



Thank you for sharing your information with us.



We are using TOP 5 to help us improve the personalised care of the client.

For more information contact:

Local Facility/District Contact Details



Facility Logo

The Clinical Excellence Commission would like to acknowledge the **Carer Support Unit, Central Coast Local Health District** for the integration of their concept and materials to support the further uptake of the TOP 5 initiative. The Clinical Excellence Commission would also like to acknowledge the support of the **HCF Health and Medical Research Foundation**.



Carer TOP 5 information



TOP 5 helps to personalise care for clients with memory and thinking problems

What is TOP 5?

TOP 5 is a tool to enable staff to work with carers to tap into their knowledge and expertise of the person who has become the client.

The primary carer's knowledge of the client, especially in relation to communication and behaviour, can be the key to assist staff when managing the care of the client, understanding their needs and providing reassurance in an unfamiliar environment.

TOP 5 promotes talking with the carer at the start of an admission and can benefit the client, carer and staff.

What will happen?

A member of staff from the service will speak with you when you and the client are referred to the service. The client will have been identified as having memory or thinking problems.

The staff person will talk with you about **TOP 5** and explain how it can help with care. They will ask you about the five most important things staff should know to communicate and reassure the client.

This information is called



This information (also called strategies) will be included in the client's notes to allow all staff involved in care to access this information to support care.

Identifying TOP 5 strategies

The following questions are about the person that you care for and will assist us in personalising the care.

Are there things/situations that may cause distress? e.g. colours, topics, the gender of staff.

If unsettled, are there words or actions that will help settle and calm? e.g. listening to music, relocation, reading and lighting.

Are there any repetitive questions or reoccurring issues that may need specific answers? What is the preferred answer?

Is there somebody that might be called out for? This could be a person or pet.

Are there signs that indicate a need or a want? e.g. fidgeting to indicate a need to go to the toilet.

Carers say:

"Staff should know if my wife starts to mumble and talk to herself she is becoming anxious – a calm reassurance from staff like *'It's okay Beryl, you are safe. We are looking after you.'* is all she needs."

Rex – carer for wife

Staff said:

"Bob used to get agitated every morning at 4.30am. A friend came to visit and said Bob used to manage a lorry yard. The Lorries needed to be out by 4.30am. Just say *Bob the Lorries are all done* and he will settle!"

Carers say:

"It is important that staff tell Dad that his meal has arrived and they hope he enjoys it – if they just leave the tray he will not recognise it as his."

Brad – carer for father