

### **Supplementary Material 1: Interview topic guide - Hub key workers**

*The focus of these questions will be your views on the support you have received from the Resilience Hub, and whether you have found it helpful. For example, I would like to know whether you feel that the Resilience Hub support came at the right time for you, and whether you were able to get all the support you needed while you were with the service, or perhaps there were things that you would have liked support for but weren't addressed. I would like to know if you have accessed one of the Resilience Hubs, and what sort of support you have received for your mental health, and whether you have found that support helpful. Your input in these areas will be particularly important if the Resilience Hub model is implemented across other regions in the UK.*

#### **ABOUT YOU**

Did you register or sign up with the Resilience Hub in your area?

- If yes – which Hub?

What help or support did you receive from the Hub?

Prompts –

- Screening
- Phone / email support
- Support navigation
- Direct therapy/other intervention

#### **CONTEXT**

Please could you tell me briefly about the job that you were doing [at the time that you signed up with the Resilience Hub / during the COVID pandemic?]

- 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?

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 1

- Redeployment
- Left as a result of COVID etc

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

- Job role
- Redeployment?
- Relocation?
- Impact on self, mental health

	Sekhon's Acceptability Framework (2011)	Michie et al.COM-B (2011)	TDF Domain
<p>[I know we have spoken about this a little in our initial call] Could you tell me a little about the impact that the COVID pandemic had on you, and how you came to access support from The Resilience Hub?</p> <p><b>If participant accessed a Resilience Hub:</b></p> <p>When did you first have contact with the Resilience Hub, and what made you get in touch?</p> <p>Did you seek support anywhere else or consider any alternatives to the Hub, and if so, could you tell me a bit about that?</p> <ul style="list-style-type: none"> <li>• If yes – was this before/after you signed up with the Hub?</li> </ul> <p>What are the main things that you were seeking support for?</p> <p>Did you hear about the Resilience Hub or other types of well-being support through your place of work?</p> <p>What would be the best way to promote these services/ where would you expect to see them promoted?</p>			
<p>Are you aware of what support is offered at the Hub?</p> <ul style="list-style-type: none"> <li>• Do you need me to recap for you?</li> <li>• What kinds of things/ types of support does the Resilience Hub offer?</li> </ul>	Intervention coherence	<p>Capability</p> <p>Opportunity</p>	Knowledge

<ul style="list-style-type: none"> <li>Do you understand how the screening process works?</li> </ul> <p>Are there any aspects of the Hub that you don't understand / don't make sense to you?</p> <p>In what ways has the Resilience Hub worked for you/ been beneficial for you?</p> <p>What is it about the Resilience Hub that works or doesn't work for you?</p>		Motivation (automatic)	Physical and Social Environment  Reinforcement
<p>How did you first get in touch with the Resilience Hub?</p> <ul style="list-style-type: none"> <li>Phone/email/online screening/ online referral form</li> </ul> <p>How straight forward or difficult was that process for you?</p> <p>Were there any problems that you encountered when you accessed the Resilience Hub?</p> <p>Once you signed up/registered with the Hub, what was your experience of getting support/ accessing the Hub and trying to get support?</p> <ul style="list-style-type: none"> <li>Did it take a lot of effort?</li> <li>Emotional effort to engage with support/interventions - coming to terms with the fact you need support in the first place, being in the right head space, opening up to people</li> <li>Physical effort to engage – e.g. completing screening questionnaires, replying to emails, answering calls</li> <li>What about the practicalities i.e. fitting it into your schedule, a confidential/ private space to talk</li> <li>Were there aspects of the support that took more effort than others?</li> </ul>	Burden	Capability (physical)  Motivation (automatic and reflective)	Beliefs about Capabilities  Emotion  Intention  Physical skills

Do you think that has changed over time? (depending on response/if appropriate)			
<p>Considering all the things that we have just discussed, <b>how confident were you that you would be able to take part/participate</b> with the support offered at the Resilience Hub?</p> <p><i>(How confident were you that you were able to do things asked of you at the hub? For example, you mentioned... were you confident you could do these tasks e.g., homework)</i></p> <p>Did you feel confident that you were able to do <b>what the Hub asked of you?</b> E.g. complete tasks they have set for you, take on advice they have given, complete an intervention etc</p> <ul style="list-style-type: none"> <li>• (Break down the question to reflect the support they have received, if needed)</li> <li>• Were there some aspects that you were concerned about more than others? (could be related to Hub offer or Burden)</li> </ul> <p>Overall, did it feel manageable?</p>	Self-efficacy	<p>Motivation (reflective)</p> <p>Capability (psychological)</p>	<p>Beliefs about Capabilities</p> <p>Cognitive and interpersonal skills</p>
<p>What were you hoping to get out of the Hub's support / psychological support in general?</p> <p>How confident were you that the Hub would provide the right support for you?</p> <p>In what ways do you think the Resilience Hub provided the support you needed?</p> <p>Was the support that you received from the Resilience Hub what you were expecting?</p> <p>Was there anything that you wanted help with that wasn't addressed by the Hub?</p>	Perceived effectiveness	Motivation (reflective and automatic)	<p>Goals</p> <p>Optimism</p> <p>Reinforcement</p>

<p>Was there anything the Resilience Hub could have done differently in order to support you better?</p> <ul style="list-style-type: none"> <li>If so, how could the Hub have done this to be able to support you better?</li> </ul>			
<p>Could you tell me about any compromises you had to make in order to get support from the Resilience Hub?</p> <ul style="list-style-type: none"> <li>E.g., Anything you had to give up in terms of your time, or other things you could have been doing?</li> <li>E.g., time; giving up values</li> <li>Get in the way of doing other things?</li> <li>Personal sacrifices? E.g., time with family members</li> <li>Having to tell others you are getting support e.g., manager/family/colleagues</li> </ul> <p>Were there any downsides or issues that occurred from using the Resilience Hub?</p> <p>What do you think the impact would have been on you if you hadn't have got support from the Hub?</p>	Opportunity costs	Motivation (reflective)	Beliefs about Consequences
<p>How do you <b>feel</b> about the Resilience Hub in general?</p>	Affective attitude	<p>Motivation (automatic)</p> <p>Capability (psychological)</p>	<p>Reinforcement</p> <p>Emotion</p> <p>Behavioural regulation</p>

<p>Do you feel comfortable talking about mental health?</p> <ul style="list-style-type: none"> <li>How much of a priority is this to you?</li> </ul> <p><u>Personal</u></p> <p>Where would you normally get support for your wellbeing?</p> <ul style="list-style-type: none"> <li>E.g., through work (colleagues, manager, occupational health), family and friends, church or mosque or synagogue, GP</li> </ul> <p>What sorts of things would be important to you when getting support in general?</p> <ul style="list-style-type: none"> <li>E.g., religious beliefs, cultural beliefs, beliefs about coping with difficulties</li> <li>Confidentiality</li> <li>Work and personal (work culture vs personal views)</li> </ul> <p>[Men/staff from minority ethnic groups/care home staff/emergency services staff] are currently under-represented amongst those seeking support, have you personally experienced any barriers when seeking support?</p> <ul style="list-style-type: none"> <li>Can you tell me a little bit about that?</li> <li>Have they been barriers for you do you think? [if relevant, if general]</li> <li>To what extent do you think the Hub [addressed] these?</li> <li>Do you have any suggestions for what the Hub could do differently?</li> </ul> <p>Would you say that what you have been offered from the Resilience Hub is a good fit with what is important to you? / Do you feel that the support you were offered from the Resilience Hub fits with what is important to you?</p> <ul style="list-style-type: none"> <li>For example, these might be things that are important to you as a person such as religious beliefs or beliefs about coping with difficulties</li> </ul>	<p>Ethicality</p>	<p>Opportunity (social)</p> <p>Capability (psychological)</p> <p>Motivation (reflective)</p>	<p>Environmental context and resources</p> <p>Skills</p> <p>Knowledge</p> <p>Memory, Attention &amp; Decision Process</p> <p>Social influences</p> <p>Social/ Professional Role</p>
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<p>Is there anything else in your life that is important to you that the Resilience Hub didn't account for? / could be better addressed?</p> <p>Do you feel like you trust the Resilience Hub and what they offer?</p> <p>Other prompts/ things to think about tapping into:</p> <ul style="list-style-type: none"> <li>• Decisions you had to make in terms of choosing to go through the burden of accessing support and any interventions offered by the Resilience Hub</li> <li>• Potential issues relating to stigma associated with mental health in general</li> <li>• Giving examples that people have reported such as: - <ul style="list-style-type: none"> <li>○ Feeling like that they can't talk to family and friends or people who aren't healthcare staff about what they are seeing or going through at work (not wanting to burden people with their experiences)</li> <li>○ Feeling like others deserve support more</li> <li>○ Feeling like they would prefer to speak to family/friends about their difficulties rather than a stranger</li> </ul> </li> </ul> <p><u>Work</u></p> <p>Do you think that getting support is compatible with your professional role/identity?</p> <p>Do you know others/colleagues who have accessed support and how was it received by other people?</p> <p>Do you feel others/colleagues have the knowledge and resources to be able to access support?</p> <p>Is it something that is encouraged in your workplace and in your role in particular?</p>			
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<ul style="list-style-type: none"> <li>• If no, why do you think this is?</li> <li>• Are there any changes the workplace can make to encourage colleagues to access mental health services, in your opinion?</li> </ul> <p>How often do your managers and colleagues talk about well-being or getting support?</p> <ul style="list-style-type: none"> <li>• Is it something that is encouraged in your workplace?</li> <li>• In what ways do you think this might have impacted your decision to seek support?</li> </ul>			
<p>In what ways could the Resilience Hub model be improved or better meet the needs of health and social care staff?</p> <p>Finally, was there anything else outside of the Hub that might have made a difference to how well the Hub could support you / your accessing further support?</p>			
<p>That concludes the interview, thank you. Do you have any questions for me? Or is there anything else you would like to add, or anything you feel that I have missed?</p>			