



**WAVERLEY
ABBEY**

ANCIENT SPARK NEW FIRES

WAVERLEY ABBEY COLLEGE RESEARCH ETHICS COMMITTEE

Research Participant Information Sheet

The following information is provided to help you give informed consent should you wish to take part in the research.

Research Question

How can working as part of a team of counsellors within a hospice setting impact wellbeing and the potential for burnout?

Researcher's name and contact details

Heidi Haagensen

heidi.haagensen@waverleyabbeycollege.ac.uk

Invitation

You are invited to take part in my research study looking into the experiences of counsellors who work as part of team within a hospice setting.

What is the purpose of the study?

This research project is part of my MA in Professional Counselling, where I hope to gain an insight in the experiences of counsellors working within a Hospice Setting, and how by working as part of a team may impact wellbeing and potential for burnout.

Why have I been approached?

I am looking for counsellors registered with the BACP or other recognised professional body with a minimum of three years experience post-qualification with at least the last two years working as part of a team of counsellors within an adult hospice setting.

Do I have to take part?

You are invited but not obliged to take part in this research project.

What will happen if I take part?

As part of this research project you will be invited to an approximately 45 minute online interview via Teams.

What will it involve?

The commitment required is the online interview which will take approximately 45 minutes. Following on from this if you would like, you can be sent the transcript of the interview if you wish to check what you answered and add/ change anything, you will be given a timeframe to do this.

As the interview will be conducted online, no travel is required, but you will need a suitable space to be able to take part in an online interview, with appropriate technology and internet connection. You will be encouraged to find a private, uninterrupted quiet space to participate in the interview.

During the interview you will be asked about your experiences of working as part of a team, your wellbeing and any experiences and understanding of burnout.

For the purpose of this research project, Maslach's definition of burnout will be used;

'Burnout is a psychological syndrome emerging as a prolonged response to chronic interpersonal stressors on the job. The three key dimensions of this response are an overwhelming exhaustion, feelings of cynicism and detachment from the job, and a sense of ineffectiveness and lack of accomplishment (Maslach & Leiter, 2016: 103).'

In simpler terms, burnout refers to symptoms brought on by stressors within a work setting. This can include exhaustion where an individual feels they are no longer able to give of themselves to another person. There could be a loss of empathy, where an individual starts to feel negative attitudes towards the people they are working with. Finally, there could also be a dissatisfaction of what they are accomplishing through their work – this third aspect is usually a consequence of the first two aspects. (Maslach, 1997)

What are the possible disadvantages and risks of taking part?

One of the risks of taking part could be that feelings are triggered where during the interview you will be asked about any personal experiences around burnout. You may have experienced burnout in the past and be triggered by memories spoken about during the interview. You may have some struggles in your team in the past or in the present moment which may be difficult to speak about.

If any participant becomes distressed throughout the process of taking part in the research, I will signpost to relevant support, such as speaking with one's supervisor or finding a counsellor via the British Association for Counselling and Psychotherapy website or the Counselling directory. I will also be able to signpost to immediate support should the need arise through helplines such as the Samaritans.

What are the possible benefits of taking part?

This research will add knowledge to the topic of working as part of a team of counsellors and hopefully be something of use when looking at factors to support counsellors wellbeing and potential for burnout, especially for counsellors working within death-related settings.

It will also give you as a participant a chance to take time to reflect on your working practices and your own wellbeing, maybe giving inspiration to change and putting in improvements.

If I agree to take part, can I change my mind?

Yes, you have the right to withdraw at any time. Participants can withdraw their participation in the research at any time and withdraw consent without giving reason or explanation. After two weeks of completing the interview, transcription and analysis of the interview data will begin. Whilst every effort will be taken to remove all data if consent is withdrawn at any point after, participants should be aware that it is usually impracticable to withdraw after in-depth analysis of the data and submission/publication of the research.

Will my data and personal information be kept anonymous and confidential?

Data will be kept confidential and secure, all participants will be given pseudonyms and the different hospices will not be identified. All data collected will be kept on a password protected laptop, and on my personal Waverley College OneDrive where original transcripts will be password protected for extra security.

What will happen to my data after I have taken part in the research?

All your data will be kept confidential and anonymous through the use of pseudonyms. Any identifying details will be changed in any interview transcripts. Complete anonymity will also be maintained if any brief direct quotes from participants are used in the final MA dissertation and in any future publications of the research.

Who has reviewed the study?

This research has been reviewed and granted ethical approval by the Waverley Abbey College Research Ethics Committee.

How do I raise an issue or make a complaint if I am concerned?

If you wish to raise a concern or complaint, please make contact with me, Heidi Haagensen, via heidi.haagensen@waverleyabbeycollege.ac.uk. You are also welcome to raise a concern or complaint with my research supervisor, Sara Lister who can be contact via Sara.lister@waverleyabbeycollege.ac.uk, or the MA Programme Leader Dr Martin Stokley via martin.stokley@waverleyabbeycollege.ac.uk. You can also discuss any concerns or make a formal complaint with the Chairperson of the Waverley Abbey College Research Ethics Committee, Dr Martin Stokley, who can be contact via

martin.stokley@waverleyabbeycollege.ac.uk. (For more information on the complaints procedures and policies, please contact Dr Martin Stokley).

What code of ethics or ethical framework does the researcher have to abide by?

I will abide by the Waverley Abbey College Research Ethics Policy and Procedures (a copy of the policy can be made available upon request). As a student member of the BACP, I will also work in accordance with the BACP Ethical Guidelines for Research in Counselling Professions.

What will happen to the data I provide?

I will be collecting the following data from you; Name, gender, email address, phone number, how many years since qualifying as a counsellor, which professional counselling body are you a member of and which hospice you work at. This data will be kept securely during the duration of the research. I will then be audio recording online interviews via Teams. Your data will be processed in accordance with Waverley Abbey College's relevant data policies and procedures. For more information, please see the Data Privacy Notice below.

You have the right to ask to see any information gathered on you by contacting me on heidi.haagensen@waverleyabbeycollege.ac.uk. You also have the right to ask for information which you believe to be incorrect to be rectified. If you are concerned about the way your information is being handled, please email Waverley Abbey Colleges Data Protection Officer at simon.hawes@waverleyabbey.org. If you are still unhappy you have the right to complain to the Information Commissioner's Office.

In line with Waverley Abbey College policy, on completion of the course (or exit of the course), any raw data, such as, the audio recording and personal information about the participants of the research will be securely destroyed. The transcripts of the interviews will be kept for a period of 18 months after the end of the course by the researcher and then securely destroyed.

Waverley Abbey College - Research Data Privacy Policy

Our contact details:

Waverley Abbey Trust
Waverley Abbey House,
Waverley Lane,
Farnham,
Surrey,
GU9 8EP
Phone Number: +44 (0)1252 784 700

E-mail: simon.hawes@waverleyabbey.org

What type of information is collected?

As part of the course requirements in the final research module, the following information is collected and processed:

- Personal identifiers and characteristics, including participants name, gender, how many years since qualifying as a counsellor and which professional counselling body they are a member of. I will also collect data on the hospice they work in and how many years they have worked within a hospice setting.
- Contact details for use during the research process, such as email address and phone number.
- In-depth interview data, which will be audio recorded and a transcription of the recording will be created.

How we get the information and why we have it

We use the information that you have given us for research purposes as part of the course requirements of the MA in Professional Counselling. The personal information is used to complete the research on how can working as part of a team of counsellors within a hospice setting impacts counsellors wellbeing and potential for burnout.

The personal information we process is provided to us directly by you for one of the following reasons:

- As part of your participation in my MA research project. The data will be collected, analysed and used solely for this research purpose.
- The data is collected by online interviews via Teams which will be audio recorded and a transcript will be created from that recording using Word, which I will store on my Waverley Abbey OneDrive.

Under the General Data Protection Regulation (GDPR), the lawful bases we rely on for processing this information are:

Your consent. You are able to remove your consent at any time. You can do this by contacting Heidi Haagensen, heidi.haagensen@waverleyabbeycollege.ac.uk.

Whilst every effort will be taken to remove all data if consent is withdrawn at any point after the research interview, it may be impracticable to withdraw all data after in-depth analysis of the data has commenced, and impractical to withdraw after submission/publication of the research.

What we do with the information we have

The data you provide is audio recorded and a transcription is made of that recording. This data will be analysed as part of the research process.

Although the raw data I collect from you will not usually be shared with anyone else, the data may be shared with my research supervisor, Sara Lister at Waverley Abbey College, and, in rare circumstances, may be viewed by the programme's external examiner or other relevant assessors as part of the course requirements and relevant regulations under Middlesex University. In extreme circumstances, where there is imminent risk of harm or a legal obligation to disclose, data may be shared with relevant agencies and personnel.

In line with college policy, on completion of the course (or exit of the course), any raw research data, such as, the audio recording will be securely destroyed. The transcripts of the interviews will be kept for a period of 18 months after the end of the course by the researcher and then securely destroyed.

How we store your information

Your information is securely stored on a password protected laptop, and on my personal Waverley College OneDrive where original transcripts will be password protected for extra security.

We keep your name, gender, email address, phone number, how many years since qualifying as a counsellor, which professional counselling body are you a member of and which hospice you work at for the duration of the research. We will then dispose your information by deleting the data off the OneDrive.

In line with college policy, on completion of the course (or exit of the course), any raw research data, such as, the audio recording will be securely destroyed. The transcripts of the interviews will be kept for a period of 18 months after the end of the course by the researcher and then securely destroyed.

Your data protection rights

Under data protection law, you have rights including:

Your right of access - You have the right to ask us for copies of your personal information.

Your right to rectification - You have the right to ask us to rectify information you think is inaccurate. You also have the right to ask us to complete information you think is incomplete.

Your right to erasure - You have the right to ask us to erase your personal information in certain circumstances.

Participants can withdraw their participation in the research at any time and withdraw their consent, and their data, without giving a reason or explanation. Approximately one week after the research interview, transcription and analysis of the data will begin. Whilst every effort will be taken to remove all data if consent is withdrawn at any point after the research interview, it may be impracticable to withdraw all data after in-depth analysis of the data has commenced, and impractical to withdraw after submission/publication of the research.

Your right to restriction of processing - You have the right to ask us to restrict the processing of your information in certain circumstances.

Your right to object to processing - You have the the right to object to the processing of your personal data in certain circumstances.

Your right to data portability - You have the right to ask that we transfer the information you gave us to another organisation, or to you, in certain circumstances.

You are not required to pay any charge for exercising your rights. If you make a request, we have one month to respond to you.

Please contact us at heidi.haagensen@waverleyabbeycollege.ac.uk if you wish to make a request.

How to complain

You can raise a concern or complaint to the data protection officer at Waverley Abbey College via: E-mail: simon.hawes@waverleyabbey.org, telephone 01252 784873

You can also complain to the ICO if you are unhappy with how we have used your data.

The ICO's address:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF
Helpline number: 0303 123 1113

Who do I contact for further information or if I have questions?

If you require and further information or have questions, please contact me on heidi.haagensen@waverleyabbeycollege.ac.uk

Thank you for taking time to consider taking part.