
**The need for a harmonious
interactive atmosphere**

- Think differently

- I also advise to the family caregivers on care. For example, this old lady was not able to walk much when she arrived. Then I told her family caregiver to make sure she walked regularly, and now she is recovering just a little bit. Her family caregiver followed my advice and sometimes came and took her mother to exercise walking.(N5)
- We want the family to be able to connect with us promptly and give us details about the elder's habits, temperament, personality qualities, etc. (N6)
- The average family caregiver is fine and they don't give the nursing home staff a hard time. If they're nice to me, I'm nice to them. Generally speaking, the family caregiver I meet are quite polite to me. To be honest, I usually do my best with the older people I take care of and I do what I need to do. (N7)
- There is nothing else, just mutual understanding, put yourself in each other's shoes and understand more. (F11)
- The family caregiver is very understanding and do not give us a hard time.(N10)
- I don't usually bother them here, but I do my best to save them the trouble and don't bother them if I can do it myself. (F7)

**Inadequate organizational
management**

- Poor allocation of staff and inadequate care

- Older people should be categorized to facilitate management on the one hand and care on the other. Let's say I'm a woman and she's a woman. But with a different level of education, we might not get along. In addition, those who can take care of themselves should be allowed to live together. If there's one demented person and one self-care person in a room, they can't talk either (laughs). It's also quite a problem for the nursing home staff because the demented (elderly) person runs out on his own after a while, and caregivers have to go everywhere to find him. (F2)
- Working in a care home is 90% dependent on caregivers. But the fact is that a nursing home staff manages a large number of

older people, and with limited time, then there may be some older people who can be cared for and some who are not cared for, which has led to discontent among some of the elderly, who expressed complaints to the family caregiver. (N5)

- I occasionally advise the nursing home caregivers not around. (F11)
- I visit my father and I find that the nursing home caregiver changes too often. we don't know who to talk to. For various reasons, it is not a good time to be in the elderly care industry. But at least it is a little more (F11).

- Frequent changes in caregivers

- I visit my father and I find that the nursing home caregiver changes too often. we don't know who to talk to. For various reasons, it is not a good time to be in the elderly care industry. But at least it is a little more stable. I think my father still has an easy-going personality, so it's fine for anyone to take care of him. But you can't change caregivers too often just because my father is a good talker.(F4)
- The caregiver will be leaving soon, not that we're throwing him out or anything, but it's just not easy to communicate.(F11)
- For instance, replacing a nursing home caregiver after they have gotten to know the resident's temperament and routines is not the best option for providing senior care. We still want to be able to fix it so that communication is also made simpler.(F8)
- Because the caregivers are swapped out too frequently, it is difficult to understand the temperament and traits of the elderly. There have, as far as I can recall, been two or three different carers. (F5)

Interaction dilemmas and challenges

- Institutional care stereotypes

- They're all right in terms of managing the elderly. If you're a regular visitor like me, at least they don't dare to argue with the elderly, but if you're a child who doesn't come much, the child doesn't know if you're arguing. (F10).

- Ineffective interaction
 - A.Lack of communication
 - B.Lack of awareness of the interaction
 - C.Lack of trust
 - D.Lack of correct cognition
- As family caregiver, we all want to have a good relationship with nursing home staff. Sometimes there are still psychological concerns about whether your loved one is being abused or something like that. But sometimes we do understand that caring for the elderly is not easy. As children, it is a matter of worrying about the fact that nursing homes, for example, adverse events in society. (F1)
- When families or elderly individuals first arrive, they frequently have an underlying distrust of the care facility. As a result, occasionally we don't perform a good job, and it worsens their perception of us.(N5)
 - A. Lack of communication**
 - We would like the caregiver to just take a video of the elderly person and send it to us in time to see. Send us a message in advance if the elderly person needs anything. For example, when we arrived, the caregiver only said that the elderly had run out of their medication. I was very angry that you didn't tell me in advance (angry). (F4).
 - Sometimes saying the wrong thing can cause conflict in the family. So you have to learn certain skills to communicate with people. You have to make them like what you are going to inquire about and also make them not resentful. (N5)
 - B. Lack of awareness of the interaction**
 - We have nothing to communicate or interact with, they go directly to the leader for anything. (N3)
 - We want more interaction and communication. Like some family members, but he has something he's not happy with, he doesn't say it directly. Then he just starts complaining about us. (N13)
 - As kids, we'd like to learn more about how the old is doing in this place, but the caregivers don't typically interact with us because they're often busy at work and some of them

might even be introverted.(F7)

C. Lack of trust

- Then we must believe the elderly. He said to us that he hadn't eaten enough, so we must have thought that it wasn't (F5).
- An old people 's daughter was not comfortable with the idea of his mother eating. When we received the meal, his daughter fed her mother herself, not trusting us. (N1)
- The nursing home caregiver " has no eyes and doesn't know how to avoid while the family is on the phone," the family previously complained. When I first started working there, I felt like an outsider since they were having private chats among themselves, and I would respect that.(N5)
- Some households believe that we do not adequately care for the elderly. But the reality is that we can't be by their side constantly. (I am powerless). (N13)

D .Lack of correct cognition

- Elderly care facilities don't manage everything in all aspects. For example, the old man I looked after before, we didn't let him walk around on his own, but he didn't listen and this led to a fall. Then we are not responsible for this situation. But then the family caregiver thinks the responsibility lies with the nursing home staff. I think we are only responsible for the daily life of the elderly, it is not the insurance company here (angry). (N4)
- If they want to interact with me in one piece, then I am fine with that. But most family caregivers feel that we are just caregivers, the lowest group in society.(N5)
- I think they may not be very adequate in terms of knowledge. Otherwise, it's quite a delay in case something happens. (F2)

- Concerns about interaction

- We would like family caregivers to come and see the elderly more often, for example by sending a video or something like that. But as nursing home staff, we cannot make demands on family caregivers either.(N7)
- Sometimes when I worry about talking too much about certain aspects, I feared nursing home staff thinking more and being uncomfortable in their minds.(F12)
- Because of this, we don't dare to put too much pressure on them. (F11)
- I speak with them frequently. But occasionally I worry that they would believe in their skills.(F1)
- We don't dare argue with the families or make demands of them in any way. We agree with everything they say, and when we disagree, we give reasons. (N9)

Needs and expectations for interaction.

- Enhanced levels of family support

- They (the elderly) are very eager for the company of their children. When people grow old, they are all helpless and miss their relatives. And even if we treat them well, we still cannot replace blood ties.(N3)
- We used to live with her, but we paid less attention to her. Because we were at work every day.(F1)
- After all, this was not his own home. Even if the caregivers were nice to him, it was not his children. The elderly must be emotionally distressed because their children do not visit them all the time. So when older people look at other people's children, they feel a bit uncomfortable mentally. But there is no way we can speak directly to family caregivers (helpless).(N7)
- The elder father urged their kids to pay frequent visits. For instance, if the elderly guy goes on a hunger strike and refuses to eat because his children have not arrived, we will phone his daughter. Additionally, he conceals his possessions

- Recognition of both parties during the interaction

to catch his kid's attention.(N6)

- Although there are times when we would like to visit him, we are constantly busy with work, taking the kids to school, and other responsibilities, so we are at a loss on what to do(no choice).(F4)
 - It's OK if he approves of what we do well. We all do it honestly, as long as he approves of it. Sometimes he doesn't approve of you.(N8)
 - I hope that if we do our best on our end, he will recognize us. For example, if we do a good job, the family caregiver will write a letter of praise and so on.(N11)
 - We speak directly to the family caregiver if there is anything the older person needs. However, in some cases, when we talk to their family caregivers, they don't understand us.(N12)
 - I am appreciative of the caregiver because he did an amazing job of taking care of my mother. Then I gave him a flag. In actuality, it's a mutually beneficial relationship, we value his job and they assist us in reducing our workload and caring for the elderly.(F12)
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