

TABLE 2 Current and Bereaved Caregiver
Interview Guides

Current Caregivers

Background:

- Tell me about your (loved ones) illness and how this has affected you as a caregiver.
- How do you feel about the care/support your (loved ones and you) have received?

Perceptions of need:

- What do you consider to be your (loved ones) main aspect of need?
- Can you tell me what your main areas of need are? (information needs, physical support, practical support, emotional support, social support, spiritual support).
- What kind of emotional support do you think those in your circumstances need to help them cope in their situation as a caregiver?

Service provision:

- Could you outline for me what services your (loved ones) currently receives and how helpful you find these services?
- Could you outline for me any problems/difficulties (you/loved one) experienced with services in the last 6 months?

Caregiving experience:

- Can you give me any good/positive aspects to the caregiving role?
- Are there any aspects of caregiving that you find difficult?
- Could you outline any ways in which you feel palliative/heart failure care services could be developed or improved in your area, for both patients and caregivers?

Bereaved Caregivers

Background (similar to current caregivers)

Understanding of illness

- Do you think your (loved one) knew they were dying?
- Did any Dr or nurse ever discuss your (loved ones) limited life span?
- Did you understand how close (loved one) was to death?
- How do you feel about your and your loved ones' understanding of their illness severity?

Perceptions of need

- What was your (loved ones) main aspect of need toward the end of their life?
- What were your main areas of need when your loved one was approaching the end of their life? (information needs, physical aspects of caregiving, practical considerations, need for psychological support).
- What kind of emotional support do you think those in your circumstances need to help them cope in their situation as a caregiver? (social aspects of need, spiritual needs).

Service provision:

- Could you outline what services your (loved one) received at the end of life and how helpful you found these services?
- Could you outline any problems/difficulties (you/your loved one) experienced with the services toward the end of your (loved ones') life?

Caregiving experience: (similar to current caregiver)
