

Table 2*Emotional needs of older adults as perceived by formal caregivers*

Code	Concurrence	Participant	Testimony
Love for the elderly	4 occasions	Participant 1	Well, a lot of love, more than anything, because they require a lot of love. Because we don't know what they carry or have suffered in their lives, how much anguish will they have in their minds? So right now, they kind of want to be cuddled a lot, to be loved more than anything a lot of love, a lot of love towards them.
		Participant 1	Much love. Because we don't know how they suffered before coming here, who have suffered so much and well, they require a lot of love, more than anything, a lot of love because, I don't know, a lot, a lot of love, so that they are well with themselves when you give them a lot of love to a senior, the senior will be fine, but if you give him a lot of violence, hell no! That senior is going to be bad, right? Giving love and tranquility, they and I will be fine.
		Participant 10	I think they pay attention to them, and love them, and give them love.
		Participant 12	May seniors receive love from the people around them.
Affection towards seniors to	2 occasions	Participant 3	I think it is to give a lot of love to the seniors. Well, the one who treats them well, the one who loves them that way, of course... Well, yes, love, but not just like that, but rather that they are given affection so that they feel good and feel as if they were at home.
		Participant 6	I think it's their emotions; well, treat them friendly; well, treat them with a certain amount of affection, like friendship of friends, to count them as if they were well, as if they were family well, with love.
Companionship to seniors	2 occasions	Participant 2	Companionship (...) that seniors do not feel alone, and also frustrated. There are many seniors who feel fed up with being here, not because they are locked up, but if they would like to get out, well, I don't know, getting out of here for a little while doesn't hurt. It's like, little by little, some grandparents do feel like it's very routine to do everything the same every day; sometimes they get anguished and say, "Well, I'm going to die here."
		Participant 2	...that they are heard and that they have company.
Family care for seniors	2 occasions	Participant 11	Attention from the family... Even though we are here, it is not the same. Although at least they feel good about what we give them, but there are times when they are sad about it, but in the end they adapt here in the house, and it is usually a time when they want to be here with us.
		Participant 5	What they need are visits from their families.

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Listen to seniors	2 occasions	Participant 4	Well, attention... and we return to the same thing about living with them and listening to them, and well, sometimes we don't know what to answer, but we try to ensure that the answer is not bad or that it is negative... Well, we try to answer what they ask and give them a good answer so that they feel comfortable.
		Participant 7	Well, I think they come to love it; there are several elderly people who want to be pampered... Here we try to do that — to listen to them and talk to them because, when they show us a smile, they tell us... when everything is fine, when they feel that way.
Living with the elderly	1 occasion	Participant 4	Talk (and) live together... Well, what else can you do other than live and talk with them and try to understand them?
Provide more attention to seniors	1 occasion	Participant 8	That we as caregivers pay attention to them, because at certain times we are very busy and we cannot attend to everyone, and they want to be attended to immediately, but we do what we can...
Care mainly in the elderly	1 occasion	Participant 9	Well, first of all, they should be in good health, because there are times when their vital signs are not well... Another (is) that we (should) be there as nurses, taking care of them all, giving them the time, they want, and also, that they play with the elderly; there are service boys who come not so much but play with them and have fun for a while, and they are fine.