

Situations with an increased risk of violence in care homes: an exploratory mixed-methods study. (GRIP)

The interview guides were originally developed and used in German. The English versions were generated using DeepL translation to facilitate understanding for the review process. The translation has not been formally validated and serves as an approximate representation of the original content.

Interview guide: Care staff

Before the interview (introduction)

- Introduce yourself
- Present the study: aim, purpose, type, procedure
State the aim of the study as follows: In our study, we aim to gain a deeper understanding of situations with an increased risk of violence in care homes. We would like to find out under what conditions such situations arise and how they then develop. We also wish to explore how such situations might be prevented.
- I have prepared a few questions to guide me through the interview. However, I would be delighted if you could talk about your experiences as openly and freely as possible.
- If at any point you do not wish to continue, or if you feel uncomfortable, ... we can pause or even stop the interview at any time.
- Confidentiality of data and protection of anonymity: Please note the following: *We treat all information confidentially and will process the data in such a way that outsiders cannot draw any conclusions about your identity. We handle the data confidentially and protect your identity. Should topics arise during the conversation that suggest individuals could be harmed, we will consult our project advisory board* (I would like to hear your very personal perspective on this. There are no right or wrong answers. It is solely about your personal opinion and your perception of the situation.
- *Advisory Board). Our top priority is protecting your identity.*
- The interview will last about an hour. I will record the interview using this dictaphone.
- Check: Signed consent form is available
- Do you have any questions beforehand?
- Obtaining consent forms
- Once everything is clear: Start the voice recorder

Opening the conversation	
Please try to recall a situation in which you experienced or witnessed violence in the care home that has particularly stayed in your memory. It doesn't matter who initiated the violence or who was involved. Could you please tell me about this situation?	
Checking understanding and asking follow-up questions	
- How did the situation unfold?	- Who was involved? - How did those involved act in the situation?
- What about the situation did you perceive as violence?	- How did you recognise that there was a risk of violence? - What was the difficult moment for the resident? - What was the difficult moment for the carer?
- What factors contributed to the situation?	- In terms of the working culture - In terms of the team - In terms of the physical environment - In terms of the social environment
- How did you experience the situation?	- What thoughts went through your mind in that situation? - What was stressful about the situation?
Ad hoc questions	
- What does violence mean to you?	- Where does violence begin for you? - Where was a line crossed?
- How do you act in situations like the one you described?	-
- In your view, how could situations with a high risk of violence be handled differently or more effectively?	- What conditions would be necessary for that? - Looking back, what would you do differently in the situation you described?
- What does your institution do to prevent violence?	- What options do you have for reporting an incident of violence? - What options do you have for drawing attention to situations with an increased risk of violence? - What opportunities are there to undertake further training on the subject of violence? - What options do you have for reporting an incident of violence? - What options do you have for drawing attention to situations with an increased risk of violence? - Do you make use of these options (for reporting, for further training)? (If not: Why do you not make use of these options?)
Conclusion	
Is there anything else you would like to say that you consider important but which we haven't been able to discuss yet?	
Thank you very much for the interview!	

Winding down and ending the conversation

- Switch off the dictation device
- Thank the interviewee for the interview
- Explain how the project will proceed:
 - o further interviews
 - o Data analysis
 - o Communicative validation – the results are discussed with the participants to see to what extent they recognise themselves in them; ask whether the participant would be willing to take part in the communicative validation
 - o Initial results in approximately one year
 - o written survey
- clarify open questions

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Interview guide: Experts

Before the interview (introduction)

- Introduce yourself
- Presenting the study: aim, purpose, type, procedure
State the aim of the study as follows: *In our study, we aim to gain an in-depth understanding of situations with an increased risk of violence in care homes. We would like to find out under what conditions such situations arise and how they then develop. We also wish to explore how such situations might be prevented.*
- I would like to hear your perspective as an expert on the subject of violence and aggression in care homes. There are no right or wrong answers. It is solely about your assessment of the situation.
- I have prepared a few questions to guide the interview. However, I would be delighted if you could talk about your experiences as openly and freely as possible.
- If at any point you do not wish to continue, or if you feel uncomfortable, ... we can pause or even stop the interview at any time. This will have no negative consequences for you.
- Confidentiality of data and protection of anonymity: *We treat all information confidentially and will process the data in such a way that outsiders cannot identify you. We handle the data confidentially and protect your identity. Should topics arise during the conversation that suggest people could come to harm, we will consult our Advisory Board. Our top priority is the protection of your identity.*
- The interview will last about an hour. I will record the interview using this dictaphone.
- Check: Signed consent form is available
- Do you have any questions beforehand?
- Obtaining consent forms
- Once everything is clear: Start the voice recorder

Introduction	
Please try to recall a situation in which you witnessed or were told about an incident of violence in a care home that has particularly stayed in your memory. It doesn't matter who perpetrated the violence or who was involved. Could you please tell me about this situation?	- How did the situation unfold? - How did you recognise that there was a risk of violence? - What thoughts go through your mind when you are told about situations involving acts of violence or an increased risk of violence?
Main section	
- What does violence mean to you?	- Where does violence begin for you? - Where was a line crossed?
- What situations involving a high risk of violence or violent incidents do you hear about?	- Which situations with a high risk of violence or violent incidents are (more likely) not reported?
- What factors contribute to violence in care homes?	- With regard to the people involved - With regard to the working culture - In relation to the team - In relation to the physical environment - In relation to the social environment
- Unlike the situations discussed so far, what prevents violence from arising in situations with a heightened potential for violence?	- What aspects are different in situations where the risk of violence exists but ultimately no violence occurs? (in relation to the people involved, the work culture, the team, the physical environment, the social environment)
- What options do you see for proactively addressing situations with an increased risk of violence?	- What does your institution do to prevent violence? - What options do you have for reporting an incident of violence? - What options do you have for drawing attention to situations with an increased risk of violence? - What options do carers and relatives have for reporting situations with an increased risk of violence?
- In your view, how could the prevention of situations with an increased risk of violence be organised differently or more effectively?	- What conditions would be required for this? - From your perspective, are the measures you have described for the prevention of violence being used? Are they effective, in your view? - If not/not sufficiently/not sufficiently effective? - o What might be the reason for this? - o What changes could be made to ensure that violence prevention measures are used more widely/become more effective?
Conclusion	
Is there anything else you would like to say that you consider important but which we haven't been able to discuss yet? Thank you very much for the interview!	

Winding down and ending the conversation

- Switch off the voice recorder
- Thank the interviewee for the interview
- Explain how the project will proceed:
 - o Further interviews
 - o Data analysis
 - o Communicative validation – the results are discussed with the participants to see to what extent they recognise themselves in them; ask whether the participant would be willing to take part in the communicative validation
 - o initial results in approximately one year
 - o written survey
- clarify open questions

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Interview guide: Relatives

Before the interview (introduction)

- Introduce yourself
- Presenting the study: aim, purpose, type, procedure
State the aim of the study as follows: *In our study, we aim to gain a deeper understanding of situations with an increased risk of violence in care homes. We would like to find out under what conditions such situations arise and how they then develop. We also want to explore how such situations might be prevented.*
- I would very much like to hear your personal perspective on this. There are no right or wrong answers. It is solely about your personal opinion and your perception of the situation.
- I have prepared a few questions to guide the interview. However, I would be delighted if you could talk about your experiences as openly and freely as possible.
- If at any point you do not wish to continue, or if you feel uncomfortable, ... we can pause or even stop the interview at any time. This will not have any negative consequences – not even for your family member.
- Confidentiality of data and protection of anonymity: *We treat all information confidentially and will process the data in such a way that outsiders cannot identify you. We handle the data confidentially and protect your identity. Should topics arise during the conversation that suggest people could come to harm, we will consult our Advisory Board. Our top priority is the protection of your identity.*
- The interview will last about an hour. I will record the interview using a voice recorder.
- Do you have any questions beforehand?
- Obtaining consent
- Once everything has been clarified: Start the voice recorder

Narrative prompt to start the conversation	
Please try to recall a situation in which you experienced or witnessed violence in the care home that has particularly stayed in your memory. It doesn't matter who perpetrated the violence or who was involved. Could you please tell me about this situation?	
Checking understanding and asking follow-up questions	
- How did the situation unfold?	- Who was involved? - How did those involved act in the situation?
- What about the situation did you perceive as violence?	- How did you recognise that there was a risk of violence? - What was the difficult moment for the resident?
- In your view, what factors contributed to the situation?	- With regard to care - In relation to the resident - In terms of the physical environment - In terms of the social environment
- How did you experience the situation?	- What thoughts went through your mind in that situation? - What was stressful about the situation?
- If applicable: Did you take any action in the situation you described?	- If so: what were they? - What changed as a result?
Ad hoc questions	
- Were there other situations in which you experienced violence in the care home?	- Have there been other situations in which you suspect violence? - Were there other situations in which you felt there was a high risk of an incident of violence?
- What do you consider to be violence?	- Where does violence begin for you? - Where was a line crossed?
- In your view, how could situations with an increased risk of violence be handled differently or better?	- What conditions would be needed for that? - Looking back, what would you do differently in the situation described?
- To your knowledge, what does the institution do to prevent violence?	- What options do you have for reporting an incident of violence? - What options do you have for drawing attention to situations with an increased risk of violence? - Do you make use of these opportunities? (If not: What is stopping you from making use of them?)
Conclusion	
Is there anything else you'd like to say that you consider important but we haven't had a chance to discuss yet?	
Thank you very much for the interview!	

Winding down and ending the conversation

- Switch off the dictation device
- Thank the interviewee for the interview
- Explain how the project will proceed:
 - o Further interviews
 - o Data analysis
 - o Communicative validation – the results will be discussed with the participants to see to what extent they recognise themselves in them; ask whether the participant would be willing to take part in the communicative validation
 - o Initial results in approximately one year
 - o written survey
- Clarify open questions

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Interview guide: Residents

Before the interview (introduction)

- Introduce yourself
- Present the study: aim, purpose, type, procedure
State the aim of the study as follows: *In our study, we aim to gain a deeper understanding of situations with an increased risk of violence in care homes. We would like to find out under what conditions such situations arise and how they then develop. We also want to explore how such situations might be prevented.*
- I would very much like to hear your personal perspective on this. There are no right or wrong answers. It is solely about your personal opinion and your perception of the situation.
- I have prepared a few questions to guide the interview. However, I would be delighted if you could talk about your experiences as openly and freely as possible.
- If at any point you do not wish to continue, or if you feel uncomfortable, ... we can pause or even stop the interview at any time. This will not have any negative consequences – not even for your care and support in the care home or for your relatives.
- Confidentiality of data and protection of anonymity: *We treat all information confidentially and will process the data in such a way that outsiders cannot identify you. We handle the data confidentially and protect your identity. Should topics arise during the conversation that suggest people could come to harm, we will consult our Advisory Board. Our top priority is the protection of your identity.*
- The interview will last about an hour. I will record the interview using a voice recorder.
- Do you have any questions beforehand?
- Obtaining consent
- Once everything has been clarified: Start the voice recorder

Narrative prompt to start the conversation	
Please try to recall a situation in which you experienced or witnessed violence in the care home that has particularly stayed in your memory. It doesn't matter who perpetrated the violence or whether you were directly involved. Could you please tell me about this situation?	
Checking understanding and asking follow-up questions	
- How did the situation unfold?	- Who was involved / Were you involved? - How did those involved react in the situation? - How did you react?
- What about the situation did you perceive as violence?	- How did you realise that there was a risk of violence? - What was the most difficult moment for you / for those involved?
- In your view, what factors contributed to the situation?	- With regard to care - In relation to you / other residents - In relation to the physical environment - In terms of the social environment
- How did you experience the situation?	- What thoughts went through your mind in that situation? - How does this affect you in your day-to-day life in the care home? - What was distressing about the situation?
- If the interviewer posed an increased risk of violence: What was the reason / were the reasons for this?	- In what context did the increased risk of violence occur? - Who was involved? - How did you react after the violent situation / after the increased risk of violence? - How did the other people involved react? - What were the consequences?
- If applicable: Did you take any action in the situation you described?	- If so: what were they? - What has changed as a result?
Ad hoc questions	
- Were there other situations in which you experienced violence in the care home?	- Were there other situations in which you suspected violence? - Were there other situations in which you felt there was a high risk of an incident of violence?
- What do you consider to be violence?	- Where does violence begin for you? - Where was a line crossed?
- In your view, how could situations with an increased risk of violence be handled differently or better?	- What conditions would be needed for that? - Looking back, what would you do differently in the situation described?
- To your knowledge, what does the institution do to prevent violence?	- What options do you have for reporting an incident of violence? - What options do you have for drawing attention to situations with an increased risk of violence? - Do you make use of these options? (If not: What is stopping you from making use of these options?)
Conclusion	
Is there anything else you would like to say that you consider important but which we haven't been able to discuss yet? Thank you very much for the interview!	

Winding down and ending the conversation

- Switch off the dictation device
- Thank the interviewee

- Explain how the project will proceed:
 - o Further interviews
 - o Data analysis
 - o Communicative validation – the results will be discussed with the participants to see to what extent they recognise themselves in them; ask whether the participant would be willing to take part in the communicative validation
 - o Initial results in approximately one year
 - o written survey
- Clarify open questions

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Focus group: Case analysis

a) Information prior to the case analysis (e.g. on the course day before the case analysis in the NAGS course)

- As part of the course, we will analyse a case together as a group that one of you has experienced. For this, we need someone who is willing to bring in and present a case.
- Definition of a case:

The case is a sequence of events that the person presenting the case understands as a 'situation with an increased risk of violence'. The situation cannot be resolved by the people involved and/or the person presenting the case using conventional procedures, and thus becomes a problem and, consequently, a case that is presented for reflection during a case discussion.
- After the case has been presented by the person bringing it in, we will discuss and analyse it together. We have prepared questions for this purpose.
- It is important to us that everyone can contribute. This is on a voluntary basis.
- The case analysis is part of the course. We would also like to use the case analysis for our research project. We will only do this if all of you agree.
- Presentation of the research project: aim, purpose, type, procedure

The aim of the study is as follows: *In our study, we aim to gain a deeper understanding of situations involving an increased risk of violence in care homes. We wish to find out under what conditions such situations arise and how they subsequently develop. Furthermore, we wish to determine how such situations might be prevented.*
- *To this end, we would like to analyse specific situations in which there was a high risk of violence, which may or may not have led to violence.*
- *We would like to learn about your personal perspectives, your perception of the situation and your assumptions. There are no right or wrong answers.*
- Changes to the case analyses for the research project: *For the research project, we will not alter the procedure for the case analyses in the course. We will conduct the case analyses in exactly the same way. At the same time, however, we would like to record them digitally and photograph the flipchart notes.*
- Data confidentiality and protection of anonymity: *We treat all information confidentially and will process the data in such a way that outsiders cannot draw any conclusions about your identity. In the interview, we will discuss the topic of violence – if we become aware of any facts relevant to criminal law, we must report them. We will first review these in anonymised form with a legal advisory board and, where the law permits, protect identities even if the information is passed on. The anonymity of participants is important to us and we treat all information confidentially, to the extent permitted by law.*
- If at any point you do not wish to continue, feel uncomfortable, ... we can pause or stop the recording and/or pause or stop the case analysis at any time. This will not have any negative consequences for you.

- We will record the case analysis using several dictation devices.
- Check who would be willing to present a case. Provide this person with information to help them prepare (key details we need for the case)

b) Information immediately prior to the case analysis:

- Repeat the information regarding the case analysis within the context of the study
- Anonymous vote to confirm whether everyone agrees to the case analysis being recorded
- Check: Consent forms have been signed
- Do you have any questions beforehand?
- Once everything has been clarified: Start the voice recorder

Guidelines for the focus group

Case presentation – Part A: Personal details
Please introduce the person(s) so that we can get a clear picture of who they are. Please include the following details: • Age, gender • Background (childhood, family, employment, hobbies & interests, significant events) • Diagnoses • Medications (regular medication, reserve medication, particularly antipsychotics) • Description of care needs
Case presentation – Part B: Description of a situation involving an increased risk of violence
Please describe a situation in which aggressive or challenging behaviour has occurred or in which you have noticed a risk of such behaviour. Please describe the situation in such a way that we can easily visualise it. Please address the following points: • Who are the people involved? • Where did the situation take place? • Who else was present? • What behaviours did you observe? • How long did the situation last? • How often do similar situations occur?
Case presentation – Part C: Context description
Please describe the following aspects to help contextualise the situation: • What preceded the situation? • In what context did the behaviours take place? • Are there situations in which this behaviour usually occurs? • What environmental factors influenced the situation? (People, processes, physical environment)
Impressions and feelings
What kind of spontaneous impressions and feelings does the situation evoke? • Among the focus group participants • Within the team on the ward where the incident occurred • Among the fellow residents • Among the relatives
Assumptions about the reasons for the behaviour
What might be the reasons for the resident's or carer's behaviour? Note for focus group leaders: Use the Need-Driven Dementia Compromised Behaviour Model as a guide
Planning of measures
What measures can be implemented in this situation to • Reduce the risk of violence • Preventively – to ensure the situation does not arise • Aftercare – so that the situation can be properly processed/so that the situation does not recur • Taking into account the resident, the team and the staff
Conclusion
Is there anything else you would like to say that you consider important but which we haven't been able to discuss yet? Thank you very much for your cooperation!

Exit and conclusion of the case analysis

- Switch off the dictation machine
- Thank the participant for presenting the case and for their cooperation in the case analysis
- Explain how the project will proceed:

- Further interviews
- Data analysis
- Communicative validation – the results will be discussed with the participants to see to what extent they recognise themselves in them; ask whether the participant would be willing to take part in the communicative validation
- Initial results in approximately one year
- written survey
- Clarify open questions

