

TOP5 – A tool to support continuity of care for people with thinking and communication difficulties, across all care settings.

**Carer Support Unit
Central Coast Local Health District**

(02) 4320 5556

When in hospital, people with cognitive impairment



can be disorientated, confused, frightened, agitated, and/or aggressive.

Fact: Communication and behaviour, can be difficult to interpret by hospital staff.

Fact: Carer's have knowledge and expertise in understanding and managing the person.



Behaviour as Communication

Literature identifies human behaviour as a form of communication, and links family as the key to understanding the patient who is verbally challenged.

ACTION: Actively encourage carer's input into developing personalised ward based strategies, to manage and care for the patient.

Record strategies and make accessible to all staff via the bed chart. This record is the **TOP5**.



What is TOP5?

TOP5 is a process to engage with carers to identify and share specific, unique strategies, that promote communication, and help settle, calm, and personalise care for a person who has

- confused thinking
- memory problems
- communication difficulties.

A life shared





How is TOP5 gained?

The carer of a patient with cognitive impairment, communication difficulties, intellectual disability, or behaviour problems, is invited to share five “essential strategies” to assist staff to provide person-centred care.



Where is TOP5 located?

- Strategies are written on a TOP5 form by health taff.
- The TOP5 form is located on the bed chart.

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Facility: COM GOS LJ WW WYG

TOP5 STRATEGIES

What action is needed?
Why does it matter to the patient?
How will safety and care be improved?

STAFF PROCESS: • Give patient/carer/family TOP5 brochure • Ask advice to personalise care • Record up to 5 strategies to improve care • Sign and date each entry

1.
2.
3.
4.
5.

NSW GOVERNMENT
Central Coast
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FAMILY NAME
GIVEN NAME
D.O.B. / / M.O.
ADDRESS
PH
M/C FIN
LOCATION / WARD ADM / /
COMPLETE ALL DETAILS OR AFFIX PATIENT LABEL HERE

ALT5023
A351(CH)

NO WRITING OUTSIDE BORDER
CALCULATOR NUMBER CENTER
TOP5 STRATEGIES



What are TOP5 strategies?

Carers may share information which may include:

- established routines and or rituals
- specific preferences for communication
- objects of significance - 'must haves'
- ways to comfort or calm the person
- information to engage the patient and to develop rapport e.g. interests, work or hobbies, pets



Examples of TOP5 strategies:

- “Around 4 pm everyday dad becomes agitated. If you tell him the car is in the garage he will settle down.”
- “If unsettled, give Mary her handbag. She will place it under her pillow.”
- “Ernie must have his keys and wallet with him at all times. If he can’t find them he will become agitated and aggressive.”
- “Betty is fearful of strangers. If you smile at her as you approach, she will relax and will co-operate.”
- “Danny gets aggravated when you ask about his bowel movements’. He will indicate he has defecated by putting his cap on his head, and will leave it on until his next meal.

TOP5 Hospital Pilot Results



Staff reported patients to have:

- a quicker recovery
- less agitation, frustration and distress
- more effective communication
- increased ability to relate



Wins for all involved

- Improved safety for patients, & **staff**
- Improved staff/patient & staff/carer relationships
- Reduced incidence of adverse events
- Reduced length of hospital stay



TOP5 spreads across settings

From 2009 TOP5 has been introduced into Residential Aged Care Facilities. They will forward a TOP5 with the resident when transferred to hospital.

From 2011 TOP5 has been introduced to Community Service Providers who care for people within their own homes. A TOP5 form is kept in the client's home and with the service provider. If the client is hospitalized the service provider or carer will give the ward the TOP5.

Residential Aged Care worker shares TOP5 with hospital staff.....



Mary loves her black cardigan with the fur collar. She gets quite cold, so if she hasn't got it, she would love a warmed blanket.

Mary has a very quiet voice and can look like she is just mouthing. If you get very close to her, you will hear her voice.

Mary is hard of hearing, but can lip read. Face her and speak slowly. Don't shout as she will become anxious.

Mary is not incontinent. She fidgets and points to the door when she wants to go to the toilet.

Mary is a very modest lady, so would be very distressed to have a male nurse bathe or toilet her.

TOP5 Hospital Evaluation



October 2010:

- 9 hospital wards in the CCLHD were included in the survey
- 52 nurses were interviewed

TOP5 Evaluation



- 91% reported TOP5 strategies benefit the patient
- 98% reported TOP5 strategies benefit them in nursing the patient
- 98% said they would recommend TOP5 to colleagues and other health professionals



TOP5 Evaluation

Comments from Clinical Staff:

- *“A great initiative - highly recommend it”*
- *“Very effective and easy to use”*
- *“Makes my job easier”*
- *“Really good resource tool, promotes patient comfort”*
- *“Less pressure, helps with knowing a patient”*
- *“What appeals to me is the simplicity of the actual TOP5 page that goes on the patient’s bed chart.”*



How does TOP5 help Staff?

When a confused or agitated patient has a TOP5 you have:

- A safer work environment.
- A more relaxed and calm ward to work within
- Better time management - can achieve more in less time
- Less stress
- Greater ability to understand and care for the patient
- Greater job satisfaction

TOP5 Resources



All resources are freely available and can be downloaded in pdf format from our website:

www.cclhd.health.nsw.gov.au/services/carer-support

...and search for TOP5.