**Focus Group Guide with Questioning Route**

Introduction of focus group

Participants entering, starting the session with small talk coffee/tea and a snack. Participants writing their name on a sign and put it in front of them.

The moderator welcomes everybody, thanking them for coming and taking their time to participate in the study. The moderator informs the participants that they are invited as experts on the topic of the discussion and reads the purpose of the study to the group: *The purpose of this study is to explore support persons’ views on remote communication for persons with communicative and cognitive disabilities, and on factors enabling self-determination and participation.*

The moderator and the observer present themselves. The moderator informs that:

* There is no right or wrong and discussions are welcome.
* It is important that everyone participates in the discussions.
* The discussions will concern the topic of remote communication for persons with communicative and cognitive disabilities, not other topics.
* What is said in the focus group will stay in this room, the participants are not to talk to others on what others share.
* Information about that the discussions are audio recorded.

Start of focus group discussion

Recollection of the topic: *The purpose of this study is to explore support persons’ views on remote communication for persons with communicative and cognitive disabilities, and on factors enabling self-determination and participation.*  
The participants are asked to present themselves and give a short description of the person or persons that they are support persons to.  
  
The observer takes notes throughout the session.

Key questions

* *Initial question: What are your views on remote communication for people with communicative and cognitive disabilities in relation to self-determination and participation?*
* *When and for what purposes is remote communication important?*
* *Which factors are important for remote communication to work?*

The moderator lets the discussion proceed as much as possible without intervening. If the following aspects are not covered in the discussions, the questions were asked in the second half of the session.

* *What is necessary in order for remote communication to work for persons with communicative and cognitive disabilities?*
* *What is important in order for users and their network to use remote communication?*
* *What is important in order for users and their network to be able to handle remote communication?*

The questions above involve remote communication from both a physical and cognitive perspective. If this is not covered in the discussion the moderator asks about it.

When discussions fade out follow up questions are asked in order to stimulate discussion, for example:

* *When you (plural) say …, how is that to be understood?*
* *Here comes some different views about …, how can that be explained further?*

In the end of the session the observer recollects the discussion of the focus group and repeats the aim. The observer asks: *Is there something you would like to add?*

The moderator thanks the participants, encouraging them to get in touch on phone or e-mail if this raised any questions that they would like to talk about afterwords.