Australian Centre for Evidence
Based Aged Care (ACEBAC) a centre of

AIPCA
Australian Institute
for **Primary Care & Ageing**

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Family and Staff Relationship Attitude Tool (FASRAT)

Instructions for use:

This questionnaire aims to measure the attitudes and beliefs of care staff towards relationships with residents' families in the Australian residential aged care context. The questionnaire consists of 26 statements about staff-family relationships. You are asked to decide to what extent you personally agree or disagree with the statements about staff-family relationships in residential aged care. Please put a cross in the box for the alternative that best fits what you think. It is important that you respond to all the statements.

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Please indicate the extent to which you *personally* agree or disagree with each of the following statements by placing a tick in the corresponding box:

	Strongly disagree	Moderately disagree	Disagree	Agree	Moderately agree	Strongly agree	Don't know or no opinion
1. Staff need to see residents as individuals in order to <u>establish</u> good relationships with families.	❏	❏	❏	❏	❏	❏	❏
2. Tensions will occur if staff and families have different expectations about care.	❏	❏	❏	❏	❏	❏	❏
3. Families should have the opportunity to be involved in decision-making about their relative's care.	❏	❏	❏	❏	❏	❏	❏
4. Families' knowledge of day to day care needs should be acknowledged by staff.	❏	❏	❏	❏	❏	❏	❏
5. Open communication between staff and families is necessary for the formation of good relationships.	❏	❏	❏	❏	❏	❏	❏
6. Families should give feedback about the contribution <u>staff</u> make to their relative's care.	❏	❏	❏	❏	❏	❏	❏
7. Cultural differences between staff and families can hinder their relationship.	❏	❏	❏	❏	❏	❏	❏
8. Staff should be provided with training to work with families.	❏	❏	❏	❏	❏	❏	❏
9. Good relationships between staff and families are more likely when they agree about residents' individual needs.	❏	❏	❏	❏	❏	❏	❏
10. Good relationships develop when staff and families share the same goal.	❏	❏	❏	❏	❏	❏	❏

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		Strongly disagree	Moderately disagree	Disagree	Agree	Moderately agree	Strongly agree	Don't know or no opinion
11.	Good leadership in the facility should encourage staff and families to work together to provide care.	❏	❏	❏	❏	❏	❏	❏
12.	Families need emotional support from staff.	❏	❏	❏	❏	❏	❏	❏
13.	Families should always be offered updates about changes to their relative's <u>care</u>.	❏	❏	❏	❏	❏	❏	❏
14.	Staff should have an understanding of the potential effects of cultural differences on their relationship with families.	❏	❏	❏	❏	❏	❏	❏
15.	Care staff should make all decisions about residents' care.	❏	❏	❏	❏	❏	❏	❏
16.	Staff can do their job without the involvement of families.	❏	❏	❏	❏	❏	❏	❏
17.	Relationships between staff and families are improved when families are given the opportunity to be involved in providing care.	❏	❏	❏	❏	❏	❏	❏
18.	Staff do not need to listen to families about how to care for relatives.	❏	❏	❏	❏	❏	❏	❏
19.	Staff can have good ongoing relationships with the family without knowing a lot about the resident.	❏	❏	❏	❏	❏	❏	❏
20.	Families get in the way of good care.	❏	❏	❏	❏	❏	❏	❏
21.	Good communication between staff and families improves the quality of resident care.	❏	❏	❏	❏	❏	❏	❏
22.	Information about the facility should be given to family before the decision is made to move into the facility.	❏	❏	❏	❏	❏	❏	❏

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	Strongly disagree	Moderately disagree	Disagree	Agree	Moderately agree	Strongly agree	Don't know or no opinion
23. Staff should give feedback about the contribution <u>families</u> make to their relative's care.	❏	❏	❏	❏	❏	❏	❏
24. Conflict between families does not affect staff/family relationships	❏	❏	❏	❏	❏	❏	❏
25. Families expect too much information about their relative's care.	❏	❏	❏	❏	❏	❏	❏
26. Staff should be responsible for promoting a positive relationship with families.	❏	❏	❏	❏	❏	❏	❏