

KCL Minimal Ethical Risk Clearance Reference Number: MRA-21/22-29168



Facilitators and barriers in the digitalisation of care homes: Perspectives from managers of small care homes

Hello, I am Caroline Green, a researcher at the King's College London.

I warmly invite you to take part in our work exploring care home managers' experiences on their journey to digitise their care home operations.

We would like to speak to you because you are a care home manager of a residential care home for people aged 65 years and older that belongs to a 'small provider' - a provider with 5 care homes or less.

We are interested to hear about your experiences of digitalising your care home, what makes it difficult and what is helpful. By 'digitalising your care home' we mean researching, buying and rolling out technological products, like care tech, apps, software or computer/ipad based programmes, to help with the every-day tasks needed in a care home.

It does not matter at what stage of 'digitalising your care home' you are: You may just be starting to think about it but not have tried out any products, you may already have some technology in place or you may already be fully digitalised. We value your experience and thoughts because we want to know how best to support you in the future when it comes to digitalising smaller care homes.

The research findings will feed into the NHS Transformation Directorate's strategy on helping small care home providers and their managers in the process of digitalising.

What will I have to do?

We will talk to you individually. This could be face-to-face, on an internet call or on the telephone for 30 minutes at the most. You can choose when and where we talk. You will be asked about your experience of digitalising your care home. We will ask you what stage of digitalising you are currently at, what might have been difficult and what has been helpful. We will ask you what could help you on this journey. With your permission, we will record this conversation so that we have an accurate record of what we talked about. **Please note that your participation will be anonymous. We will not share your name or the name of your care home with anyone beyond the research team.** If you wish, you can suggest colleagues who may also wish to join in; please feel free to forward this information sheet to colleagues who may be interested in this research.

Do I have to take part?

It is completely up to you whether you would like to take part. You can change your mind up to two weeks after the interview. If you do, please inform the research team you wish to withdraw. In this case, we will not keep information you have given us. This research is independent. Choosing not

to participate or changing your mind will not affect you in any way. Before you participate, we will ask you to sign a participation consent form, or will audio record your verbal consent.

Does taking part have any benefits or risks?

Taking part will give us important insights into your experiences of digitalising your care home. Your contribution will be valuable to the development of support for small care home providers and their managers. There are no health risks involved. We will give you a Certificate of Participation in Research and offer you a £20 shopping voucher to thank you for your time.

What will happen to the findings of the study?

At the end of the study, we will launch the report and some resources to support care home managers of small providers on their journey to digitalising. We will publish the findings of the study in professional journals and magazines, and in reports. We will also speak about them at conferences and workshops. We may use some of the words you say, but we will only refer to people's roles and not names or locations, so that you remain anonymous.

Protecting your data

We will follow the UK General Data Protection Regulation and the Data Protection Act 2018. This means that your information will be kept private and safe in offices at King's College London. Only colleagues working on the study and I will have access to it. The professional transcriber typing up the interview recording has signed a Data Sharing (Confidentiality) Agreement. The recording will be securely transferred to them. We will destroy all your information in November 2027 which is five years after the study has finished. This follows university policies. Information, except your contact details (if you have given permission to retain these for future studies), will be given a pseudonym.

What if something goes wrong?

If you have a concern about any aspect of this study, you should speak to us; we will do our best to answer your questions. If this study has harmed you in any way, or if you wish to make a complaint about the conduct of the study, you can contact King's College London for further advice and information: The Chair, Law, Politics and Economics Research Ethics Panel, Email: rec@kcl.ac.uk

Further information and contact details

If you have any questions or would like more information, please contact me:

Dr Caroline Green, caroline.green@kcl.ac.uk

My office is at the NIHR Health & Social Care Workforce Research Unit, King's College London, Strand, London WC2R 2LS, but I have been home-based since the Covid-19 pandemic started.

Thank you for reading this information sheet.

What else will we be doing in our research? Could I be involved?

There are two further phases to our study.

- A survey of care home managers and small care home providers to better understand their experiences of digitalising their care home (5-minutes)
- An expert by experience meeting in July 2022 to share the study's preliminary findings and discuss support needs of care home managers and debate recommendations.

If you are interested in being involved, please let me know.