

## **Supplementary online material B: Results from the fractional response models**

The estimates from the fractional response models are shown in Table S to Table S.

**Table S4: Estimated relationship between quality of care and quality of life**

	MODEL 0	MODEL 1	MODEL 2	MODEL 3	MODEL 4
GENDER: male	0.064**	0.055*	0.058**	0.019	0.123**
AGE: 70-74	0.111**	0.122**	0.117**	0.116*	0.132*
AGE: 75-79	0.107**	0.125**	0.120**	0.147**	0.07
AGE: 80-84	0.106*	0.136**	0.131**	0.187**	0.019
AGE: 85-89	0.143***	0.191***	0.186***	0.227***	0.103
AGE: 90 and over	0.118*	0.169***	0.165***	0.211***	0.061
ETHNICITY: white	0.243***	0.218***	0.182***	0.226***	0.219***
ADLS =3	-0.190***	-0.156***	-0.157***	-0.160***	-0.137*
ADLS =4	-0.258***	-0.209***	-0.208***	-0.189***	-0.223**
ADLS =5	-0.476***	-0.389***	-0.376***	-0.334***	-0.428***
SPH: good	-0.151*	-0.144*	-0.141*	-0.098	-0.248
SPH: fair	-0.440***	-0.396***	-0.389***	-0.361***	-0.491***
SPH: bad	-0.734***	-0.656***	-0.642***	-0.661***	-0.676***
SPH: very bad	-1.016***	-0.959***	-0.951***	-0.917***	-1.047***
DESIGN_HOME: meets most needs	-0.499***	-0.406***	-0.399***	-0.462***	-0.294***
DESIGN_HOME: meets some needs	-0.887***	-0.708***	-0.686***	-0.775***	-0.578***
DESIGN_HOME: totally inappropriate	-1.299***	-1.099***	-1.079***	-1.161***	-0.958***
PRACTICAL_HELP_IN	0.368***	0.271***	0.249***	0.285***	0.210***
PRACTICAL_HELP_OUT	0.109***	0.084**	0.075**	0.089**	0.063
HELP_ANSWER: careworker	-0.120**	-0.255***	-0.242***	-0.235***	-0.231**
HELP_ANSWER: someone else	-0.298***	-0.258***	-0.252***	-0.277***	-0.172**
QTOT	-	2.148***	-	2.028***	2.338***
QREL	-	-	1.880***	-	-
QORG	-	-	0.294***	-	-
Constant term	2.776***	1.050***	1.005***	1.126***	0.902***
N	14,172	14,172	14,172	10,108	4,064
R-squared	0.241	0.335	0.344	0.322	0.347

Legend: \* p-value<0.05; \*\* p-value<0.01; \*\*\* p-value<0.001. Baseline categories: Female; Aged between 65 and 69; Non-white ethnicity; With less than 3 limitations in ADLs; Very good SPH; Home design meeting needs very well; Not receiving practical help from within or from outside the household; Not having received help in answering the questionnaire. The R-squared has been estimated by squaring the correlation of the observed and predicted values. QTOT quality of care experience scale; QREL interpersonal quality scale; QORG organisational quality scale.

**Table S5: Estimated relationship between quality of care and quality of life (clustered around providers)**

	<b>MODEL 0</b>	<b>MODEL 1</b>	<b>MODEL 2</b>	<b>MODEL 3</b>	<b>MODEL 4</b>
GENDER: male	0.006** (0.002)	0.005** (0.002)	0.006** (0.002)	0.002 (0.002)	0.014** (0.004)
AGE: 70-74	0.012* (0.005)	0.013** (0.005)	0.012** (0.005)	0.012* (0.005)	0.015 (0.010)
AGE: 75-79	0.011** (0.004)	0.013** (0.004)	0.013** (0.004)	0.015** (0.005)	0.008 (0.009)
AGE: 80-84	0.011* (0.004)	0.014** (0.004)	0.014** (0.004)	0.018*** (0.005)	0.002 (0.009)
AGE: 85-89	0.015*** (0.004)	0.020*** (0.004)	0.019*** (0.004)	0.022*** (0.005)	0.012 (0.009)
AGE: 90 and over	0.012** (0.004)	0.017*** (0.005)	0.017*** (0.005)	0.020*** (0.005)	0.007 (0.009)
ETHNICITY: white	0.027*** (0.005)	0.023*** (0.005)	0.019*** (0.005)	0.022*** (0.006)	0.027*** (0.008)
ADLS =3	-0.017*** (0.003)	-0.014*** (0.002)	-0.014*** (0.002)	-0.014*** (0.003)	-0.014* (0.006)
ADLS =4	-0.023*** (0.003)	-0.019*** (0.003)	-0.019*** (0.003)	-0.016*** (0.003)	-0.023*** (0.006)
ADLS =5	-0.047*** (0.003)	-0.038*** (0.003)	-0.036*** (0.003)	-0.030*** (0.003)	-0.047*** (0.005)
SPH: good	-0.011* (0.005)	-0.011* (0.004)	-0.011* (0.004)	-0.007 (0.005)	-0.022* (0.010)
SPH: fair	-0.038*** (0.004)	-0.034*** (0.004)	-0.033*** (0.004)	-0.029*** (0.004)	-0.048*** (0.010)
SPH: bad	-0.071*** (0.006)	-0.062*** (0.005)	-0.061*** (0.005)	-0.060*** (0.005)	-0.071*** (0.011)
SPH: very bad	-0.109*** (0.008)	-0.102*** (0.007)	-0.101*** (0.007)	-0.091*** (0.008)	-0.126*** (0.014)
DESIGN_HOME: meets most needs	-0.048*** (0.002)	-0.039*** (0.002)	-0.038*** (0.002)	-0.041*** (0.002)	-0.033*** (0.004)
DESIGN_HOME: meets some needs	-0.098*** (0.004)	-0.075*** (0.004)	-0.072*** (0.004)	-0.077*** (0.004)	-0.071*** (0.008)
DESIGN_HOME totally inappropriate	-0.166*** (0.013)	-0.134*** (0.010)	-0.130*** (0.010)	-0.133*** (0.014)	-0.132*** (0.017)
PRACTICAL_HELP_IN	0.036*** (0.003)	0.026*** (0.002)	0.024*** (0.003)	0.025*** (0.003)	0.024*** (0.006)
PRACTICAL_HELP_OUT	0.011*** (0.003)	0.008** (0.002)	0.007*** (0.002)	0.008** (0.003)	0.007 (0.005)
HELP_ANSWER: careworker	-0.0011** (0.004)	-0.024*** (0.004)	-0.023*** (0.004)	-0.021*** (0.005)	-0.026** (0.008)
HELP_ANSWER:	-0.029***	-0.025***	-0.024***	-0.025***	-0.019***

someone else	(0.002)	(0.002)	(0.002)	(0.002)	(0.006)
QTOT	-	0.213*** (0.006)	-	0.187*** (0.007)	0.272*** (0.012)
QREL	-	-	0.186*** (0.007)	-	-
QORG	-	-	0.029*** (0.006)	-	-
N	14,172	14,172	14,172	10,108	4,064
R-squared	0.241	0.335	0.344	0.322	0.347

**Table S6: Estimated relationship between quality of care and quality of life (clustered around providers and local authorities)**

	MODEL 0	MODEL 1	MODEL 2	MODEL 3	MODEL 4
GENDER: male	0.006** (0.002)	0.005** (0.002)	0.006** (0.002)	0.002 (0.002)	0.014** (0.004)
AGE: 70-74	0.012* (0.005)	0.013** (0.005)	0.012** (0.005)	0.012* (0.005)	0.015 (0.010)
AGE: 75-79	0.011** (0.004)	0.013** (0.004)	0.013** (0.004)	0.015** (0.005)	0.008 (0.009)
AGE: 80-84	0.011* (0.004)	0.014** (0.004)	0.014** (0.004)	0.018*** (0.005)	0.002 (0.009)
AGE: 85-89	0.015*** (0.004)	0.020*** (0.004)	0.019*** (0.004)	0.022*** (0.005)	0.012 (0.009)
AGE: 90 and over	0.012** (0.004)	0.017*** (0.005)	0.017*** (0.005)	0.020*** (0.005)	0.007 (0.010)
ETHNICITY: white	0.027*** (0.005)	0.023*** (0.005)	0.019*** (0.005)	0.022*** (0.007)	0.027*** (0.007)
ADLS =3	-0.017*** (0.003)	-0.014*** (0.002)	-0.014*** (0.002)	-0.014*** (0.003)	-0.014* (0.006)
ADLS =4	-0.023*** (0.003)	-0.019*** (0.003)	-0.019*** (0.003)	-0.016*** (0.003)	-0.023*** (0.006)
ADLS =5	-0.047*** (0.003)	-0.038*** (0.003)	-0.036*** (0.003)	-0.030*** (0.003)	-0.047*** (0.005)
SPH: good	-0.011* (0.005)	-0.011* (0.004)	-0.011* (0.004)	-0.007 (0.005)	-0.022* (0.010)
SPH: fair	-0.038*** (0.004)	-0.034*** (0.004)	-0.033*** (0.004)	-0.029*** (0.004)	-0.048*** (0.010)
SPH: bad	-0.071*** (0.006)	-0.062*** (0.005)	-0.061*** (0.005)	-0.060*** (0.005)	-0.071*** (0.011)
SPH: very bad	-0.109*** (0.008)	-0.102*** (0.007)	-0.101*** (0.007)	-0.091*** (0.008)	-0.126*** (0.014)
DESIGN_HOME: meets most needs	-0.048*** (0.002)	-0.039*** (0.002)	-0.038*** (0.002)	-0.041*** (0.002)	-0.033*** (0.004)
DESIGN_HOME: meets some needs	-0.098*** (0.004)	-0.075*** (0.004)	-0.072*** (0.004)	-0.077*** (0.004)	-0.071*** (0.008)
DESIGN_HOME totally inappropriate	-0.166*** (0.013)	-0.134*** (0.010)	-0.130*** (0.010)	-0.133*** (0.014)	-0.132*** (0.017)
PRACTICAL_HELP_IN	0.036*** (0.003)	0.026*** (0.002)	0.024*** (0.003)	0.025*** (0.003)	0.024*** (0.006)
PRACTICAL_HELP_OUT	0.011*** (0.003)	0.008** (0.002)	0.007*** (0.002)	0.008** (0.003)	0.007 (0.005)
HELP_ANSWER: careworker	-0.0011** (0.004)	-0.024*** (0.004)	-0.023*** (0.004)	-0.021*** (0.005)	-0.026** (0.008)
HELP_ANSWER:	-0.029***	-0.025***	-0.024***	-0.025***	-0.019***

someone else	(0.002)	(0.002)	(0.002)	(0.002)	(0.005)
QTOT	-	0.213*** (0.006)	-	0.187*** (0.007)	0.272*** (0.012)
QREL	-	-	0.186*** (0.007)	-	-
QORG	-	-	0.029*** (0.006)	-	-
N	14,172	14,172	14,172	10,108	4,064
R-squared	0.241	0.335	0.344	0.322	0.347

**Table S7: Interaction effects between quality of care and user characteristics**

	MODEL 5a	MODEL 5b	MODEL 5c	MODEL 5d	MODEL 5e	MODEL 5f	MODEL 6
GENDER: male	0.054*	0.076	0.054*	0.055*	0.054*	0.056**	0.055*
QTOT x GENDER: male	-	-0.03	-	-	-	-	-
AGE: 70-74	0.120**	0.122**	0.004	0.120**	0.121**	0.119**	0.117**
AGE: 75-79	0.123**	0.124**	-0.142	0.123**	0.124**	0.123**	0.120**
AGE: 80-84	0.134**	0.136**	-0.093	0.134**	0.135**	0.132**	0.130**
AGE: 85-89	0.191***	0.191***	-0.218	0.190***	0.191***	0.188***	0.187***
AGE: 90 and over	0.167***	0.169***	-0.146	0.167***	0.168***	0.167***	0.166***
QTOT x AGE: 70-74	-	-	0.16	-	-	-	-
QTOT x AGE: 75-79	-	-	0.37	-	-	-	-
QTOT x AGE: 80-84	-	-	0.316	-	-	-	-
QTOT x AGE: 85-89	-	-	0.576*	-	-	-	-
QTOT x AGE: 90 and over	-	-	0.44	-	-	-	-
ETHNICITY: white	0.217***	0.218***	0.218***	0.032	0.217***	0.220***	0.125
QTOT x ETHNICITY: white	-	-	-	0.274	-	-	0.137
ADLS =3	-0.156***	-0.157***	-0.156***	-0.156***	-0.023	-0.152***	-0.113
ADLS =4	-0.209***	-0.209***	-0.209***	-0.208***	0.001	-0.203***	-0.12
ADLS =5	-0.387***	-0.389***	-0.388***	-0.388***	-0.216	-0.384***	-0.384**
QTOT x ADLS =3	-	-	-	-	-0.182	-	-0.054
QTOT x ADLS =4	-	-	-	-	-0.292*	-	-0.117
QTOT x ADLS =5	-	-	-	-	-0.24	-	0.004
SPH: good	-0.140*	-0.144*	-0.146*	-0.144*	-0.141*	0.031	0.019
SPH: fair	-0.392***	-0.396***	-0.397***	-0.395***	-0.392***	0.173	0.124
SPH: bad	-0.652***	-0.656***	-0.658***	-0.656***	-0.652***	0.088	0.025
SPH: very bad	-0.951***	-0.959***	-0.962***	-0.960***	-0.955***	-0.148	-0.193
QTOT x SPH: good	-	-	-	-	-	-0.233	-0.214
QTOT x SPH: fair	-	-	-	-	-	-0.778*	-0.708
QTOT x SPH: bad	-	-	-	-	-	-1.040**	-0.947**

QTOT x SPH: very bad	-	-	-	-	-	-1.133**	-1.064*
DESIGN_HOME: meets most needs	-0.198*	-0.406***	-0.407***	-0.405***	-0.406***	-0.403***	-0.259**
DESIGN_HOME: meets some needs	-0.467***	-0.708***	-0.710***	-0.708***	-0.708***	-0.708***	-0.559***
DESIGN_HOME: totally inappropriate	-0.564*	-1.099***	-1.100***	-1.099***	-1.100***	-1.097***	-0.657*
QTOT x DESIGN_HOME: meets most needs	-0.289**	-	-	-	-	-	-0.2
QTOT x DESIGN_HOME: meets some needs	-0.344**	-	-	-	-	-	-0.211
QTOT x DESIGN_HOME: totally inappropriate	-0.802	-	-	-	-	-	-0.666
PRACTICAL_HELP_IN	0.271***	0.271***	0.271***	0.270***	0.272***	0.272***	0.272***
PRACTICAL_HELP_OUT	0.084**	0.084**	0.085**	0.083**	0.083**	0.084**	0.085**
HELP_ANSWER: careworker	-0.256***	-0.255***	-0.252***	-0.254***	-0.257***	-0.252***	-0.252***
HELP_ANSWER: someone else	-0.256***	-0.258***	-0.257***	-0.258***	-0.258***	-0.255***	-0.254***
QTOT	2.368***	2.156***	1.775***	1.896***	2.349***	2.918***	2.908***
Constant term	0.884***	1.044***	1.319***	1.220***	0.901***	0.479	0.479
N	14,172	14,172	14,172	14,172	14,172	14,172	14,172
R-squared	0.336	0.335	0.336	0.335	0.335	0.336	0.337

Legend: \* p-value<0.05; \*\* p-value<0.01; \*\*\* p-value<0.001. Baseline categories: Female; Aged between 65 and 69; Non-white ethnicity; With less than 3 limitations in ADLs; Very good SPH; Home design meeting needs very well; Not receiving practical help from within or from outside the household; Not having received help in answering the questionnaire. The R-squared has been estimated by squaring the correlation of the observed and predicted values