

Supplementary Appendix 1: Interview topic guide

Warm up question: To start with, can you tell me how you came to be a carer for while they were in hospital?

Can you tell me about your first experience assisting while they were in hospital? What role did you play? How would you describe how you viewed hospital care before that admission? How, if at all, would you describe how that view changed?

I'd like to focus now on the most recent time your relative was in hospital. I understand you were concerned about something that did or could have gone wrong. Can you tell me about your experience of that event?

Can you tell me about your role in either preventing or attempting to prevent the incident from happening? Who or what influenced your actions? How did they influence them?

How did this recent experience affect or change you? How did you feel after the experience happened? How do you feel about it now? How do you feel the experience may affect how you deal with future hospitalisations of your relative?

Can you reflect on how you would describe your perceptions of hospital care, and your role in it, before that admission?

Comparing your first and most recent experiences assisting _____ in hospital, can you tell me how you feel your role has changed over time, if at all?

If you could give advice to the hospital staff about preventing similar incidents in the future, what would you say?

I think that's all the questions I wanted to ask. Is there anything you would like to add? Are there any questions you would like to ask me?