

## **Appendix A: Staff Interview Topic Guide**

### **Staff Topic Guide**

Tell me about your work. Describe the place; how many staff and service users etc.

Describe your last shift (or a recent one)

How long have you been in the job?

What do you like most about the work? or what aspect of the job are you most proud of?

How satisfied are you with your work?

What's the most rewarding part of your work?

Can you tell me about any changes that have occurred since you started in this job?

How have these changes impacted on your work?

What has been the most positive change in your opinion?

What change did you find most difficult?

What are the qualities you need to do the work?

What are the skills you need to do the work?

How do you judge what a person is capable of doing?

How do you support people to be more independent in daily tasks?

Is it easier to do for the person than get them to do for themselves?

How do you manage this? (Say it's a busy day and you're running late and a service user is refusing or being slow to get ready... What do you do?)

Do you think it's better for people with disabilities now than 20 years ago? How?

If someone was coming to manage the work of support workers and was interested in your advice, what would you say to them?

Would you say staff morale is high in this agency?

How well do you think the team works together?

Do managers recognise your strengths? How do you know?

If you were to say what's most stressful about the work, what would your top 3 be?

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How do you manage these stresses?

How are you supported with work related stress?

What would you say about the physical side of the work? Do you use aids/ equipment?

What about the emotional element?

How do you find doing x hour shifts? Do you get breaks?

Do you find it easier or more difficult to maintain a work life balance with these shift patterns?

How do you find separating work from home life?