**PARENT PROCESS**

**ACUTE**
- Increasing knowledge of the child in medical context
- Increasing time spent in the environment
- Increasing time spent observing staff and care

**ADJUSTMENT**
- Expert/ constant in child’s care and needs
- Familiarity with workings of ICU
- Familiarity with staff in ICU

**NORMALISATION/ ‘INSTITUTIONALISATION’**

**PARENT/ STAFF INTERFACE**
- Disagreement/ conflict with care providers
- Parents seek greater involvement with care
- Parents want individualised care
- Difficult transitioning out of ICU

**STAFF**
- Staff-led mechanisms for providing support