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Research Article

Family Experiences in Caring for Covid-19 Positive at Home: Phenomenology Study

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Abstract

Aims: Covid-19, a global problem since 2019, has significantly increased in Indonesia since early 2020. Government policies restrict patients from outside activities, making home care a unique experience. This study aims to understand families' experiences in caring for positive Covid-19 patients.

Methods: The method used is qualitative with a phenomenological study approach. There were 12 participants in this study with the criteria of accompanying patients who experienced Covid-19 <1 year and these companions cared for patients at home. The sampling technique used was purposive sampling, with in-depth interviews of 30-45 minutes and recorded and recorded. The data analysis technique used is the collaizi method.

Results: The results of the study obtained six themes, namely understanding Covid-19 Disease, Information Sources for Covid-19 Treatment, Treatment Considerations, Psychological Burden, Difficulties in Home Care, and Social Support.

Conclusions: This study found six themes related to family experience in caring for Covid-19 patients, so that the role of the family and social community is very important in caring for Covid-19 patients in dealing with changing conditions and situations.

Keywords:

Care, Covid-19, Experience Family, Home

INTRODUCTION

Covid 19 is still a global problem since it happened at the end of 2019. Even in Indonesia in early 2022, a significant increase in cases was reported. As of January 9, 22, there was a 2-fold increase in claims from 1,409 to 3,028. It was recorded that 21 provinces experienced increased cases, and West Kalimantan became one of them. In addition, to data on the rise in the number of Covid 19 deaths, West Kalimantan is also one of the highest, with

an increase in the number of deaths every day by one person (1).

This phenomenon again raises anxiety for the community. The results of previous studies showed that the COVID-19 pandemic, besides impacting physical health, also affected the psychology of the community where stress, anxiety, and depression occurred (2). People are anxious and afraid of contracting the COVID-19 disease, especially individuals who are confirmed positive for COVID-19 (3). Apart from these

individuals, some families will experience the same thing. Families feel sad and anxious about the condition of family members who have tested positive for COVID-19. Families are also confused about how their family members can recover from the disease (4).

Government policies for self-isolation for confirmed positive people with mild symptoms are still an option. Circular of the Minister of Health of the Republic of Indonesia number HK.02.01/MENKES/202/2020 regarding the protocol for self-isolation in handling coronavirus disease states the need for self-isolation for people who are sick (fever, cough/cold/throat pain/symptoms of other respiratory conditions). Still, it does not have other co-morbidities as an effort to deal with Covid-19 (3rd Revision of the Coronavirus Disease Prevention and Control (Covid 19), 2020). However, many still do not understand what self-care they do the patient does. The family must understand self-care. So as not to cause an increase in the number of cases infected with COVID-19.

Research on family experiences in caring for family members has not been found much. Therefore, the research team wanted to know how the family's experience of caring for family members who tested positive for COVID-19 at home.

METHODS

The research design used is qualitative. The research intends to understand the phenomenon of what is experienced by the research subject, for example, behavior, perception, motivation, action, and others, holistically and through the description in the form of words and language in a particular context that naturally and by utilizing various natural methods (6). Qualitative research describes the social reality of an individual's subjective experience (7).

Qualitative research uses several approaches according to the problem to be

studied. In this study, researchers used a phenomenological approach. Based on this, the researcher wants to understand and study based on the point of view and direct beliefs of the individual concerned, as an individual who directly experiences memorable events according to individuals and tries to understand the meaning of events and their relationship to those individuals who are in certain situations. Therefore, the phenomenological approach used in this study is expected to from Covid-19.

The study population is families caring for individuals exposed to COVID-19 in Pontianak. The research participants used are individuals who are more or more involved in events and or have important information needed in research by exploring their experiences in patient care. 12 participant wa include in this study. This study was got etical clearance by ethic committee medical faculty tanjungpura university with number 4493/UN22.9/PG/2022.

Subject selection is based on the subject's desired character according to extracted data. Participant recruitment was carried out using a purposive sampling technique. The inclusion criteria in this study, were :

1. Gender was not restricted
2. Participants have family members exposed to Covid-19 at home,
3. Participants live at home with family members who are exposed to Covid-19,
4. As well as living in the Puskesmas 2 environment

In this study, the researcher used a purposive sampling technique as sampling technique This study's respondents will only use predetermined criteria that are in accordance with the research objectives.

The instrument that will be used in this research is interview questions. This study uses a standard open-ended interview technique because the interview questions have been written in precisely the same way and then asked during the interview process. Careful consideration must be

given before the interview on how to word each question. The questions that will be asked during the interview are fundamental and are followed by additional questions.

Data processing and analysis begin with organizing the data. The interview results must be as well organized, neat, systematic, and complete as possible. Qualitative coding is an integral part of data analysis and is guided by research questions and leads to new questions. The data analysis used in this study is thematic analysis (8). Several stages are carried out in this analysis, namely:

1. Understanding the data: At this stage, the researcher will understand the participant's perspective from the interview transcript in depth. The researcher did this by repeatedly reading the transcript and listening and reviewing the interview recordings. And researchers can make small notes while in this stage. 2. Composing code: The researcher tries to find a

paragraph's core or main idea, then assigns a label to the data. The researcher will review the code he has created and evaluate which code is relevant to his research and which is irrelevant.

2. Looking for a theme: This theme describes something important in the data about the research problem's formulation. Determine the tentative composition first. It is called uncertain because the themes that will be created are the initial themes from the analysis, and there is a possibility that they will change according to the review conducted on these tentative themes.

RESULTS

This study involved 12 participants. Research participants have various characteristics. Researchers looked at age, gender, last education, occupation, relationship with patients, and the length of time confirmed positive.

Table 1. Participant Characteristic

Participant	Age	Gender	Education	Occupation	Relationship
1	46	Women	Senior high school	Privat sector	parent
2	31	Women	bachelor	Privat sector	Sister
3	57	Women	Senior high school	Privat sector	Husband
4	29	Women	bachelor	Government employees	parent
5	30	Man	Senior high school	Privat sector	Brother
6	42	Man	Senior high school	Privat sector	Husband
7	55	Women	Senior high school	Privat sector	parent
8	27	Women	bachelor	Privat sector	Wife
9	40	Women	Senior high school	Privat sector	parent
10	35	Women	bachelor	Government employees	wife
11	66	Women	Senior high school	Government employees	parent
12	23	Man	Senior high school	Mahasiswa	brother

Table 2. Analysis Result Theme

Category	Sub-Theme	Theme
Infectious disease by a virus that attacks the lungs There are no symptoms of fever, cough, runny nose, loss of smell feeling, shortness of breath	Disease caused by a virus with symptoms of cough, runny nose, fever and pain	Understanding of covid-19 disease
Social media, Puskesmas, hospitals	Strategies for finding information about Covid-19	Resources for Covid-19 Treatment Information
Puskesmas, hospitals, husband/partner, care decision maker, decision maker end treatment	Strategies in seeking care information about covid-19	Treatment considerations
Feelings of fear, keep your distance, worry and anxious, sad because of social distancing, and confused	Changes in conditions and situations	Psychological Burden
Keep your distance, lack of information from health services, feeling bored because of isolation in the room	Obstacles in the field	Difficulty in taking care of the house
Health workers, friends, environment, family, neighbours	Strategies in improving patient coping	Social Support

Based on the results of the study, there were six themes in the study, namely: Understanding Covid-19 Disease, Information Sources for Covid-19 Treatment, Treatment considerations, Psychological Burden, difficulties in caring for at home, and Social Support.

DISCUSSION

Based on the results of the research. There are two categories regarding the understanding of Covid-19 disease, namely the first regarding infectious diseases by viruses that attack the lungs, and the second symptoms of fever, cough, runny nose, loss of smell, no taste, and no shortness of breath.

Six participants revealed that Covid-19 was an infectious disease shown by participant 3, participant 4, participant 5, participant 10, participant 11, and participant 12. In addition, other participants also added that apart from being contagious, this disease also usually attacks the lungs. This was revealed by 2 participants, namely participant 7 and participant 9.

In addition, almost all participants said that people affected by the Covid-19 virus had symptoms such as fever, cough, runny nose, loss of smell, no taste, and shortness of breath. This was stated by participant 1, participant 2, participant 4, participant 6, participant 7, participant 8, participant 9, participant 10, and participant 11.

Based on statements by the *World Health Organization* (WHO), the most common symptoms of COVID-19 were fever, dry cough, and feeling tired. Other less common symptoms that some patients may experience include aches and pains, nasal congestion, headache, conjunctivitis, sore throat, diarrhea, loss of sense of taste or smell, skin rash, or discoloration of fingers or toes. The symptoms experienced are usually mild and appear gradually (9).

Based on the findings in the field regarding the source of information on Covid-19 treatment, the participants revealed that the source of information regarding Covid-19 treatment was obtained from social media, health centers, and hospitals. Participant 4 and participant 8 stated that

they received information about Covid-19 treatment from social media. Social media is the primary source of information nowadays, including the two participants who know information about the treatment of Covid-19 patients by searching for information on social media.

This is in line with was stated by Muchammad Bayu Tejo Sampurno, Tri Cahyo Kusumandyoko and Muh Ariffudin Islam (2020). in their research, the role of social media in public health education, to a large extent, can be credited to the emergence of technology that allows individuals to accelerate the dissemination of information related to COVID -19 (10).

Technology has been a great facilitator. Through social media, people can easily share information about COVID-19. Technology can act as a teacher. The technology can educate the public and stimulate the latest research and health care education, directing people to their websites and landing pages for the latest trusted health information. Marketing innovative services such as health care social fund services, posting related case information, photos, and results (with permission), sharing reviews and testimonials of recovered patients, and providing support among Indonesian citizens in the face of the COVID-19 pandemic.

In addition, some received information about Covid-19 treatment from the public health service, namely participant 11 and participant 8. Another participant stated that he received information about Covid-19 therapy from the hospital, namely participant 3 and participant 10. Hospitals and public health services should be the center of data for the public, especially for family members who care for other family members who are exposed to the Covid-19 virus.

Based on the results of the study, it was found that the theme was about the consideration of care for Covid-19 patients, things that were found regarding the review

of treatment, including the public health service, hospital, husband or partner, treatment decision makers, decision makers to end treatment. First, regarding the consideration of care for family members affected by Covid-19, participant 6 and participant 8 received treatment considerations from the public health service, while participant 5 received it from the hospital.

On the other hand, the decision-making for the care of family members affected by Covid-19 by participant 7, participant 9, participant 10, and participant 12. the participant was obtained from family members such as their husbands and children. This is included in the category of care by the family independently. Family nursing is a level of public health service centered on the family as a unitary unit with the aim of service and cares to prevent disease (11). Families who get support from their social environment experience lower stress levels than those who do not get social help.

While participant 10 and participant 11 were decision makers to end treatment because if 14 days were no longer symptomatic, it meant negative, and so the treatment was over. Apart from that, the public health service also recommends that after two weeks. The swab test is returned, and the result is negative, meaning the treatment has been completed or healed.

This study also found the theme of psychological burden. The impact of the COVID-19 pandemic has caused many losses. One is psychological or mental disorders for those caring for or being treated. A total of four participants expressed fear for various reasons, including participant 5, who expressed fear because of the isolation on the second floor, and it was quiet. Another participant, namely participant 9, said the fear that other people would know that their family was affected by the Covid-19 virus. Thus it was feared that the Health Office would come, and all family members were ordered

to be quarantined. Another thing is the reason for his fear of transmitting the Covid-19 virus to other members, such as children in participant 10 and participant 11 are afraid of.

The biggest concern is the fear of being infected with the Covid-19 virus or transmitting it to other individuals. This is supported by Jarnawi's research (2020) which states that the large and short spread of Covid-19 or the coronavirus throughout the world has damaged the order of life and resulted in several psychological and physical problems. As a domino effect, there is the emergence of psychological problems in the form of excessive anxiety and fear in the community for a pandemic (12).

In addition to the fear experienced, the participants also revealed that as long as they cared for family members who affected by Covid-19. Almost all participants kept their distance to avoid contracting the Covid-19 virus in various ways, including differentiating beds or sleeping rooms and separating equipment. Eat and, as much as possible, avoid contact with family members affected by the Covid-19 virus because they already know this disease is contagious (13).

Another psychological burden felt in caring for family members affected by Covid-19 is worry and anxiety. Anxiety is a feeling of fear of something happening caused by anticipation of danger and is a signal that helps individuals to get ready to take action to face a threat. The influence of demands, competition, and disasters in an individual's life can impact physical and psychological health. One of the psychological impacts is the occurrence of anxiety (14). Participant 5 expressed anxiety in caring for family members affected by Covid-19.

Anxiety related to Covid-19 is usually caused because the number of cases of Covid-19 infection that occurs continues to increase, and the Covid-19 drug or vaccine has not yet been found (15)

Excessive anxiety can harm the mind and body and can even cause physical illness

(Tu, 2004). High anxiety levels have a detrimental impact on the mind and body. They can lower the body's immune system, so medical personnel is at risk of contracting the coronavirus (16).

In addition, two participants revealed other psychological burdens, including participant 6 expressing sadness because they had to keep their distance from members affected by the Covid-19 virus. On the other hand, participant 8 felt confused because it was their first time or no experience caring for family members affected by the covid-19 virus.

Based on the study's results, there were obstacles or difficulties in caring for members affected by the covid-19 virus. Some of the things that became obstacles were those stated by participants 10 and 11. The participant indicated that were required to maintain. The maintenance is a distance between those cared for and members affected by the covid-19 virus. This is done because the Covid-19 virus spreads so quickly if there is no distance between healthy family members and those exposed to the Covid-19 virus. The existence of the risk of contracting the disease makes them make several efforts to minimize the risk of contracting the disease, one of which is by keeping a distance.

World Health Organization (2020) states that the virus can spread from person to person from droplets released from the nose or mouth of an infected person with COVID-19. If the splash falls on a nearby object or surface, and a person touches the object or feeling and then touches the eyes, nose, or mouth, it will undoubtedly cause transmission of the virus. The transmission virus can also occur if people inhale the droplets released through the cough or breath of an infected person with COVID-19.

On the other hand, the obstacles revealed were the lack of information about the Covid-19 virus, especially information about health centers and hospital services. This was shown by participant 5. They wanted complete information about Covid-

19, especially regarding prevention and treatment. Information is crucial for individuals and society in today's modern era. Information has become a basic need that must be fulfilled. It can be said that information has become an essential instrument for society. At this time, information is increasingly widespread worldwide, especially in Indonesia, namely information about the Covid-19 pandemic. This information is crucial for the community. Amid the current pandemic, people in Indonesia need information about this event.

Social support is an essential function of social relations. According to House (17) social support is the level of cooperation in the relationship, which can be categorized in four ways: emotional, instrumental, informational, and assessment. Social support is a person, activity, organization, and resource in the environment that provides emotional, instrumental, and informational benefits for the individual (18).

Social support can be obtained from several types, namely from the informal environment (e.g., family, friends, co-workers, superiors) and some from the formal assistance environment (e.g., health workers, humanitarian services workers) (17).

The study's results found that participants received a lot of support from the closest people, such as family, health workers, friends, environment, and neighbors. First, support came from health workers; this was revealed by participant 3, who said that they received support from health workers, especially support in monitoring the condition of family members affected by the Covid-19 virus.

Support came quite a lot from friends; this was revealed by participant 2, participant 3, participant 9 and participant 11. They stated that they received support from their friends, such as giving vitamins and food. On the other hand, they also get non-material support from their friends in the

form of advice and try to encourage them to treat according to the standard operational procedure issued by the health office and are often reminded to take medicine as recommended.

Neighbors are also an essential factor that provides direct support to families who have family members affected by the Covid-19 virus. Their neighbors provide support from prayer to direct support, such as giving food, giving medicine, so that affected families feel lighter in caring for their members. Families exposed to the Covid-19 virus, according to participant 10, participant 11, and participant 12.

According to Sarafino & Smith (1997) there are several types of social support: (a) emotional support, namely the presence of someone who is empathetic, caring, caring, and encouraging. (b) information support, namely the presence of someone who teaches something, provides information, advice, or makes decisions. (c) instrumental support, namely the presence of someone who helps, lends, provides information or performs tasks. (d) appreciation support, namely the availability of others to spend time together, creates a feeling of membership and acceptance in the group (19).

Furthermore, the family becomes the frontline in social support because the family is the closest object to other family members exposed to the Covid-19 virus. In addition, the family is the primary and most fundamental basis in providing the spirit of healing the Covid infection. Family social support is a process that occurs throughout life. The nature and types of family social support vary in different stages of the life cycle. However, at all life cycle stages, family social support enables the family to function in various ways and bits of intelligence. As a result, it improves family health and adaptation (20).

Support is giving encouragement or treatment of encouragement and advice to others in a decision-making situation as something that supports and helps. A family

is a group of individuals who are related by special ties of marriage or blood, including a father, mother, and children. Support can mean the help or support that a person receives from others; this support is usually obtained from the surrounding social environment, such as the closest people, including family members, parents, and friends (21).

Based on some of the definitions of family support above, family support for family members who are caring for family members who are exposed to the Covid-19 virus is the support received from the family; the support received includes attitudes and actions. The results showed that participant 1, participant 2, participant 3, participant 6, participant 7, participant 8, and participant 10 revealed that they received support from their families, including paying attention, buying multivitamins and fruit, and providing input on ways to treat Covid-19 patients.

In line with the results of the study by Padila et al., (2021) the parents' experience in caring for sick children also received support from the family. Social support in the COVID-19 pandemic situation plays an influential role in overcoming the psychological stress experienced by individuals during difficult times.

Social support in dealing with the current COVID-19 pandemic is critical in the psychological dimension. The positive effects of social support provide confidence or self-confidence, comfort, a sense of purpose in life, and security. Social support can reduce various forms of stress and improve quality of life.

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The support came quite a lot from friends; this was revealed by participants 2, participant 3, participant 9, and participant 11. They stated that they received support from their friends, such as giving them vitamins and food. On the other hand, they also get non-material support from their friends in the form of advice and try to encourage them to treat according to the standard operational procedure that has been issued by the health office and are often reminded to take medicine as recommended.

Neighbors are also an essential factor that provides direct support to families who have family members affected by the Covid-19 virus. Neighbors provide support from prayer to direct support, such as giving food, giving medicine, so that affected families feel lighter in caring for their members. Families exposed to the Covid-19 virus, according to participant 10, participant 11, and participant 12.

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Family social support is a process that occurs throughout life; the nature and types of family social support vary in different life cycle stages. However, at all life cycle stages, family social support enables the family to function in various ways and bits of intelligence. As a result, it improves family health and adaptation (20).

The COVID-19 pandemic has increased family responsibilities in caring for them, potentially putting them at greater risk of poor health outcomes and impeding their quality of life (22).

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CONCLUSION

This study found six themes, namely information sources for Covid-19 treatment, treatment considerations, psychological burden, difficulties in home care and social support. Therefore, the role of the family and social community is very important in treating Covid-19 patients. Further research can be carried out with a combined method to find out more about the psychological burden of the participants.

Copyright statement

This research is pure and original research owned by the author's team

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