

TOP5 Information for Patients, Carers & Family



Do you care for someone with memory, thinking, reasoning, or communication problems?

We want to meet each patient's unique needs and preferences. This outlines how you can help us do this for the person you care for.



What is TOP5?

Healthcare workers use TOP5 to help them provide patient-centred care.

"Patient-centred care is health-care that is respectful of, and responsive to, the preferences, needs and values of patients and consumers"

(Australian Commission on Safety and Quality in Healthcare 2011)

The healthcare worker will ask if there is anything they need to know when caring for the patient. Such as:

- What the patient needs to feel safe and understood
- What upsets or frightens them
- What staff can say or do to comfort them
- How they tell you their needs
- Rituals or necessary routines
- Cultural or religious concerns



How does it work?

If there is something that you and the healthcare worker agree is important for all staff to know, they will write a strategy on the TOP5 form.

The strategy will include:

- What to do
- Why it matters to the patient
- How it will help the patient

There does not need to be 5 strategies. TOP5 has up to 5 things staff need to know.

More strategies can be added if needed.

The TOP5 form goes on the bed chart.



Health
Central Coast
Local Health District

For example

"At home Frank always has his medication given to him in a specific dish. Please place his medication in his own dish (in the top drawer) otherwise he will refuse to take it."



"Jenny can't speak but answers "yes" by tapping her head and "no" by shaking her head. Ask Jenny "yes" or "no" questions such as "would you like a drink?"

"In Ahmed's culture it is not appropriate for him to be helped by a female with his personal care. Ahmed will become upset if a female tries to help him. Male staff to assist."



Who is TOP5 for?

TOP5 helps staff to understand a patient who may have:

- memory difficulties
- confusion
- poor eyesight
- hearing loss
- speech difficulties
- poor communication skills
- English as a second language
- different cultural values
- important rituals
- unusual signs or behaviours.



"No one knows mum like I do but with TOP5 I can make sure staff understand the "little things" they need to know. Like how she bounces her legs when she needs the toilet and clenches her fists when she's in pain. It was great to see staff write these things on her TOP5 and know they'll understand what she needs when I'm not there"

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.