Appendix 4: Table of themes

Overarching themes	Sub themes
1. Behaviours expressing unmet need	1.1 Unmet physical need 1.2 Unmet emotional need 1.3 Unmet environmental need
2. Staff emotional responses to agitation	2.1 Feeling powerless and disheartened 2.2 Feeling frightened 2.3 Trying not to react
3. Understanding the individual helps	3.1 Seeing the person not the disease 3.2 Connecting with previously valued identities 3.3 Playing along with rather than correcting 3.4 Making people feel comfortable and at home
4. Constraints on staff responses	4.1 Procedural constraints 4.2 Structural constraints 4.3 Support and training 4.4 Culture of fear and scrutiny