

TOP5 in Residential Care



TOP5 care strategies help the staff meet each resident's specific needs, likes, and preferences for support.

What is TOP5?

As a carer, no one knows your family member for as well as you do.

You know their history and its meaning to them, their interests, likes and dislikes, fears, worries and concerns.

You may hold the key to their communication and behaviour.

TOP5 assists aged care workers to better understand the individual and their needs. The personal information and care tips you provide, help staff when working and communicating with the resident.

How does it work?

Discuss your tips and suggestions with the care workers. They will write care strategies on the TOP5 form for all care staff to use.

Care workers will review the resident's TOP5 each time they update the care plan.

What should I include?

Share the five most important things you think residential aged care workers need to know about your family member to:

- reassure and settle
- gain co-operation in personal care activities
- encourage communication
- support their interests and hobbies.

Each TIP should include what action the staff need do, or not do and why.

Consider:

- situations that cause distress
- signs that indicate a need
- routines and rituals
- 'must haves' or comforters
- interests e.g. music, TV, gardening, cards.

If the resident is non-English speaking, you could create a picture book to assist staff with communication or download one from www.easternhealth.org.au/site/item/152-cue-cards-in-community-languages

What if the resident goes to hospital?

When a resident goes to hospital, a copy of their TOP5 will be sent in with them.

It will be used by paramedics while they care for the resident, and will be handed on to nursing staff at the hospital.

Discuss your tips and strategies for care with nursing staff. They will rewrite the TOP5 so that it will work for the patient while he or she is in hospital.

The TOP5 will be placed on the bed chart and be available to all clinical staff to review the TOP5 tips before attending to the patient.

TOP5 is all about providing individual and specific care and support for a person with reasoning, memory and/or communication problems.

These suggestions are called the "TOP5"

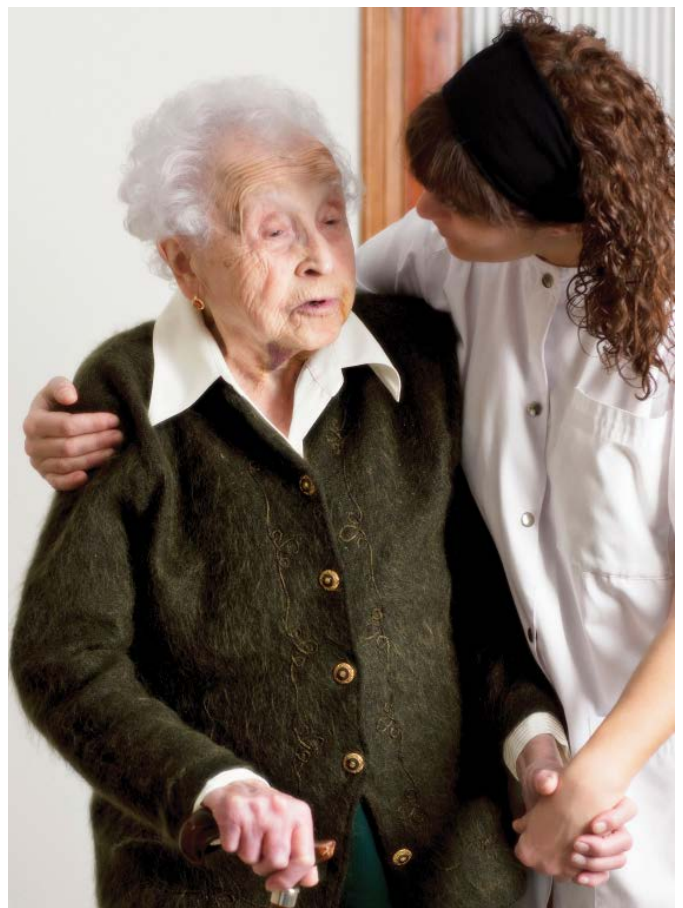
Examples of Carer tips:

"Eating has always been social in our family. It is important that Dad eats in the dining room. Tell him his meal has arrived, what it is, and then say 'Bon Appetit'. Only then will he eat!"

"If my wife starts to mumble and talk to herself she is becoming anxious. Talk to her in a calm, friendly and relaxed way about flowers and show her the picture book. She will soon be smiling."

"Mary was a business woman, so is used to being in charge. If she tells you what to do, agree to do it when you finish what you are doing. She will be satisfied that you have listened to her, and will then be willing to focus on something else."

"Khosro is young, and likes to be active. When he starts to pace take him into the garden. He will be happy to weed, water or plant seedlings."



FURTHER INFORMATION

Staff at the **Carer Support Unit** can help you with your TOP5.

Call us on **4320 5556** or drop into the

Carer Retreat 91 Holden Street, Gosford (opposite Gosford Hospital)

For more information visit our web page at www.cclhd.health.nsw.gov.au

The Carer Support Unit is listed under the Patients and Visitors heading.