**Supplementary Table S1: Examples of coding**

**Code (“” represents *a priori* code)** **Text**

“CLINICAL FEATURES” Disease Information a) Clinical features

The microscopic mites penetrate the epidermis causing tiny “burrows”, which are visible particularly on the wrists, back of the hands and between the fingers.

…

BARRIERS TO STAFF Purchasing treatments over the counter

PURCHASING OWN TREATMENT or paying for prescriptions is expensive for staff

particularly if their household/close contacts

also require treatment. Staff may also feel that treatment is not necessary if they don’t have any symptoms but failure to comply could affect the successful management of the situation