



TOP 5 when in HOSPITAL

TOP5 helps hospital staff to know about your needs, likes, who staff should talk to and what you do and do not want help with in hospital.

What is TOP5 about?

It can be very hard for people when they are away from home, very sick and in hospital. You and your family or carer know what is important to you.

It can be hard for the hospital staff because they do not always know what you want and do not want. To help the staff know you better, you and your family can ask the staff to write your tips on the TOP5 form.

There may be things that you would like hospital staff to know but you don't want to keep telling them over and over again. You can ask staff to write this on a TOP5 form.

You may not be able to speak for yourself because you are too sick, your family/carers can tell the staff for you.



Think about... and tell us

- > things that make you upset and how staff can help
- > what staff need to know about your mob and/or family relationships
- > if you have a family spokesperson for us to talk to
- > what staff can do or say to make you feel safe

You need to tell the staff what they need to do, or not do, and how this makes you feel. There are some examples over the page.



How does it work?

Talk to a nurse or health staff about TOP5. They will write your ideas and tips on the TOP5 form. All staff can read the form and follow your tips and ideas. You may have one tip or up to five.

Who is a carer?

A carer is a family member, neighbour, or friend, who provides care to a person who has a disability, is unwell or aged.

Carers do this for no money but some may be eligible for Centrelink benefits. These are called Carer Payment and Carer Allowance.

Carers may help with

- Showering/dressing
- Going out and meeting people
- Transport
- Going to the Doctor
- Keeping someone safe in the home or community
- Making appointments

TOP5 information is online

www.cclhd.health.nsw.gov.au

View the Carer Support Unit page which is listed under the Patients & Visitors heading. There you will also find links to other carer related services.

NSW Health Policy says that Carers must be involved in care planning from admission, throughout the hospital journey, to going home Policy Document 2011_015. 7 March, 2011.

What does a TOP5 look like?

“Joe is a married man and would be shamed if a female nurse came to help him in the shower, please wait for his wife or brother to help him or he will become uncooperative.”

“When health care and appointments need to be made for Bev, do not talk to Bev about this, all these decisions are made by our family spokesperson who is Aunty Leonie”

“Mick has bad memories of previous hospital visits, he is fearful of staff. Talk to him about the treatments he needs with family present, together they will help build trust for Mick that it is all OK”

“Because of Micks fear of hospitals, he will be happier and more settled if he is in a bed near the window so he can see what is happening outside”



FOR MORE INFORMATION CONTACT

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Carer Support Unit

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Information is also available in the **Carer Resource Folder** kept in the Ward's Lounge or Waiting Room