Determinants with change objectives

- **Knowledge**: Carers recognize own information and support needs; know the questions that need answering; recognize 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 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; recognize 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 recognize it is socially acceptable within their role to: identify questions; access and approach appropriate staff; seek information and support; ask further questions and about alternative resources; evaluate whether information and support are suitable; communicate with the provider; seek alternative sources of 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 and reinforcement**: 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.

- **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.

- **Beliefs about capabilities**: Carers break usual habits and: ask for appropriate information and support, ask further questions about information and support including alternative resources, evaluate whether information and support are suitable, communicate with the provider, 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, seek alternative sources of information and support.

Performance objectives (Carers):

**Step 1**
- Identify questions that need answering (information and support needs)

**Step 2**
- Access hospital at an appropriate time (during and following the transition from hospital to home)

**Step 3**
- Seek or ask for information and support to meet their requirements

**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

Systematic review: the effectiveness of pre-hospital transition and recovery services for stroke survivors

Performance objectives (information and support providers):

**Step 1**
- Identify that carers have information and support needs

**Step 2**
- Approach carers at an appropriate time (during and following the transition from hospital to home)

**Step 3**
- Ask carers about their information and support preferences

**Step 4 (no provider involvement)**
- Discuss information and support with carers and provide alternatives (where necessary)

**Step 5 (no provider involvement)**
- Discuss information and support with carers and provide alternatives (where necessary)

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

Behavioural outcomes:

- Gain information 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