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## APPENDICES

**Appendix 1:** Permission letter

**Appendix 2:** Informed consent form

**Appendix 3:** Questionnaire about demographic information

**Appendix 4:** Interview guide for Home based caregivers

**Appendix 5:** Interview guide for management and staff



## **Appendix 1**

### **FACULTY OF COMMUNITY AND HEALTH SCIENCES**

#### **Permission letter**

Letter Requesting permission to conduct Research

The Managing Director  
Umtha Welanga Community Based Organization  
Masiphulisane Center  
E 505 Scott Street  
Khayelitsha  
7784

#### **Request for permission to conduct Research**

I, Rendani Marcia Ramuhaheli, a Master's student in Human Ecology at the University of Western Cape, request permission to conduct research at Umtha Welanga Organization in Khayelitsha. My research study aims in exploring the challenges that the Umtha Welanga organization faces when providing HIV/AIDS home based care services. The objective of the study is to access current home based care of the organization and to identify models of intervention which appeared to be effective and sustainable.

A qualitative research design will be used involving the home based care workers and the managers. In-depth interview and simple observation will be used to collect the data with the participants. Data will be analyzed by using thematic content analysis. The significance of the study is that it will help contribute knowledge to the organization that will help home based care services. The research will be conducted on the first week of September during the University vacation.

Please do not hesitate to contact me for further details.

Yours faithfully

Rendani Marcia Ramuhaheli

Cell: 082 630m 8007

E mail: rendanimarcia28@gmail.com

## Appendix 2

### INFORMED CONSENT FORM

The study has been described to me in a language that I understand and I freely and voluntarily agree to participate. My questions about the study have been answered. I understand that my identity will not be disclosed and that I may withdraw from the study without giving a reason at any time and this will not negatively affect me in any way.

Participant's Name .....

Participant's Signature .....

Date .....

Witness's Name .....

Witness Signature .....

Should you have any questions regarding this study or wish to report any problems you have experienced related to the study, please contact the study coordinator:'

Dr. C J Erasmus

Department of Human Ecology

University of the Western Cape

Private Bag X17, Bellville, 7535

Telephone: (021) 959-2760

Fax: (021) 959-3686

Email: [cjerasmus@uwc.ac.za](mailto:cjerasmus@uwc.ac.za)

## APPENDIX 3

### QUESTIONNAIRE: DEMOGRAPHIC INFORMATION

**Title: A case study exploring the challenges of providing HIV/AIDS home based care services by Umtha Welanga Community Organization**

Interview Number.....

Date of interview .....

Please answer all the questions below by placing a tick in the appropriate box or filling in the space provided.

#### DEMOGRAPHIC DATA



##### 1. Age

15-19 years	
20-29 years	
30-39 years	
40-49 years	
Others	

##### 2. Marital status

Single	
Married	
Widowed	
Separated/Divorced	
Others (specify)	

##### 3. Educational status

Primary	
Secondary	
Tertiary	
Others (Specify)	

**4. Religion**

Christian	
Muslim	
Buddhism	
Africanism	
Others (specify)	

**5. Apart from serving the organization, are you employed somewhere?**

Yes	
No	



## Appendix 4

### INTERVIEW GUIDE FOR HOME BASED CARE WORKERS

1. How long have you been working as a home based carer for this organization?
2. How did you get involved with this organization?
3. Did you receive any training before beginning as home based care worker?
4. What type of training did you receive?
5. How does the training assist you in providing care services?
6. How much support do you receive from the organization where you work as home based carers?
7. What kind of support do you receive from the organization?
8. What challenges do you experience with working with this organization?
9. What do you think are the benefits of working for this organization?
10. Do you know who to contact if you have any problems?
11. Why have you chosen to do home based care out of all the services?
12. What do you think are the benefits of conducting home based care?
13. Did you voluntarily chose to perform home based care or were forced by circumstances?
14. Discuss the attitudes of the managers and administrators towards home based care workers?
15. What is the worst part or the thing that most concerns or worries you about being home based carers?

## Appendix 5

### INTERVIEW GUIDE QUESTIONS for the MANAGEMENT and STAFF:

#### Exploration of the challenges facing Umtha Welanga Community based organization in the provision of home based care services.

1. What are the goals and objectives of home based care as provided by this organization.
2. What is the core business of this organization?
3. Where does it operate?
4. What services does your organization provide, except for home based care?
5. What other organizations does this organization link to in the area?
6. What categories of staff / volunteers are there in each function?
7. Where does it get its funding from?
8. What is the management structure?
9. Who does the management account to?
10. What drives the organization to render home based care services for the community?
11. When did home based care services begin?
12. How many staff workers are conducting home based care?
13. What are the challenges of home based care as experienced by the organization?
14. What are the benefits of home based care?
15. Are there any support systems for the home based care programmes from the community and government?
16. How is the response of the community members towards these services your organization provides?
17. Do you encounter any financial problems with this programme? What are those problems?
18. What are the physiological demands that you experience as an organization? Example: anxiety, stress
19. What have you done about these problems?

20. Do you experience any emotional/physical problems? What are those problems?
21. Does the community volunteer to help with home based care?
22. How often the home is based carer supervised?
23. Does the organization have a training plan in place for updating skills of staff?
24. Is this an ongoing process?
25. Is training mainly in house?
26. What format does this training take?
27. What type of training does the home based carer receive?
28. What is the duration of the training?
29. Is there any formal curriculum in place?
30. How was this curriculum derived?
31. What percentage of the training is practical?
32. What are the priority areas for improvement in management?
33. What is your overall appraisal of the quality of care provided by HBC?
34. What is the strength of its quality of care?
35. What are the weaknesses of the care domain?
36. What are the priority areas for improvement within the quality of care?
37. Does the organization interact with other organizations in the area?