**Supplementary file 2. Dutch topic guide**

**Short interviews:**

*Experiences & wellbeing*

* How did the visit go?
* What where the experiences so far (during the lockdown)
* How did you feel when you heard you were allowed to visit again?
* How did you and your family decide who would visit (only one visitor allowed)?
* What was the reaction/response of the person you visited?

*Compliance:*

* Was it feasible for you to adhere to all guidelines?
* Was it feasible for the person you visited to adhere to all guidelines?
  + Wearing masks
  + 1,5 meter distance
  + No touching
  + Etc.

**In-depth interviews:**

*Below you can see an overview of topics to discuss with the participants. Based on the answers given by the participants the interviewer can decide to ask additional questions or sub-questions. Furthermore, participants are free to discuss other topics as well.*

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| **Topic** | **Questions** |
| **General information:** | * Participant number * Ward/location * Date and time of the interview * Gender * Age * Relation to person living in care home * Travel time to the care home * Frequency of visiting person living in care home * Average duration of a visit * Length of stay of person living in care home |
| **Organization of the visit after de lockdown** | * What was the information provision like before the visit?   + Did you know the visitation rules were altered, and how were you informed about this? * Were you able to decide yourself at what moment you would visit? * Did you know what to expect during the visit?   + E.g. in terms of the use of PPE * Did you know wat was expected from you during the visit?   + E.g. how to enter the care home |
| **The visit + compliance** | * What are your thoughts on being able to visit again? * Was it difficult to decide who would visit the person living in the care home? * What do you think about visiting in the current form? * What do you think about the guidelines and rules regarding the visit? * How was the contact with staff during the visit?   + What did they explain, and how did they do that? * Was is difficult to follow all the guidelines and regulations?   + If yes, what was difficult and why? * Did the regulations regarding the visit have an impact on your contact with the person living in the care home?   + If yes, in what way? * Are there things you would like to see differently during your next visit? * What are you expectations for future visits? |
| **Impact of the visit** | * How did you experience the visit? * Did you have doubts on visiting? If yes, why? * Did the visit meet your expectations and why (not)? * Do you believe there is an added value of a visit in this form and could you elaborate on that? * What made the experience of this visit different compared to previous visits (also before COVID-19)? * In what ways did you have contact with the person living in the care home the past few weeks? * Were you able to make contact with the person living in the care home during you visit? How did you make contact, and how did you experience that? * In your opinion, was the person you visited aware that you did not see each other for quite some time? * Do you think the person you visited changed since your last visit, in what way? * What do you think was the experience of the person you visited?   + Did he/she express sadness?   + Did he/she express happiness?   + Did he/she express fear?   + Did he/she express confusion?   + Did he/she express enthusiasm?   + Did he/she smile? * Were the experiences emotions of the person you visited different compared to the situation before the lockdown? * Do you think the person you visited felt at ease? How did you notice that? |