What the study will add

• Understanding of the end of life care decision-making for the patients with non-malignant as well as malignant diseases.

• Understanding of decision-making “in context” and around an actual critical event, rather than a hypothetical (improved ecological validity).

• Multiple perspectives on the same admission revealing issues relevant to the health care system, including views of informal carers and non-specialist palliative care clinicians.

• An empirically-derived model of actual decision-making about admission at the very end of life to inform policy and practice.

• An empirically-derived definition of “inappropriate” admissions.

• Applied, solution-focused approach designed to support policy and service development.