

G.12.1.18 Residential care staff and nurse training: effective communication, empathy development and conflict resolution

Quality assessment						No of patients		Effect estimate	Quality
No of studies	Design	Risk of bias	Indirectness	Inconsistency	Imprecision	Intervention	Usual care	Summary of results	
Staff easy to talk to (higher numbers favour intervention)									
1 (Robison 2007)	RCT	Serious ¹	Not serious	N/A	Not serious	169	156	MD 0.19 (0.02, 0.36)	Moderate
Staff behaviours scale (higher numbers favour intervention)									
1 (Robison 2007)	RCT	Serious ¹	Not serious	N/A	Not serious	169	156	MD 0.67 (0.11, 1.23)	Moderate

Quality assessment						No of patients		Effect estimate	Quality
No of studies	Design	Risk of bias	Indirectness	Inconsistency	Imprecision	Intervention	Usual care	Summary of results	
Family involvement scale - spouses (higher numbers favour intervention)									
1 (Robison 2007)	RCT	Serious ¹	Not serious	N/A	Serious ²	169	156	MD 0.96 (-0.54, 2.46)	Low
Family involvement scale – adult children (higher numbers favour intervention)									
1 (Robison 2007)	RCT	Serious ¹	Not serious	N/A	Serious ²	169	156	MD 0.28 (-0.34, 0.90)	Low
1. Method of randomisation unclear 2. Non-significant result									