

**A Case Study Evaluation of the Training Gaps among  
Palliative Caregivers in Botswana Community  
Home Based Care Programs (CHBC)**

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**ABSTRACT** The aim of the present research is to evaluate the training gaps and challenges within the Botswana community home based care programs exemplified by an empirical case study. The study used qualitative paradigm; was exploratory in nature and used case study design; and entailed interviewing 82 palliative primary caregivers in 10 focus groups and five CHBC nurses on one-to-one in-depth interviews. An interview guide served as a data collection instrument for both the focus groups and the interviews. Findings indicated an array of training gaps and challenges such as: lack of a caregiver training arrangement in the CHBC program; inadequate training of the caregivers; caregivers' inadequate skills in handling and disposal of clinical waste; complaints of primary caregivers being discriminated in training in favour of for community caregivers. The CHBC program needs: a comprehensive caregiver training to increase caregivers' understanding of the care giving field generally; training of caregivers on gender mainstreaming, self-care, management of clinical waste, and in income generating activities. Balancing training opportunities between the palliative primary caregivers and community palliative caregivers (volunteers) has been found critical.