

WHAT TO DO



WHAT TO ASK

TOP5 may be useful for a patient who

- has difficulty communicating their needs,
- has memory and thinking problems,
- is unable to make informed decisions regarding their care,
- requires assistance with ADL's ,
- requires social, emotional and medical support,
- requires assistance with decision making.



Contact CARER or Key Worker in person, or phone:

1. Provide TOP5 pamphlet.
2. Acknowledge their expertise & knowledge of patient.
3. Ask for information on the patient's likes & dislikes, and identify strategies to help settle and comfort patient.
4. Invite carer to bring in small *inexpensive personal items* that have special meaning to the patient e.g. photo



Write TOP5 strategies and place with TOP5 Tag on BedChart



Place TOP5 sticker on spine of medical record, and in progress notes, noting TOP5 has been identified.

With regard to the person you care for:

1. *Are there things you know of, that may cause him/her distress (e.g. female/male staff, noise, colours, words, clothing, visitors)*
2. *If unsettled, are there things or tasks that help settle him/her? (e.g. photos, trinket box, cup of tea, turn light off, sit in chair, read paper)*
3. *Are there set routines you have developed that help keep him/her reassured? (e.g. at bedtime, meals, with personal care, taking medication)*
4. *Are there any repetitive questions or re-occurring issues that may need specific answers? (e.g. "Where is George?" "I don't have any money to pay")*
Who is he/she likely to call out for? What is the preferred answer?
5. *Are you aware of any signs or triggers, that indicates he/she may have a need, or want something?*
(e.g. fidgeting = time for a walk; pointing = need to toilet; singing = turn on/off the radio/TV)

The staff member negotiates with the carer the TOP5 strategies which could be most effective on the ward.