

Supplementary Material 2: Interview topic guide - Non-Hub keyworkers

The main focus of this research is to evaluate staff support services called the Resilience Hubs. We're speaking to people who have accessed the Resilience Hubs, but also people like you who haven't accessed a Resilience Hub. We are particularly interested in whether you got any support from other services (e.g., your GP, other NHS support services or non-NHS services), and the sorts of things that you might have been seeking support for. We'd like to discuss how you accessed these services, whether you were able to get all the support you needed from them, and whether you have found them helpful. Perhaps there were things that you would have liked support for but weren't addressed. I will then ask you a few questions about Resilience Hubs – whether you've heard of them, or perhaps you have heard of them but chose not to get support from them. Your input in these areas will really help us to understand what other services people have accessed instead of the Resilience Hub, and any reasons why people may choose not to seek support from a Resilience Hub. We believe that this will help us to improve services in the future.

Demographics

- Gender
- Ethnicity

Please could you tell me briefly about the job that you were doing / during the COVID-19 pandemic?

- Staff group/Job role
- Department/Service type
- Has your job changed at all between March 2020 and today? (e.g., redeployment)

Are you still doing the same job now?

[If not] What were the reasons for you changing roles / leaving?

- Redeployment
- Left as a result of COVID-19 etc.

Could you tell me a little about the impact that the COVID-19 pandemic had on you?

- Job role
- Redeployment?
- Relocation?
- Impact on self, mental health
- Impact on family, other responsibilities e.g., caring

Allsopp et al., Implementing psychological support for health and social care staff affected by the COVID-19 pandemic: A qualitative exploration of staff wellbeing hubs ('Resilience Hubs') using Normalization Process Theory: Supplementary Material 2

	Sekhon's Acceptability Framework (2011)	Michie et al.COM-B (2011)	TDF Domain
Could you tell me a little about the impact that the COVID pandemic had on you?			
<p>How do you feel about getting support in general?</p> <ul style="list-style-type: none"> • How important is this to you? Why/Why not? • Do you think it's helpful / not helpful? • Do you feel comfortable talking about mental health? <p>Where would you normally get support for your wellbeing?</p> <ul style="list-style-type: none"> • e.g., through work (colleagues, manager, occupational health), family and friends, church/ mosque/ synagogue, GP <p>Have you got wellbeing and/or mental health support in the past?</p> <ul style="list-style-type: none"> • Yes: How did you find out about the support? • No: did you hear about any support available (e.g., through employer, social media-email or poster or a talk?) <p>Are you aware of (<i>any other</i>) local mental health/wellbeing services that you may be able to access?</p>	Affective attitude	<p>Motivation (automatic and reflective) Capability (physical and psychological)</p> <p>Policies e.g., communication/ Marketing – the approach of services</p>	<p>Intention</p> <p>Emotion</p> <p>Knowledge</p> <p>Beliefs about Consequences</p> <p>Behavioural Regulation</p>
<p>What sorts of things encourage you, or make it more likely for you to seek support?</p> <ul style="list-style-type: none"> • Deterioration in mental health – increase stress/anxiety, difficulty sleeping etc • Encouragement from colleagues/family/friends around you? <ul style="list-style-type: none"> - Does this influence your thoughts about getting support? <p>What sort of things might put you off or prevent you from getting support?</p> <ul style="list-style-type: none"> • Type of organisation (i.e., NHS/ charity) • Prefer to receive support from family instead 	Ethicality	<p>Motivation (reflective and automatic)</p> <p>Opportunity (social and physical)</p>	<p>Memory, Attention & Decision Process</p> <p>Social Influences</p>

<ul style="list-style-type: none"> • Stigma • Being understood (only colleagues would understand) • Worry of being a burden to others • There are people worse off than them <p>What is it about (these factors) that makes it difficult?</p> <ul style="list-style-type: none"> • Can you tell me a bit more about that? <p><u>At work</u></p> <p>Is accessing well-being support encouraged at your workplace?</p> <ul style="list-style-type: none"> • Do managers/colleagues talk about it? • Are services promoted? e.g., by managers, or on emails • Do you know of colleagues who have got support? <p>In what ways do you think this has impacted your decision to seek support?</p> <p>What sort of things would be important to you when getting support in general?</p> <ul style="list-style-type: none"> • e.g., services being sensitive to religious beliefs/cultural factors, beliefs about coping with difficulties <ul style="list-style-type: none"> ○ How would you ideally like to see services take these into consideration? • Confidentiality • Work and personal/ anything else mentioned above <p>[Men/Minority Ethnic Groups/Care Home staff/Emergency Services] are currently under-represented amongst those seeking support,</p> <p>Have you personally experienced any barriers when seeking support?</p> <ul style="list-style-type: none"> • Can you tell me a little bit about that? • Have they been barriers for you do you think? [if relevant, if speaking generally] • To what extent do you think support services address these? • Do you have any suggestions for what services could do differently? 			<p>Behavioural Regulation</p> <p>Reinforcement</p> <p>Skill</p> <p>Social/ Professional Role</p> <p>Environmental Contact & Resources</p>
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If participant has accessed other forms of support	If participant has accessed no support			
<p>At what point did you seek support for your mental health?</p> <ul style="list-style-type: none"> e.g., when symptoms worsened? <p>How did you go about getting support for your mental health?</p> <ul style="list-style-type: none"> Was this support accessed directly (e.g., self-referral to IAPT), or did someone help with signposting/referrals? What knowledge or resources did you need to access this service? <p>How easy or difficult was it to get the right support?</p> <ul style="list-style-type: none"> Were multiple routes tried (e.g., GP, occupational health etc) Waiting times <p>How confident were you that it would be the right support for you?</p> <p>How helpful did you find this support?</p> <p>To what extent do you feel the service met your needs?</p> <ul style="list-style-type: none"> For example, some people may have specific needs due to disabilities or other people may find that services aren't as culturally sensitive as they could be. 	<p>You've mentioned that you haven't accessed any other forms of support, could you say a little bit about the reasons why not?</p> <ul style="list-style-type: none"> E.g., didn't need it <p>How confident are you that mental health or wellbeing support would be helpful for you?</p> <p>Would you consider getting support from any NHS mental health services?</p> <ul style="list-style-type: none"> Why/ why not? (in relation to values) 	<p>Burden</p>	<p>Capability (psychological and physical)</p> <p>Opportunity (social and physical)</p> <p>Motivation (automatic and reflective)</p>	<p>Skill</p> <p>Reinforcement</p> <p>Beliefs about consequences</p>

Did other people know you were getting support, and what was their response?				
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<p><i>Questions about the Hub</i></p> <p>Were you aware of the Resilience Hub in your area?</p> <ul style="list-style-type: none"> How did you hear about the Hub? <p>It would be really helpful for us to understand a bit about why you didn't end up getting support from the Resilience Hub, and if there is anything the Hub could have done differently that might have led to you using their service.</p> <p>Could you tell me about why you didn't sign up / refer yourself to the Resilience Hub?</p> <p>What influenced your decision not to get support from the Resilience Hub?</p>			
	Sekhon's Acceptability Framework (2011)	Michie et al.COM-B (2011)	TDF Domain
What would be the best way to promote these services / how would you expect to see them promoted?			
<p>Are you aware of what support is offered at the Hub?</p> <ul style="list-style-type: none"> Do you need me to recap for you? Could you tell me about any aspects of the Hub that were not clear to you? what could have been done to improve your understanding of how the hub supports people? how could the Hub get the information across better? <p>Do you know of anyone else who has used the Hub? What was their experience of the Hub?</p>	Intervention coherence	<p>Opportunity (social and physical) –</p> <p>Motivation (automatic and reflective)</p>	Knowledge

<p>How did you feel about the Resilience Hub when you first heard about it?</p> <ul style="list-style-type: none"> • What were your initial thoughts on it? • Did you think it would be useful? • Did you feel optimistic about it? • Do you feel the Resilience Hub is something that could make a difference to you? In what ways? <p>I asked you earlier about any barriers, were any of these relevant for you in terms of accessing Hub support?</p>	Affective attitude	<p>Motivation (automatic and reflective)</p> <p>Capability (physical and psychological)</p>	<p>Reinforcement</p> <p>Social/professional role and identity</p> <p>Optimism</p> <p>Intentions</p> <p>Goals</p> <p>Beliefs about consequences</p>
<p>Did you think that the Hub could provide what you wanted/needed at the time?</p> <ul style="list-style-type: none"> • Did you have any reservations? <p>In what ways could the Resilience Hub provide better support?</p> <ul style="list-style-type: none"> • Types of support offered (e.g., Providing therapy) • Accessibility (opening hours, screening questionnaire/ online registration, virtual/face to face) • Based on what you said earlier about what was important to you, how do you think the Hub has supported this? • Would you like to expand on any of the previous points you have made? <p>Is there anything else that you think could be improved?</p>	Perceived effectiveness	<p>Capability (physical and psychological)</p> <p>Motivation (reflective)</p> <p>Opportunity (social and physical)</p>	<p>Knowledge</p> <p>Goals</p> <p>Social influences</p>
<p>How straightforward or difficult did you think it would be for you to access the Hub?</p> <p>Are there any problems you think you may encounter when trying to access the Resilience Hub?</p>	Burden	<p>Capability (psychological and physical)</p> <p>Opportunity (physical and social)</p>	<p>Skill</p> <p>Beliefs about Capabilities</p> <p>Emotion</p>

<p>Could you tell me about any <i>compromises</i> you felt that you would have to make in order to get support from the Hub?</p> <ul style="list-style-type: none"> Anything you had to give up in terms of your time, or other things you could have been doing? e.g., time; giving up values Get in the way of doing other things? Personal sacrifices? e.g., time with family members Having to tell others you are getting support e.g., manager/family/colleagues potentially other therapeutic approaches/engagement with other services at the same time e.g., substance services, employment services, other priorities etc. <p>Do you think there would be any downsides or issues that could occur when getting support from the Resilience Hub?</p> <p>Conversely would there be any downsides from not getting support from the Hub?</p>	<p>Opportunity costs</p>	<p>Capability (psychological and physical)</p> <p>Motivation (reflective and automatic)</p> <p>Opportunity (physical)</p>	<p>Beliefs about Consequences</p>
<p>What sort of things do you think a service like the Resilience Hub might ask you to do?</p> <ul style="list-style-type: none"> e.g., headspace, opening up to others, engaging with therapies <p>Are there certain aspects that you felt would have taken more effort than others?</p> <ul style="list-style-type: none"> e.g., Emotional effort; not wanting to accept needing support/being in the right head space e.g., Physical effort; answering calls/emails, completing questionnaires e.g., Practicalities; regular attendance, fitting within schedules, privacy for appointments <p>When you first heard about the Resilience Hub, how confident were you that you would be able to do these things and participate with the support?</p>	<p>Self-efficacy</p>	<p>Capability – psychological or physical ability to enact the behaviour</p> <p>Motivation</p>	<p>Skill</p> <p>Beliefs about Capabilities</p>

<p>For example, if you were accessing Hub support for anxiety and they gave you some strategies to practice outside of sessions, do you think you'd have the confidence to be able to do these things that the Hub is asking?</p> <ul style="list-style-type: none"> • Break down the question to reflect types of support the Hub offers, if needed • E.g., complete tasks they have set for you, take on advice they have given, complete an intervention etc. • Were there some aspects that you were more concerned about than others? 			
<p>From what you know about the Resilience Hub, how do you think the support it offers fits with what is important to you?</p> <p>Are there any factors that you felt the Resilience Hub may not have addressed?</p> <ul style="list-style-type: none"> • e.g., family issues, finances, social aspects • (if relevant) How do you think the Hub could have supported you with these things? • In what ways could the Hub have been described differently to make you feel more confident that it would have addressed these things? (if relevant) • e.g., emphasis on specific parts of the offer 	Ethicality	Motivation (reflective)	<p>Cognitive and interpersonal skills</p> <p>Memory, attention and decision processes</p>
Is there anything else that you can think of that could be improved or changed to better support staff?			