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Barriers and Facilitators to Seeking and Accessing Professional Mental Health Support Among Indian and Filipino Health and Social Care Workers in England: Qualitative Interview Study (BRIGHTNESS Study)

PARTICIPANT INFORMATION SHEET
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This study is funded by the NIHR Applied Research Collaboration Oxford and Thames Valley.

You are being invited to take part in a research project. Before you decide whether to take part, it is important for you to understand why the research is being conducted and what it will involve. Please take time to read the following information carefully and discuss it with others if you wish. Please also feel free to ask any questions you may have about this study by emailing one of the research team members. Contact details can be found at the bottom of this information sheet.

Why is this research being conducted?
"Mental health is a state of mental well-being that enables people to cope with the stresses of life, realize their abilities, learn well and work well, and contribute to their community" *(WHO, 2022).* Previous research has shown that individuals from black and minority ethnic groups in England are more likely to experience a mental health condition, are less likely to receive support, and typically do less well with mental health support services than their white counterparts (Bansal et al., 2022; Bignall et al., 2019; *Race and mental health*, 2023). However, no research has been specifically conducted to explore these questions in black and minority ethnic health and social care workers in England.

Black and minority ethnic health and social care workers make up 24.2% of the NHS workforce in England (*NHS Workforce Race Equality Standard (WRES)*, 2023) and approximately 26% of the adult social care workforce in England (Skills for Care, 2023). Since the proportion of health and social care workers from black and minority ethnic backgrounds is rising each year in England (Baker, 2023), it is important to ensure that professional mental health support in England is accessible and acceptable to the needs of this diverse growing workforce. Excluding White British, the second and third most common nationalities in the NHS workforce in England are Indian and Filipino (Baker, 2023). This study will focus solely on the mental health experiences and views of seeking and accessing professional mental health support among Indian and Filipino health and social care workers in England. The study has been informed by recommendations from people with relevant personal experiences.

Study Rationale
This study aims to better understand the barriers and facilitators to seeking and accessing professional mental health support among Indian and Filipino health and social care workers in England. We are also interested in finding out whether the available professional mental health

support services are culturally sensitive for Indian and Filipino health and social care workers in England. The information we collect from this study will be helpful in guiding improvements to current and future professional mental health support services around England.

This study aims to answer the following research questions:

1. What barriers and facilitators do Indian and Filipino health and social care workers have in *seeking* professional mental health support in England?
2. What barriers and facilitators do Indian and Filipino health and social care workers have in *accessing* professional mental health support in England?
3. What are the consequences of not being able to seek or access professional mental health support services in England for Indian and Filipino health and social care workers?
4. How can we make it easier for Indian and Filipino health and social care workers to seek and access the current professional mental health support services available in England?

Am I eligible to take part in this research?

<u>You are eligible to take part in this research if you meet the following criteria:</u>

- You are a health or social care worker in England
- From an Indian or Filipino ethnic background
- Are 18 years of age or older
- Able to provide informed consent
- Have access to the internet

We are looking for individuals who both have and have not experienced mental health problems and sought mental health treatment to provide feedback on the barriers and facilitators to seeking and accessing professional mental health support in England.

Do I have to take part?

No. You can ask questions about the research before deciding whether or not to take part. If you do agree to take part, you may withdraw yourself from the study, without giving a reason and without negative consequences, by advising the researchers of this decision.

What options do I have if I choose to withdraw from this research study?

If you choose to withdraw from the study, you will have two options to choose from:

1. You can withdraw from the study, but you allow for your data obtained up until the point of your withdrawal to be retained for use in the study analysis. No further data would be collected from you after your withdrawal.
2. You can withdraw completely from the study and withdraw the data collected up until the point of your withdrawal. The data already collected would not be used in the final study analysis.

You will also be asked to provide a reason for withdrawal, but providing this information to the study team is optional.

What will happen if I choose to take part in this research study?

1. **You will be asked to complete an online screening survey**

After completing the first research consent form, you will be asked to complete an online screening survey, which will take around 10 minutes to fill in. There will be some questions to collect some

background and demographic information about you. The research team will then carefully check if you meet our inclusion criteria. Please note that we may not invite everyone who meets the inclusion criteria to participate in the research interview as we aim to include a broad range of participants. You may however be invited to provide some written responses to our research questions.

2. You might be invited to an online interview or to provide written responses

If you are suitable to take part in the study, we will contact you via email or telephone to invite you to take part in the study. If you have been selected but are unable to participate in the interview, or if you meet the inclusion criteria but are not selected, we will invite you to answer some short written responses around your experience or views of seeking and accessing professional mental health support in England. You will need to complete another consent form before you can submit your wirtten responses. If you choose to complete the short written responses, you will receive a £10 e-voucher to thank you for your time and input after you submit your written responses.

If you do not wish to participate in either the interview or by providing the written responses, we will delete the data we have collected up to that point from you (including your contact details, consent forms, and online survey data).

If you are invited to a research interview, you can decide whether to have this conversation with the camera on or off. This will be arranged at a time that is convenient to you and will be conducted on Microsoft Teams. At the start of the interview, you will complete a second remote consent form with the researcher conducting the interview and will be sent this consent form after the interview. After the interview, you will receive a £20 e-voucher to thank you for your time and input.

3. You will be asked to talk about your mental health and your experiences or views of seeking and accessing professional mental health support in England

During the interview, the researcher will invite you to talk about your mental health and ask you to describe what you think are the barriers and facilitators to seeking and accessing professional mental health support in England.

You may feel uncomfortable when talking about this. You can skip any questions you don't want to talk about. If you want to stop the interview, you can let the interviewer know at any stage without giving a reason.

Everything we discuss is confidential although there may be very specific instances where the interviewer may need to share this information. This would only arise if you raised something that indicated you or someone else were in danger when the interviewer would be professionally obliged to act to ensure yours or their safety. The interviewer will discuss this with you only if this situation occurs.

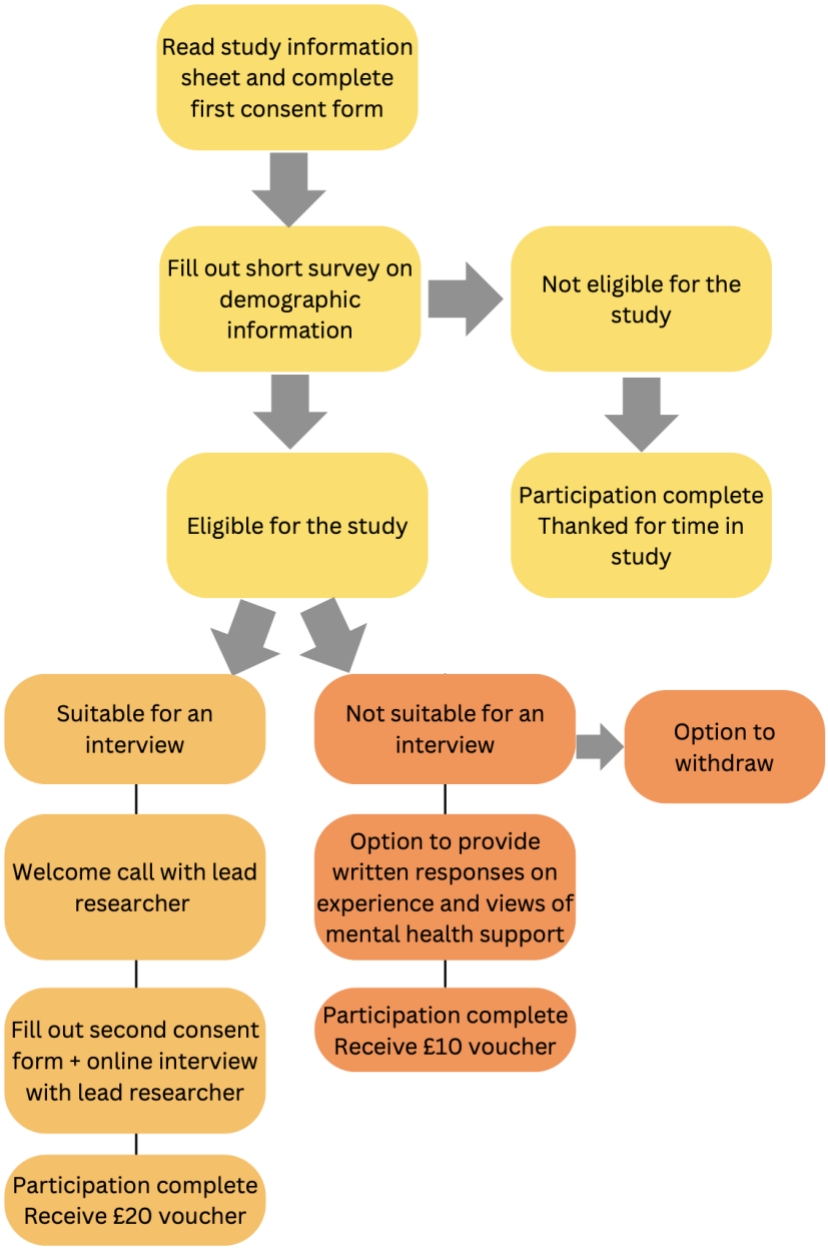
The interview will last approximately 60 minutes and should not exceed one and a half hours. You will be given a £20 e-voucher as a thank you for taking the time to have the interview. You will also

be given the option to have a debrief call with one of the lead researchers of the study if you have any questions or would like to provide some additional feedback.

4. **The interview will be audio recorded for further data analysis**

Everything you share is important to us. Therefore, the interview will be recorded on an audio recording device (audio recording only) and then written out word-for-word by the researcher conducting the interview for further data analysis. You will not be identifiable in the transcript as any information that might identify you will be removed. The interview recording file will be uploaded to a restricted access folder approved by the University of Oxford and then deleted from the recording device. We will delete the recording files after completing all interviews and analyses.

Please see below a flow chart that outlines the main stages of the study.



Are there any potential risks in taking part?
There are no foreseen risks to taking part in this study. The interview will be confidential and anything you disclose about yourself will not be identifiable in research outputs. Participation in this research is completely voluntary and you can decide to withdraw at any time if you wish to, without giving any reason.

Are there any benefits in taking part?
There are potential benefits from taking part in this research. Your participation could lead to the improvement of current and future professional mental health support services in England for health and social workers from Indian and Filipino backgrounds. Your participation will also contribute toward research aimed at understanding how best to provide help and support to health and social care workers who have mental health problems.

Expenses and payments
You will receive a remuneration of £20 for the online interview you complete. This will be in the form of a multi-use e-voucher that will be sent to you over email after you complete your online interview. If you choose to provide some short-written responses you will receive a £10 e-voucher upon receipt of these to thank you for your time and input.

How will my data be used and stored?

The information you provide during the study is the research data. Any research data from which you can be identified is known as personal data.

Types of personal data we will collect from you will be:

- First and last name
- Gender
- Email address
- Phone number
- Age
- Ethnic background
- Health information (mental health)
- Audio recording of your online interview

Your personal data will be collected from you using a secure platform and will be safely stored on a password-protected, two-factor authenticated file that only the lead researchers will be able to access. You are able to update your personal data at any stage of the study up until data is being analysed and written up. You are able to update any personal data by contacting any member of the research team and notifying them of the change. You can do this either over email or on the phone.

You will be assigned a unique ID to keep your information anonymous, and your personal data will be stored under your unique ID. We will retain a document linking your name to this ID. All other information we collect about you will be labelled with this unique ID. Furthermore, the audio-recording and transcript linked to your interview will be labelled using your unique ID and will be stored separately from all other information we hold about you. If you provide written responses, these will also be labelled with your unique ID and will be stored separately from all other information we hold about you.

Online interviews will be conducted over Microsoft Teams and the audio recording will be uploaded onto Nexus 365 OneDrive for Business and the original recording deleted. Audio recordings will be stored until recordings have been transcribed and transcriptions thoroughly checked. This means

that audio recordings will be destroyed by the end of the study. The transcript of your online interview will not include any information that could reveal your identity.
Written responses will be collected on an online survey platform called Qualtrics and will be uploaded onto Nexus 365 OneDrive for Business. If you provide written responses, any identifiable information your provide will be removed and your written responses will be labelled with your unique ID.

Any research findings from the study that are published will not identify you. We may use quotes from your interview or written responses in publications, but this will not include any information that could identify you and you will have the option to opt out of being quoted in the second consent form you complete.

How long will my data be stored for?
Your electronic consent forms will be uploaded securely and stored on Nexus 365 OneDrive for Business. Records of consent will be retained for three years after the end of the research project. You will also be sent a copy of your remote consent forms. Any identifiable data you provide will be destroyed by the end of the research study. If you choose to allow your contact details to be stored for future studies, then these will be retained for a period of three years after the study and will then be destroyed. De-identified transcripts and written responses will also be stored for three years after the end of the research study, and they will then be destroyed.

In rare occasions, you may also be withdrawn from the research study if the research team deems that you are no longer eligible to take part in the study. Reasons for this include being non-compliant with the study activities, or from new knowledge of not meeting the study inclusion and exclusion criteria becoming available after the screening process. If this occurs, any data collected from you will be removed from the study analyses and destroyed.

Will the research be published? Could I be identified from any publications or other research outputs?
The findings from this research will be written up in a thesis and in academic publications. A copy of the lead researcher's thesis will be deposited both in print and online in the Oxford University Research Archive where it will be publicly available to facilitate its use in future research/ its access will be restricted. Furthermore, the results from this research may be presented at a conference, or in the form of a report. You will not be identifiable from any outputs of this research dissemination. However, we will ask you for permission to use anonymised direct quotations in any research outputs.

Data Protection

The University of Oxford is the data controller with respect to your personal data and, as such, will determine how your personal data is used in the study. The University will process your personal data as outlined above for the purpose of the research. Research is a task that we perform in the public interest. Further information about your rights with respect to your personal data is available from https://compliance.admin.ox.ac.uk/individual-rights.

Who has reviewed this study?

This project has been reviewed by, and received ethics clearance through, a subcommittee of the University of Oxford Central University Research Ethics Committee. Ethics Approval Reference R95024/RE001.

Who do I contact if I have a concern or I wish to complain?

If you have a concern about any aspect of this study, please contact Ms Jasmine Laing (jasmine.laing@psy.ox.ac.uk), Professor Jennifer Wild (jennifer.wild@psy.ox.ac.uk), or Professor Cathy Creswell (cathy.creswell@psy.ox.ac.uk) and we will do our best to answer your query. The researcher 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 the University of Oxford Research Governance, Ethics & Assurance (RGEA) team at rgea.complaints@admin.ox.ac.uk or on 01865 616480.

Further Information and Contact Details

If you would like to discuss the research with someone beforehand (or if you have questions afterward), please contact:

Professor Cathy Creswell, PI, and Honorary Consultant Clinical Psychologist
Email: cathy.creswell@psy.ox.ac.uk

Professor Jennifer Wild, Supervisor, and Consultant Clinical Psychologist
Email: jennifer.wild@psy.ox.ac.uk

Jasmine Laing, Lead Researcher
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