

Table 3: Negative experiences described by participants

Theme	Participant	Quote
Being alone at the time of death	P5	<i>Sad she died alone. That was the hard part about it. I just feel guilty, I just feel kind of sad that she was alone, that could have been done differently.</i>
	P13	<i>We planned that she would stay with Dad, and then she was told to leave, and no one was with Dad. So that was really hard, just really hard. He passed only hours after she left. If one of us could have been with him at the end that would have meant everything to us.</i>
Communication	P17	<i>Well if they couldn't let me in, they should have been ringing me and telling me. I wanted to know how he was and they wouldn't ring me and tell me that information, unless he had a dramatic change. Either way they wouldn't ring me and that was really hard.</i>
	MP23	<i>She needed me. They said they would tell me when something changed. They never rang me. I rang them three or four times.</i>
	P17	<i>They said 'We haven't got time to ring anybody' and I was really angry about that. That was what the doctor said. In the end the consultant confirmed that at the meeting: 'Well my doctors can't be ringing everybody'. That was it.</i>
Turn-around-time for COVID-19 test result	P8	<i>My sister came in and my daughter. They got to wave at her through the door. I realised that you had to test everybody, but if the test had been done quicker, we could have spent more time with her.</i>
	MP24	<i>They told me it would take 12 hours. I started ringing as soon as it got close to 12 hours. I kept ringing the hospital saying: 'my sisters need to get in there'. Third time they told me she didn't have COVID and that my sisters could go in. Fifteen minutes later, they rang me saying she had gone. They didn't get there in time. It was obvious she was not going to make it. It is hard, and it was hard leaving her.</i>
Door screening process for visitors	P1	<i>Perhaps making the access more accessible, every time I went in there, I had to be asked the same questions: Who are you? Where are you going? Why are you here? That was quite disturbing because I was stressed anyway.</i>

Table 3 (continued): Negative experiences described by participants

Theme	Participant	Quote
Access to visiting	P1	<i>The access was quite difficult from that time (Level 3). I insisted that I get to see him. I spoke to the nurses on the ward. I said: 'Look he is dying. This is my last opportunity to spend time with him. I want to be here and I'm not leaving until you let me do that'. They were fine with that. They were excellent. I wasn't rude but I was insistent and they knew the situation and they let me in.</i>
	P4	<i>When Level 4 kicked in, they made it very plain to us that we couldn't stay with him and one of his daughters went right off her head at that stage.</i>
	P8	<i>It's so very, very raw to us because I had a great relationship with my mother and she was my best friend. Just putting yourself in our perspective as a family it was very difficult. Definitely, our grieving was worse—not being able to be in there with her and actually spend the time was actually the hardest.</i>
	P11	<i>One of the nurses was holding dad's hand and you're just watching (by Zoom), you're going: 'God, I wish I could get there'. So it was probably one of the most difficult things I've had to go through in my life. I think it's always difficult saying goodbye to a parent, but not being there, that's just really hard.</i>