



Surname:	MRN
Given name:	
Date of Birth:	
Sex:	(Affix patient label here)

Strategies to Support Care and Communication

Please keep this form in a central place where staff can access it. If the individual is in hospital, place the original form, or TOP 5 tag, on top of the bed chart notes and/or on the Patient Bed board. The TOP 5 form travels with the individual throughout their health care journey.

TOP 5 tips on how to write strategies are on the back page 2

Limit words to white text space to prevent scrolling

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Compiled by:

Date:

Emergency Contact:

Telephone:



Identifying TOP 5 strategies

As a staff member you should negotiate with the carer the TOP 5 strategies which could be most effective in the setting where the person is being cared for. When initiating a TOP 5 on a person with dementia/memory thinking or communication problems, the following script can be used as a prompt to obtain strategies from carers.

The following questions are about the person that you care for and will assist with personalising their care:

- Are there things/situations that you know of that may cause distress?
E.g. colours, topics, gender of staff, visitors
- If unsettled, are there words or actions that will help settle and calm?
E.g. listening to music, relocation, reading and lighting, cup of tea, read the paper
- Are there any set routines that have been developed to help keep the person reassured?
E.g. at bedtime, with meals, personal care, when taking medication
- Are there any repetitive questions or recurring 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 a pet
- Are you aware of any signs or triggers that indicate a need or a want?
E.g. fidgeting to indicate a need to go to the toilet.