Table DS1 Internal consistency of TESS subscales

| | TESS Parts | | |
	Part 1	Part 2	Part 3
TESS Subscale	Previous item *n* and *Cronbach's α*	Previous item *n* and *Cronbach's α*	Previous item *n* and *Cronbach's α*
Positive reinforcement	4 items .77	4 items .83	
Extinction	4 items .76	4 items .71	
Communication, honesty & genuineness	3 items .71	4 items .70	
Safety	4 items .78	4 items .68	
Belongingness & shared responsibility	4 items .75	4 items .80	
Compassion	9 items .92	9 items .88	
Inconsistency in behaviour	3 items .86	3 items .68	
Accommodation	6 items .69	6 items .73	
High expressed emotion	3 items .77	3 items .76	
Focus on goals and tasks			5 items .86
Activity			4 items .63
Democracy and influence			4 items .76
Boundaries			5 items .57

Table DS2 Test-retest reliability of the TESS based on a subgroup of 15 participants

TESS Subscale	TESS Part		
	Part 1	Part 2	Part 3
Positive reinforcement	.66**	.70**	
Extinction	.67**	.69**	
Communication, honesty & genuineness	.84**	.64*	
Safety	.84**	.89**	
Belongingness & shared responsibility	.81**	.64*	
Compassion	.81**	.81**	
Inconsistency in behaviour	.84**	0.42	
Accommodation	.76**	.73**	
High expressed emotion	0.48	.54*	
Focus on goals and tasks			.82**
Democracy and influence			.95**

Table DS3 Convergent validity of each TESS subscale with the Good Milieu Index and the EssenCES

| TESS part | TESS subscales | Good Milieu Index (Total) | EssenCES subscales | | | EssenCES total |
			Patient's cohesion	Experienced safety	Therapeutic hold	
Part 1 – Relationship with staff	Positive reinforcement	.52**	.34**	.33**	.62**	.55**
	Extinction	.50**	.39**	.43**	.67**	.65**
	Communication, honesty & genuineness	.50**	.29**	.16	.56**	.45**
	Safety	.52**	.31*	.30**	.56**	.50**
	Belongingness & shared responsibility	.56**	.38**	.40**	.69**	.63**
	Compassion	.62**	.42**	.36**	.71**	.64**
	Inconsistency in behaviour	-.48**	-.31**	-.37**	-.44**	-.47**
	Accommodation	-.31**	-.38**	-.39**	-.42**	-.48**
	High expressed emotion	-.40**	-.35**	-.52**	-.60**	-.63**
Part 2 – Relationship with other members	Positive reinforcement	.46**	.47**	.27*	.35**	.45**
	Extinction	.25*	.42**	.36**	.20	.41**
	Communication, honesty & genuineness	.47**	.50**	.35*	.31**	.46**
	Safety	.50**	.42**	.47**	.36**	.52**
	Belongingness & shared responsibility	.48**	.56**	.51**	.38**	.61**
	Compassion	.50**	.55**	.39**	.41**	.58**
	Inconsistency in behaviour	-.19	-.30**	-.50**	-.16	-.37**
	Accommodation	-.13	-.14	-.28**	-.27**	-.29**
	High expressed emotion	-.36**	-.35**	-.53**	-.52**	-.58**
Part 3 – Own behaviour	Focus on goals and tasks	.42**	.38**	.30**	.40**	.46**
	Activity	.60**	.48**	.28**	.53**	.55**
	Democracy and influence	.57**	.52**	.33**	.54**	.60**

Table DS4 TESS part 1 (relationship with staff) subscale comparisons between settings

Part 1 TESS subscales – Relationship with staff	Anxiety Disorders Residential Unit *Mean (SD)*	Therapeutic Community *Mean (SD)*	In-patient Unit *Mean (SD)*	Comparison (α = 0.05) *H*, (df), *p*	Post-hoc tests (α = 0.017) 1. ADRU x Therapeutic community 2. ADRU x In-patient unit 3. In-patient unit x Therapeutic community
	n = 42	*n* = 25	*n* = 14		
Positive reinforcement	6.15 (0.78)	5.45 (0.63)	4.46 (1.41)	*H* (2) = 26.77, *p*< .001	1. *U* = 230.00, *Z* = -3.85, *p*< .001, *d* = 1.07 2. *U* = 74.00, *Z* = -4.19, *p* = .000, *d* = 1.35 3. *U* = 258.50, *Z* = 2.46, *p* = .013, *d* = 0.86
Extinction	5.85 (1.22)	4.60 (0.85)	4.27 (0.93)	*H* (2) = 32.63, *p*< .001	1. *U* = 151.00, *Z* = -4.87, *p*< .001, *d* = 1.48 2. *U* = 70.00 , *Z* = -4.26, *p* = 000, *d* = 1.38 3. *U* = 215.50, *Z* = 1.19, *p* = .239, *d* = 0.39
Communication, honesty & genuineness	5.62 (1.06)	5.24 (0.97)	4.67 (0.76)	*H* (2) = 13.61, *p* = .001	1. *U* = 378.00, *Z* = -1.92, *p* = .055, *d* = 0.48 2. *U* = 106.50, *Z* = -3.57, *p* = 000, *d* = 1.09 3. *U* = 238.50, *Z* = 1.87, *p* = .062, *d* =0.63
Safety	5.55 (1.37)	4.84 (1.21)	3.88 (1.08)	*H* (2) = 17.80, *p*< .001	1. *U* = 330.00, *Z* = -2.54, *p* = .011, *d* = 0.65 2. *U* = 92.50, *Z* = -3.83, *p* = 000, *d* = 1.19 3. *U* = 250.00, *Z* = 2.20, *p* = .028, *d* = 0.75
Belongingness & sharedresponsibility	6.05 (0.72)	5.23 (1.12)	4.59 (1.12)	*H* (2) = 24.17, *p*< .001	1. *U* = 262.00, *Z* = -3.43, *p* = .001, *d* = 0.92 2. *U* = 65.00, *Z* = -4.36, *p* = 000, *d* = 1.43 3. *U* = 231.00, *Z* = 1.65, *p* = .105, *d* = 0.55
Compassion	6.07 (0.93)	5.01 (1.01)	4.26 (1.24)	*H* (2) = 31.86, *p*< .001	1. *U* = 190.50, *Z* = -4.34, *p*< .001, *d* = 1.25 2. *U* = 50.50, *Z* = -4.62, *p* = 000, *d* = 1.57 3. *U* = 237.50, *Z* = 1.83, *p* = .067, *d* = 0.61
Inconsistency in behaviour	2.59 (1.36)	4.17 (1.36)	5.05 (1.42)	*H* (2) = 28.89, *p*< .001	1. *U* = 845.00, *Z* = 4.17, *p*< .001, *d* = 1.18 2. *U* =524.00 , *Z* = 4.38, *p* = 000, *d* = 1.44 3. *U* = 117.50, *Z* = -1.70, *p* = .093, *d* = 0.57
Accommodation	1.72 (0.61)	2.85 (0.83)	2.71 (0.71)	*H* (2) = 32.52, *p*< .001	1. *U* = 898.00, *Z* = 4.86, *p*< .001, *d* = 1.48 2. *U* =520.00, *Z* = 4.31, *p* = 000, *d* = 1.41 3. *U* = 221.00, *Z* = 1.35, *p* = .185, *d* = 0.44
High expressed emotion	1.87 (0.84)	3.91 (1.30)	3.48 (1.36)	*H* (2) = 36.25, *p*< .001	1. *U* = 960.00, *Z* = 5.67, *p*< .001, *d* = 1.92 2. *U* = 487.00, *Z* = 3.69, *p* = 000, *d* = 1.13 3. *U* = 200.00, *Z* = .736, *p* = .478, *d* = 0.24

Table DS5 TESS part 2 (relationship with non-staff members) subscale comparisons between settings

Part 2 TESS subscales – Relationship with non-staff	Anxiety Disorders Residential Unit *Mean (SD)*	Therapeutic Community *Mean (SD)*	In-patient Unit *Mean (SD)*	Comparison (α = 0.05) *H*, (df), *p*	Post-hoc tests (α = 0.017) 1. ADRU x Therapeutic community 2. ADRU x In-patient unit 3. In-patient unit x Therapeutic community
	n = 42	*n* = 25	*n* = 14		
Positive reinforcement	5.74 (1.01)	5.20 (0.88)	4.52 (1.17)	*H* (2) = 17.26, *p* < .001	1. *U* = 303.00, *Z* = -2.89, *p* =.004, *d* = 0.75 2. *U* = 107.00 , *Z* = -3.56 , *p* = .000, *d* = 1.08 3. *U* = 238.50, *Z* = 1.87, *p* = .062, *d* = 0.63
Extinction	5.04 (1.16)	4.03 (0.98)	4.02 (1.36)	*H* (2) = 15.21, *p* < .001	1. *U* = 252.50, *Z* = -3.54, *p* < .001, *d* = 0.96 2. *U* = 155.00 , *Z* = -2.64, *p* = .008, *d* = 0.75 3. *U* = 171.00, *Z* = -.118, *p* = .919, *d* = 0.04
Communication, honesty & genuineness	5.37 (0.79)	4.67 (1.20)	4.88 (1.01)	*H* (2) = 7.27, *p* = .026	1. *U* = 334.50, *Z* = -2.49, *p* =.013, *d* = 0.64 2. *U* = 202.00 , *Z* = -1.76 , *p* = .078, *d* = 0.48 3. *U* = 171.00, *Z* = -.118, *p* = .919, *d* = 0.04
Safety	5.00 (1.23)	3.84 (1.13)	3.71 (1.22)	*H* (2) = 17.12, *p* < .001	1. *U* = 240.50, *Z* = -3.60, *p* < .001, *d* = 0.98 2. *U* = 130.50 , *Z* = -3.03, *p* = .002, *d* = 0.89 3. *U* = 185.50, *Z* = .309, *p* = .761, *d* = 0.10
Belongingness & shared responsibility	5.80 (1.03)	4.82 (1.10)	4.41 (1.37)	*H* (2) = 21.13, *p* < .001	1. *U* = 232.50, *Z* = -3.81, *p* < .001, *d* = 1.05 2. *U* = 107.50, *Z* = -3.54, *p* = .000, *d* = 1.07 3. *U* = 211.00, *Z* = .290, *p* = .303, *d* = 0.09
Compassion	5.43 (1.01)	4.67 (0.98)	4.64 (1.03)	*H* (2) = 12.37, *p* = .002	1. *U* = 284.00, *Z* = -3.13, *p* =.002, *d* = 0.83 2. *U* = 163.50, *Z* = -2.47, *p* = .013, *d* = 0.70 3. *U* = 187.50, *Z* = .714, *p* = .718, *d* = 0.23
Inconsistency in behaviour	3.20 (1.28)	4.07 (1.10)	3.88 (1.38)	*H* (2) = 8.38, *p* = .015	1. *U* = 738.50, *Z* = 2.79, *p* = .005, *d* = 0.73 2. *U* = 380.00, *Z* = 1.64, *p* = .102, *d* = 0.45 3. *U* = 190.50, *Z* = .457, *p* = .654, *d* = 0.15
Accommodation	2.41 (1.09)	3.11 (0.86)	3.14 (1.09)	*H* (2) = 13.36, *p* = .001	1. *U* = 779.50, *Z* = 3.31, *p* = .001, *d* = 0.88 2. *U* = 425.00, *Z* = 2.48, *p* = .013, *d* = 0.70 3. *U* = 181.50, *Z* = .191, *p* = .851, *d* = 0.06
High expressed emotion	2.96 (1.31)	4.72 (1.41)	4.50 (1.15)	*H* (2) = 25.21, *p* < .001	1. *U* = 860.50, *Z* = 4.37, *p* < .001, *d* = 1.26 2. *U* = 486.50, *Z* = 3.66, *p* = .000, *d* = 1.12 3. *U* = 204.00, *Z* = .852, *p* = .409, *d* = 0.28

Table DS6 TESS part 3 (own behaviour) subscale comparisons between settings

Part 3 TESS subscales – Own behaviour	Anxiety Disorders Residential Unit *Mean (SD)*	Therapeutic Community *Mean (SD)*	In-patient Unit *Mean (SD)*	Comparison (α = 0.05) *H*, (df), *p*	Post-hoc tests (α = 0.017) 1. ADRU x Therapeutic community 2. ADRU x In-patient unit 3. In-patient unit x Therapeutic community
	n = 42	*n* = 25	*n* = 14		
Focus on goals and tasks	5.96 (0.79)	5.02 (1.25)	4.90 (1.48)	*H* (2) = 17.13, *p*< .001	1. *U* = 262.50, *Z* = -3.42, *p* = .001, *d* = 0.92 2. *U* = 120.50, *Z* = -3.30, *p* = .001, *d* = 0.98 3. *U* = 171.50, *Z* = -.103, *p* = .919, *d* = 0.03
Activity	5.93 (0.75)	4.91 (1.24)	4.79 (0.96)	*H* (2) = 26.46, *p*< .001	1. *U* = 135.00, *Z* = -3.04, *p* = .002, *d* = 0.89 2. *U* = 148.00, *Z* = -4.91, *p*< .001, *d* = 0.92 3. *U* = 158.00, *Z* = -.501, *p* = .663, *d* = 0.16
Democracy and influence	5.31 (1.10)	4.20 (1.05)	3.71 (1.35)	*H* (2) = 23.69, *p*< .001	1. *U* = 212.50, *Z* = -4.07, *p*< .001, *d* = 1.15 2. *U* = 99.50, *Z* = -3.69, *p* = .000, *d* = 1.13 3. *U* = 217.50, *Z* = 1.25, *p* = .216, *d* = 0.41

Table DS7 Comparisons between staff and non-staff behaviours at ADRU

TESS Subscale	TESS Part 1 - Relationships with staff	TESS Part 2 – Relationships with non-staff	Comparison ($\alpha = 0.05$) Z, p, d
Positive reinforcement	6.15 (0.78)	5.74 (1.01)	$Z = -2.37, p = .018, d = 0.79$
Extinction	5.85 (1.22)	5.04 (1.16)	$Z = -3.80, p < .001, d = 1.45$
Communication, honesty & genuineness	5.62 (1.06)	5.37 (0.79)	$Z = -2.33, p = .020, d = 0.77$
Safety	5.55 (1.37)	5.00 (1.23)	$Z = -2.76, p = .006, d = 0.94$
Belongingness & shared responsibility	6.05 (0.72)	5.80 (1.03)	$Z = -1.58, p = .114, d = 0.50$
Compassion	6.07 (0.93)	5.43 (1.01)	$Z = -4.05, p < .001, d = 1.60$
Inconsistency in behaviour	2.59 (1.36)	3.20 (1.28)	$Z = -2.42, p = .016, d = 0.81$
Accommodation	1.72 (0.61)	2.41 (1.09)	$Z = -3.80, p < .001, d = 1.45$
High expressed emotion	1.87 (0.84)	2.96 (1.31)	$Z = -4.42, p < .001, d = 1.87$

Table DS8 Comparisons between staff and non-staff behaviours at the therapeutic community
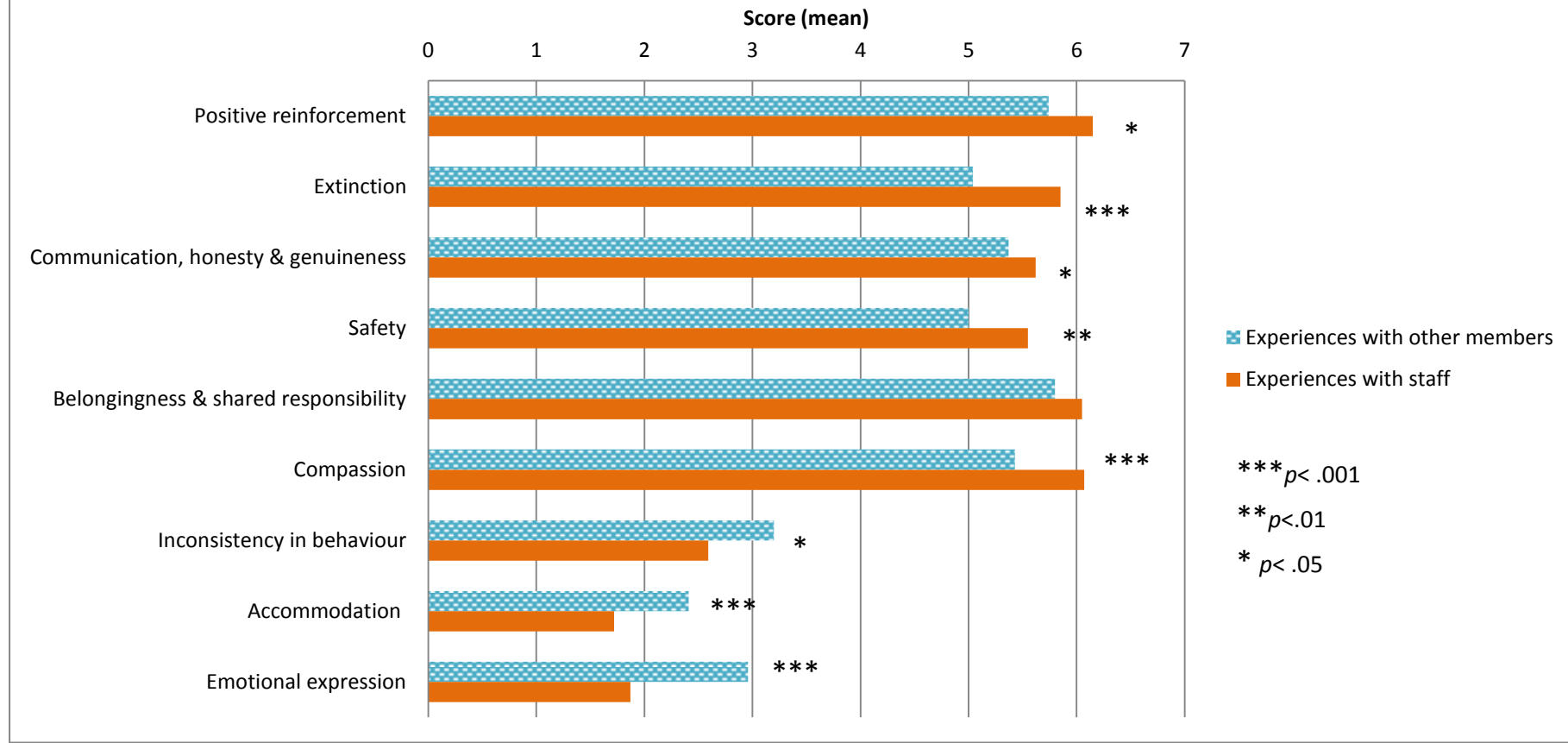
TESS Subscale	TESS Part 1 - Relationships with staff	TESS Part 2 – Relationships with non-staff	Comparison (α = 0.05) Z, p, d
Positive reinforcement	5.45 (0.63)	5.20 (0.88)	Z = -1.87, p = .062, d = 0.80
Extinction	4.60 (0.85)	4.03 (0.98)	Z = -2.54, p = .011, d = 1.18
Communication, honesty & genuineness	5.24 (0.97)	4.67 (1.20)	Z = -1.49, p = .135, d = 0.62
Safety	4.84 (1.21)	3.84 (1.13)	Z = -3.08, p = .002, d = 1.56
Belongingness & shared responsibility	5.23 (1.12)	4.82 (1.10)	Z = -1.79, p = .074, d = 0.77
Compassion	5.01 (1.01)	4.67 (0.98)	Z = -1.19, p = .236 , d = 0.49
Inconsistency in behaviour	4.17 (1.36)	4.07 (1.10)	Z = -.297, p = .767, d = 0.12
Accommodation	2.85 (0.83)	3.11 (0.86)	Z = -1.65, p = .100, d = 0.70
High expressed emotion	3.91 (1.30)	4.72 (1.41)	Z = -2.29, p = .022, d = 1.03

Table DS9 Comparisons between staff and non-staff behaviours at the in-patient unit
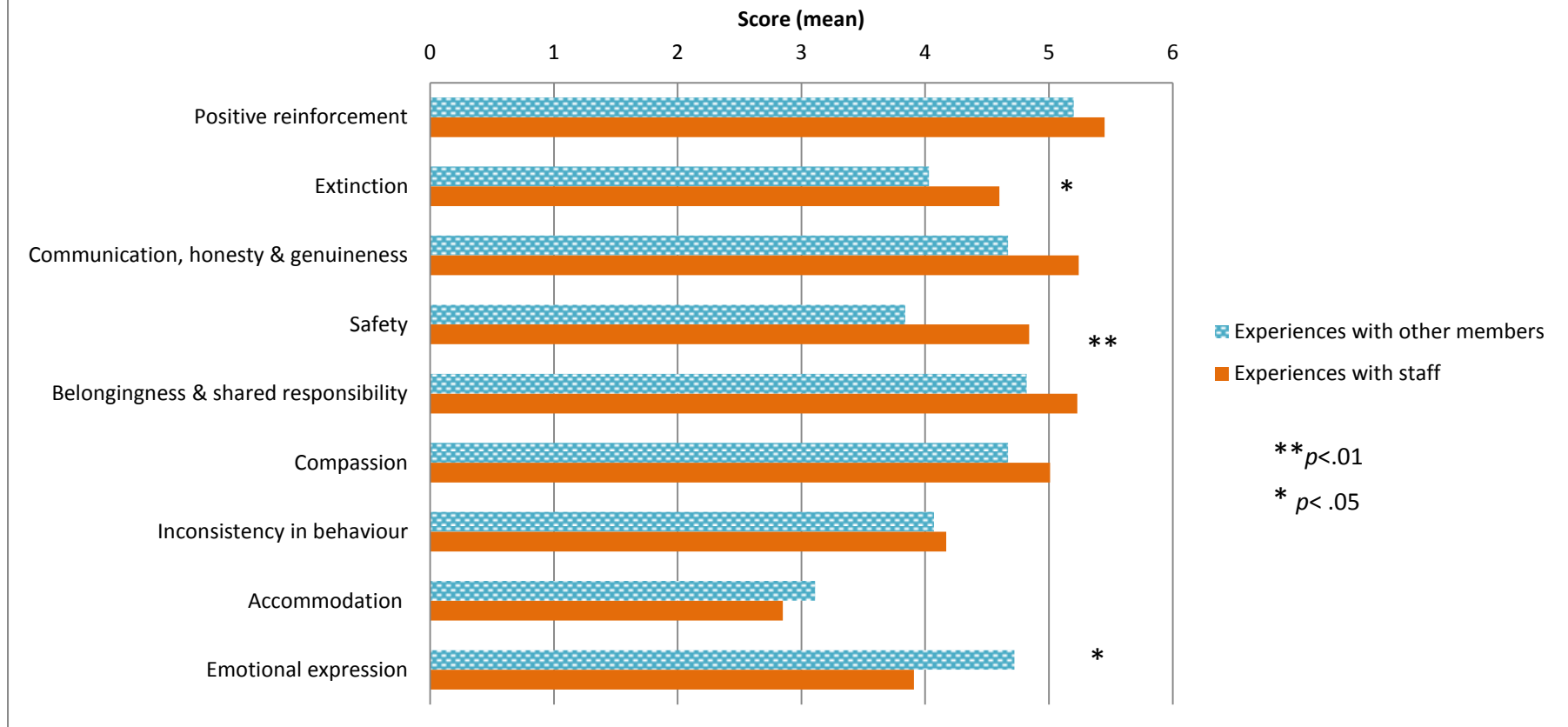
TESS Subscale	TESS Part 1 - Relationships with staff	TESS Part 2 – Relationships with non-staff	Comparison ($\alpha = 0.05$) Z, p, d
Positive reinforcement	4.46 (1.41)	4.52 (1.17)	$Z = .000, p = 1.00, d = 0$
Extinction	4.27 (0.93)	4.02 (1.36)	$Z = -.881, p = .379, d = 0.48$
Communication, honesty & genuineness	4.67 (0.76)	4.88 (1.01)	$Z = -.504, p = .615, d = 0.27$
Safety	3.88 (1.08)	3.71 (1.22)	$Z = -1.02, p = .307, d = 0.57$
Belongingness & shared responsibility	4.59 (1.12)	4.41 (1.37)	$Z = -.625, p = .532, d = 0.29$
Compassion	4.26 (1.24)	4.64 (1.03)	$Z = -.595, p = .552, d = 0.32$
Inconsistency in behaviour	5.05 (1.42)	3.88 (1.38)	$Z = -2.83, p = .005, d = 2.31$
Accommodation	2.71 (0.71)	3.14 (1.09)	$Z = -1.61, p = .108, d = 0.95$
High expressed emotion	3.48 (1.36)	4.50 (1.15)	$Z = -2.60, p = .009, d = 1.93$

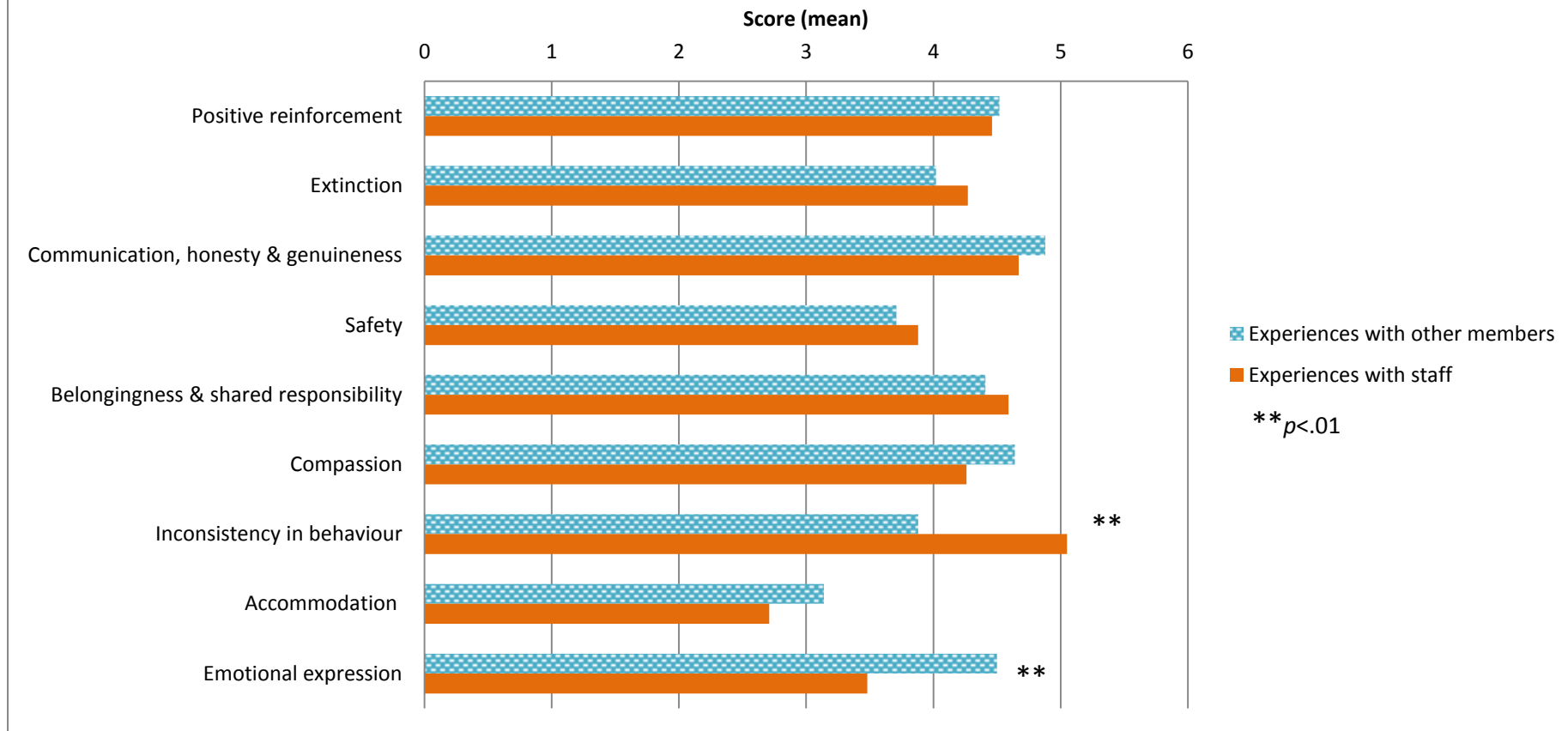# Anxiety Disorders Residential Unit
Other members vs. staff experiences

Score (mean)

Fig. DS1 Comparisons between participant experiences with staff and other members at the Anxiety Disorders Residential Unit

Fig. DS2 Comparisons between participant experiences with staff and other members at the therapeutic community

Fig. DS3 Comparisons between participant experiences with staff and other members at the in-patient unit