TOP5

Strategies to support care and communication

Presented by Helen Smith on behalf of the
Older People Clinical Network

Acknowledgements

- The Carer Support Unit of the Central Coast Local Health District (CCLHD), NSW, is acknowledged as the original creator/author of the TOP5 initiative.
- Their website contains valuable resources for understanding, education and implementation of TOP5, accessed via this link… http://www.cclhd.health.nsw.gov.au/patientsandvisitors/CarerSupport/Pages/default.aspx
- SA Health acknowledges the generosity of the Carer Support Unit, CCLHD, NSW, for allowing SA Health to adopt and adapt the TOP5 form.
- SA's State-wide Older People Clinical Network for adopting and adapting the TOP5 for SA and providing support for implementation.

TOP5 means…

T	Talk to the consumer **and** the carer
O	Obtain information
P	Personalise the care
5	5 strategies developed

TOP5 Blank Form

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Surname…….. MRN……..

Given Names……..

Date of Birth…….. Sex……

(Affix name label)

Strategies to Support Care & Communication

Place this form at the front of the person's bed chart notes and a TOP5 tag on front of the chart

1.

2.

3.

4.

5.

Carer's Name…… Date……..

Staff Member's Name…… Date……...

The NSW Central Coast Local Health District Carer Support Unit created the TOP5 initiative. We acknowledge their work and appreciate their generosity in allowing us to adapt and adopt the concept for use in South Australia.

TOP5 = Good care

(For people with dementia or cognitive or communication impairments)

- TOP5 is valuable for use by all consumers of health services including **palliative** patients.
- It is **particularly useful** for people with cognitive impairment and those unable to communicate the things that matter most to them.
- A spouse/carer/family/friend **may** know many things about the person that can **guide effective care**.

TOP5 - Purpose

- Use of the **TOP5 Strategies to Support Care & Communication** form is a priority recommendation of the *SA Health Services Plan for People with Dementia (and Delirium) 2015 – 2018*.
- The purpose of the **TOP5** form is to **promote collaboration** with consumers ***and*** carers in determining how to provide care, based on the [consumer, patient, resident's] individual needs and preferences.
- **TOP5** information should be **shared** within health services (including at clinical handover) and **transferred** on to other service providers (including at entry and exit from hospital).
- The **TOP5** form is **simple** to use, can be read in minutes, does not duplicate existing documentation and most importantly, use of the form will **facilitate communication** between consumer/carer and service providers.

TOP5 = Prevention & Early Intervention

- Understanding what is important to the individual, and providing care that represents what the consumer and carer want, can reduce consumer anxiety and agitation.

- Failure to provide care according to the needs and preferences of the person and their carer can lead to anxiety escalating to agitation and possibly aggression, which may then be labelled as “challenging behaviours”, which are too often managed inappropriately with medication and restraint, potentially causing irreversible harm to the person.

3 Tips for an effective TOP5

BACKGROUND OR THE 'WHY'	ACTION OR BEHAVIOUR	OUTCOME OR BEHAVIOUR
John was a prisoner of war and cannot tolerate the look or smell of rice.	Do not serve him rice.	He will throw the plate at a wall, and become verbally abusive.
Being well groomed was always important to Dot. Since her stroke she drools and cannot brush her hair.	Please make sure her hair is brushed and she has a wash cloth in her left hand so that she can wipe her face regularly.	She will feel more confident and co-operative with rehabilitation.
Maria is an independent woman who will not take charity. She needs to have her purse with her so that she can 'pay her own way'.	Provide her with Monopoly money and accept payment for her meals and medications from her fake 'money'	She will then eat and take the medication.
Ken was an aircraft mechanic. He was always good in an emergency.	If he goes into the wrong room and refuses to leave, tell him there is an emergency in Hanger number 3	He will leave the room immediately and head down the hall. After a few steps offer him a cup of tea and he will forget all about it.
Beryl is an anxious lady who is frightened of strangers.	Smile at her as you approach and address her by her first name in a friendly manner.	Beryl will then engage with you and relax.
Elsie loves music.	Play her CDs to her in the room or with earphones.	She will be happy and less likely to complain.
Graham was a photographer.	Keep his camera within sight. There is no film in the camera. Let him take 'photos' of you. Talk to him about his 'work'.	He will engage with you and co-operate.

TOP5 = Dignity in Care

Your care is provided according to the **10 Principles of Dignity in Care**

1. Zero tolerance of all forms of abuse.
2. Support people with the same respect you would want for yourself or a member of your family.
3. Treat each person as an individual by offering a personalised service.
4. Enable people to maintain the maximum possible level of independence, choice and control.
5. Listen and support people to express their needs and wants.
6. Respect people's privacy.
7. Ensure people feel able to complain without fear of retribution.
8. Engage with family members and carers as care partners.
9. Assist people to maintain confidence and a positive self-esteem.
10. Act to alleviate people's loneliness and isolation.

Do you want to implement TOP5 ?

LHN TOP5 executive sponsor delegates for implementation:

- CALHN – Karen Hales
- NALHN – Kirsty Delguste
- SALHN – Justin Prendergast

For an implementation guide and forms:

OPCN – Louise Heuzenroeder
louise.heuzenroeder@health.sa.gov.au
0402 780 595
Network Development Manager
Older People Clinical Network