

**Participant Information Sheet (Version 1, October 29 2018)**

**Study Title:** Evaluation of Values-based approach for frontline staff with homeless populations in Houston, Texas

**Researcher:** Dr Nick Maguire, Stephanie Barker, Dr David Buck, Kallol Mahata

**ERGO number: 46150**

You are being invited to take part in the above research study. To help you decide whether you would like to take part or not, it is important that you understand why the research is being done and what it will involve. Please read the information below carefully and ask questions if anything is not clear or you would like more information before you decide to take part in this research. You may like to discuss it with others but it is up to you to decide whether or not to take part. If you are happy to participate you will be asked to tick a box below (for the online surveys), write your consent, or verbally give your consent to participate.

**What is the research about?**

In this study we are trying to assess the effectiveness of Values Based training with people who work with patients who have complex needs. This study is being conducted by researchers at the University of Southampton in England, UK. The lead investigator is Dr Nick Maguire.

We expect to see a reduction in burnout and increase in feelings of competence for those who attend the training and implement the values based approach. This work is funded by Patient Care Intervention Center (PCIC), however, they are separate from any data collection and do not have access to your responses.

**Why have I been asked to participate?**

You have been asked to take part in this study because you have participated in a values based training hosted by PCIC or delivered online by us, Dr Maguire and Stephanie Barker.

**What will happen to me if I take part?**

If you decide to take part in this study you will be asked to complete an online survey asking what you think and feel of working with the client group before and 4 times after the training (every 6 months). These questions are voluntary and you do not have to answer if you do not wish to do so. The assessments will take approximately 20 minutes. You are free to withdraw from any of the questionnaires, or take a break, at any point.

We will also invite you to take part in interviews with us to understand any impact the training has had on your practice and any feedback you may have for us. You will be invited to participate in these 30-60 minute interviews every 6 months as well (around the same time you are invited to complete the surveys). The interviews are also voluntary and you do not have to participate if you do not want to. We will send you information about the interviews when they are scheduled to occur.

You may also choose to participate in monthly reflective practice meetings, where we will meet as a group (over Skype) to discuss any issues we are having with implementing the values based approach or any specific client issues. These meetings will be confidential and attendees will be instructed to not use any identifying patient information. We plan to audio record these meetings, but will gain prior consent of every attendee. If we do not have everyone's consent to audio record, then we will only take detailed notes.

**Are there any benefits in my taking part?**

The training that you will receive is aimed to benefit you when working with people with complex problems. The project will also increase our understanding of how to help front line staff more effectively help people who are homeless.

**Are there any risks involved?**

It is possible that you might find it distressing to answer questions about your feelings and thoughts of working with homeless individuals or feeling you are being tested. The measures are to evaluate the efficacy of the training and implementation of the approach, not to test individuals. If you get upset, you can skip questions, take a break, or decide not to continue.

If you feel distressed, you may also choose to access a low cost counselling service at <https://www.opencounseling.com/texas/houston> or contacting <https://www.crisishotline.org/>

**What data will be collected?**

The online surveys will ask you for general demographic information (i.e. age, gender, job role, length of time working with this population), and for your responses to two surveys—one on burnout and one on feelings of effective working. We ask for your email address so we can contact you for further surveys and interviews, but this is kept separate from your data.

The interview questions will ask about your experience of the training and any feedback you have for us. With consent, we will audio record the reflective practice meetings, and the transcriptions or notes taken during these meetings will become data.

We may, on occasion, ask if we can use any emails you send to us as data. We will explicitly ask for your consent and ensure that we remove any identifying language from the email correspondence.

**Will my participation be confidential?**

Your participation and the information we collect about you during the course of the research will be kept strictly confidential. Staff at PCIC will only have access to aggregated results and data that has been assigned a pseudonym.

Only members of the research team and responsible members of the University of Southampton may be given access to data about you for monitoring purposes and/or to carry out an audit of the study to ensure that the research is complying with applicable regulations. Individuals from regulatory authorities (people who check that we are carrying out the study correctly) may require access to your data. All of these people have a duty to keep your information, as a research participant, strictly confidential.

iSurvey is a secure website and any data downloaded will be kept on a password protected computer. You will only be identified by the unique identifier you create in the online surveys.

Interviews will be transcribed and saved onto a password protected computer and audio recordings will be deleted promptly. We will ensure to remove identifying characteristics and instead use a randomly generated participant number to identify your data.

Your contact details will be stored in an encrypted file separate from any of your survey or interview data.

You will also have the opportunity to provide us with anonymous feedback through an online survey. The iSurvey link (<https://www.isurvey.soton.ac.uk/29757>) will be provided in each email we send to you. Feel free to let us know about any issues or comments through this platform, however,

as it is completely anonymous, we cannot remove this data from the project if you choose to withdraw from the study.

**Do I have to take part?**

No, it is entirely up to you to decide whether or not to take part. If you decide you want to take part, you will need to signify your consent verbally (for interviews) or by ticking a box (for surveys) to show you have agreed to take part.

**What happens if I change my mind?**

You have the right to change your mind and withdraw at any time without giving a reason and without your participant rights being affected. You can choose to exit the study at any time by emailing Stephanie at [S.Barker@soton.ac.uk](mailto:S.Barker@soton.ac.uk)

If you would also like to have your data deleted from the study, you may do this by emailing Stephanie. However, survey and interview data cannot be withdrawn once the results have been combined into a report.

**What will happen to the results of the research?**

Your personal details will remain strictly confidential. Research findings made available in any reports or publications will not include information that can directly identify you without your specific consent.

**Where can I get more information?**

You can contact Stephanie at [S.Barker@soton.ac.uk](mailto:S.Barker@soton.ac.uk) or Nick at [Nick.Maguire@soton.ac.uk](mailto:Nick.Maguire@soton.ac.uk). You can also call us at +44 2380 591 830

**What happens if there is a problem?**

If you have a concern about any aspect of this study, you should speak to the researchers who will do their best to answer your questions. You can contact Stephanie at [S.Barker@soton.ac.uk](mailto:S.Barker@soton.ac.uk) or Nick at [Nick.Maguire@soton.ac.uk](mailto:Nick.Maguire@soton.ac.uk). You can also call us at +44 2380 591 830

If you remain unhappy or have a complaint about any aspect of this study, please contact the University of Southampton Research Integrity and Governance Manager (+44 23 8059 5058, [rgoinfo@soton.ac.uk](mailto:rgoinfo@soton.ac.uk)).

**Data Protection Privacy Notice**

The University of Southampton conducts research to the highest standards of research integrity. As a publicly-funded organisation, the University has to ensure that it is in the public interest when we use personally-identifiable information about people who have agreed to take part in research. This means that when you agree to take part in a research study, we will use information about you in the ways needed, and for the purposes specified, to conduct and complete the research project. Under data protection law, 'Personal data' means any information that relates to and is capable of identifying a living individual. The University's data protection policy governing the use of personal data by the University can be found on its website (<https://www.southampton.ac.uk/legalservices/what-we-do/data-protection-and-foi.page>).

This Participant Information Sheet tells you what data will be collected for this project and whether this includes any personal data. Please ask the research team if you have any questions or are unclear what data is being collected about you.

Our privacy notice for research participants provides more information on how the University of Southampton collects and uses your personal data when you take part in one of our research projects and can be found at

<http://www.southampton.ac.uk/assets/sharepoint/intranet/ls/Public/Research%20and%20Integrity%20Privacy%20Notice/Privacy%20Notice%20for%20Research%20Participants.pdf>

Any personal data we collect in this study will be used only for the purposes of carrying out our research and will be handled according to the University's policies in line with data protection law. If any personal data is used from which you can be identified directly, it will not be disclosed to anyone else without your consent unless the University of Southampton is required by law to disclose it.

Data protection law requires us to have a valid legal reason ('lawful basis') to process and use your Personal data. The lawful basis for processing personal information in this research study is for the performance of a task carried out in the public interest. Personal data collected for research will not be used for any other purpose

For the purposes of data protection law, the University of Southampton is the 'Data Controller' for this study, which means that we are responsible for looking after your information and using it properly. The University of Southampton will keep identifiable information about you for 10 years after the study has finished after which time any link between you and your information will be removed.

To safeguard your rights, we will use the minimum personal data necessary to achieve our research study objectives. Your data protection rights – such as to access, change, or transfer such information - may be limited, however, in order for the research output to be reliable and accurate. The University will not do anything with your personal data that you would not reasonably expect.

If you have any questions about how your personal data is used, or wish to exercise any of your rights, please consult the University's data protection webpage (<https://www.southampton.ac.uk/legalservices/what-we-do/data-protection-and-foi.page>) where you can make a request using our online form. If you need further assistance, please contact the University's Data Protection Officer ([data.protection@soton.ac.uk](mailto:data.protection@soton.ac.uk)).

**Thank you for your time and consideration to take part.**