



Phase 2 Process evaluation: Participant Information Sheet

IRAS: 300833

#WardSonar: a real-time measure of safety for mental health wards

We would like to invite you to take part in our research study. Before you decide we would like you to understand why the research is being done and what it would involve for you. Ask us if anything is not clear and talk to others about the study if you wish.

What is the purpose of the study?

Sometimes service users can feel unsafe on acute mental health wards. At the moment, when information about safety is collected (e.g. about incidents), it is usually collected afterwards and service users' viewpoints are rarely included. Our research has shown that patients are happy to provide feedback about safety issues in general hospitals but this has not been tried on mental health wards.

This project is testing a system called #WardSonar to collect information from service users about how safe they are feeling on mental health wards. It feeds this information back to staff on the ward to help them improve safety over time. #WardSonar was designed with service users and staff, it consists of a short questionnaire on a handheld computer. Service users are invited to complete the questionnaire three times each day and the results are compiled and sent to a screen in the staff office.

This is the first time #WardSonar will be used. The study will go on for 14 weeks on six wards at two NHS Trusts. We will collect different types of information to see how #WardSonar is being used:



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<p>Service users will be invited by staff to use #WardSonar three times a day for ten weeks</p>	<p>This involves answering three short questions and adding an additional comment if you want to, it is completely anonymous</p>
<p>Researchers will carry out observations on the wards</p>	<p>This will happen about four times on each ward over the 14 weeks and will involve a researcher sitting in a communal area watching what is happening and making notes. The notes do not contain any personal information</p>
<p>Service users and staff will be invited to take part in a short interview about using #WardSonar</p>	<p>This will involve being asked a few questions about how you have found using it and whether you think it is useful. Interviews will usually be carried out when the researcher is on the ward doing observation work but can be also done over the telephone. All personal information is removed</p>
<p>Staff will be asked to complete a questionnaire booklet about being on the ward</p>	<p>This will happen on five occasions during the 14 weeks and is completely anonymous. There are two different booklets, one takes about ten minutes and will be circulated at the beginning and end of the study. The other takes about two minutes and will be circulated at the beginning, middle and end of the study</p>



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Data about staffing levels, how many services users are on the wards and number of incidents will be collected from the Trust IT systems	This will be anonymous and nobody will be able to be identified in the data
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We will look at all of this information together to help us understand how useful #WardSonar is. We will write a report about what we have found and produce a short version of the report that participants can choose to be sent.

How might this involve me?

If you are a *service user* you might be invited to complete a short questionnaire on a handheld computer at different times throughout the day over the 10 weeks, you can say no without giving a reason.

If you are a *staff member* you might be asked to take #WardSonar around for service users to use, or to consider the results as part of your handover or other ward meetings. You might be asked to complete a questionnaire booklet about the ward. You can say no without giving a reason.

You might see a researcher observing what is happening in communal areas of the ward or staff areas. We of course recognise that at a particular time you may not want the researcher to be in a communal area when you are and this is absolutely fine and understandable. If this happens, please tell a staff member who will let the researcher know, and they will move to a different part of the ward.

You may be invited to take part in an interview or wish to volunteer to take part in an interview about your experiences answering the short questionnaire on the handheld computer. (If this happens you will be asked to complete a consent form



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so we know you are happy to take part, and this will all be explained in full before you take part in an interview.)

Do I have to take part?

No, it is entirely up to you to decide whether or not you:

- 1) Complete the short questionnaire on the handheld computer whenever you are offered the opportunity to complete it (service user)
- 2) Whether you take part in an interview
- 3) Complete the questionnaire booklet (staff)

If you want to take part in any of the above, you may wish to keep this information sheet in a safe place.

What will happen to me if I take part in an interview?

If you do decide to take part in a short interview, this will be either face-to-face on NHS premises or by telephone or video call, depending on your preference. The interview will take no more than half an hour. Before the interview we will ask you to sign a consent form or give your consent verbally by telephone or video, to say that you are taking part voluntarily (although you are free to withdraw at any time without giving a reason and the care you receive will not be affected). You are also able to decline to comment on specific issues without giving a reason. During the interview you will be asked for your opinion on using #WardSonar.

What are the possible advantages and disadvantages and risks of taking part?

There may be no benefit to you from taking part in this research. The information you provide will help us develop our research which might lead to improved safety on wards. We hope you will find sharing your views interesting. All service user interview participants will receive a £10 amazon e-voucher or High Street voucher



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as a thank you for taking part. Depending on your experiences you may find talking about them upsetting, if this is the case we will ensure you are provided with support.

What do I have to do if I want to take part?

If you decide that you would like to take part please inform a member of ward staff who will pass your name and number or contact Dr Lyn Brierley-Jones directly by emailing: L.Brierley-Jones@leeds.ac.uk

What will happen to the information I provide?

The University of Leeds is the sponsor for this study. This means that we are responsible for looking after your information and using it properly. We will use information from you in order to undertake this study and will act as the data controller for this study. The University of Leeds will keep identifiable information about you until the end of the study. Your rights to access, change or move your information are limited, as we need to manage your information in specific ways in order for the research to be reliable and accurate. All information that is collected about you for this research will be kept strictly confidential in accordance with the Data Protection Act (2018) and General Data Protection Regulation (2018).

What information will we collect from you?

The data collected from people using #WardSonar, completing the questionnaire booklet and being observed is all completely anonymous.

Personal details: If you decide to take part in an interview you will be asked to provide us with a name and means of contacting you, e.g. an email address or telephone number. We always collect the minimum amount of personal data required to carry out our research and never share this information with anyone



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outside the research team. We assign each interviewee a code (letters and numbers e.g. WSQ2 and we use this code to label the interview data file (see below). Your contact details and participant code will be kept confidential.

All participants personal details will be stored in a spreadsheet which will be password protected and stored on University of Leeds secure servers. Only researchers carrying out interviews have access to this file (unless it is requested for audit by the University of Leeds). The spreadsheet will be securely deleted at the end of the study. The deletion of this file breaks the link with the transcripts which are then completely anonymous.

If you would like to be sent a summary of the study results you will be asked to provide an email address when you complete the consent form. This email address will be stored securely in a password-protected mailing list spreadsheet on University of Leeds secure servers and not linked to any data.

Interview data: With your prior agreement we will take an audio recording of your interview, we label this file with the code we assign to each participant (see above). All digital recordings will be encrypted and stored in a folder on a secure University of Leeds server that only the research team can access. The recordings will be transcribed for analysis by a company that is an approved supplier of the University of Leeds and is bound by a confidentiality agreement. To do this we upload recordings to the transcription company secure server and download the completed transcript from the same place when it is ready. Once we have received the transcript we will delete the original recording. At this point the transcript will be edited to make the text anonymous, this means we will delete any references to names or places or specific events that might make it possible to identify you.

We will use this anonymised transcript to carry out the analysis of the interviews. We will use direct quotations from some interviews in our research report and



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other publications but these will never be attributed to a specific individual, we use a description instead, e.g. 'Interviewee 3: Mental health nurse'. Anonymised transcripts will be stored on the University of Leeds secure servers for five years from the end of the study before being securely deleted. They will not be shared with other researchers.

You can stop being part of the study at any time, without giving a reason, but we will keep information about you that we already have. If you lose capacity during the interview your data will be retained in the study.

To read more about how data is used in research please see the University of Leeds Research Privacy Notice that can be found here <https://dataprotection.leeds.ac.uk/research-participant-privacy-notice/> or on request from the research team.

If you have any further queries about how we use your information please contact the Principal Investigator Professor John Baker at J.Baker@leeds.ac.uk or 0113 343 1271, or the University of Leeds Data Protection Officer on dpo@leeds.ac.uk or 0113 343 7641.

What will happen if I reveal information that indicates professional negligence or a risk of harm to myself or others while participating in the interview?

If you disclose information that indicates professional negligence, a risk of harm to yourself or others, confidentiality will have to be broken and the matter would have to be reported. This may include the decision to disclose the information that you have provided, your identity, and the identity of any individuals you have named, to an appropriate person within the NHS Trust who may decide to take further action.



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What will happen to the results of the research study?

The results of this research study (including anonymised parts of interview transcripts) could be included in articles for academic journals, presentations at academic conferences and local educational meetings.

If you take part in an interview you will be asked if you want to receive a copy of the findings. If you would like a copy of the findings but do not want to take part in an interview please email Dr Lyn Brierley-Jones: L.Brierley-Jones@leeds.ac.uk. Your email will be kept to send you a copy of the findings and it will then be deleted.

What if there is a problem?

If you have a concern about any aspect of this study you should contact the Principal Investigator Professor John Baker who will do his best to answer your questions. He can be contacted at J.Baker@leeds.ac.uk or 0113 343 1271. If he is unable to resolve your concerns, or you wish to make a complaint regarding the study, please contact the University of Leeds, Faculty of Medicine, Head of Research Integrity and Governance on 0113 343 4897 or by email to C.E.Skinner@leeds.ac.uk.

Who is organising and funding the research?

This study is funded by the National Institute for Health Research (NIHR) and overseen by the University of Leeds. It is being carried out by researchers at the University of Leeds and Bradford Institute for Health Research.



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Who has reviewed the study?

This study has been reviewed and given favourable opinion by East Midlands – Nottingham 2 Research Ethics Committee (Reference number: 21/EM/0247).

What do I do now?

If you require any further information or clarification on any aspect of this study, or would like to discuss participating in the study please contact Dr Lyn Brierley-Jones on L.Brierley-Jones@leeds.ac.uk.

Thank you very much for taking the time to read this information