

Social Inclusion Questionnaire User Experience

SInQUE

*An online tool to support social inclusion
assessment and care planning in mental health
supported accommodation*

Guidance for practitioners,
managers, and commissioners

What is the SInQUE?

The SInQUE is an online assessment tool to assess the social inclusion of people with mental health problems living in supported accommodation. It has 46 questions that cover 9 domains where people may wish for greater social inclusion: leisure; social; religious/cultural; education/employment; transport; accessing health services; crime victimisation; home/housing; and civic involvement. Summary scores and a brief report are produced that help to identify the areas where the person may like to be more included.

How is the SInQUE useful in mental health supported accommodation?

The SInQUE can be used to help staff in assessing their clients' needs for support with social inclusion, and to guide care and support planning around this. It can also be used to monitor changes in their social inclusion over time.

The SInQUE also helps to identify the most common areas where mental health service users need support with social inclusion, and it enables comparison of the social inclusion of people living in different supported accommodation services.

Using the SInQUE to support individual care and support planning

The SInQUE is completed together by the service user and a staff member (such as their keyworker). It takes approximately 20 minutes to complete and can be used as part of an initial assessment as well as during key-working sessions. The questions in the SInQUE are worded in accessible language and are straightforward to answer via drop-down response options. They are designed to prompt conversations about different areas of an individual's life and whether they would like to participate more in their community.

Once completed, the tool generates a list of the areas in which the person has identified they would like to be more socially included. They are then prompted to select, through discussion with the staff member, up to 3 of these to work on together.

Repeating the assessment with the same service user allows monitoring of any change in the person's social inclusion and their need for support in different areas of social inclusion over time. An assessment can be repeated as often and frequently as is useful for each service user.

Using the SInQUE to support service development

The SInQUE can also be used to generate reports for service managers that summarise the SInQUE scores of all individuals in a service who have used the tool. These reports can then identify the areas of social inclusion that clients most (and least) commonly suggest that they would like more support with. This can be helpful in planning specific interventions to address these areas (for example, making links with a local community leisure or education resource). The service level data can also be used to monitor change in the different domains of social

inclusion amongst the users of the service over time. The SInQUE can also collate data from across services that can be used to compare the social inclusion of people living in different supported accommodation services provided by the same organisation.

Using the SInQUE to support commissioning

The SInQUE can also generate reports for commissioners and service planners, summarising SInQUE scores of the users of all the supported accommodation services within a local area. The data produced can help to identify the aspects of life where people are most socially included and areas where they would like to be more included. This can help to identify gaps in the provision of local resources that could address these (for example, local supported employment services) and feed into decisions about future service planning. Service level data can also be used to compare and monitor the performance of similar supported accommodation services in enabling people's social inclusion over time. The more widely and consistently the SInQUE is used across an area, the more representative and useful this information will be.

Frequently asked questions

Is there a financial cost to use the SInQUE?

No, the questionnaire is completely free to use.

How does the SInQUE comply with data protection?

No personal data about service users is entered or stored on the SInQUE website: each service user is only identifiable via a randomly generated ID number. Staff are required to enter their name, the name of the service provider where they work, and an organisational email address, however none of this information is shared. For more information on how the SInQUE data are handled, please visit: www.sinque.org.uk/pages/privacy

Who developed the SInQUE?

The SInQUE questionnaire is a validated measure, developed by a team of researchers at St George's University of London and University College London (<https://doi.org/10.1177/0020764012443752>). The online version was developed (and is managed by) researchers at University College London in 2021/2022 (NHS Research Ethics Committee reference: 21/LO/0657).

How was the SInQUE developed?

The online SInQUE was developed through interviews with supported accommodation staff and service users to ensure that the tool is user-friendly and relevant.

How do I sign up to use the SInQUE?

Staff

To use the tool, first register for an account at www.sinque.org.uk by inputting your organisational email address and a password. You will then receive a confirmation email with a link for you to confirm your account.

If you do not receive a confirmation of registration email, it may have been redirected to your 'spam' folder or completely blocked by your service's email security system. To confirm your account in this instance, please either contact your service's IT team, or the SInQUE team at dop.sinque@ucl.ac.uk.

Service managers and commissioners

To register for a service manager or a commissioner account, please contact the SInQUE team at dop.sinque@ucl.ac.uk.