

TOP5 Carers - Partners in Care



Sharing your knowledge about your loved one can help our staff better understand their needs and help us to care for them during their hospital stay or in their home.

We use information called TOP5 to help personalise care for patients, particularly those with memory, thinking and communication problems. TOP5 stands for:

- T**alk with carers/family
- O**btain information
- P**ersonalise care
- 5** strategies



TOP5 helps our staff work with carers and tap into their knowledge and expertise for the benefit of the patient, carer, and staff.

How carers can help

A nurse or allied health worker will contact you by phone, or while you're at the hospital. They will talk to you about the 5 most important things staff need to know to keep the person you care for reassured and comfortable. This information is called the TOP5.

The agreed strategies will be added to the patient's notes. All staff involved in patient care will be able to access this information to support the care provided.

“It’s important staff tell Dad that his meal has arrived and they hope he enjoys it - if they just leave the tray he won’t recognise it as his.”

-Brad, carer for his father

Identifying the TOP5

To help us develop the best strategies for personalised care, you will be asked the following questions about the person you care for.

- Are there items or situations that may cause distress? For example, colours, topics, male/female staff, clothes.
- If unsettled, are there words or actions that help settle and calm? For example, sitting by the window, listening to music, looking at photos, reading, turning the light off.
- Are there set routines that reassure? For example, showering, meals, bedtime.
- Are there repetitive questions or issues that may need specific answers? What is the preferred answer?
- Is there anybody that is likely to be called out for? This could be a person or a pet.
- Are there any signs that indicate a need or a want? For example, fidgeting to indicate a need to go to the toilet.

Who is a carer?

A carer is a family member, friend, or neighbour who provides care and assistance to another person who is frail aged, disabled or chronically ill.

They care often, in a regular and sustained manner without payment, other than in some cases a carer payment or allowance.

Carers may help with:

- activities of daily living
- social support
- transport and medical appointments
- decision making
- emotional support.

For more information on TOP5 contact the NBMLHD Carer Program

Phone: (02) 4734 3718

Email: NBMLHD-CarerProgram@health.nsw.gov.au



“I don’t like straws and won’t use one. Get my attention, get me to sit up, put a drink in a cup in my hand and with assistance to remember the action I will drink it myself.”

-Advice from carer of patient with Alzheimer’s disease

Support for carers

Our [Information for carers](#) webpage provides information on carer support you can access. Visit nsw.gov.au/health/nbmlhd/patients-carers-visitors/carers

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