

## **INFORMATION SHEET FOR SERVICE STAFF AND VOLUNTEERS**

*Ethical Clearance Reference Number: LRS/RP-24/25-45268*

**YOU WILL BE GIVEN A COPY OF THIS INFORMATION SHEET**

### **Preventive Role of social care for Older People (PROP)**

#### **Invitation**

*We invite you to participate in a research study at King's College London, funded by the National Institute for Health and Care Research (NIHR) Applied Research Collaboration South London. If you have questions or need clarification, please ask. It is important that you understand why the research is being done and what your participation would involve.*

#### **Why is this research being done?**

This study focuses on the role of social care in monitoring the health and well-being of older adults living alone. Community services monitor people's health and wellbeing, but the benefits of these activities are often not well-documented. This project will explore social care services' contribution to the well-being of older adults living alone, focusing on some specific forms of support in south London boroughs.

#### **Why are we inviting you to take part?**

We want to speak to staff and volunteers from services that provide support for and monitor older service users who live alone at home with health and well-being needs. We are interested in services that include forms of at-home support (e.g. home care) and out-of-home community support (e.g. befriending or bereavement support groups in the community, lunch clubs for people from Black, Asian and minority ethnic backgrounds, Men's Sheds).

#### **What will happen if you take part?**

You'll be asked to join an interview that will last around 45 minutes, either in person or online. **We will discuss your role, experiences and views on monitoring service users, focusing on your support for older service users who live alone, and on recording relevant information.** We will ask about things you have noticed (triggers) and judgement calls you have made about what matters need to be escalated, and to whom, that you may have undertaken for older people who live alone. We will also ask about the processes involved, such as what you do, how you log information, how you follow up, and how technology may/may not help. We will also ask for an overview of the general characteristics of the people using your service. Interviews will be recorded with your consent, and any identifying details of quotes we use in reports of the study will be removed (e.g. name, service). We will report your role and borough separately.

## **Do you have to take part?**

Participation is voluntary. If you choose not to participate, there will be no negative consequences. Once you have read this information sheet, please contact us if you have any questions that will help you make a decision about taking part. If you decide you want to take part, we will arrange a convenient time to undertake an interview. We will ask you to complete a consent form before your interview, and for some details about you and your background.

## **Benefits and risks**

Participants will be offered a £20 voucher as a thank you for sharing your time and experiences. The findings will help improve understanding of social care's role in monitoring and maintaining older adults' health and wellbeing. We don't foresee any risks from participating.

## **Changing your mind**

You can withdraw from the study up to two weeks after your interview without giving a reason. If you choose to withdraw, we will delete any data already collected from you. If you wish to withdraw, please contact Kritika Samsi whose details appear below.

## **Project funding**

This research is funded by the NIHR Applied Research Collaboration South London.

## **Project results**

Results will be shared through journal articles, reports, and other materials aimed at informing policy, future research or training.

## **Contact for more information**

For more details, questions, or to express interest in participating, please either scan the QR code here, or click on [this link](#), and fill in the short form to let us know or contact Kritika Samsi at [kritika.1.samsi@kcl.ac.uk](mailto:kritika.1.samsi@kcl.ac.uk) or 020 7848 1782 and leave a message.



*Please feel free to share this information sheet with your networks.*

## **Data Handling and Confidentiality (summary)**

Your data will be processed in accordance with UK data protection laws. All information will be stored securely, and any identifying details will be anonymised. Further details appear at the end of this sheet.

## **Further questions or concerns**

If this project has harmed you in any way or if you wish to make a complaint about the conduct of the project you can contact King's College London for further advice and information: Committee Chair/Vice-President (Research & Innovation) Professor Bashir M. Al-Hashimi [rec@kcl.ac.uk](mailto:rec@kcl.ac.uk).

**Thank you for reading this information and  
for considering taking part in this important research.**

## **Data handling and confidentiality – full details**

Your data will be processed under the terms of UK data protection law (including the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018).

All electronic data will be saved in study-specific SharePoint and OneDrive folders which can only be accessed by members of the study team. Both are secure environments with automatic backups and are suitable for storing confidential and sensitive data. All data will be handled confidentially and reported using pseudonyms (codes), but there is a small chance participants will be identifiable due to the small sample size. Due to the nature of focus groups (roundtables), participants are not guaranteed anonymity or confidentiality.

Personal data will only be collected and processed where it is needed for the conduct of the research (for example, contact information for participants). With your consent the interview will be digitally recorded, and the data will be transcribed and used for analysis. The digital file will be shared between the research team and a professional transcriber, who has signed a confidentiality agreement, using a password protected platform.

Data will be pseudonymised as soon as possible after data collection with alpha-numeric ID numbers used on interview transcripts. Pseudonyms or generic descriptors will be used to edit out identifying information from the transcripts before analysis. Data including quotes will be reported using only the alpha-numeric ID number.

Raw data, completed consent forms and the list of identifiers (key file) will be kept in a separate folder to the de-identified data. We will keep a 'record of participation' spreadsheet that will include your name and contact details (email or phone number) and information to help the project such as the date of the interview. This spreadsheet will be kept in a computer file and access will be restricted to the study team. Audio and video files will be deleted from the audio-recording device or virtual platform following successful uploading to SharePoint and OneDrive and deleted from SharePoint and OneDrive once the transcript has been received from the transcription company and checked for accuracy by the research team.

In accordance with King's College London's policy, we will retain the data for 7 years after the study finishes, which is in March 2026. Data will be archived in a study-specific SharePoint Folder accessible only by the study team.

King's College London has a responsibility to keep information collected about you safe and secure, and to ensure the integrity of research data. Specialist teams within King's College London continually assess and ensure that data is held in the most appropriate and secure way.

### **Data Protection Statement**

If you would like more information about how your data will be processed under the terms of UK data protection laws please visit this link:

<https://www.kcl.ac.uk/research/support/research-ethics/kings-college-london-statement-on-use-of-personal-data-in-research>