H2s



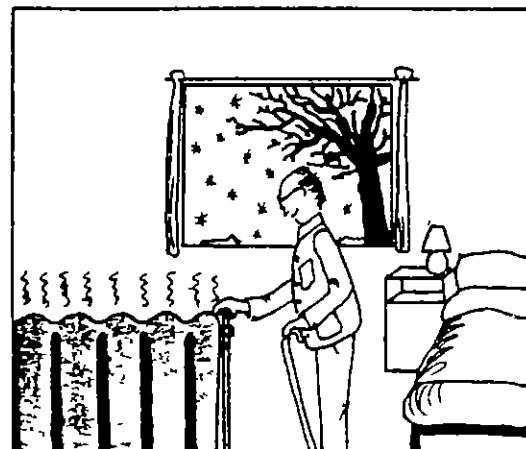
Important	19	2
Not important	42	5
Score 1st Sort	38	
Score 2nd Sort	35	

S

H1u H2u

CONTROL OVER BEDROOM RADIATORS

U



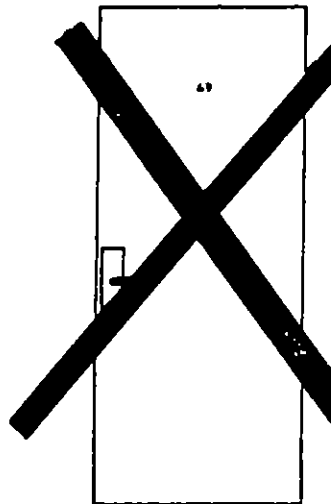
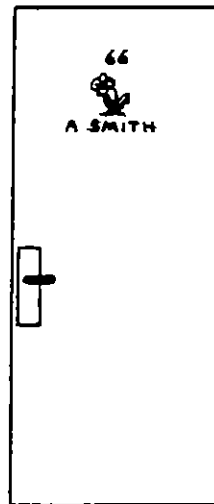
Important	53	8
Not important	17	1
Score 1st Sort	68	
Score 2nd Sort	55	

U

H1v H2v



EASILY IDENTIFIED ROOMS



Important	57 4
Not important	16 8
Score 1st Sort	70
Score 2nd Sort	55

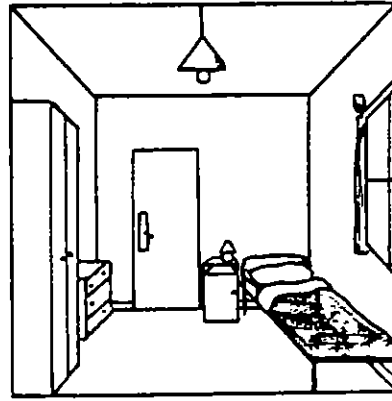
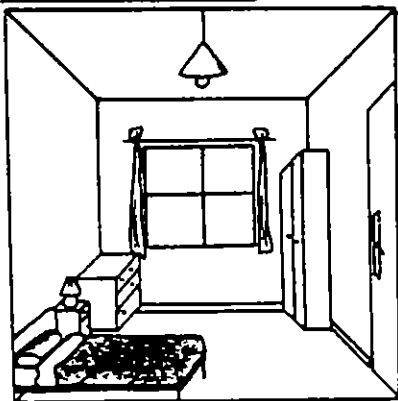


H1w H2w



MOVEABLE BEDROOM FURNITURE

Important	21 8
Not important	37 4
Score 1st Sort	42
Score 2nd Sort	41



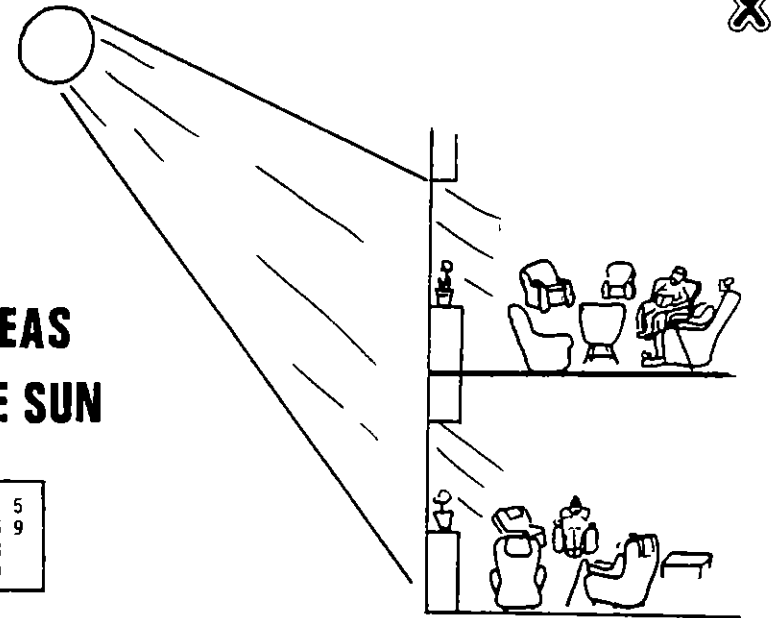
159



H1x H2x

LOUNGE AREAS FACING THE SUN

Important	41 5
Not important	25 9
Score 1st Sort	58
Score 2nd Sort	49



11F

Appendix G

Modified Crichton Royal Behavioural Rating Scale

Scores included in SPSS system file

RES 84S

- | | | |
|--|--------------------|-----------------|
| 1) Frequency Count
and percentages for | A Actual Sample | |
| | B Original Sample | |
| 11) Distribution of
Mean scores for | A Actual Sample | |
| | B. Original Sample | |
| | <u>A Original</u> | <u>B Actual</u> |
| 1) Level of Mental Ability | Mental O | Mental |
| 2) Level of Physical Ability | Phys O | Physical |
| 3) Level of Overall Ability | CRScore O | CRScore |
| 111) Method of scoring for Crichton Royal assessment | | |
-

RES SYS

includes CRICHTON ROYAL BEHAVIOURAL RATING SCORES (HIGH score = infirmity)

<u>VAR NAME</u>	<u>VAR LABEL</u>	<u>Range of scores</u>
MentalO	Crichton Royal Mental Ability - Original Sample	(0 - 19, -1 = Not answered)
PhysO	Crichton Royal Physical Ability - Original Sample	(0 - 19, -1 = Not answered)
CRScoreO	Crichton Royal Overall Ability - Original Sample	(0 - 38, -1 = Not answered)
Mental	Crichton Royal Mental Ability - Respondent	(0 - 19, -1 = Not answered)
Physical	Crichton Royal Physical Ability - Respondent	(0 - 19, -1 = Not answered)
CRScore	Crichton Royal Overall Ability - Respondent	(0 - 38, -1 = Not answered)

Also constituent items on which above scores are based

J2 TO J15 original sample

K3 TO K15 actual sample

MODIFIED CRICHTON ROYAL
BEHAVIOURAL RATING SCALE

K number * AS (Actual Sample) This refers to residents actually interviewed (comprised of residents from the original sample actually interviewed, plus residents used as substitutes for those unwilling/unable to participate)

J number * OS (Original Sample) This refers to residents originally chosen for interview

		Frequency		Adjusted %	
	NAME OF SAMPLED PERSON	*AS	*OS	AS	OS
J2	2 Did you interview this person				
	1 Yes -----	999	691	100 0	69 2
	2 No -----	0	307	0	30 8
J3 K3	3 Sex				
	1 Male -----	272	269	27 2	27 0
	2 Female -----	727	729	72 8	73 0
J4 K4	4 Age				
	Under 65 -----	23	29	2 3	2 9
	65 - 74 -----	157	148	15 7	14 8
	75 - 84 -----	421	412	42 2	41 3
	85 and over -----	397	409	39 8	41 0
	Not answered -----	1	0	-	-
J5 K5	5 Member of staff interviewed to get these details				
	1 Supervisory -----	808	803	86 2	86 2
	2 Care -----	129	129	13 8	13 8
	3 Not answered -----	62	66	-	-

MENTAL CAPABILITIES

J7 K7	6 Memory				
	0 Complete -----	469	351	47 5	36 2
	1 Occasionally forgetful ---	368	319	37 2	32 9
	2 Short-term loss -----	74	93	7 5	9 6
	3 Short and long-term loss -	77	207	7 8	21 3
	4 Not answered -----	11	28	-	-

J8 K8	7 Orientation				
	0 Complete -----	596	450	60 3	46 2
	1 Oriented in home, identifies people correctly	209	197	21 1	20 2
	2 Misidentifies but can find way about -----	132	164	13 3	16 8
	3 Cannot find way to bed or toilet without assistance -----	36	70	3 6	7 2
	4 Completely lost -----	16	94	1 6	9 6
	5 Not answered -----	10	23	-	-

J9 K9	8 Communication				
	0 Always clear, retains information -----	596	438	60 3	45 1
	1 Can indicate needs, understands simple verbal directions, can deal with simple information -----	352	384	35 6	39 5
	2 Cannot understand simple verbal information OR cannot indicate needs -----	15	43	1 5	4 4
	3 Cannot understand simple verbal information AND cannot indicate needs, retains some expressive ability -----	18	47	1 8	4 8
	4 No effective contact -----	7	60	0 7	6 2
	5 Not answered -----	11	26	-	-

J10 K10	9 Co-operation				
	0 Actively co-operative -----	583	456	59 1	46 9
	1 Passively co-operative OR occasionally unco-operative -----	260	274	26 4	28 1
	2 Requires frequent encouragement or persuasion	112	156	11 4	16 0
	3 Rejects assistance, shows independent ill-directed activity -----	24	42	2 4	4 3
	4 Completely resistive or withdrawn -----	7	46	0 7	4 7
	5 Not answered -----	13	24	-	-

J11 K11	10 Restlessness				
	0 None -----	634	510	64 3	52 4
	1 Intermittent -----	286	328	29 0	33 7
	2 Persistent by day OR night -----	31	40	3 1	4 1
	3 Persistent by day AND night -----	26	46	2 6	4 7
	4 Constant -----	9	50	0 9	5 1
	5 Not answered -----	13	24	-	-

PHYSICAL CAPABILITIES

J6 K6	11 Mobility				
	0 Fully ambulant including stairs -----	375	334	37 9	34 3
	1 Usually independent -----	217	201	21 9	20 6
	2 Walks with supervision -----	59	87	6 0	8 9
	3 Walks with aids or under careful supervision -	269	256	27 2	26 3
	4 Bedfast or chairfast -----	69	97	7 0	9 9
	5 Not answered -----	10	23	-	-

J12 K12	12 Dressing				
	0 Correct -----	640	499	64 9	51 4
	1 Imperfect but adequate -----	148	159	15 0	16 3
	2 Adequate with minimum of supervision -----	112	126	11 4	12 9
	3 Inadequate unless continually supervised -----	49	99	5 0	10 2
	4 Unable to dress OR to retain clothing -----	37	90	3 8	9 2
	5 Not answered -----	13	25	-	-

Frequency		Adjusted %	
*AS	OS	AS	OS

J13 K13 13

Feeding

0	Correct unaided at appropriate times -----	870	765	88 3	78 7
1	Adequate with minimum of supervision -----	93	154	9 4	15 8
2	Inadequate unless continually supervised -----	16	34	1 6	3 5
3	Requires feeding -----	6	19	0 6	2 0
-1	Not answered -----	14	26	-	-

J14 K14 14

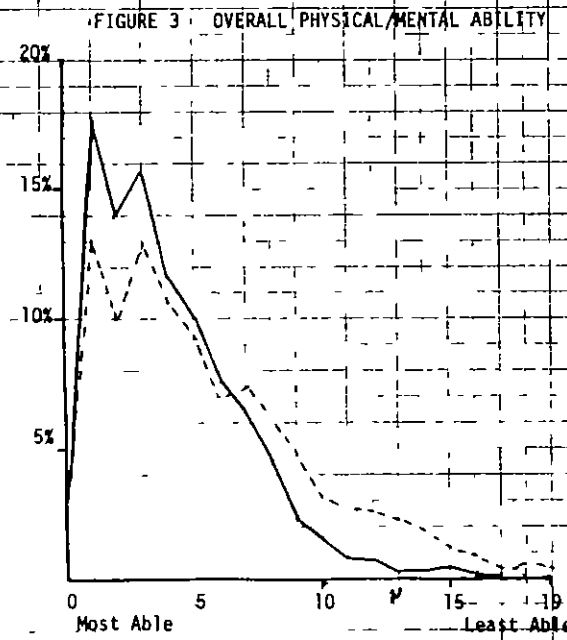
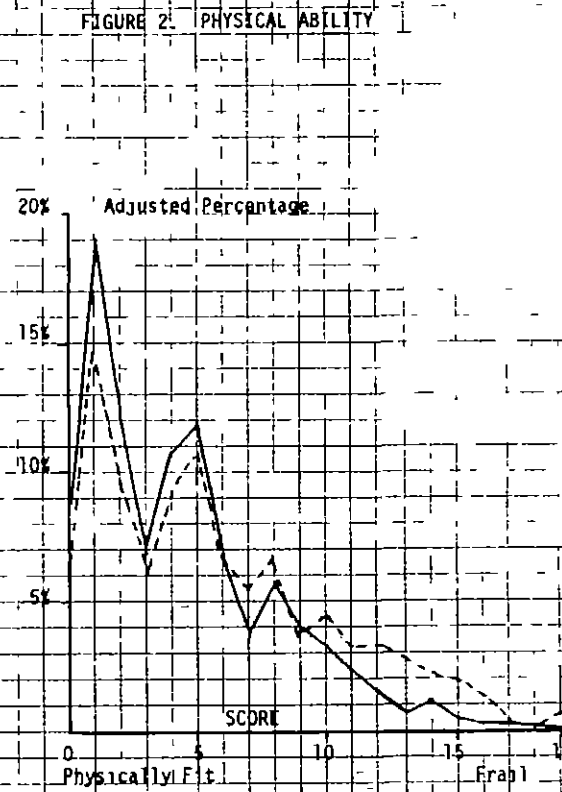
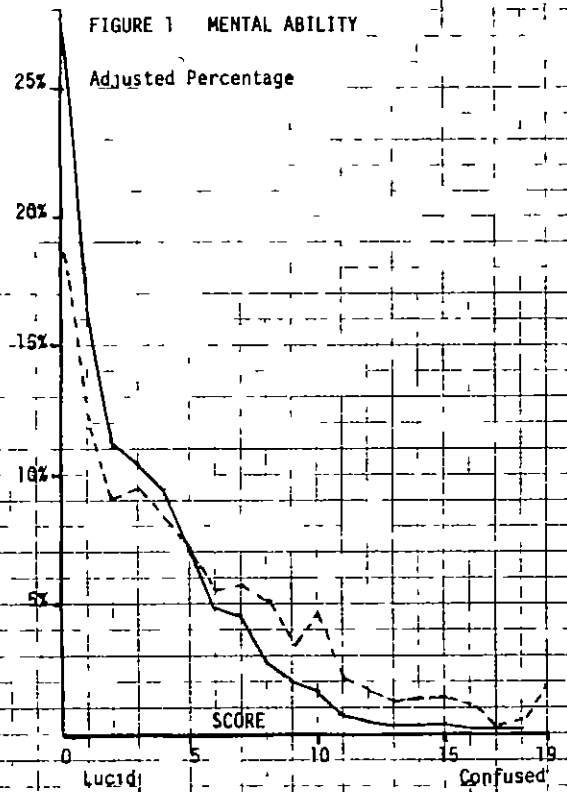
Bathing

0	Washes and bathes without assistance -----	123	91	12 5	9 3
1	Minimal supervision with bathing -----	419	340	42 5	34 9
2	Close supervision with bathing -----	258	252	26 2	25 9
3	Inadequate unless continually supervised -----	47	65	4 8	6 7
4	Requires washing and bathing -----	139	226	14 1	23 2
-1	Not answered -----	13	24	-	-

J15 K15 15

Continence

0	Full control -----	692	560	70 3	57 6
1	Occasional accidents -----	209	262	21 2	27 0
2	Continent by day only if regularly toiletted -	29	47	2 9	4 8
3	Urinary incontinence in spite of regular toiletted -----	31	45	3 2	4 6
4	Regular or frequent double incontinence -----	23	58	2 3	6 0
-1	Not answered -----	15	26	-	-



Mean Scores for

- 1) Mental Ability
- 2) Physical Ability
- 3) Overall Ability

— Actual Sample
- - - Original Sample

METHOD OF SCORING FOR CRICHTON ROYAL * ASSESSMENT

PHYSICAL ABILITY

Mobility

Fully ambulant including stairs -----	0
Usually independent -----	1
Walks with supervision -----	2
Walks with aids or under careful supervision -----	3
Bedfast or chairfast -----	4

Dressing

Correct -----	0
Imperfect but adequate -----	1
Adequate with minimum of supervision -----	2
Inadequate unless continually supervised -----	3
Unable to dress OR to retain clothing -----	4

Feeding

Correct unaided at appropriate times -----	0
Adequate with minimum of supervision -----	1
Inadequate unless continually supervised -----	2
Requires feeding -----	3

Bathing

Washes and bathes without assistance -----	0
Minimal supervision with bathing -----	1
Close supervision with bathing -----	2
Inadequate unless continually supervised -----	3
Requires washing and bathing -----	4

Continence

Full control -----	0
Occasional accidents -----	1
Continent by day only if regularly toiletted -----	2
Urinary incontinence in spite of regular toiletting -----	3
Regular or frequent double incontinence -----	4

MENTAL ABILITY

Memory

Complete -----	0
Occasionally forgetful -----	1
Short-term loss -----	2
Short and long-term loss -----	3

Orientation

Complete -----	0
Oriented in home, identifies people correctly -----	1
Misidentifies but can find way about -----	2
Cannot find way to bed or toilet without assistance -----	3
Completely lost -----	4

Communication

Always clear, retains information -----	0
Can indicate needs, understands simple verbal directions, can deal with simple information -----	1
Cannot understand simple verbal information OR cannot indicate needs -----	2
Cannot understand simple verbal information AND cannot indicate needs, retains some expressive ability -----	3
No effective contact -----	4

Co-operation

Actively co-operative -----	0
Passively co-operative OR occasionally unco-operative -----	1
Requires frequent encouragement or persuasion -----	2
Rejects assistance, shows independent ill-directed activity -----	3
Completely resistive or withdrawn -----	4

Restlessness

None -----	0
Intermittent -----	1
Persistent by day OR night -----	2
Persistent by day AND night -----	3
Constant -----	4

* For further discussion of Crichton Royal usage see Methodological Appendix

SPSS system file

STAFF.SYS

N of cases = 399 staff members in sample

Appendix H

Staff Questionnaire

- 1) Frequency count and percentages for all pre-coded questions
- 2) Frequency count and percentages for all open-ended questions

STAFF.SYS

<u>VAR_NAME</u>	<u>VAR_LABEL</u>	<u>CODE</u>
Sample		1 = summer, 2 = winter
Case	Number	
Intview	Number	
Lacode	Local Authority Code Number	
Home	Number	

OLD PEOPLE'S HOMES

STAFF QUESTIONNAIRE

SECTION A BACKGROUND INFORMATION

A1a

A1 a) <u>Sex</u>		Frequency	Adjusted Percentage %
1	Male	51	12.9
2	Female	345	87.1
-1	Not answered	3	-
TOTAL		399	100.0

A1b

b) <u>Position</u>		Frequency	Adjusted Percentage %
1	Senior staff	198	49.6
2	Care staff	201	50.4
TOTAL		399	100.0

A2

A2 <u>Could you tell me your age last birthday</u>		Frequency	Adjusted Percentage %
1	16 - 24	31	7.8
2	25 - 34	37	9.3
3	35 - 44	88	22.1
4	45 - 54	132	33.2
5	55+	110	27.6
-1	Not answered	1	-
TOTAL		399	100.0

A3

A3 <u>Marital Status</u>		Frequency	Adjusted Percentage %
1	Married	294	73.6
2	Widowed	23	5.8
3	Divorced	20	5.0
4	Separated	11	2.8
5	Single	51	12.8
TOTAL		399	100.0

If MARRIED ask A4, if WIDOWED, DIVORCED, SEPARATED, ask A5 If SINGLE go to Section B

A4

A4 <u>What is your husband's/wife's occupation</u>		Frequency	Adjusted Percentage %
1	AB	43	14.7
2	C1	74	25.3
3	C2	117	39.9
4	DE	59	20.1
-1	Not answered	1	-
TOTAL		294	100.0

A5

A5 <u>Do you have any children under 16</u>		Frequency	Adjusted Percentage %
1	Yes	120	34.5
2	No	228	65.5
TOTAL		348	100.0

SECTION B - DUTIES, QUALIFICATIONS, EXPERIENCE

B1 Could you describe your present duties

Multiple response question

Blaa To B1ac 1st to 3rd response

<u>Code</u>		Frequency	Adjusted Percentage %
2	Physical care of residents	264	67.3
5	Administration/management	189	48.2
1	Domestic duties	134	34.2
3	Health care of residents	98	25.0
4	Social care of residents	59	15.1
6	Jack/Jill of all trades	21	5.4
7	Staff training	3	0.8
8	Rehabilitation/Assessment	3	0.8
9	Other	1	0.3
10	Not answered	7	-
TOTAL		N/A	N/A

(Multiple response question)

B2a B2 a) What is your basic working week as specified in your contract of employment (i.e. excluding overtime and time spent on call)

	Frequency	Adjusted Percentage %
0 - 20 hours	40	10.2
21 - 25 hours	29	7.4
26 - 30 hours	33	8.4
31 - 35 hours	23	5.8
36 - 40 hours	266	67.4
41+ hours	3	0.8
Not answered	5	-
TOTAL		399

B2b b) Are you ever "on call"

	Frequency	Adjusted Percentage %
1 Yes	223	56.5
2 No	172	43.5
-1 Not answered	4	-
TOTAL		399

B3

B3 Does your job here enable you to work paid overtime should you wish to

	Frequency	Adjusted Percentage %
1 Yes	222	55.9
2 No	165	41.6
3 Don't know	10	2.5
-1 Not answered	2	-
TOTAL		399

B4

B4 In the last week (Sunday - Saturday) what is the total number of hours you actually worked (excluding hours 'on call')

	Frequency	Adjusted Percentage %
0 - 20	39	9.8
21 - 25	16	4.0
26 - 30	43	10.8
31 - 35	27	6.8
36 - 40	188	47.4
41 - 50	47	11.8
51 - 60	28	7.1
61+	9	2.3
Not answered	2	-
TOTAL		399

B5

B5 What is your job called

<u>Code</u>		Frequency	Adjusted Percentage %
1	Officer in charge	61	15.3
6	Assistant OIC/Assistant Matron	73	18.3
4	Deputy officer	35	8.8
3	Officer	10	2.5
2	Matron	9	2.3
5	Care assistant	204	51.2
7	Nursing assistant	1	0.3
8	Other	5	1.3
9	Not answered	1	-
TOTAL		399	100.0

B6

B6 Were you doing this same kind of job a year ago

	Frequency	Adjusted Percentage %
1 Yes	354	88.7
2 No	45	11.3
TOTAL	399	100.0

If 'NO' ask B7 otherwise go to B8

B7

B7 What were you doing one year ago

Code	Frequency	Adjusted Percentage %
1 Nursing training	10	23.2
4 Social work with non-elderly	7	16.3
2 Social work with the elderly	5	11.6
11 Unemployed	5	11.6
10 Housewife	3	7.0
5 Clerical work	2	4.7
7 Factory work	2	4.7
9 At school or college	2	4.7
6 Salesperson	1	2.3
9 Domestic work	1	2.3
12 Other answer	5	11.6
-1 Not answered	2	-
TOTAL	45	100.0

B8

B8 Were you doing this job 5 years ago

	Frequency	Adjusted Percentage %
1 Yes	219	61.9
2 No	135	38.1
TOTAL	354	100.0

If 'YES' go to B10 otherwise ask B9

B9

B9 What were you doing 5 years ago

Code	Frequency	Adjusted Percentage %
1 Nursing training	24	17.6
9 At school or college	17	12.5
10 Housewife	15	11.0
4 Social work with non-elderly	14	10.3
6 Salesperson	12	8.8
6 Clerical work	11	8.1
7 Factory work	10	7.4
2 Social work with the elderly	8	5.9
8 Domestic work	8	5.9
12 Other answer	17	12.5
-1 Not answered	2	-
TOTAL	138	100.0

B10a B10b . 1st + 2nd response

B10 Do you have any qualifications relevant to your present job

Multiple response question

Code	Frequency	Adjusted Percentage %
1 No qualification	234	58.8
2 Nursing qualification	96	24.1
3 Residential social work qualification	25	6.3
4 Non-residential social work qualification	2	0.5
5 Non-qualifying social work training	47	11.8
6 Counselling training	2	0.5
7 Social or community studies	2	0.5
9 Management training	4	1.0
10 Other vocational qualifications	5	1.3
11 Other answer	11	2.8
12 Not answered	1	-
TOTAL	N/A	N/A

(Multiple response question)

B11

B11 Are you taking or considering taking, any courses relevant
to your present job

	Frequency	Adjusted Percentage %
1 Yes - taking	46	11.5
2 Yes - considering	64	16.0
3 No	289	72.5
TOTAL	399	100.0

If 'NO' go to Section C otherwise ask B12

B12aa B12ab 1st + 2nd response

B12 a) What is (are) the title(s) of the course(s)

Multiple response question

Code		Frequency	Adjusted Percentage %
1	Nursing training (qualifying)	15	13.6
2	Residential social work (qualifying)	35	31.8
3	Non-residential social work (qualifying)	8	7.3
4	Social work (non-qualifying)	33	30.0
5	'Welfare'	5	4.5
6	Management/administration	9	8.2
7	Catering/nutrition	1	0.9
8	Other answer	4	3.6
9	Don't know	6	5.5
TOTAL	N/A	N/A	N/A

(Multiple response question)

B12b1 B12b2 responses to 1st + 2nd courses in B12a

B12 b) Is (are) the course(s) full or part-time

Multiple response question

	Frequency	Adjusted Percentage %
1 Full-time	13	11.9
2 Day release	83	76.1
3 Evening course	2	1.8
4 Other	13	11.9
5 Don't know	5	4.6
6 Not answered	1	-
TOTAL	N/A	N/A

(Multiple response question)

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SECTION C - JOB SATISFACTION

C1 Now let's talk about various aspects of your job. I would like you to tell me how satisfied or dissatisfied you feel with each of these features of your present job (SHOW CARD A)

C1a

a) The physical working conditions

	Frequency	Adjusted Percentage %
1 Extremely dissatisfied	6	1.5
Very dissatisfied	11	2.8
Moderately dissatisfied	39	9.8
Not sure	12	3.0
Moderately satisfied	152	38.2
Very satisfied	133	33.4
7 Extremely satisfied	45	11.3
-1 Not answered	1	-
TOTAL	399	100.0

C1b

b) The freedom to choose your own method of working

	Frequency	Adjusted Percentage %
1 Extremely dissatisfied	6	1.5
Very dissatisfied	9	2.3
Moderately dissatisfied	25	6.3
Not sure	26	6.5
Moderately satisfied	94	23.6
Very satisfied	175	43.8
7 Extremely satisfied	64	16.0
TOTAL	399	100.0

C1c

c) Your fellow workers

	Frequency	Adjusted Percentage %
1 Extremely dissatisfied	2	0.5
Very dissatisfied	4	1.0
Moderately dissatisfied	18	4.5
Not sure	12	3.0
Moderately satisfied	82	20.6
Very satisfied	169	42.5
7 Extremely satisfied	111	27.9
-1 Not answered	1	-
TOTAL	399	100.0

C1 (continued)

C1d

d) The recognition you get for your work

	Frequency	Adjusted Percentage %
1 Extremely dissatisfied	4	1.0
Very dissatisfied	16	4.1
Moderately dissatisfied	28	7.1
Not sure	43	10.9
Moderately satisfied	110	27.9
Very satisfied	134	34.0
7 Extremely satisfied	59	15.0
-1 Not answered	5	-
TOTAL	399	100.0

C1e

e) Your immediate superior

	Frequency	Adjusted Percentage %
1 Extremely dissatisfied	3	0.8
Very dissatisfied	5	1.3
Moderately dissatisfied	18	4.6
Not sure	20	5.1
Moderately satisfied	66	16.8
Very satisfied	157	39.8
7 Extremely satisfied	124	31.6
-1 Not answered	6	-
TOTAL	399	100.0

C1f

f) The amount of responsibility you are given

	Frequency	Adjusted Percentage %
1 Extremely dissatisfied	6	1.5
Very dissatisfied	6	1.5
Moderately dissatisfied	16	4.0
Not sure	15	3.8
Moderately satisfied	98	24.6
Very satisfied	179	44.8
7 Extremely satisfied	79	19.8
TOTAL	399	100.0

C1g

g) Your rate of pay

	Frequency	Adjusted Percentage %
1 Extremely dissatisfied	11	2.8
Very dissatisfied	11	2.8
Moderately dissatisfied	24	6.0
Not sure	8	2.0
Moderately satisfied	143	35.8
Very satisfied	135	33.8
7 Extremely satisfied	67	16.8
TOTAL	399	100.0

C1 (continued)

C1h

h) The opportunity to use your ability

	Frequency	Adjusted Percentage %
1 Extremely dissatisfied	2	0.5
↓ Very dissatisfied	13	3.3
Moderately dissatisfied	29	7.3
Not sure	17	4.3
↓ Moderately satisfied	98	24.6
Very satisfied	166	41.5
7 Extremely satisfied	74	18.5
TOTAL	399	100.0

C1i

i) Relations between bosses and workers in residential care

	Frequency	Adjusted Percentage %
1 Extremely dissatisfied	7	1.8
↓ Very dissatisfied	15	3.8
Moderately dissatisfied	26	6.5
Not sure	15	3.8
↓ Moderately satisfied	103	25.9
Very satisfied	152	38.1
7 Extremely satisfied	80	20.1
-1 Not answered	1	-
TOTAL	399	100.0

C1j

j) Your chance of promotion

	Frequency	Adjusted Percentage %
1 Extremely satisfied	8	2.1
↓ Very dissatisfied	16	4.1
Moderately dissatisfied	16	4.1
Not sure	123	31.9
↓ Moderately satisfied	70	18.1
Very satisfied	108	28.0
7 Extremely satisfied	45	11.7
-1 Not answered	13	-
TOTAL	399	100.0

C1k

k) The way the home is managed

	Frequency	Adjusted Percentage %
1 Extremely dissatisfied	4	1.0
↓ Very dissatisfied	8	2.0
Moderately dissatisfied	28	7.1
Not sure	14	3.5
↓ Moderately satisfied	120	30.2
Very satisfied	130	32.8
7 Extremely satisfied	93	23.4
-1 Not answered	2	-
TOTAL	399	100.0

C1 (continued)

C1l

l) The attention paid to suggestions you make

	Frequency	Adjusted Percentage %
1 Extremely dissatisfied	8	2.0
↓ Very dissatisfied	16	4.0
Moderately dissatisfied	31	7.8
Not sure	34	8.6
↓ Moderately satisfied	113	28.5
Very satisfied	136	34.2
7 Extremely satisfied	59	14.9
-1 Not answered	2	-
TOTAL	399	100.0

C1m

m) Your hours of work

	Frequency	Adjusted Percentage %
1 Extremely dissatisfied	8	2.0
↓ Very dissatisfied	9	2.3
Moderately dissatisfied	17	4.3
Not sure	8	2.0
↓ Moderately satisfied	107	26.8
Very satisfied	184	46.1
7 Extremely satisfied	66	16.5
TOTAL	399	100.0

C1n

n) The amount of variety

	Frequency	Adjusted Percentage %
1 Extremely dissatisfied	2	0.5
↓ Very dissatisfied	7	1.8
Moderately dissatisfied	19	4.8
Not sure	12	3.0
↓ Moderately satisfied	105	26.3
Very satisfied	175	43.8
7 Extremely satisfied	79	19.8
TOTAL	399	100.0

C1o

o) Your job security

	Frequency	Adjusted Percentage %
1 Extremely dissatisfied	1	0.3
↓ Very dissatisfied	3	0.8
Moderately dissatisfied	5	1.3
Not sure	43	10.8
↓ Moderately satisfied	65	16.3
Very satisfied	183	45.8
7 Extremely satisfied	99	24.7
TOTAL	399	100.0

C1 (continued)

C1p

p) Now, taking everything into consideration how do you feel about your job as a whole

		Frequency	Adjusted Percentage %
2	Very dissatisfied	2	0.5
↓	Moderately dissatisfied	8	2.0
	Not sure	7	1.8
↓	Moderately satisfied	71	17.8
	Very satisfied	151	37.9
7	Extremely satisfied	159	40.0
-1	Not answered	1	-
	TOTAL	399	100.0

C2 On this card (SHOWCARD B) are some reasons people have given for taking a job caring for the elderly. Could you tell me which if any, of these were reasons why you took your first paid job caring for the elderly. And what was your one main reason for taking that job

ALL REASONS MAIN REASONS

Multiple response question

	F	A/P %	F	A/P %
2 I wanted to do a job that involved caring for people	282	70.7	145	36.9
4 I was interested in working with elderly people	257	64.4	111	28.3
1 I wanted to do or continue doing a nursing job	111	27.8	41	10.5
10 I was looking for any job	43	10.8	25	6.4
8 An old people's home was close to my home	109	27.3	16	4.1
5 The hours and shifts were convenient for me	96	24.1	12	3.1
3 I was bored or fed up with other kinds of work	38	9.5	9	2.3
11 I had a friend/relative who worked with the elderly	44	11.0	9	2.3
7 I had done voluntary work with elderly people	51	12.8	8	2.0
9 I was attracted by the pay levels	30	7.5	4	1.0
13 I wanted extra responsibility/challenge	1	0.3	1	0.3
I wanted a job which provided accommodation	12	3.0	0	0.0
I had previous experience of relevant work	4	1.0	0	0.0
14 Other reasons	21	5.3	11	2.8
-1 Not answered	0	-	7	-
TOTAL	N/A	N/A	392	100.0

(Multiple response question)

Individual reasons: C2ab to C2an

all coded 1 if endorsed

Main reason: C2b, coded -1 to 14 as indicated

Endorsement of individual reasons (C2ab to C2an)

new reason

C2ab
d
a
j
h
e
c
k
g
i
r
f
p
C2an

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SECTION D - LOCATION AND SITING OF HOME

D1

D1 How far away from here is your present home

	Frequency	Adjusted Percentage %
1 Live on the grounds	69	17.3
2 Under 1 mile	133	33.3
3 1 - 2 miles	72	18.1
4 3 - 5 miles	66	16.5
5 6 - 10 miles	34	8.5
6 Over 10 miles	25	6.3
TOTAL	399	100.0

If 'LIVE ON GROUNDS' go to E1, otherwise ask D2

D2

D2 What is the main form of transport you use to come to work
(one answer only)

	Frequency	Adjusted Percentage %
1 Walk	101	30.6
2 Bicycle	17	5.2
3 Motorbike	4	1.2
4 Car	159	48.2
5 Bus	45	13.6
6 Train	2	0.6
7 Other	2	0.6
TOTAL	330	100.0

SECTION E - LIFE IN THE HOME

I would now like to ask you some questions about life in the Home
Firstly, about residents' visitors

E1a

E1 a) Are there any problems resulting from visits to residents

	Frequency	Adjusted Percentage %
1 Yes	155	38.8
2 No	237	59.4
3 Don't know	7	1.8
TOTAL	399	100.0

If 'YES' ask E1 b) otherwise go to E2

E1ba To E1bi, individual responses as follows:

E1 b) What are these

Multiple response question

Code	Frequency	Adjusted Percentage %
E1bh 8 Visitors upsetting residents	69	44.8
9 7 Visitors telling staff what is good for residents	55	35.7
1 9 Visitors disobeying rules/being uncooperative with staff	24	15.6
a 1 Residents not having enough privacy with their visitors	22	14.3
1 10 Visitors complaining about staff	16	10.4
1 11 Visitors not visiting often enough	13	8.4
1 12 Visitors expressing guilt to staff	7	4.5
b 2 Residents not being able to give visitors tea or coffee	6	3.9
c 3 Residents not being able to make visitors tea or coffee	4	2.6
d 4 Residents not being able to give visitors a meal	3	1.9
f 6 Visitors using residents facilities	2	1.3
e 5 Visitors not being able to stay overnight	1	0.6
E1bi 13 Other problems	14	9.1
-1 Not answered	1	-
TOTAL	N/A	N/A

(Multiple response question)

E2

I'd like to think now about the facilities in the home and how residents get about inside the home - Are there any problems with (READ OUT)

E2a

a) Wheelchairs or frames in the corridors

	Frequency	Adjusted Percentage %
1 Yes	177	44.4
2 No	220	55.1
3 Don't know	2	0.5
TOTAL	399	100.0

E2b

b) Wheelchairs or frames in the doorways

	Frequency	Adjusted Percentage %
1 Yes	217	54.4
2 No	180	45.1
3 Don't know	2	0.5
TOTAL	399	100.0

E2c

c) Residents having to climb difficult stairs or steps/need a lift

	Frequency	Adjusted Percentage %
1 Yes	79	19.8
2 No	318	79.9
3 Don't know	1	0.3
-1 Not answered	1	-
TOTAL	399	100.0

E2d

d) Not enough handrails in corridors or on stairs

	Frequency	Adjusted Percentage %
1 Yes	33	8.3
2 No	363	91.2
3 Don't know	2	0.5
-1 Not answered	1	-
TOTAL	399	100.0

E2e

e) Corridors or stairs being too dark

	Frequency	Adjusted Percentage %
1 Yes	66	16.6
2 No	331	83.2
3 Don't know	1	0.3
-1 Not answered	1	-
TOTAL	399	100.0

E2 (continued)

E2f f) Fire doors being too heavy for residents to open

	Frequency	Adjusted Percentage %
1 Yes	217	54.5
2 No	171	43.0
3 Don't know	10	2.5
-1 Not answered	1	-
TOTAL	399	100.0

E2g g) Residents not being able to find their way around

	Frequency	Adjusted Percentage %
1 Yes	173	43.5
2 No	223	56.0
3 Don't know	2	0.5
-1 Not answered	1	-
TOTAL	399	100.0

E2h h) Residents having to walk long distances between rooms

	Frequency	Adjusted Percentage %
1 Yes	155	39.0
2 No	240	60.5
3 Don't know	2	0.5
-1 Not answered	2	-
TOTAL	399	100.0

E2i i) And finally, are there any other mobility problems in this home

Code	Frequency	Adjusted Percentage %
2 No	270	72.6
5 Too little space in bathrooms/toilets for aids	28	7.5
6 Too little space in dining room for aids	12	3.2
11 Increase in numbers of residents dependent on aids	11	3.0
1 Problems with size of doorways	10	2.7
9 Need more chairs/hoists/lifting gear for bathrooms, toilets etc	9	2.4
9 Need more mobility aids in good state of repair	5	1.3
7 Inadequate ramps cause possible fire risk	4	1.1
4 Need more hand rails	3	0.8
10 Other answers	20	5.4
-1 Not answered	27	-
TOTAL	399	100.0

E3a E3 a) Are there any lifts in this home

	Frequency	Adjusted Percentage %
1 Yes	319	79.9
2 No	80	20.1
TOTAL	399	100.0

If 'YES' ask E3 b) otherwise go to E4

E3ba E3 b) Do the residents have any problems with (READ OUT)

i) Having to wait a long time for the lifts

	Frequency	Adjusted Percentage %
1 Yes	48	15.0
2 No	271	85.0
TOTAL	319	100.0

E3bb ii) Lifts being difficult to operate

	Frequency	Adjusted Percentage %
1 Yes	37	11.6
2 No	281	88.1
3 Don't know	1	0.3
TOTAL	319	100.0

E3bc iii) Residents not being allowed to use lifts

	Frequency	Adjusted Percentage %
1 Yes	10	3.1
2 No	308	96.6
3 Don't know	1	0.3
TOTAL	319	100.0

E3bd iv) Residents being afraid to use the lifts

	Frequency	Adjusted Percentage %
1 Yes	155	48.6
2 No	164	51.4
TOTAL	319	100.0

E4

E4 Do most residents tend to stay in one room for most of the day or do they move around from room to room

	Frequency	Adjusted Percentage %
1 Stay in one room	316	80.2
2 Move around	67	17.0
3 Don't know	11	2.8
-1 Not answered	5	-
TOTAL	399	100.0

E5a TO E5e

E5 Does the lounge (do any lounges) in the home ever have any of these (SHOW CARD C) problems

CODE ALL MENTIONED

Code	Frequency	Adjusted Percentage %
1 Too hot	198	49.6
2 Too cold	127	31.8
3 Too sunny, bright	112	28.1
4 Too draughty	101	25.3
5 Too stuffy	204	51.1
-1 None of these problems	82	20.1
TOTAL	N/A	N/A

(Multiple response question)

E6a

E6 a) Does the lounge (do any lounges) ever get too noisy

	Frequency	Adjusted Percentage %
1 Yes	117	29.3
2 No	274	68.7
3 Don't know	8	2.0
TOTAL	399	100.0

If 'YES' ask E6 b) otherwise go to E7

E6ba TO E6bd

E6 b) Why is that

CODE ALL MENTIONED

Code	Frequency	Adjusted Percentage %
E6bb 2 TV, radio too loud	82	70.1
1 Residents talk too loudly	40	34.2
4 Confused residents are noisy	2	1.7
E6bd 5 Other reasons	14	12.0
TOTAL	N/A	N/A

(Multiple response question)

E7

E7 Would you rather have one lounge in the home big enough for everyone, or would you rather have several smaller lounges

	Frequency	Adjusted Percentage %
1 One large	35	8.8
2 Several smaller	353	89.1
3 No preference	7	1.8
4 Don't know	1	0.3
-1 Not answered	3	-
TOTAL	399	100.0

E8

E8 Would you rather have bright and colourful decoration in the lounge, or less bright and restful decoration

	Frequency	Adjusted Percentage %
1 Bright	241	61.2
2 Less bright	128	32.4
3 No preference	24	6.1
4 Don't know	1	0.3
-1 Not answered	5	-
TOTAL	399	100.0

E9 E9 Do you like to have the chairs in the lounge arranged in small groups or do you prefer chairs to be placed around the walls

	Frequency	Adjusted Percentage %
1 Groups	234	58.6
2 Round walls	139	34.8
3 No preference	25	6.3
4 Don't know	1	0.3
TOTAL	399	100.0

E10 E10 Would you rather have carpets on the floor in the lounge or a polished floor like wood, lino or cork tiles

	Frequency	Adjusted Percentage %
1 Carpet	354	88.8
2 Lino	9	2.3
3 wood	8	2.0
4 Cork tiles	12	3.0
5 Urine-proof carpets	7	1.8
6 Other	5	1.3
7 No preference	3	0.8
9 Not answered	1	-
TOTAL	399	100.0

E11a E11b '1st + 2nd responses

E11 What is the one thing you would most like to change in the lounges in this home PROBE FULLY

Multiple response question

Code	Frequency	Adjusted Percentage %
1 Nothing	115	29.0
6 Would prefer different furnishings/furniture/decorations	95	23.9
5 Would prefer chairs in groups	49	12.3
4 Too small/too crowded	37	9.3
3 Too large would prefer it split and made more cosy	26	6.5
7 Would like separate rooms for different activities	23	5.8
11 Would prefer residents to move around different lounges	17	4.3
9 TV causes problems	13	3.3
10 Problems with amount of ventilation	13	3.3
2 Room is wrong shape for social interaction	9	2.3
9 Add door connecting lounge to outside	6	1.5
12 Other answer	24	6.0
-1 Not answered	2	-

TOTAL N/A N/A
(Multiple response question)

E12 E12 Do you think it is better to have an entrance hall where residents can sit down and watch what is going on, or one that is just used for passing through

	Frequency	Adjusted Percentage %
1 Sit	280	70.2
2 Pass through	101	25.3
3 No preference	16	4.0
4 Don't know	2	0.5
TOTAL	399	100.0

E13 Thinking now about the dining room, do you personally have any problem with (READ OUT)

E13a

a) Getting round the tables and serving everyone

	Frequency	Adjusted Percentage %
1 Yes	171	42.9
2 No	200	50.0
3 Don't know	1	0.3
4 Not applicable	27	6.8
TOTAL	399	100.0

E13b

b) Any problems with helping residents to eat

	Frequency	Adjusted Percentage %
1 Yes	80	20.1
2 No	286	71.6
3 Don't know	1	0.3
4 Not applicable	32	8.0
TOTAL	399	100.0

E13c

c) Any problems with the eating habits of the residents

	Frequency	Adjusted Percentage %
1 Yes	178	44.6
2 No	199	49.8
3 Don't know	5	1.3
4 Not applicable	17	4.3
TOTAL	399	100.0

E13d

d) Any problems with the distance from the kitchen to the dining room

	Frequency	Adjusted Percentage %
1 Yes	19	4.8
2 No	362	90.9
3 Don't know	3	0.8
4 Not applicable	14	3.5
-1 Not answered	1	-
TOTAL	399	100.0

E13e

e) Any problems with the size of the dining room

	Frequency	Adjusted Percentage %
1 Yes	136	34.1
2 No	248	62.1
3 Don't know	2	0.5
4 Not applicable	13	3.3
TOTAL	399	100.0

E13 (continued)

E13f

f) Any problems with the time allowed for eating

	Frequency	Adjusted Percentage %
1 Yes	31	7.8
2 No	341	85.7
3 Don't know	4	1.0
4 Not applicable	22	5.5
-1 Not answered	1	-
TOTAL	399	100.0

E13g

g) Any problems with the floor covering

	Frequency	Adjusted Percentage %
1 Yes	59	14.8
2 No	326	81.6
3 Don't know	3	0.8
4 Not applicable	11	2.8
TOTAL	399	100.0

E13h

h) Are there any other problems with the dining room

Code	Frequency	Adjusted Percentage %
1 No	271	69.3
2 Room too small for wheelchair/frames	39	10.0
7 Prefer different fittings/facilities	20	5.1
9 Designing group arrangements to include at least one capable resident per group	9	2.3
2 Inconvenient positioning of doors	8	2.0
3 Prefer different furniture/decorations	7	1.8
5 Confused residents need separate dining rooms	7	1.8
4 Doorways too narrow	4	1.0
10 Unacceptable resident behaviour	3	0.8
6 Not enough staff	2	0.5
11 Other	10	2.6
12 Not applicable	11	2.8
-1 Not answered	8	-
TOTAL	399	100.0

E14 E14 Would you rather have a lot of small tables in the dining room or just one or two large tables

	Frequency	Adjusted Percentage %
1 Several small tables	376	94.2
2 One or two large tables	16	4.0
3 No preference	5	1.3
4 Don't know	2	0.5
TOTAL	399	100.0

E15 E15 Would you prefer one large dining room or several small separate dining rooms for different groups of people

	Frequency	Adjusted Percentage %
1 One large dining-room	246	61.6
2 Several small separate dining-rooms	148	37.1
3 No preference	4	1.0
4 Don't know	1	0.3
TOTAL	399	100.0

E16a TO E16e

E16 Thinking now about the bedrooms in this home, do any of the bedrooms ever have any of these (SHOW CARD C) problems

Multiple response question

E16a
b
c
d
e
E16e

	Frequency	Adjusted Percentage %
1 Get too hot	170	42.6
2 Get too cold	110	27.6
3 Get too sunny/bright	34	8.5
4 Get too draughty	57	14.3
5 Get too stuffy	108	27.1
- 1 Don't have any of these problems	140	35.1
TOTAL	N/A	N/A

(Multiple response question)

E17a E17 a) Do any bedrooms ever get too noisy

	Frequency	Adjusted Percentage %
1 Yes	87	21.8
2 No	307	76.9
3 Don't know	5	1.3
TOTAL	399	100.0

If 'YES' ask E17 b) otherwise go to E18

E17ba TO E17bd

E17 b) Why is this

Multiple response question

	Frequency	Adjusted Percentage %
E17ba 1 Residents talk too loudly	38	43.7
b 2 TV, radio too loud	28	32.2
c 3 Traffic noise	6	6.9
d 4 Electrical services working at night	6	6.9
5 Confused residents	5	5.7
6 Noise from buildings nearby	4	4.6
7 Staff noise	2	2.3
8 Other answers	10	11.5
TOTAL	N/A	N/A

(Multiple response question)

E18 Still thinking about the bedrooms do you have any problems with (READ OUT)

E18a

a) Not enough space for residents' personal possessions

	Frequency	Adjusted Percentage %
1 Yes	233	58.3
2 No	165	41.4
3 Don't know	1	0.3
TOTAL	399	100.0

E18 (continued)

E18b

b) Not enough space for residents' clothes in bedroom

	Frequency	Adjusted Percentage %
1 Yes	158	39.6
2 No	239	60.1
3 Don't know	1	0.3
-1 Not answered	1	-
TOTAL	399	100.0

E18c

c) Not enough space for residents' wheelchair or frame in bedroom

	Frequency	Adjusted Percentage %
1 Yes	244	61.3
2 No	153	38.4
3 Don't know	1	0.3
-1 Not answered	1	-
TOTAL	399	100.0

E18d

d) Not enough space for residents' commode in bedroom

	Frequency	Adjusted Percentage %
1 Yes	92	23.1
2 No	306	76.9
-1 Not answered	1	-
TOTAL	399	100.0

E18e

e) Arrangement of furniture in residents' bedroom

	Frequency	Adjusted Percentage %
1 Yes	129	32.3
2 No	268	67.2
3 Don't know	2	0.5
TOTAL	399	100.0

E18f

f) Moving the bed around

	Frequency	Adjusted Percentage %
1 Yes	179	44.9
2 No	220	55.1
TOTAL	399	100.0

E18 (continued)

E18g

g) The floor covering in residents' bedroom

	Frequency	Adjusted Percentage %
1 Yes	121	30.4
2 No	277	69.6
-1 Not answered	1	-
TOTAL	399	100.0

E19aa E19ab. 1st + 2nd response

E19 a) Are residents allowed to bring in their own furniture

Multiple response question

	Frequency	Adjusted Percentage %
1 No	68	17.3
2 Yes-large items	85	21.6
3 Yes-small items	287	73.0
-1 Not answered	6	-
TOTAL	N/A	N/A

(Multiple response question)

If 'NO' ask E19 b) otherwise go to E20

E19b

E19 b) Why is this

	Frequency	Adjusted Percentage %
1 No space for residents' furniture	40	58.8
2 Furniture provided already	25	36.8
3 Other answer	2	2.9
4 Don't know	1	1.5
-1 Not answered	1	-
TOTAL	69	100.0

E20 E20 Do you think residents should be able to choose their own bedroom furniture or not

	Frequency	Adjusted Percentage %
1 Yes, should be able to choose	227	56.9
2 No, should not be able to choose	156	39.1
3 Don't know	16	4.0
TOTAL	399	100.0

E21 E21 Do you think residents should be able to choose their own decorations in their bedrooms

	Frequency	Adjusted Percentage %
1 Yes	305	76.4
2 No	88	22.1
3 Don't know	6	1.5
TOTAL	399	100.0

E22 E22 Would you rather have carpets on the floor in the bedrooms, or a polished floor like wood, lino or cork tiles

Code	Frequency	Adjusted Percentage %
1 Carpet	142	35.5
2 Lino	139	34.8
4 Cork tiles	37	9.3
5 Urine proof carpets	23	5.8
3 Wood	14	3.5
9 Depends on the resident	10	2.5
7 Vinyl/PVC tiles	6	1.5
9 Some carpeted/some not	5	1.3
6 Rugs on tiles/lino	4	1.0
10 Other	8	2.0
11 No preference	9	2.3
12 Don't know	2	0.5
TOTAL	399	100.0

E23 E23 Do you prefer bedrooms that are only used for sleeping or rooms that may be used as bed-sitting rooms

	Frequency	Adjusted Percentage %
1 Bedroom only	111	27.8
2 Bed-sitter	268	67.1
3 No preference	19	4.8
4 Don't know	1	0.3
TOTAL	399	100.0

E24 E24 Do you prefer residents to have single rooms, or would you prefer bedrooms for two residents to share

	Frequency	Adjusted Percentage %
1 Single	294	74.8
2 Shared	44	11.2
3 No preference	49	12.5
4 Don't know	6	1.5
-1 Not answered	6	-
TOTAL	399	100.0

E25a E25b 1st + 2nd response

E25 What is the one thing about the bedrooms that you would most like to change
PROBE FULLY

Multiple response question

Code	Frequency	Adjusted Percentage %
4 Larger rooms/more space	97	24.4
6 Different furnishings/decorations	78	19.6
1 Nothing	63	15.8
9 Different furniture	60	15.1
2 More single rooms	50	12.6
10 Different general fittings/facilities	37	9.3
7 Different doors/windows	18	4.5
3 Fewer residents per shared room	17	4.3
5 Size of rooms is wrong (nothing further specified)	8	2.0
8 Different/better safety fittings	7	1.8
11 Other answers	7	1.8
-1,12 Not answered	1	-
TOTAL	N/A	N/A

(Multiple response question)

E26a

E26 a) Do you help residents in the bath

	Frequency	Adjusted Percentage %
1 Yes	346	86 7
2 No	53	13 3
TOTAL	399	100 0

If 'YES' ask 26 b) and c) otherwise go to E27

E26 b) Thinking about the arrangements for residents to have baths in this home, do you ever have problems due to (READ OUT)

E26ba

i) Not enough baths for residents

	Frequency	Adjusted Percentage %
1 Yes	78	22 5
2 No	268	77 5
TOTAL	346	100 0

E26bb

ii) The types of baths available

	Frequency	Adjusted Percentage %
1 Yes	94	27 2
2 No	252	72 8
TOTAL	346	100 0

E26bc

iii) The size of the bathrooms

	Frequency	Adjusted Percentage %
1 Yes	118	34 2
2 No	227	65 8
-1 Not answered	1	-
TOTAL	346	100 0

E26bd

iv) Lack of privacy in bathrooms

	Frequency	Adjusted Percentage %
1 Yes	31	9 0
2 No	315	91 0
TOTAL	346	100 0

E26 b) (continued)

E26be

v) The floor covering in bathrooms

	Frequency	Adjusted Percentage %
1 Yes	31	9 0
2 No	315	91 0
TOTAL	346	100 0

E26bf

vi) The siting of the bathrooms

	Frequency	Adjusted Percentage %
1 Yes	41	11 8
2 No	305	88 2
TOTAL	346	100 0

E26bg

vii) Not enough staff available to help residents bathe

	Frequency	Adjusted Percentage %
1 Yes	123	32 5
2 No	217	62 8
3 Don't know	6	1 7
TOTAL	346	100 0

E26bh

viii) Having to lift residents in and out of bath

	Frequency	Adjusted Percentage %
1 Yes	110	31 8
2 No	235	67 9
3 Don't know	1	0 3
TOTAL	346	100 0

E26c E26 c) Apart from the things we've mentioned do you personally have any other problems with the arrangements for residents' baths

	Frequency	Adjusted Percentage %
1 No	249	72.3
6 Would prefer more/better lifts/ambulifts	22	6.5
5 Need different kind of bath	17	4.9
7 Residents have no choice of bath time	9	2.6
2 Need larger bathrooms	8	2.3
8 Need better equipment	7	2.0
9 Need a shower/showers	6	1.7
3 Bathroom too hot	5	1.4
10 Need more bathrooms	5	1.4
4 Bathroom too cold	2	0.6
11 Other	15	4.3
-1,12 Not answered	1	-
TOTAL	346	100.0

E27 E27 Do you think that the residents who are capable of bathing themselves should be allowed to bath unattended if they wish to, or should they always be supervised

	Frequency	Adjusted Percentage %
1 Unattended if wish	220	55.0
2 Supervised	177	44.4
3 No preference	1	0.3
4 Don't know	1	0.3
TOTAL	399	100.0

E28 E28 Do you think residents should be able to bathe at whatever time of the day they wish, or should they only be able to bathe at set times

	Frequency	Adjusted Percentage %
1 When they wish	245	61.6
2 Only at set times	145	36.4
3 No preference	8	2.0
-1 Not answered	1	-
TOTAL	399	100.0

E29 E29 Do you think residents should be able to bathe as frequently, or infrequently as they want, or should there be a set number of baths over a given period

	Frequency	Adjusted Percentage %
1 As they want	184	46.9
2 Set number	200	51.0
3 No preference	6	1.5
4 Don't know	2	0.5
-1 Not answered	7	-
TOTAL	399	100.0

E30a E30 a) Do you help residents in the toilets

	Frequency	Adjusted Percentage %
1 Yes	372	93.2
2 No	27	6.8
TOTAL	399	100.0

If 'YES' ask E30 b) otherwise go to E31

E30 b) Thinking about the residents toilets, do you ever have any problems due to (READ OUT)

E30ba 1) The toilets being too far from the lounge

	Frequency	Adjusted Percentage %
1 Yes	82	22.0
2 No	287	77.2
3 Don't know	3	0.8
TOTAL	372	100.0

E30bb 11) The toilets being too far from the bedroom

	Frequency	Adjusted Percentage %
1 Yes	80	21.5
2 No	292	78.5
TOTAL	372	100.0

E30 b) (continued)

E30bc iii) Not enough toilets available for residents

	Frequency	Adjusted Percentage %
1 Yes	171	46 0
2 No	201	54 0
TOTAL	372	100 0

E30bd iv) Not enough space in toilets for wheelchairs or frames

	Frequency	Adjusted Percentage %
1 Yes	253	68 2
2 No	117	31 5
3 Don't know	1	0 3
-1 Not answered	1	-
TOTAL	372	100 0

E30be v) Not enough space for helpers in toilets

	Frequency	Adjusted Percentage %
1 Yes	250	67 2
2 No	121	32 5
3 Don't know	1	0 3
TOTAL	372	100 0

E30bf vi) The toilets being awkward to get to

	Frequency	Adjusted Percentage %
1 Yes	100	27 0
2 No	270	73 0
-1 Not answered	2	-
TOTAL	372	100 0

E30bg vii) Not enough handrails or grips in the toilets

	Frequency	Adjusted Percentage %
1 Yes	123	33 1
2 No	249	66 9
TOTAL	372	100 0

E30bh viii) Handrails and grips awkwardly placed

	Frequency	Adjusted Percentage %
1 Yes	95	25 5
2 No	276	74 2
3 Don't know	1	0 3
TOTAL	372	100 0

E30ca E30cb - 1st + 2nd response

E30 c) Apart from the things we've mentioned, do you personally have any other problems with the residents' toilet facilities

Multiple response question

<u>Code</u>	Frequency	Adjusted Percentage %
1 No	250	67 8
2 Need different/extra fittings	28	7 6
3 Need more toilets	16	4 3
4 Want some more raised toilets/ toilets too low	15	4 1
5 Access difficult	15	4 1
6 Problems with siting of toilets	14	3 8
7 Toilets dirty and smelly/not enough ventilation	13	3 5
8 Toilets too small	12	3 3
9 Would like bells/alarm system in toilets	8	2 2
10 Should be separate toilets for men and women	1	0 3
11,12 Other answer or don't know	5	1 4
-1 Not answered	30	-
TOTAL	N/A	N/A

(Multiple response question)

E31 E31 Would you rather have separate toilets for men and women, or do you not mind if men and women use the same toilet

	Frequency	Adjusted Percentage %
1 Separate WC's for sexes	264	66 2
2 Same WC's for sexes	77	19 3
3 No preference	58	14 5
TOTAL	399	100 0

E32 a) Which of these rooms do you have in this home (READ OUT EACH IN TURN)

E32a 1) Main office

	Frequency	Adjusted Percentage %
1 Have	399	100 0
TOTAL	399	100 0

E32 a) (continued)

E32ab iii) Staff cloakroom/locker room

	Frequency	Adjusted Percentage %
1 Have	367	92 0
2 Don't have	32	8 0
TOTAL	399	100 0

E32ac iii) Medical room

	Frequency	Adjusted Percentage %
1 Have	316	79 2
2 Don't have	83	20 8
TOTAL	399	100 0

E32ad iv) Kitchen area

	Frequency	Adjusted Percentage %
1 Have	399	100 0
TOTAL	399	100 0

E32ae v) Domestic laundry room

	Frequency	Adjusted Percentage %
1 Have	392	98 5
2 Don't have	6	1 5
-1 Not answered	1	-
TOTAL	399	100 0

E32af vi) Cleaners room

	Frequency	Adjusted Percentage %
1 Have	290	72 8
2 Don't have	105	26 4
3 Don't know	3	0 8
-1 Not answered	1	-
TOTAL	399	100 0

E32ag vii) Storage facilities for large items

	Frequency	Adjusted Percentage %
1 Have	273	68 4
2 Don't have	119	29 8
3 Don't know	7	1 8
TOTAL	399	100 0

E32 a) (continued)

E32ah viii) Staff recreation areas

	Frequency	Adjusted Percentage %
1 Have	196	49 7
2 Don't have	197	50 0
3 Don't know	1	0 3
-1 Not answered	5	-
TOTAL	399	100 0

E32ai ix) Staff accommodation areas

	Frequency	Adjusted Percentage %
1 Have	344	86 4
2 Don't have	52	13 1
3 Don't know	2	0 5
-1 Not answered	1	-
TOTAL	399	100 0

E32aj x) Separate staff toilets

	Frequency	Adjusted Percentage %
1 Have	381	95 5
2 Don't have	18	4 5
TOTAL	399	100 0

E32 b) When carrying out your duties do you ever have any difficulties with any of the following rooms (READ OUT EACH IN TURN)

E32ba 1) Main office

	Frequency	Adjusted Percentage %
1 Have difficulties	45	12 4
2 Don't have difficulties	310	85 1
3 Don't know	9	2 5
-1 Not answered	35	-
TOTAL	399	100 0

E32 b) (continued)

E32bb ii) Staff cloakroom/locker room

	Frequency	Adjusted Percentage %
1 Have difficulties	82	24.6
2 Don't have difficulties	249	74.5
3 Don't know	3	0.9
-1 Not answered	33	-
TOTAL	367	100.0

E32bc

iii) Medical room

	Frequency	Adjusted Percentage %
1 Have difficulties	41	14.3
2 Don't have difficulties	242	84.7
3 Don't know	3	1.0
-1 Not answered	30	-
TOTAL	316	100.0

E32bd

iv) Kitchen area

	Frequency	Adjusted Percentage %
1 Have difficulties	29	7.9
2 Don't have difficulties	334	91.6
3 Don't know	2	0.5
-1 Not answered	33	-
TOTAL	398	100.0

E32be

v) Domestic laundry room

	Frequency	Adjusted Percentage %
1 Have difficulties	56	15.6
2 Don't have difficulties	299	83.6
3 Don't know	3	0.8
-1 Not answered	34	-
TOTAL	392	100.0

E32bf

vi) Cleaners room

	Frequency	Adjusted Percentage %
1 Have difficulties	26	9.8
2 Don't have difficulties	234	88.3
3 Don't know	5	1.9
-1 Not answered	25	-
TOTAL	290	100.0

E32 b) (continued)

E32bg

vii) Storage facilities

	Frequency	Adjusted Percentage %
1 Have difficulties	55	21.7
2 Don't have difficulties	194	76.3
3 Don't know	5	2.0
-1 Not answered	19	-
TOTAL	273	100.0

E32bh

viii) Staff recreation areas

	Frequency	Adjusted Percentage %
1 Have difficulties	46	25.0
2 Don't have difficulties	134	72.8
3 Don't know	2	2.2
-1 Not answered	12	-
TOTAL	196	100.0

E32bi

ix) Staff accommodation areas

	Frequency	Adjusted Percentage %
1 Have difficulties	39	12.4
2 Don't have difficulties	250	79.6
3 Don't know	25	8.0
-1 Not answered	30	-
TOTAL	344	100.0

E32bj

x) Separate staff toilets

	Frequency	Adjusted Percentage %
1 Have difficulties	59	16.8
2 Don't have difficulties	290	82.4
3 Don't know	3	0.9
-1 Not answered	29	-
TOTAL	381	100.0

E33a E33 What is the one thing you would most like to change about the staff facilities in this home
CODE ONE ANSWER ONLY

Code		Frequency	Adjusted Percentage %
1	Nothing	102	26.5
3	Need bigger rooms/more space	89	23.1
2	Need more special staff rooms	71	18.4
6	Need extra facilities	45	11.7
4	Need self-contained/separate facilities to give more privacy	31	8.1
7	Need better/different furnishings/furniture decorations	19	4.9
5	Poor siting of facilities	17	4.4
8	Want different/better rest room/staff room (nothing further specified)	6	1.6
9	Need alarm buzzer in staff room	2	0.5
10	Other	3	0.8
12	Don't know/Not answered	14	-
TOTAL		399	100.0

The following information details the percentage on the above answers applying to living-in accommodation as distinct from the facilities provided for staff on duty within the home itself

	Frequency	Adjusted Percentage %
Refers to staff accommodation	14	3.6
Refers to staff facilities	154	39.3
Unclear which answer refers to	152	38.9
No changes needed	71	18.2
Don't know/Not answered	8	-
TOTAL	399	100.0

E34 E34 Taking the home as a whole, what is the one thing about the design and layout of this home that you would most like to change
CODE ONE ANSWER ONLY

Code		Frequency	Adjusted Percentage %
1	Don't know/Nothing	73	18.4
6	Siting of rooms/facilities eg toilets opposite dining room etc	71	17.9
4	Want more/extra room(s) eg more toilets, a visiting room etc	67	16.7
5	Want larger rooms/more space	52	13.1
2	Building too high/too many storeys	48	12.1
3	Sprawling long corridors etc should be more compact	32	8.1
11	Complaints about equipment/fittings/furnishings	15	3.8
10	Want smaller rooms, make it more cosy	8	2.0
7	Want extra lifts	7	1.8
8	Want better fire precautions	6	1.5
9	Everything eg, knock it down and start again	5	1.3
12	Other answers	13	3.3
-1	Not answered	2	-
TOTAL		399	100.0

E35 E35 What is the one thing you like best about the design and layout of this home

Code	CODE ONE ANSWER ONLY	Frequency	Adjusted Percentage %
5	Building easy to get around/convenient/compact/adaptable	93	23.5
7	Like individual rooms/features eg high ceiling etc	70	17.7
3	Friendly/comfortable/homely atmosphere - like private house not a home	37	9.4
10	Siting of building/lovely views/close to amenities	33	8.4
6	All on one level/no stairs	30	7.6
1	Appearance of building/cheerful modern etc	25	6.3
2	Building light/airy/open	25	6.3
8	Like gardens/ground	19	4.8
4	Building big/plenty of room	16	4.1
11	Other answers	8	2.0
12	Nothing/Don't know	39	9.9
-1	Not answered	4	-
TOTAL		399	100.0

SECTION F - SOCIAL INTERACTION

F1 Do you think residents should be encouraged to do as many things as possible for themselves, or not (for example meal preparation and washing)

	Frequency	Adjusted Percentage %
1 Yes	383	96.0
2 No	16	4.0
TOTAL	399	100.0

F2 Are there any problems to do with residents doing some things for themselves, or not

Multiple response question

F2aa TO F2a:

Code	Frequency	Adjusted Percentage %
F2aa 9 No	119	30.0
c 3 Yes - residents not competent enough	109	27.5
b 2 Yes - requires too much/extra staff supervision	76	19.1
d 4 Yes - residents idle/unwilling to help themselves	73	18.4
a 1 Yes - inadequate amenities	36	9.1
e 6 Residents think staff paid to do work/ expect to be waited on etc	19	4.8
f 6 Not encouraged to help themselves/ staff over protective	5	1.3
g 7 Problems with health and safety rules eg shaving with open razors not allowed	2	0.5
h 8 Other	14	3.5
F2a: 7 Don't know	3	0.8
12 Not answered	2	-
TOTAL	N/A	N/A

(Multiple response question)

F3 Apart from the people who live here, are there any other elderly people coming in daily who share the facilities in this home

	Frequency	Adjusted Percentage %
1 Yes	309	77.4
2 No	88	22.1
3 Don't know	2	0.5
TOTAL	399	100.0

F4 F4 Given adequate facilities, do you think it is a good thing to have day attenders coming into a residential home or would you prefer a home to be used by residents only

	Frequency	Adjusted Percentage %
1 It's a good thing to have outsiders coming in	313	78.6
2 Prefer residents only	68	17.1
3 Don't know	17	4.3
-1 Not answered	1	-
TOTAL	399	100.0

FSa F5 a) Do you think that allowing day attenders to come into the home causes problems

	Frequency	Adjusted Percentage %
1 Yes	145	36.3
2 No	240	60.2
3 Don't know	14	3.5
TOTAL	399	100.0

If 'YES' ask F5 b) otherwise to F6

FSba TO FSbd

F5 b) What problems are they
Multiple response question

Code	Frequency	Adjusted Percentage %
FSbd 4 Causes unrest/jealousy eg residents argue with them over TV programmes/ places to sit - they resent them being in the home	53	36.8
b 2 Day attenders taking up too much staff time	35	24.3
c 3 Having strangers in the home	30	20.8
a 1 Too many day attenders	24	16.7
d 6 Permanent residents complain that day attenders only come for cheap meals etc	10	6.9
d 5 Day attenders more handicapped/ confused than residents	1	0.7
d 7 Other answers	19	13.2
FSb d 9 Not answered	1	-
TOTAL	N/A	N/A

(Multiple response question)

F6	F6	<u>Do you think the staff here generally don't do enough to help the residents, or do they do too much, or is the balance about right</u>	
		Frequency	Adjusted Percentage %
	1 Do too little	25	6.3
	2 Do too much	87	21.8
	3 Balance about right	284	71.2
	4 Don't know	3	0.8
	TOTAL	399	100.0

F7a	F7	<u>Do you personally have any problems with (READ OUT)</u>	
	a)	Residents wanting to spend too much time talking to you	
		Frequency	Adjusted Percentage %
	1 Yes	125	31.3
	2 No	274	68.7
	TOTAL	399	100.0

F7b	b)	Residents not co-operating when you ask them something	
		Frequency	Adjusted Percentage %
	1 Yes	179	44.9
	2 No	217	54.3
	3 Don't know	3	0.8
	TOTAL	399	100.0

F7c	c)	Getting to know residents	
		Frequency	Adjusted Percentage %
	1 Yes	45	11.3
	2 No	353	88.7
	-1 Not answered	1	-
	TOTAL	399	100.0

F7d	d)	Residents always changing	
		Frequency	Adjusted Percentage %
	1 Yes	45	11.3
	2 No	352	88.2
	3 Don't know	2	0.5
	TOTAL	399	100.0

F7 (continued)

F7e	e)	Relatives/other visitors wanting to spend too much time talking to you	
		Frequency	Adjusted Percentage %
	1 Yes	57	14.3
	2 No	335	84.0
	3 Don't know	7	1.8
	TOTAL	399	100.0

F8	F8	<u>In a number of residential homes these days some decisions are made by a committee of residents. Would you say a residents committee is a good thing or not</u>	
		Frequency	Adjusted Percentage %
	1 Good thing	230	57.6
	2 Not good thing	92	23.1
	3 Mixed feelings	67	16.8
	4 Don't know	10	2.5
	TOTAL	399	100.0

F9	F9	<u>Do you think residents here can behave as if they were in their own home, or not</u>	
		Frequency	Adjusted Percentage %
	1 Yes	240	60.3
	2 No	152	38.2
	3 Don't know	6	1.5
	-1 Not answered	1	-
	TOTAL	399	100.0

F10

F10 In some homes the residents live in small groups. Each group may have its own separate lounge and dining room. In other homes all the residents live together and share the same facilities, which would you prefer

	Frequency	Adjusted Percentage %
1 Small groups	202	50.8
2 All together	158	39.7
3 No preference	18	4.5
4 Don't know	20	5.0
-1 Not answered	1	-
TOTAL	399	100.0

F12a F12 a) And do you think that group living leads, or could lead, to problems for staff

	Frequency	Adjusted Percentage %
1 Yes-problems	203	51.0
2 No-no problems	170	42.7
3 Don't know	25	6.3
-1 Not answered	1	-
TOTAL	399	100.0

If 'YES' ask F12 b) otherwise go to G1

F11a

F11 a) Do you think that group living leads, or could lead, to problems for residents

	Frequency	Adjusted Percentage %
1 Yes-problems	251	62.9
2 No-no problems	121	30.3
3 Don't know	27	6.8
TOTAL	399	100.0

If 'YES' ask F11,b) otherwise go to F12

F12b F12 b) What problems are they (PROBE FULLY)

Code	Frequency	Adjusted Percentage %
7 Would lead to personality clashes between residents and staff and more quarrelling generally	48	23.8
3 Would need extra staff	34	16.8
4 Would mean more work/worry for existing staff	30	14.9
5 Difficult to give equal attention to all groups/individuals-favouritism would creep in	19	9.5
6 Arguments over assignment of residents to groups/some groups worse than others - unfair to staff	16	8.0
10 Would be more difficult to please residents. Residents would be more critical/stubborn	16	8.0
8 Would be unable to get residents to live in a group/to be active	8	4.0
1 Would be difficult for staff/residents to adjust to group living	8	4.0
2 Staff would have to be trained/re-educated	8	4.0
9 Would need building alterations	2	1.0
11 Problems caused by confused residents who need complete staff care	2	1.0
12 Other answers	10	5.0
-1 Not answered	2	-
TOTAL	203	100.0

F11ba F11bb 1st + 2nd response

F11 b) What problems are they (PROBE FULLY)

Code	Multiple response question	Frequency	Adjusted Percentage %
1	Personality clashes/arguments		
7	One person dominating the group	136	54.6
	Would become isolated from rest of home/other groups in home - Jealousies between groups might develop	34	13.7
3	Difficulties caused by people unsuited to group living ie very confused, incontinent etc	33	13.3
6	Would be difficult for existing residents to adjust to group living, are set in their ways etc	24	9.6
2	Healthier people would have to do all the work/would end up doing everyone else's share of the work	21	8.4
4	Problems when individuals deteriorate mentally/and/or physically	9	3.6
6	Residents become institutionalised/dependent	9	3.6
8	Lack of privacy for residents	4	1.6
7	Other answers	9	3.6
10	Not answered	2	-
TOTAL	N/A	N/A	N/A

(Multiple response question)

SECTION G - GENERAL FEELINGS

G1 Now I'd like briefly to ask about something else We are interested in the way people are feeling these days

During the past few weeks have you felt (READ OUT)

G1a a) Particularly excited or interested in something		Frequency	Adjusted Percentage %
1 Yes		236	59.1
2 No		157	39.4
3 Don't know		6	1.5
TOTAL		399	100.0

G1b b) So restless that you couldn't sit long in a chair		Frequency	Adjusted Percentage %
1 Yes		127	31.8
2 No		270	67.7
3 Don't know		2	0.5
TOTAL		399	100.0

G1c c) Proud because someone complimented you on something you had done		Frequency	Adjusted Percentage %
1 Yes		241	60.4
2 No		144	36.1
3 Don't know		14	3.5
TOTAL		399	100.0

G1d d) Very lonely or remote from other people		Frequency	Adjusted Percentage %
1 Yes		63	15.8
2 No		334	83.7
3 Don't know		2	0.5
TOTAL		399	100.0

G1e e) Pleased about having accomplished something		Frequency	Adjusted Percentage %
1 Yes		325	81.7
2 No		70	17.6
3 Don't know		3	0.8
-1 Not answered		1	-
TOTAL		399	100.0

G1 (continued)

G1f f) Bored		Frequency	Adjusted Percentage %
1 Yes		60	15.0
2 No		337	84.5
3 Don't know		2	0.5
TOTAL		399	100.0

G1g g) On top of the world		Frequency	Adjusted Percentage %
1 Yes		205	51.5
2 No		186	46.7
3 Don't know		7	1.8
-1 Not answered		1	-
TOTAL		399	100.0

G1h h) Depressed or unhappy		Frequency	Adjusted Percentage %
1 Yes		71	17.8
2 No		325	81.4
3 Don't know		3	0.8
TOTAL		399	100.0

G1i i) That things were going your way		Frequency	Adjusted Percentage %
1 Yes		267	67.1
2 No		113	28.4
3 Don't know		18	4.5
-1 Not answered		1	-
TOTAL		399	100.0

G1j j) Upset because someone criticised you		Frequency	Adjusted Percentage %
1 Yes		55	13.8
2 No		342	85.7
3 Don't know		2	0.5
TOTAL		399	100.0

G2 During the past few weeks have you been worried about (READ OUT)

G2a

a) Not having enough money for day-to-day living

	Frequency	Adjusted Percentage %
1 Yes	50	12.6
2 No	344	86.4
3 Don't know	4	1.0
-1 Not answered	1	-
TOTAL	399	100.0

G2b

b) Relations with people at work

	Frequency	Adjusted Percentage %
1 Yes	51	12.8
2 No	346	86.9
3 Don't know	1	0.3
-1 Not answered	1	-
TOTAL	399	100.0

G2c

c) Your health

	Frequency	Adjusted Percentage %
1 Yes	58	14.6
2 No	337	84.6
3 Don't know	3	0.8
-1 Not answered	1	-
TOTAL	399	100.0

G2d

d) Your family

	Frequency	Adjusted Percentage %
1 Yes	90	22.7
2 No	304	76.5
3 Don't know	3	0.8
-1 Not answered	2	-
TOTAL	399	100.0

G2e

e) How things are going at work

	Frequency	Adjusted Percentage %
1 Yes	58	14.6
2 No	337	84.9
3 Don't know	2	0.5
-1 Not answered	2	-
TOTAL	399	100.0

G2 (continued)

G2f

f) Getting old

	Frequency	Adjusted Percentage %
1 Yes	56	14.1
2 No	338	84.9
3 Don't know	4	1.0
-1 Not answered	1	-
TOTAL	399	100.0

G2g

g) Worried about other activities

	Frequency	Adjusted Percentage %
1 Yes	28	7.0
2 No	368	92.5
3 Don't know	2	0.5
-1 Not answered	1	-
TOTAL	399	100.0

G3

G3 All things considered would you say you were very satisfied, fairly satisfied, not very satisfied, or not all satisfied with your life these days

	Frequency	Adjusted Percentage %
1 Very satisfied	212	53.1
2 Fairly satisfied	173	43.4
3 Not very satisfied	12	3.0
5 Don't know	2	0.5
TOTAL	399	100.0

SECTION H - REGIME MEASURE

Now I'd like to ask you a series of 18 questions about the home environment. For each one please answer 'yes' if you think it is true or mostly true and 'no' if you think it is false or mostly false.

H1	H1	Do residents get a lot of individual attention	Frequency	Adjusted Percentage %
1	Yes		75	76.6
2	No		22	22.4
3	Don't know		1	1.0
	TOTAL		98	100.0

H2	H2	Do residents have a say in the general organisation of this home	Frequency	Adjusted Percentage %
1	Yes		36	36.7
2	No		60	61.3
3	Don't know		2	2.0
	TOTAL		98	100.0

H3	H3	Do residents have privacy whenever they want	Frequency	Adjusted Percentage %
1	Yes		78	79.6
2	No		19	19.4
3	Don't know		1	1.0
	TOTAL		98	100.0

H4	H4	Do staff members sometimes do things for residents that they could do for themselves	Frequency	Adjusted Percentage %
1	Yes		93	94.9
2	No		5	5.1
	TOTAL		98	100.0

H5	H5	Do residents set up their own activities	Frequency	Adjusted Percentage %
1	Yes		21	21.4
2	No		77	78.6
	TOTAL		98	100.0

H6	H6	Do residents have somewhere to lock up their personal possessions in their own room	Frequency	Adjusted Percentage %
1	Yes		51	52.0
2	No		47	48.0
	TOTAL		98	100.0

H7	H7	Are residents taught any new skills here	Frequency	Adjusted Percentage %
1	Yes		59	60.2
2	No		39	39.8
	TOTAL		98	100.0

H8	H8	Are residents involved in planning entertainments such as parties or outings	Frequency	Adjusted Percentage %
1	Yes		42	42.9
2	No		55	56.1
3	Don't know		1	1.0
	TOTAL		98	100.0

H9 H9 Can residents get along without doing very much for themselves

	Frequency	Adjusted Percentage %
1 Yes	72	75 0
2 No	20	20 8
3 Don't know	4	4 2
4 Not answered	2	-
TOTAL	98	100 0

H10 H10 Are residents involved in planning menus

	Frequency	Adjusted Percentage %
1 Yes	25	25 8
2 No	72	74 2
3 Not answered	1	-
TOTAL	98	100 0

H11 H11 Do residents generally have privacy for entertaining their visitors

	Frequency	Adjusted Percentage %
1 Yes	89	90 8
2 No	9	9 2
TOTAL	98	100 0

H12 H12 Do a lot of residents just seem to be passing the time here

	Frequency	Adjusted Percentage %
1 Yes	85	86 8
2 No	11	11 2
3 Don't know	2	2 0
TOTAL	98	100 0

H13 H13 Is there somewhere residents can make phone calls in private (apart from the main office)

	Frequency	Adjusted Percentage %
1 Yes	44	44 9
2 No	54	55 1
TOTAL	98	100 0

H14 H14 Is there a handbook available for new or prospective residents telling them how this home is run

	Frequency	Adjusted Percentage %
1 Yes	31	31 6
2 No	64	65 3
3 Don't know	3	3 1
TOTAL	98	100 0

H15a H15 a) Is there a residents committee

	Frequency	Adjusted Percentage %
1 Yes	17	17 3
2 No	80	81 7
3 Don't know	1	1 0
TOTAL	98	100 0

If 'YES' ask 15 b) otherwise go to 16 a)

H15b H15 b) How often does it meet

	Frequency	Adjusted Percentage %
1 Once a week or more	1	5 9
2 Once a month	10	58 8
3 Less than once a month	3	17 6
4 Only when needed	3	17 6
TOTAL	17	100 0

H16a H16 a) Is there a fairly set time at which residents are awakened in the morning

	Frequency	Adjusted Percentage %
1 Yes	84	85.7
2 No	14	14.3
TOTAL	98	100.0

If 'YES' ask 16 b) otherwise go to H17

H16b H16 b) When is that

	Frequency	Adjusted Percentage %
1 Before 7 a.m.	47	56.0
2 Between 7 a.m. and 8 a.m.	37	44.0
TOTAL	84	100.0

H17a H17 a) Is there a fairly set time at which residents are expected to go to bed (LIGHTS OUT) at night

	Frequency	Adjusted Percentage %
1 Yes	7	7.1
2 No	91	92.9
TOTAL	98	100.0

If 'YES' ask 17 b) otherwise go to H18

H17b H17 b) When is that

	Frequency	Adjusted Percentage %
2 Between 8 p.m. and 8.55 p.m.	4	57.1
3 Between 9 p.m. and 9.55 p.m.	2	28.6
4 Between 10 p.m. and 10.55 p.m.	1	14.3
TOTAL	7	100.0

H18a H18 a) Does this home accept day attenders

	Frequency	Adjusted Percentage %
1 Yes	77	78.6
2 No	21	21.4
TOTAL	98	100.0

If 'YES' ask H18 b) otherwise go to Section I

H18b H18 b) On how many days a week do you accept day attenders

	Frequency	Adjusted Percentage %
1 Seven	31	40.3
2 Six	1	1.3
3 Five	30	38.9
4 Four	6	7.8
5 Three	3	3.9
6 Two	4	5.2
7 One	1	1.3
9 Don't know	1	1.3
TOTAL	77	100.0

H18c H18 c) On average, how many places are available on each of these days

	Frequency	Adjusted Percentage %
2 1 - 5 places	54	71.1
3 6 - 10 places	14	18.5
4 11 - 15 places	5	6.5
5 16 - 20 places	3	3.9
- 1 Not answered	1	-
TOTAL	77	100.0

H18d

H18 d) How many names do you have on your records as current day attenders

	Frequency	Adjusted Percentage %
1 None	2	2.6
2 One to five names	35	46.2
3 Six to ten names	13	17.1
4 Eleven to fifteen names	12	15.7
5 Sixteen to twenty names	6	8.0
6, 7 Twenty-one to fifty names	4	5.2
8 Fifty-one to one hundred names	4	5.2
-1 Not answered	1	-
TOTAL	77	100.0

H18e

H18 e) How many hours a day, on average, would a typical day attender
spend in the home

	Frequency	Adjusted Percentage %
4 Three or more hours	1	1.3
5 Four or more hours	4	5.2
6 Six or more hours	51	66.2
7 Eight or more hours	15	19.5
8 Ten or more hours	4	5.2
9 Twelve or more hours	1	1.3
10 Don't know	1	1.3
TOTAL	77	100.0

SECTION 1 - INTERVIEWER INFORMATION ON SUBSTITUTION

I1 I a) Member of staff interviewed was

	Frequency	Adjusted Percentage %
1 Person originally sampled	285	75.6
2 A substitute	92	24.4
-1 Not answered	22	-
TOTAL	399	100.0

If 'A SUBSTITUTE' answer I b)

I2 I b) Why was a substitute necessary

	Frequency	Adjusted Percentage %
1 Person originally sampled refused	2	2.2
2 Person originally sampled ill	14	15.6
3 Person originally sampled off duty	42	46.7
4 Person originally sampled on holiday	26	28.9
5 Person originally sampled left employment	3	3.3
7 Other	3	3.3
8 Not answered	2	-
TOTAL	92	100.0

+ Additional info

VARIABLE

VARIABLE LABEL

Reswt (Resident weighting code)

Stawt (Staff weighting code)

NRes (Number of residents)

NSta (Number of staff)

Group Is this home ...?

→ AgeHone When did the home open?

→ Built Was the home built as..

1 = Group home, 2 = Semi-group home, 3 = Non-group home

1 = ?, 2 = 1950-1959, 3 = 1960-69, 4 = 1970 to date

1 = Residential home, 3 = other, 9 = Missing data.

Appendix J
Regime in Homes

- 1) Distribution of Regime Scores as derived from
 - a) The Staff Questionnaire
 - b) The Homes Postal Questionnaire
 - 2) Method of scoring for Staff Questionnaire
 - 3) Method of scoring for Homes Postal Questionnaire
-

These scores are not deposited
on the computer

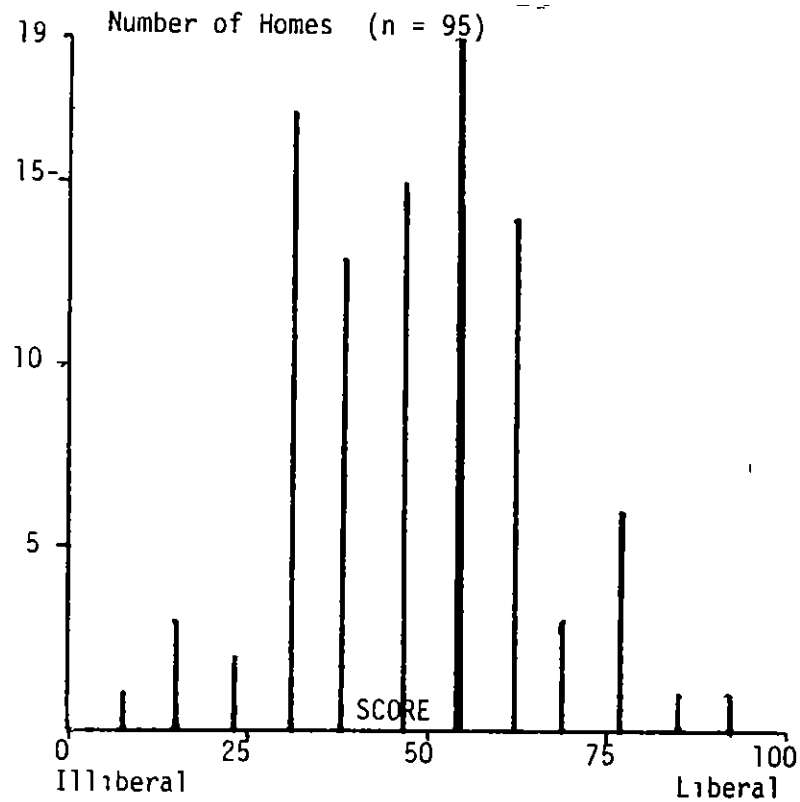
Scores can be derived
from

STAFF SYS (see Appendix H)
+
SAM SYS (see Appendix M)

NOT
DEPOSITED

REGIME MEASURES

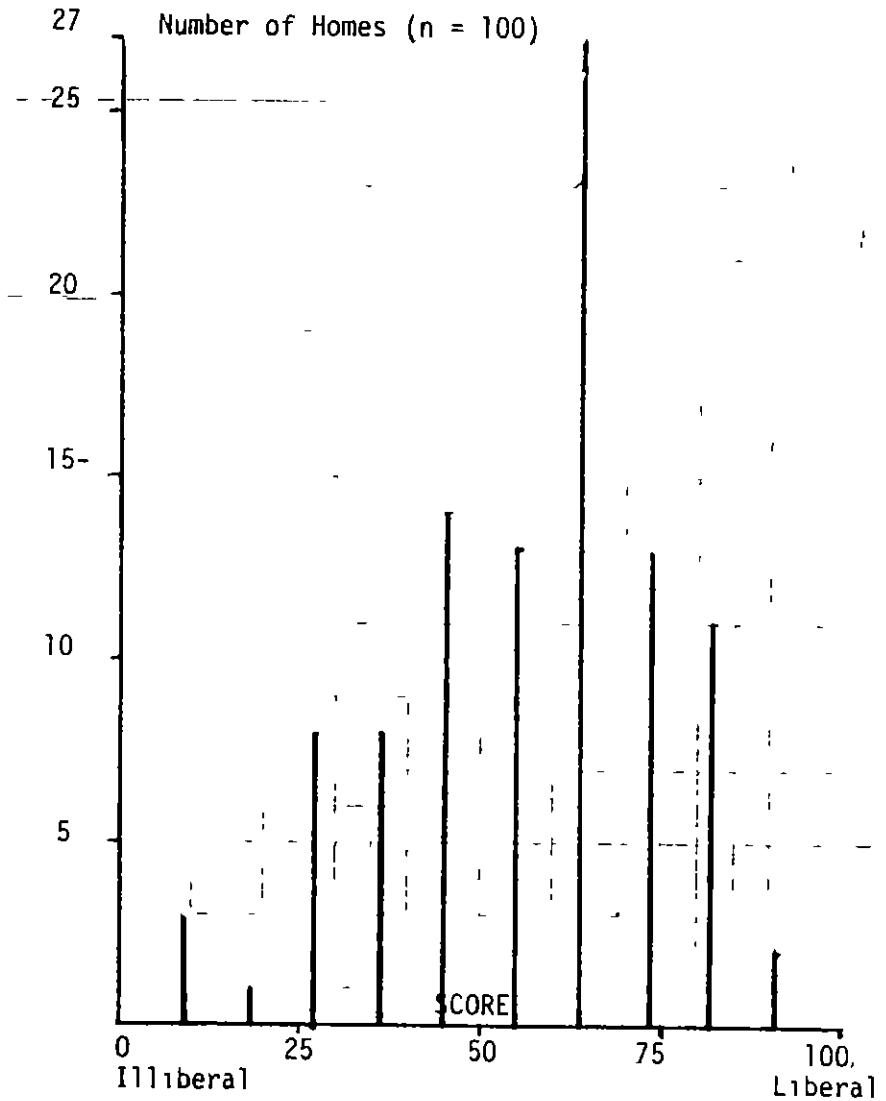
FIGURE 1



Distribution of Regime Scores (Maximum 100 for the most liberal home) as derived from

a) The Staff Questionnaire (FIGURE 1)

FIGURE 2



b) The Postal Questionnaire to OICs (FIGURE 2)

-- - Regime Measure derived from Staff Questionnaire⁽¹⁾

			Score ⁽²⁾
1	Do residents get a lot of individual attention	Yes No	1 0
2	Do residents have a say in the general organisation of this home	Yes No	1 0
3	Do residents have privacy whenever they want	Yes No	1 0
4	Do staff members sometimes do things for residents that they could do for themselves (3)		
5	Do residents set up their own activities	Yes No	1 0
6	Do residents have somewhere to lock up their personal possessions in their own room	Yes No	1 0
7	Are residents taught any new skills here	Yes No	1 0
8	Are residents involved in planning entertainments such as parties or outings	Yes No	1 0
9	Can residents get along without doing very much for themselves (4)	Yes No	1 0
10	Are residents involved in planning menus	Yes No	1 0

11	Do residents generally have privacy for entertaining their visitors (3)		
12	Do a lot of residents just seem to be passing the time here (3)		
13	Is there somewhere residents can make phone calls in private (apart from the main office)	Yes No	1 0
14	Is there a handbook available for new residents telling them how this is run (3)		
15	Is there a residents committee	Yes No	1 0
16	Is there a fairly set time at which residents are awakened in the morning	Yes No	0 1
17	Is there a fairly set time at which residents are expected to go to bed at night	Yes No	0 1

Notes

- 1 This measure had been developed from a scale used by Rudolph Moos in the United States. It was administered to one senior staff member in each home.
- 2 Questions are scored as '1' for a liberal response, '0' for other responses. The measure provides for a maximum score of 13. This is converted to a score of 100 for visual representation on the graph.
- 3 The responses to these items did not contribute significantly to an additive scale and so they have been omitted from the scoring system.
- 4 The affirmative response to these items contribute positively to the scale, contrary to the original intention.

Regime Measure derived from Postal Questionnaire⁽¹⁾

		Score ⁽²⁾
1	Can residents have breakfast at what time they choose everyday, or only on some days such as weekends, or is there always a fixed time for breakfast	Can choose time everyday 1 Can choose time some days 1 Time always fixed 0
2	Do residents always have the same person to assist them at bathtime, or does it sometimes vary, or is it a different person every day	Always the same 1 Sometimes varies 0 Always different 0
3	Do staff encourage residents to help themselves a lot, a little or not at all	A lot 1 A little 0 Not at all 0
4	Are residents encouraged to use their bedroom whenever they want, at certain times of the day, or only at night	Whenever they want 1 Certain times of day 0 Only at night 0
5	Are staff encouraged to sit and talk with residents, as part of their job, a lot, a little or not at all	A lot 1 A little 0 Not at all 0
6	Are residents encouraged to bring in their own furniture, or not	Yes 1 No 0
7	Do the officers usually call the officer-in-charge "matron", or by some other title eg "nurse", or by name	Matron 0 Other title 0 Name 1
8	Can residents lock their own room	Yes 1 No 0

9	Is there somewhere residents can make a cup of tea or coffee	Yes 1 No 0
10	Is there a telephone available for residents' use	Yes 1 No 0
11	Can the residents come and go outside whenever they wish, or only if they notify you first, or only at certain times	Whenever they wish 1 If notified 0 Only at certain times 0
12	Can visitors come only at set visiting times, or can they come at other times by prior permission, or can they come at any time (3)	

Notes

- 1 This measure was developed for this study from research by AV Pincus in the United States. A full discussion was presented in the earlier Pilot Report.
- 2 Questions were scored as '1' for a liberal response, '0' for other responses. The measure provides for a maximum score of 10. This is converted to a score out of 100 for visual presentation on the graph.
- 3 The responses to these items did not contribute significantly to an additive scale and so they have been omitted from the scoring system.

Appendix (K)

DHSS * 1) Statistics

SPSS system files

1) Percentages for * 11) Population of 872 Homes

POP SYS

2) Percentages for * 111) Sample of 100 Homes

SAM SYS

- * 1) Selected items taken from Local Authority RA2 Returns for March 1978
- * 11) Population of 872 Homes consists of all Homes in the 29 Local Authorities selected for sampling
- * 111) Sample of 100 Homes consists of those Homes selected for the main survey N B Data on one sampled home is not available as this home was opened after March 1978

Population 872 homes
Sample 100 homes
POP SYS
+
SAM SYS

TOTAL SYS

POP SYS

+

SAM SYS

DHSS STATISTICS

DHSS1 Q1 When did the home open

	POPULATION	SAMPLE
	Adjusted Percentage	Adjusted Percentage
	%	%
1 Before 1950	7 5	4 0
2 1950 - 1959	23 1	14 1
3 1960 - 1969	40 0	48 6
4 1970 to date	29 4	33 3
TOTAL	100 0 n=870	100 0 n=99

DHSS4 Q4 How many residents is the home intended to accommodate when full

	POPULATION	SAMPLE
	Adjusted Percentage	Adjusted Percentage
	%	%
1 - 30	14 4	7 1
31 - 40	28 4	24 2
41 - 50	34 0	45 5
51+	23 2	23 2
TOTAL	100 0 n=870	100 0 n=99

DHSS2 Q2 Was the home built as a

	POPULATION	SAMPLE
	Adjusted Percentage	Adjusted Percentage
	%	%
1 Residential home	73 5	77 8
2 Public Assistance Institution	1 4	0 0
3 Other	25 1	22 2
TOTAL	100 0 n=870	100 0 n=99

DHSS3 Q3 *How many separate units are there

	POPULATION	SAMPLE
	Adjusted Percentage	Adjusted Percentage
	%	%
0 None	98 4	97 0
1 One	0 6	0 0
4 Four	0 1	0 0
5 Five	0 8	1 0
6 Six	0 1	1 0
TOTAL	100 0 n=870	100 0 n=99

* Separate unit refers to any part of a home which is self-contained i.e. one which has all of the following facilities: sleeping, eating, living, and toilet accommodation. Buildings which are physically separate should not be regarded as separate units unless they satisfy this definition of self-containment.

Appendix (L)

Local Authority Questionnaire

SPSS system files:

1) Percentages for * 1) Population of 872 Homes

POP 845

2) Percentages for * 11) Sample of 100 Homes

SAM 845

- * 1) Population of 872 Homes consists of all Homes in the 29 Local Authorities selected for sampling
- * 11) Sample of 100 Homes consists of those Homes selected for the main survey

Population	872 homes	POP 845
Sample	100 homes	SAM 845

POP 545

+

SAN. 545

LOCAL AUTHORITY QUESTIONNAIRE

LAQ1

Q1 Total number of beds

	POPULATION Adjusted Percentage %	SAMPLE Adjusted Percentage %
1 - 30	15.1	9.0
31 - 40	29.4	25.1
41 - 50	32.1	43.2
51+	23.4	22.7
TOTAL	100.0 n=872	100.0 n=100

LAQ4 Q4

Number of places offered for Day Care

	POPULATION Adjusted Percentage %	SAMPLE Adjusted Percentage %
None	36.2	32.7
One	7.3	4.1
Two	15.4	15.3
Three	8.2	10.2
Four	10.5	12.2
Five	7.9	6.1
Six	5.6	4.1
Seven and over	8.9	15.3
TOTAL	100.0 n=851	100.0 n=98

LAQ2

Q2 Number of assessment beds

	POPULATION Adjusted Percentage %	SAMPLE Adjusted Percentage %
None	95.4	92.9
1	2.7	5.1
2+	1.9	2.0
Not answered	-	-
TOTAL	100.0 n=851	100.0 n=98

LAQ5

Q5 Number of storeys

	POPULATION Adjusted Percentage %	SAMPLE Adjusted Percentage %
One	12.5	17.6
Two	62.6	55.3
Three	23.3	25.9
Four	1.6	1.2
TOTAL	100.0 n=754	100.0 n=85

LAQ3

Q3 Number of short stay or holiday beds

	POPULATION Adjusted Percentage %	SAMPLE Adjusted Percentage %
None	49.1	40.8
One	18.0	19.4
Two	22.6	23.5
Three	3.4	7.1
Four	2.7	4.1
Five and over	4.2	5.1
TOTAL	100.0 n=851	100.0 n=98

LAQ6

Q6 Does this Home have a revolving bed scheme i.e. if a resident moves into an NHS hospital, is the home required to accept an NHS patient for the vacated bed

	POPULATION Adjusted Percentage %	SAMPLE Adjusted Percentage %
1 Yes	30.8	28.0
2 No	69.2	72.0
TOTAL	100.0 n=824	100.0 n=82

LAQ7 Q7 Does this Home have a restricted or unrestricted regime

POPULATION

SAMPLE

This question has not been used due to a poor response from LAs

LAQ8 Q8 Is this a Group Living Home Does this Home operate as a Group Home - one with a number of groups of residents each of which would eat, sleep, and mainly sit separately from the other groups, a Semi-Group Home - one where the group unit is confined to bedrooms and some or all the sitting space, but with communal dining facilities, or a Non-Group Home

POPULATION

SAMPLE

Adjusted Percentage
%

Adjusted Percentage
%

- 1 Group
- 2 Semi-group
- 3 Non-group

13.5

18.8

67.7

12.5

17.0

70.5

TOTAL

100.0 n=773

100.0 n=88

LAQ9 Q9 Urban - Rural Location Is the location of the home metropolitan, suburban, provincial town, or rural

POPULATION

SAMPLE

Adjusted Percentage
%

Adjusted Percentage
%

- 1 Metropolitan
- 2 Suburban
- 4 Rural
- 3 Provincial
- 5 Not answered

12.7

10.4

58.0

18.9

-

12.0

11.0

59.0

18.0

-

TOTAL

100.0 n=869

100.0 n=100

Appendix (M)

Homes Postal Questionnaire

SPSS system files

- | | |
|--------------------|--------------------------|
| 1) Percentages for | *Population of 872 Homes |
| 2) Percentages for | *Sample of 100 Homes |

POP SYS

SAM SYS

- * 1 Population of 872 Homes consists of all Homes in the 29 Local Authorities selected for sampling.
- * 11 Sample of 100 Homes consists of those Homes selected for the main survey

POP 872-homes
SAMPLE 100 homes

POP SYS
+
SAM SYS

POP 845

+

8AM 845

HOMES POSTAL QUESTIONNAIRE

HQ1

Q1 How many resident beds do you have in total

	POPULATION Adjusted Percentage %	SAMPLE Adjusted Percentage %
1 - 30	14.2	7.0
31 - 40	29.5	26.0
41 - 50	33.8	46.0
51+	22.5	21.0
TOTAL	100.0 n=871	100.0 n=100

HQ2

Q2 How many of these are currently occupied

	POPULATION Adjusted Percentage %	SAMPLE Adjusted Percentage %
1 - 30	16.2	8.1
31 - 40	28.4	25.3
41 - 50	37.1	47.5
51+	18.4	19.2
TOTAL	100.0 n=828	100.0 n=99

HQ3

Q3 How many places do you have available for day care

	POPULATION Adjusted Percentage %	SAMPLE Adjusted Percentage %
--	--	------------------------------------

This question was not used due to the poor response from LAs

HQ4

Q4 How many people are there currently attending this home for day care

	POPULATION Adjusted Percentage %	SAMPLE Adjusted Percentage %
None	32.0	25.8
1 - 5	38.1	40.2
6 - 10	16.7	14.4
11 - 15	5.5	8.2
16 - 20	2.2	5.2
21+	5.5	6.2
TOTAL	100.0 n=856	100.0 n=97

HQ5

Q5 How many of your residents are classified as EMI

	POPULATION Adjusted Percentage %	SAMPLE Adjusted Percentage %
None	21.4	20.0
1 - 5	17.9	15.8
6 - 10	28.6	36.8
11 - 15	16.8	11.6
16 - 20	7.8	11.6
21+	7.5	4.2
TOTAL	100.0 n=810	100.0 n=95

HQ6

Q6 How many of your residents are classified as E S M I

	POPULATION Adjusted Percentage %	SAMPLE Adjusted Percentage %
None	51.9	57.4
1 - 5	29.2	30.3
6 - 10	12.4	7.9
11 - 15	3.6	2.2
16+	2.9	2.2
TOTAL	100.0 n=782	100.0 n=89

HQ7

Q7 How many of your residents are deaf

	POPULATION Adjusted Percentage %	SAMPLE Adjusted Percentage %
None	7.8	4.0
1 - 5	28.6	24.2
6 - 10	39.5	47.6
11 - 15	13.8	13.1
16+	10.3	11.1
TOTAL	100.0 n=854	100.0 n=99

HQ8 Q8 How many of your residents are blind

	POPULATION	SAMPLE
	Adjusted Percentage	Adjusted Percentage
	%	%
None	16 9	8 1
One	15 5	15 2
Two	19 3	21 2
Three	15 3	21 1
Four	9 7	9 1
Five	9 0	9 1
Six	6 4	7 1
Seven+	7 9	9 1
TOTAL	100 0 n=863	100 0 n=99

HQ9 Q9 Can residents have breakfast at what time they choose everyday, or only on some days such as weekends, or is there always a fixed time for breakfast

	POPULATION	SAMPLE
	Adjusted Percentage	Adjusted Percentage
	%	%
1 Choose time everyday	15 5	14 0
2 Choose time some days	8 0	10 0
3 Time always fixed	75 7	75 0
4 Time varies	0 8	1 0
TOTAL	100 0 n=839	100 0 n=100

HQ10 Q10 Do residents always have the same person to assist them at bathtime, or does it sometimes vary, or is it a different person everyday

	POPULATION	SAMPLE
	Adjusted Percentage	Adjusted Percentage
	%	%
1 Always the same	13 3	15 0
2 Sometimes varies	76 1	74 0
3 Always different	10 6	11 0
TOTAL	100 0 n=839	100 0 n=100

HQ11 Q11 Do staff encourage residents to help themselves a lot, a little, or not at all

	POPULATION	SAMPLE
	Adjusted Percentage	Adjusted Percentage
	%	%
1 A lot	79 6	80 0
2 A little	20 3	20 0
3 Not at all	0 1	0 0
TOTAL	100 0 n=841	100 0 n=100

HQ12 Q12 Are residents encouraged to use their bedroom whenever, they want, at certain times of the day, or only at night

	POPULATION	SAMPLE
	Adjusted Percentage	Adjusted Percentage
	%	%
1 Whenever they want	87 4	88 0
2 Certain times of day	10 2	11 0
3 Only at night	2 4	1 0
TOTAL	100 0 n=840	100 0 n=100

HQ13 Q13 Are staff encouraged to sit and talk with residents, as part of their job, a lot, a little, or not at all

	POPULATION	SAMPLE
	Adjusted Percentage	Adjusted Percentage
	%	%
1 A lot	67 0	68 7
2 A little	32 4	31 3
3 Not at all	0 6	0 0
TOTAL	100 0 n=837	100 0 n=99

HQ14 Q14		<u>Are residents encouraged to bring in their own furniture or not</u>			
		POPULATION		SAMPLE	
		Adjusted Percentage	%	Adjusted Percentage	%
1	Yes	60	8	59	6
2	No	39	2	40	4
TOTAL		100	0 n=836	100	0 n=99

HQ16 Q15		<u>Do the residents usually call the Officer in Charge 'Matron' or by some other title eg 'nurse' or by name</u>			
		POPULATION		SAMPLE	
		Adjusted Percentage	%	Adjusted Percentage	%
1	Matron	44	3	38	8
2	Other title	3	4	6	1
3	Name	52	3	55	1
TOTAL		100	0 n=835	100	0 n=98

HQ16 Q16		<u>Can residents lock their own rooms</u>			
		POPULATION		SAMPLE	
		Adjusted Percentage	%	Adjusted Percentage	%
1	Yes	17	1	8	0
2	No	82	9	92	0
TOTAL		100	0 n=837	100	0 n=100

HQ17 Q17		<u>Is there somewhere were residents can make a cup of tea or coffee</u>			
		POPULATION		SAMPLE	
		Adjusted Percentage	%	Adjusted Percentage	%
1	Yes	63	1	70	0
2	No	36	9	30	0
TOTAL		100	0 n=841	100	0 n=100

HQ18 Q18		<u>Is there a telephone available for residents' use</u>			
		POPULATION		SAMPLE	
		Adjusted Percentage	%	Adjusted Percentage	%
1	Yes	76	5	79	0
2	No	23	5	21	0
TOTAL		100	0 n=841	100	0 n=100

HQ19 Q19		<u>Can the residents come and go outside the home whenever they wish, or only if they notify you first, or only at certain times</u>			
		POPULATION		SAMPLE	
		Adjusted Percentage	%	Adjusted Percentage	%
1	Whenever they wish	68	8	76	8
2	If notified	30	2	23	2
3	Only at certain time	1	1	0	0
TOTAL		100	0 n=839	100	0 n=99

HQ20 Q20		<u>Can visitors come only at set visiting times or can they come at other times by prior permission, or can they come at any time</u>			
		POPULATION		SAMPLE	
		Adjusted Percentage	%	Adjusted Percentage	%
1	Set times	0	4	0	0
2	Prior permission	0	1	0	0
3	Any time	99	5	100	0
TOTAL		100	0 n=841	100	0 n=100

HQ21 Q21		<u>If your home is selected for the main part of the survey involving interviews with residents and staff, would you be prepared to participate</u>			
		POPULATION		SAMPLE	
		Adjusted Percentage	%	Adjusted Percentage	%
1	Yes	91	3	100	0
2	No	6	2	0	0
	Refused	0	6	0	0
	Non-contact	1	9	0	0
TOTAL		100	0 n=828	100	0 n=98

SPSS system file

LISRES.SYS

N of cases = 4278 residents

Appendix (N)

Resident Listings

- I) Frequency count and percentages for all permanent residents in the sample of 100 homes
- II) Frequency count and percentages for all temporary residents in the sample of 100 homes

LISRES.SYS

Lacode	Local Authority Code Number
Home	Number
Sample	1 = summer, 2 = winter
Case	Number
Sex	
Stay	1 = permanent, 2 = temporary
DOB	Day of birth
MOB	Month of birth
YOB	Year of birth
DOA	Day of admission
MOA	Month of admission
YOA	Year of admission
Selected	1 = selected (i.e. included in RES sample - RES SYS) 2 = not selected
Age	At date of interview
Length	Of stay in home
AgeGroup	Age at date of interview (grouped)
LengthGr	Length of stay in home (grouped)
YOBGroup	Year of birth (grouped)
YOAGroup	Year of admission (grouped)

The following tables give frequencies for: Sex, AgeGroup, LengthGr, YOBGroup, YOAGroup
for (a) PERMANENT (b) TEMPORARY residents

RESIDENT LISTINGS

PERMANENT RESIDENTS

Sex

1) <u>Total number of all male and female permanent residents</u>		
	Frequency	Adjusted Percentage %
1 Female	3021	73.1
2 Male	1113	26.9
TOTAL	4134	100.0

YOBGroup

4) <u>Year of birth for all permanent residents</u>		
	Frequency	Adjusted Percentage %
1 Before 1890	595	14.5
2 1890 - 1899	1964	47.7
3 1900 - 1909	1226	29.8
4 1910 and after	327	8.0
-1 Not known	22	-
TOTAL	4134	100.0

AgeGroup

2) <u>Age of all permanent residents</u>		
	Frequency	Adjusted Percentage %
1 Under 65 years	105	2.6
2 65 - 74 years	614	14.9
3 75 - 84 years	1741	42.3
4 85 years and over	1651	40.2
-1 Not known	23	-
TOTAL	4134	100.0

YOAGroup

5) <u>Year of admission for all permanent residents</u>		
	Frequency	Adjusted Percentage %
1 Before 1970	171	4.2
2 1970 - 1974	525	12.9
3 1975 - 1979	2623	64.3
4 1980	760	18.6
-1 Not known	55	-
TOTAL	4134	100.0

LengthGr

3) <u>Length of stay in Home for all permanent residents</u>		
	Frequency	Adjusted Percentage %
1 Under 1 year	1019	25.8
2 1 year	763	19.3
3 2 - 4 years	1328	33.6
4 5 - 9 years	634	16.1
5 10 years or more	204	5.2
-1 Not known	186	-
TOTAL	4134	100.0

TEMPORARY RESIDENTS

Sex

6) <u>Total number of all male and female temporary residents</u>		
	Frequency	Adjusted Percentage %
1 Female	93	65.0
2 Male	50	35.0
TOTAL	143	100.0

Age Group 7) Age of all temporary residents

	Frequency	Adjusted Percentage %
1 Under 65 years	10	7.6
2 65 - 74 years	26	19.7
3 75 - 84 years	51	38.6
4 85 years and over	45	34.1
-1 Not known	11	-
TOTAL	143	100.0

108 Group 8) Year of birth of all temporary residents

	Frequency	Adjusted Percentage %
1 Before 1890	14	10.6
2 1890 - 1899	58	43.9
3 1900 - 1909	38	28.8
4 1910 and after	22	16.7
-1 Not known	11	-
TOTAL	143	100.0

109 Group 9) Year of admission of all temporary residents

	Frequency	Adjusted Percentage %
2 1970 - 1974	4	3.1
3 1975 - 1979	5	3.9
4 1980	118	93.0
-1 Not known	16	-
TOTAL	143	100.0

SPSS system file

LISSTA SYS

N of cases = 2655 staff

Appendix (P)

Staff Listings

- I) Frequency count and percentages for all senior staff in the sample of 100 homes
- II) Frequency count and percentages for all care staff in the sample of 100 homes
- III) Frequency count and percentages for all other staff in the sample of 100 homes

LISSTA SYS

LACode	Local Authority Code
Home	Number
Sample	1 = summer, 2 = winter
Case	Number
Sex	
Selected	1 = selected (i.e. included in staff sample - STAFF SYS) 2 = not selected
Job	Staff occupation
Status	Permanent or temporary
Hours	Worked per week
DOS	Day started work
MOS	Month started work
YOS	Year started work
Length	Length of employment
HoursGr	(Weekly hours grouped)
LengthGr	(Length of employment grouped)
YOSGr	(Year started work grouped)

The following tables give frequencies for: Sex, Job, Status, Hours, Length, YOS for:
for: (a) SENIOR (b) CARE (c) OTHER staff

STAFF LISTINGS

SENIOR STAFF

Sex 1) Total number of all male and female senior members of staff

	Frequency	Adjusted Percentage %
1 Female	246	82.3
2 Male	53	17.7
9 Not know	40	-
TOTAL	339	100.0

Length

5) Length of service All senior staff

	Frequency	Adjusted Percentage %
0 Less than 1 year	39	17.6
1 1 year	35	15.8
2 2 years	12	5.4
3 3 years	20	9.0
4 4 years	23	10.4
5 5 years	14	6.3
6 6 - 10 years	53	24.0
7 Over 10 years	25	11.3
-1 Not known	118	-
TOTAL	339	100.0

Job 2) Occupation All senior members of staff

	Frequency	Adjusted Percentage %
1 Officer-in-Charge	97	28.6
2 Other senior staff	242	71.4
TOTAL	339	100.0

YOS

6) Year joined Home All senior staff

	Frequency	Adjusted Percentage %
1 Before 1970	28	12.3
2 1970 - 1974	55	24.2
3 1975 - 1979	115	50.7
4 1980	29	12.8
-1 Not known	112	-
TOTAL	339	100.0

Status 3) Permanent or temporary appointment All senior staff

	Frequency	Adjusted Percentage %
1 Permanent	339	100.0
TOTAL	339	100.0

Sex

CARE STAFF

7) Total number of all male and female care staff

	Frequency	Adjusted Percentage %
1 Female	1145	96.1
2 Male	47	3.9
9 Not known	124	-
TOTAL	1316	100.0

Hours 4) Hours worked per week All senior staff

	Frequency	Adjusted Percentage %
1 20 and under	13	3.9
3 26 - 30	2	0.6
4 31 - 35	5	1.5
5 36 - 40	311	94.0
-1 Not known	8	-
TOTAL	339	100.0

Job 8) Occupation All care staff

	Frequency	Adjusted Percentage %
3 Care staff	1316	100 0
TOTAL	1316	100 0

Status 9) Permanent or temporary appointment All care staff

	Frequency	Adjusted Percentage %
1 Permanent	1309	99 5
2 Temporary	7	0 5
TOTAL	1316	100 0

HoursGr 10) Hours worked per week All care staff

	Frequency	Adjusted Percentage %
1 20 and under	288	22 2
2 21 - 25	207	16 0
3 26 - 30	231	17 8
4 31 - 35	197	15 2
5 36 - 40	368	28 4
6 Over 40	6	0 5
-1 Not known	19	-
	1316	100 0

LengthGr 11) Length of service All care staff

	Frequency	Adjusted Percentage %
0 less than 1 year	215	21 8
1 1 year	171	17 3
2 2 years	143	14 5
3 3 years	74	7 5
4 4 years	74	7 5
5 5 years	76	7 7
6 6 - 10 years	170	17 2
7 Over 10 years	64	6 5
-1 Not known	329	-
TOTAL	1316	100 0

YOSGr 12) Year joined Home All care staff

	Frequency	Adjusted Percentage %
1 Before 1970	72	7 2
2 1970 - 1974	196	19 6
3 1975 - 1979	602	60 3
4 1980	128	12 8
-1 Not known	318	-
TOTAL	1316	100 0

OTHER STAFF

Sex 13) Total number of all male and female staff other than senior and care staff

	Frequency	Adjusted Percentage %
1 Female	825	91 4
2 Male	78	8 6
3 Not known	97	-
TOTAL	1000	100 0

Job 14) Occupation All other staff

	Frequency	Adjusted Percentage %
4 Domestic staff	574	57 4
5 Senior cook or cook	131	13 1
7 Kitchen domestic	63	6 3
6 Junior pr assistant cook	60	6 0
10 Handyman	31	3 1
13 Laundress	30	3 0
14 Gardener/handyman	22	2 2
8 Seamstress	9	0 9
9 Gardner	7	0 7
11 Other staff	73	7 3
TOTAL	1000	100 0

Status

15) Permanent or temporary appointment All other staff

	Frequency	Adjusted Percentage %
1 Permanent	976	97.6
2 Temporary	24	2.4
TOTAL	1000	100.0

408 Gr

18) Year joined Home All other staff

	Frequency	Adjusted Percentage %
1 Before 1970	49	7.9
2 1970 - 1974	115	18.5
3 1975 - 1979	321	51.5
4 1980	138	22.2
-1 Not known	377	-
TOTAL	1000	100.0

Hours Gr

16) Hours worked per week All other staff

	Frequency	Adjusted Percentage %
1 20 and under	306	31.8
2 21 - 25	219	22.8
3 26 - 30	118	12.3
4 31 - 35	38	4.0
5 36 - 40	278	28.9
6 Over 40	3	0.3
-1 Not known	38	-
TOTAL	1000	100.0

Length Gr

17) Length of service All other staff

	Frequency	Adjusted Percentage %
0 Less than 1 year	171	28.8
1 1 year	87	14.7
2 2 years	49	8.3
3 3 years	50	8.4
4 4 years	45	7.6
5 5 years	41	6.9
6 6 - 10 years	106	17.9
7 Over 10 years	44	7.4
-1 Not known	407	-
TOTAL	1000	100.0

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