



## DEVELOPMENT OF A URINARY TRACT INFECTION (UTI) COMMUNICATION TOOL FOR CARE HOME STAFF

### Participant Information Sheet – Care Home Managers and Staff

We would like to invite you to take part in a feasibility pilot study to support the development of a tool to help care home staff look after residents (older adults) who may have a urinary tract infection (UTI), and communicate with senior nurses, GPs or other providers. This sheet is designed to help you decide if you would like to take part. Please take your time to consider it.

#### **What is the purpose of this project?**

This project will ask care home staff to pilot the communication tool within their care homes for approximately 4-5 months. Information on tool use and outcomes will be attained through a questionnaire completed every month of the pilot by an appointed member of staff. Feedback on tool implementation will also be attained through a one-off focus group discussion with staff towards the end of the pilot. The main aim of the project is to develop a tool that can be used in care homes to:

1. Help staff look after a resident (older adults) who may have a UTI
2. Support staff to communicate with primary care providers and family
3. Be practical and usable

#### **Who is doing the project?**

UK Health Security Agency (UKHSA) Primary Care and Interventions Unit, Gloucester are leading and sponsoring the project. The West Midlands Academic Health Science Network (WMAHSN) are supporting with raising awareness of this project in the West Midlands but will not have access to your personal data.

#### **Why have I been asked to participate?**

We are asking care home staff to participate, including both nursing and residential homes. This includes, for example, care assistants, care leads or nurses who are responsible for the care of residents (older adults) and directly care for them. The tool is intended for these staff to use, as they have close contact with residents, are often the first point of contact when residents have a UTI and play a key role in the UTI care/communication pathway.

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

Taking part is entirely voluntary and if you wish to participate you will be asked to sign a consent form.

#### **What happens if I decide not to take part?**

You are completely free to decline to take part. There are no consequences for you if you do not take part.

### **What will be involved if I decide to take part?**

We will ask for some background information, including job role, type of care home and care home location for our personal records.

If you are interested, we will provide you with the UTI communication tool for you to implement in your care home, training materials to support implementation and questionnaire link for data collection.

What is required of the care home during the 4-5 month pilot:

- Facilitating a 15-30 minute staff training exercise to introduce and support implementation of the communication tool.
- Identifying a team champion to support the use of the tools.
- Identifying a member of staff who will complete a monthly questionnaire for the duration of the pilot to collect information on tool use and outcomes.
- Towards the end of the project, a one-off focus group will take place with staff in your care home to provide feedback on how the tool was used and received during the pilot implementation.

Names and any other potential identifiers will be removed. If your care home takes part in the pilot, residents and their families will be notified. We will provide an information sheet for residents and their families, including our researchers' contact details if they had any concerns.

### **What happens next?**

If you are interested in taking part, please notify [Eirwen.Sides@ukhsa.gov.uk](mailto:Eirwen.Sides@ukhsa.gov.uk) 02084953257. We will require a consent form to be completed beforehand.

### **What are the possible benefits of taking part?**

This is an opportunity to develop staff skills looking after residents who may have a UTI and contribute to evidence to inform the improvement of UTI management in care homes. You will have your say in resources for your workplace. Your care home will be offered £200 remuneration for participating. Please check your local policy about receiving remuneration.

### **What are the disadvantages of taking part?**

There are no real disadvantages, but we are asking staff to give up some of their time to provide information and feedback via the questionnaire and a focus group.

### **Can I withdraw from the project at any time?**

You can choose to withdraw from the study at any time. However, we will still use your anonymised contribution to the study and feedback received on the tool if you withdraw.

### **Will the information I give be kept confidential and secure?**

Your personal data: name, email address and contact number will be collected to contact you about arrangements for testing the UTI communication tool. Your feedback will be recorded and treated with the strictest confidentiality. Information will be pseudonymised and stored on secure UK Health Security Agency servers located in the UK to analyse data for the purpose of this project, according to the UK General Data Protection Regulation (GDPR) 2018 and the UK Department of Health and Social Care Data Protection Policy.

Your responses will not be labelled with your name and any written record or report derived from them will be fully anonymised. The anonymised data will be shared with the project team and used in any reports and presentations that result from the project. We will fully comply with the UK data protection legislation.

### **What will happen to the results of the project?**

The results will be used to modify the UTI communication tool. Results may also be used to contribute to other research specific to UTI management in care homes and potentially published in academic journals.

### **Who do I contact if I have a concern about the project or I wish to complain?**

If you have a concern about any aspect of this project, please speak to [Eirwen.Sides@ukhsa.gov.uk](mailto:Eirwen.Sides@ukhsa.gov.uk) 02084953257 or their supervisor [Emily.Cooper@ukhsa.gov.uk](mailto:Emily.Cooper@ukhsa.gov.uk), and we will do our best to answer your query. We will acknowledge your concern within 10 working days and give you an indication of how it will be dealt with. If you remain unhappy or wish to make a formal complaint, please contact:

Complaints Manager  
Strategy Directorate  
Wellington House  
133-155 Waterloo Road  
London SE1 8UG

Alternatively, you can e-mail [RandD.OFFICE@phe.gov.uk](mailto:RandD.OFFICE@phe.gov.uk)

**If you agree to take part, would like more information or have any questions or concerns about the study please contact** Eirwen Sides, Research Project Support Officer, [Eirwen.Sides@ukhsa.gov.uk](mailto:Eirwen.Sides@ukhsa.gov.uk) 02084953257

Thank you for taking the time to read this information sheet.

## **Personal data**

### **The information we collect**

In this project we will collect personal information directly from you. We will only use information that we need for the project. We will only use information that is necessary for the project:

- Name
- Job title
- Care home address along with payment details so that the care home can receive reimbursement for participating

- Work email to contact you to arrange plans for piloting the tool in your care home, arranging a time for focus groups and to send follow up emails to complete a monthly questionnaire
- Geographical location to be able to report on care homes that participated in the study
- Audio recording of focus group discussions to inform development of tool, so that all discussions and feedback can be captured and transcribed
- Your consent to participate

At the end of the project we will save some of the data in case we need to check it and/or for future projects. We will make sure no-one can identify you from the reports we write.

### **How will we use information about you?**

We will need to use information from you for this project.

This information will be used to provide the tool and implementation resources, set up a focus group or interview and provide a certificate for CPD.

People who do not need to know who you are will not be able to see your name or contact details. Your data will have a code number instead.

We will not share your personal information with any other person or organisation unless the law requires or permits so.

### **Your rights over your information**

Under data protection law, you have several rights over your personal information. You have the right to:

- ask for a copy of any information we hold about you, although this is not an absolute right and may be subject to lawful exemptions – we will tell you why if this is the case
- ask for any information we hold about you to be changed if it is inaccurate, although this is not an absolute right and may be subject to lawful exemptions – we will tell you why if this is the case
- ask us to consider restricting our use of your information, although this is not an absolute right and we may need to continue to use your information in the interests of public health – we will tell you why if this is the case
- object to us using any information we hold about you, although this is not an absolute right and we may need to continue to use your information: we will tell you why if this is the case
- delete any information we hold about you, although this is not an absolute right and we may need to continue to use your information – we will tell you why if this is the case

You can exercise any of your rights by contacting us at [InformationRights@UKHSA.gov.uk](mailto:InformationRights@UKHSA.gov.uk) or by calling us on 020 7654 8000.

You will be asked to provide proof of your identity so that we can be sure we only provide you with your personal information.

You will not be asked to pay a charge for exercising your rights. If you make a request, we will respond to you within one month.

## **Our legal basis to use your information**

We process your personal data to fulfil our remit and the statutory functions that the UK Health Security Agency carries out on behalf of the Secretary of State for Health and Social Care. The relevant legislation that applies to this processing is:

UK General Data Protection Regulation Article 6(1)(e) 'processing is necessary for the performance of a task carried out in the public interest'

## **How to raise a concern about the use of your personal information**

If you have any concerns about how we use and protect your personal information, you can contact the Department of Health and Social Care's Data Protection Officer at [data\\_protection@dhsc.gov.uk](mailto:data_protection@dhsc.gov.uk) or by writing to:

Office of the Data Protection Officer

Department of Health and Social Care

1st Floor North

39 Victoria Street

London SW1H 0EU

You also have the right to contact the Information Commissioner's Office if you have any concerns about how we use and protect your personal information. You can do so by calling the ICO's helpline on 0303 123 1113, visiting the ICO's website at [www.ico.org.uk](http://www.ico.org.uk) or writing to the ICO at:

Customer Contact

Information Commissioner's Office

Wycliffe House

Water Lane

Wilmslow

SK9 5AF

For the general UKHSA Privacy Notice please follow this link - [UKHSA privacy notice - GOV.UK](https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/106422/ukh-sa-privacy-notice-2018.pdf)  
([www.gov.uk](http://www.gov.uk))