

## Supplementary Materials 9 WP3 Interview schedules

### Outline Interview schedule: Family carers

#### Section 1: General life

Can you tell me a bit about your daughter/son/person you care for [How old? Family? Likes/dislikes? Favourite food/sports team/music...]

What kind of things do they like to do?

What kind of things make them happy?

If living in supported living/residential care, how do you communicate with them? Can you just turn up to visit them? [If COVID restrictions are in place: how are you communicating with your daughter/son if you are unable to visit them? Can you explain how this works in practice?]

Do you spend much time with them?

#### Section 2: Experiences of the service [*Questions will depend on whether this is a day service, independent supported living or residential service*]

Can we talk about [XXX] service?

Can you tell me how your child ended up receiving this service?

What did you know about it, if anything?

Can you remember what you thought at the time?

We've selected this service as one of four models we are studying because earlier work identified it as an exemplary service. Are you surprised about this?

What do you think makes it good?

If you had to describe the service to someone who knows very little about support for people with learning disabilities, what would you say?

Why do you think these points are not typically provided by other services in England?

Are there any aspects of the service you don't like or you would change?

If you had a problem, do you know who you could talk to?

### Section 3: Thinking about behaviours that others may find challenging

Do you think that health or social care professionals would ever have labelled your child as having behaviours that others may find challenging?

Can you tell me a bit more about this?

What do you think about this label?

### Section 4: Thinking ahead

How do you envisage the future for your daughter/son/person you care for (and your other children if appropriate)?

Do you talk to anyone about your hopes, dreams or fears for their future?

Do you think about what will happen when you are no longer around?

Is there anything that helps you in thinking about this?

When you think about the future, is there anything that reassures you?

Is there any information or support you would like?

Is there anything else you wanted to talk about?

## **Outline Interview schedule: People with learning disabilities**

**[Note: the approach to interviewing will be varied depending on the ways in which participants communicate.]**

Section 1: General life

Can you tell me a bit about who you are? [How old? Family? Likes/dislikes? Favourite food/sports team/music...]

What do you like doing?

What kind of things make you happy?

Who do you like spending time with?

Section 2: Experiences of the service [*Questions will depend on whether this is a day service, independent supported living or residential service*]

Can we talk about [XXX] service?

Can you tell me about what you did at the weekend?/On the day of the service?

Can you remember how long you have used/been living in/receiving support from [XXX]?

What kind of things do you do with [XXX]?

How do you decide what you are going to do?

Who helps you to decide?

Can you tell me what it's like to live here/receive support from [XXX]?

What are the best things about it?

Are there any bits you don't like?

If you had a problem, do you know who you could talk to?

### Section 3: Thinking ahead

Do you think about the future at all?

Do you talk to anyone about it?

Would you like to talk to anyone about it?

Do you have any plans or dreams for the future?

Is there anything that has helped you think about future?

Is there anything else you wanted to talk about?

## **Outline Interview schedule: Support staff, managers, commissioners**

### Section 1: Employment context

Can you start by telling me a bit about how long you have worked for [Provider/Local Authority] and a bit about your background?

What bits of your work do you most enjoy?

What bits of your work do you least enjoy?

### Section 2: Experiences of the service [*Questions will depend on whether this is a day service, independent supported living or residential service*]

When did you first hear about [XXX] service?

Can you remember your initial impressions?

As you've found out more (experienced working with [XXX]) how would you describe the service?

What values do you think underpin it?

How are these acted on in everyday life with the people who use the service?

What do you think are the strengths of the service?

This service has been identified as an exemplar service by our research, why does it stand out in comparison to other services? What is it doing so much better?

Are there any things that could be done better?

### Section 3: Thinking about behaviours that others may find challenging

Part of the focus of our project is about behaviours that challenge others. Could you explain to me what you think this term means?

What has your experience been with people who would receive this label?

How do you think [XXX] service manages these situations arising?

What advice would you give to others around behaviours that challenge others?

### Section 4: Thinking ahead

In your experience, are people supported to think about their future?

Can you think of a good example of this?

Do you think people are supported to think about death and dying?

Why do you think thinking ahead is often a taboo subject for people with learning disabilities?

How would you try to overcome this, either on an individual basis or collectively within a service?

Is there anything else you wanted to talk about?

