#### **Determinants with change objectives**

- **Knowledge:** Carers recognise own information and support needs; know the questions that need answering; recognise appropriate staff; identify what they would like to ask about support and information; acknowledge they should ask for information and support to meet their requirements; decide whether information and support is suitable for their requirements; identify whether information and support has addressed their needs; acknowledge they should communicate with the provider; decide whether needs have been addressed; have knowledge about alternative sources of information and support.
- **Skills:** Carers demonstrate their abilities to: identify questions and appropriate staff; approach staff; ask for information and support; recognise if information and support are suitable; communicate with the provider; seek alternative sources of information and support if required.
- Memory, attention and decision processes: Carers can remember and use their decision making abilities to: think about questions and appropriate staff, establish an opportune time to seek information and support; establish what support and information would suit their requirements, establish appropriate questions to ask the provider, determine whether information and support meets their requirements, communicate with the provider, seek alternative sources of information and support.
- **Beliefs about capabilities:** Carers believe they are capable of: identifying questions and staff; asking and seeking appropriate information and support; evaluating whether it is suitable; communicating with the provider; seeking alternative information and support.
- Social/ Professional Role and Identity and Social Influences: Carers recognise it is socially acceptable within their role to: identify questions; access and approach staff; seeking information and support; ask further questions and about alternative resources; evaluate whether information and support are suitable; communicate with the provider; seek alternative information and support.
- **Beliefs about consequences:** Carers believe that the following are helpful for gaining information and support: identifying questions and staff members, asking further questions, evaluating suitability of information and support, communicating with providers and seeking alternatives.
- **Optimism:** Carers express positivity about: identifying questions and appropriate staff, asking further questions, communicating feedback to provider, seeking alternative sources of information and support.
- **Reinforcement**: Carers have an incentive to: identify and approach staff, ask for appropriate information and support including alternative resources, evaluate whether this is suitable, communicate with the provider, seek alternative sources of information and support.
- Intentions and goals: Carers want to and implement the intention to: identify questions, identify staff, ask for information and support in an appropriate format, ask further questions including information about alternative sources of information and support, evaluate whether the information and support is suitable, communicate with the provider.
- **Behavioural regulation:** Carers break usual habits and: ask for appropriate information and support, ask further questions about information and support including alternative resources, evaluate wither information and support is suitable, communicate with the providers, seek alternative sources of information and support.
- **Emotions:** Carers demonstrate emotional capabilities to: identify questions, identify staff, ask for appropriate information and support, ask for alternative resources, evaluate whether information and support are suitable, communicate with the provider, and seek alternative information and support.

#### **Determinants with change objectives**

- **Knowledge:** Providers: recognise that carers have information and support needs, define when it is appropriate to approach carers, acknowledge they should come to a mutual agreement about their requirements, demonstrate awareness about different information and support types, know what information and support will be appropriate, demonstrate awareness about alternative types of information and support, acknowledge it is important to ask carers to inform them if information and support is inappropriate, know they should discuss inappropriate information and support with carers, acknowledge it is important for carers to contact them for more information and support in future.
- **Skills:** Providers demonstrate their abilities to: identify that carers have information and support needs, approach carers to discuss needs and reach a mutual agreement about their requirements, ask carers about their information and support preferences, provide carers with appropriate information and support, direct carers to alternative sources of information and support, ask carers to information, ask carers to contact them for information and support in future.
- Memory, attention and decision processes: Providers use their attention and decision making abilities to: identify that carers have information and support needs, establish an appropriate time to approach carers and come to a mutual agreement about their requirements, ask about their preferences, provide appropriate information and support, establish when it would be appropriate to direct carers to alternative sources, ask carers to inform them if information and support does not meet their requirements, discuss inappropriate information.
- **Beliefs about capabilities:** Providers believe they are capable of: identifying that carers have information and support needs, discussing needs to come to a mutual agreement about their needs and preferences, providing carers with their required information and support, directing carers to alternative sources of information and support, asking carers to make further contact.
- Social/ Professional Role and Identity and Social Influences: Providers recognise it is socially acceptable within their role to: identify that carers have information and support needs, approach carers about their needs, discuss information and support needs and come to a mutual agreement, ask about preferences, provide carers with appropriate information and support, direct carers to alternative support and information, ask carers to inform them if it is unsuitable to be able to have discussions, seek and provide alternatives, ask carers make further contact if necessary.
- **Beliefs about consequences** and **Optimism**: Providers express positivity and believe the consequences of the following are important: identifying that carers have information and support needs, discussing needs and mutually agreeing carers' requirements, asking about carers preferences, providing appropriate information and support, directing carers to alternatives, asking carers to inform them if information and support does not meet their requirements, discussing inappropriate information and support, asking carers to make further contact.
- Reinforcement: providers have the incentive to: provide carers with appropriate information and support, direct carers to alternatives where necessary.
- Intentions and goals: providers want to and implement the intention to: approach carers and come to an agreement on their requirements, ask carers about their preferences, provide appropriate information and support, direct carers to alternatives, ask carers to inform them if information and support does not meet their requirements, discuss inappropriate information and support, ask carers to make further contact if necessary.
- **Behavioural regulation:** providers develop action plans to ensure that they: approach carers and discuss their information and support needs, provide carers with information and support, direct carers to alternatives, ask carers to make further contact where necessary
- **Emotions:** Providers demonstrate emotional capabilities to: identify carers as having information and support needs, approach carers about their needs without feeling fearful, ask carers about their preferences, provide information and support, provide alternatives, ask carers to inform them if information and support does not meet their requirements.

## Performance objectives (Carers): Step 1:

 Identify questions that need answering (information and support needs)

#### Step 2:

- Access hospital at an appropriate time (during visiting hours)
- Identify staff members
- Approach staff to seek information and support at an opportune time

#### Step 3:

- Seek or ask for information and support to meet their requirements
- Ask further questions about the information and support provided (including other resources)

#### Step 4:

 Evaluate whether support and information is suitable/ whether they understand for their requirements

#### Step 5

 Communicate with provider in cases where information and support is inappropriate (format, overload, timing, content etc.)

#### Step 6:

 Seek alternative sources of information/ support if needs are unaddressed

# Performance objectives (information and support providers):

#### Step 1:

 Identify that carers have information and support needs

#### tep 2:

 Approach carers at an appropriate time to discuss the carers' information needs and come to some mutual agreement about their requirements.

#### Step 3:

Ask carers about their information and support preferences

- Provide carers with appropriate information and support
- Direct carers to alternative sources of information and support
- Ask carers to inform them if information and support does not meet their requirements

## Step 4 (no provider involvement) Step 5:

- Discuss information and support with carers and provide alternatives (where necessary)
- Ask carers to contact them for more information and support in future (where required)

#### Step 6: (no provider involvement)

## Behavioural outcomes Carers:

- Gain information while the stroke survivor is in hospital
- Gain support
  while the stroke
  survivor is in
  hospital
- Gain information following the transition from hospital to home
- Gain support following the transition from hospital to home

## Health outcome (reduced carer burden)

#### Programme goal: Ensuring carers feel and are prepared, before, during, and following the

transition from hospital

to home.

# Environmental outcomes 'Information and support providers':

- Provide useful information to carers while the stroke survivor is in hospital
- Provide useful support to carers while the stroke survivor is in hospital
- Provide useful information to carers following the transition from hospital to home
- Provide useful support to carers following the transition from hospital to home