**Interview guide focus group leaders**

**Part 1. On implementing person-centred practice**

1. What does person-centred practice mean to you?
2. What constitutes a qualitative good life in a nursing home?
3. Which factors do you find important when introducing person-centred practice?
4. How will you define your role as a leader when person-centred practice is introduced?
5. What do you think will be the biggest challenges? What will be easy to implement?
6. What thoughts do you have about the use of welfare technology?

**Part 2. Your role as a leader**

How do you experience being a leader in a nursing home?

1. What is important for you in order to have a good day at work?
2. What challenges do you experience in your role as a leader? Can you give some examples?
3. What qualities do you think are important for a person-centred leader?
4. What do you think of routines vs flexibility in a nursing home ward?
5. How much room for maneuver do you feel you have in your position?

**Part 3. Perspectives on collaboration and relations**

Can you tell about the collaboration between you and your employees in the ward?

a) What do you think is important when it comes to establishing a culture of good cooperation and respectful meetings across the organization (employee-employee / manager-employee / employee-patient, etc.)  
b) Are employees involved in all decision-making processes that affect their everyday lives?  
c) Have clarifications been made in the ward so that everyone knows their responsibilities?  
d) What do you think characterizes the relationship between you and the employees in the ward?  
e) Can you tell us a little about how you experience the work environment / culture in the department? – generally and – across professionals

f) What do you think is important for the employees in your ward to have a good day at work? Do you talk about these things?

g) Do you as a leader have any collaboration with relatives? Possibly, in what way? (systematic / sporadic, formal / informal), and how is the collaboration experienced?

**Part 4: After the interventions**

1. Do you see any changes in the nursing home after the intervention period?
2. Are there any external factors that have influenced the intervention?
3. What challenges have you encountered along the way?  
   a) What has worked well?  
   b) What has been difficult?
4. Do you have any other thoughts now than during the last interview about what a good life in a nursing home means?
5. What do you want to continue to do, and how can you do it?

Probing questions:

* *Can you elaborate?*
* *What do you mean by that?*
* *What make you think that …*
* *Why do you think it is like that?*

**Interview guide focus group healthcare personell**

Before and after the intervention period:

1. What are your thoughts and feelings of performing person-centred practice and care?
2. Can you tell about your experiences of practicing person-centred care and practice?
3. Can you tell about your experiences with the «one-to-one» contact with the residents?
4. Can you tell about your experiences with the residents’ walking alarms
5. Can you tell about your experiences with the door alarms?
6. How do you experience using Gerica?
7. Can you tell about your experiences with using smartphone (violence alarm, contact colleagues, emergency alarm)
8. Can you tell about your experiences with the use of electronic administration tools at the nursing home; Resource management, Risk manager - Office 365 .… ?
9. Can you tell about what expectations and prerequisites you have for using Reminiscence Room and the use of TV as an information channel….

Probing questions:

* *How can … contribute to increased security for residents and how they master their everyday lives?*
* *How can … contribute to person-centred practice for all stakeholders in nursing homes?*
* *Can you elaborate?*
* *What do you mean by that?*
* *What make you think that …*
* *Why do you think it is like that?*

**Interview guide doctor and nurse in pair**

**Before the Advanced care planning conversation**

* How did you prepare for the advanced care planning conversation

**During the conversation**

* Can you tell about your experiences with conducting the actual conversation with residents and relatives?
* What challenges have you faced?
* What was it like to be two in the implementation of the advanced care planning conversation?
* How did the fact that you had different professional backgrounds impact on your conducting of the conversation?
* Can you tell about how you experienced conducting the advanced care planning conversation? / What did it do to you?
* Was there anything that surprised you during the actual conversation?

**After the conversation**

* Can you tell about how the content of the conversations is used in the work at the ward?
* How have you experienced that advanced care planning can form the basis for person-centred care for residents and relatives?
* How have you documented the content and implementation of the advanced care planning?

Probing questions:

* *Can you elaborate?*
* *What do you mean by that?*
* *What make you think that …*
* *Why do you think it is like that?*

**Interview guide individual interviews with relatives**

Follow-up questions are included in each main question. Furthermore, probing questions, such as

* *Can you elaborate?*
* *What do you mean by that?*
* *What make you think that …*
* *Why do you think it is like that?*

**Part 1: The reason for admission to a nursing home**

Can you first tell me about the situation when he / she came to the nursing home, what was it that led to him / her coming to the nursing home.  
a. Do you remember how long it has been since you discovered that your… had dementia?  
b. How was it for you that you discovered this?  
c. For many relatives, they experience that it is difficult both physically and emotionally that the next of kin has developed dementia. How has this been for you? If we take it physically first, what challenges have you faced?  
d. Emotionally, how have you been?  
e. What help have you had during this period when your…. were living at home?  
f. How do you think the collaboration with the health care service was before your… got a place in the nursing home?

**Part 2: The relatives experiences and perspectives**

1. What do you think a good relative life in the nursing home is for you?  
a. Can you think of anything else that could have made it even better for you? What is it? How do you think this wish / need could be satisfied?  
b. What is important for you now as a relative, to get help to master the care you provide for your? How are you now when your… is in the nursing home  
i. What is different now at the nursing home than when he / she lived at home?  
c. Can you tell about a good / bad experience as a relative at the nursing home?  
i. Good experience  
ii. Bad experience?  
iii. In relation to who you are relatives / co-residents / other people's relatives  
  
2. The staff's care of you as a relative at the nursing home  
a. Can you tell us a little about how you are greeted by the staff at the nursing home when you come to visit your…. Is there anything you wish was different in these meetings?  
b. Do you feel that the staff has time for and shows care for you, as a relative now in the nursing home, if you need it?  
c. How do you think the collaboration with the nursing home has been?  
i. Employees in the ward / responsible nurse / doctor / others

**Part 3: Information and collaboration:**

Is there any form of systematic cooperation between you as a relative and the nursing home? Possibly in what way?  
a. Do you experience being involved in decision-making processes where it is natural and which may affect the person you are a relative of?  
b. Do you know if there is a user group of relatives at the nursing home or in the municipality? If so, what does this group do?  
c. How does the information flow from the nursing home to you work? Do you experience getting sufficient information?  
d. Do you know the employees who work in the department where your ... lives? Is it important to you that they know who you are?  
e. Do you know who is the department head there, and do you have any contact with her? If you have no contact, is there anything that is desirable for you to have? What would you talk to him / her about?

**Part 4: About the one you are a relative of:**

How do you experience your… feeling at the nursing home? (feeling of security, joy, restlessness, confusion, etc.)  
a. Has anyone asked you how you experience that your…. has it at the nursing home? (would you have liked to have possibly wanted it).  
b. Do you feel that your… is safe in the nursing home?  
c. Do you think that staff at the nursing home facilitate self-mastery for your family member? Do they ask you what might be best?  
d. Does your… have a primary contact? Is this possibly the person you have the most contact with, or does this vary? Do you want as few people as possible to relate to, or does it not matter?  
e. Do you have regular medical supervision? Do you want the doctor to give you information about when there are changes in your …. medical treatment?  
f. If you have experienced that… yours has / received wounds, you can possibly tell a little about it

**Part 5. The environment of the nursing home**

1. Do you know of any type of welfare technology used in the nursing home?  
   a) What do you think welfare technology can be used for and for whom?  
   b) What thoughts do you have about the use of welfare technology?  
   c) What do you associate with welfare technology? Can you give an example?
2. Do you know the concept of person-centered care?
3. Is there anything we have not said that you think is important to say?

**After the intervention in addition:**

**Part 4. About the intervention**

1. Do you see any changes in the nursing home after person-centred care has been introduced / ... which can you describe?  
2. Have you gained any more knowledge of what the term person-centered care entails over the past year?  
Have you experienced being involved in the project? How?  
4. Do you have any other thoughts now than during the last interview about what a good quality life at the nursing home entails?  
5. How do you experience that welfare technology is used in the nursing home now? Can you give an example?

**Interview guide focus group students**

**Before conducting lifestory conversations**

* Can you tell about your preparations before the life story conversation?
* What was important during the preparations?
* How did you prepare to make the conversation person-centred?

**The life story conversations**

* Can you tell about your experiences with conducting the actual conversation with the resident?
* Did you meet any challenges? Please, tell …..
* Was there anything that surprised you during the conversation?
* Can you tell about how you experienced conducting the life story conversations? / What did it do to you?
* How did you experience to succeed in making the conversation person-centered?  
   Did you e.g. get the resident to tell about what is important to them?

**After the conversation**

* Can you tell about how the content of the conversations is used in the work at the ward?
* How have you experienced that life stories can form the basis for person-centred care for residents and relatives?
* How have you documented the content and implementation of the life story conversation?
* Did you experience receiving support from a supervisor before, during and after the interview? And if so, how?