



Key information about the person I care for

This file contains important information about someone I care for with specific care needs. It is intended to be a quick reference to support Carer Gateway, informal and formal care providers to deliver safe and effective care, and to plan for changes in circumstances and emergencies.

Information current at (insert date): _____

Introduction

This pack is designed to help carers capture key information about the support needs of the person they care for so they can easily provide these details to Carer Gateway, informal and formal support staff when arranging support services. If the person you care for has any other related plans, such as a behaviour support plan, emergency care plan, medication plan, meal plan, please include a copy with this pack. If you care for more than one person, please complete a separate file for each person.

Care recipient name: _____ **Date of birth** ____/____/____

☐ This person has given their consent for me to record and share their personal information for the purposes of service delivery.

Key health information

- Last flu vaccination received: Month _____ Year _____
- Last COVID-19 vaccination received: Month _____ Year _____

Key service information

- Receives support through the National Disability Insurance Scheme (NDIS) – *please tick:* Y ☐ N ☐
 - If yes, their reference number is: _____
- Has received an Aged Care Assessment Team (ACAT) assessment – *please tick:* Y/N
 - If yes, their My Aged Care referral code is: _____ Approval year: _____

Key safety information

Please tick “Y” for yes or “N” for no in response to the below questions

Does the person have any difficulty communicating, e.g. hearing impairment, vision impairment, cognitive impairment?	Y <input type="checkbox"/> N <input type="checkbox"/>	Does the person have any violent, aggressive or sexually inappropriate behaviours?	Y <input type="checkbox"/> N <input type="checkbox"/>	Does the person have any allergies?	Y <input type="checkbox"/> N <input type="checkbox"/>
Does the person speak and understand English fluently?	Y <input type="checkbox"/> N <input type="checkbox"/>	Does the person require assistance taking medication?	Y <input type="checkbox"/> N <input type="checkbox"/>	Does the person have a choking risk?	Y <input type="checkbox"/> N <input type="checkbox"/>
Does the person have a history of wandering or absconding?	Y <input type="checkbox"/> N <input type="checkbox"/>	Does the person require wound care?	Y <input type="checkbox"/> N <input type="checkbox"/>	Does the person have an epipen or asthma inhaler?	Y <input type="checkbox"/> N <input type="checkbox"/>

- Is this person of Aboriginal or Torres Strait Islander origin? *please tick:* Y ☐ N ☐
- Is this person from a culturally or linguistically diverse (CALD) background? *please tick:* Y ☐ N ☐



Australian Government



Emergency care plan

1800 422 737

www.carergateway.gov.au





Australian Government



Emergency care plan

An emergency care plan has all the information about the person you care for in one place, so you can get it quickly and easily.

An emergency care plan makes it easy for someone to take over from you in a hurry.

Instructions

1. Fill in your emergency care plan

- It should have all the information someone else would need to know to look after the person you care for
- If you need to add more information, you can write it on extra pages and keep them with your plan
- If you need help filling in your emergency care plan, call Carer Gateway on **1800 422 737**

2. Save your emergency care plan

If you have downloaded the plan and filled it in:

- Save the plan to your computer or phone
- Print out copies of the plan

If you have asked for a printed copy of the plan and filled it in:

- Use a photocopier to make copies of the plan
- Keep a copy of the plan somewhere safe and easy to see in your home
- Take a copy with you when you leave home or travel with the person you care for

3. Share your emergency care plan

- You can give people a printed copy or email it to them if you have saved it on your computer
- Give a copy to each of your emergency contacts
- Give a copy to your doctor, and anyone else who may need to know what to do

Remember to update this plan if your information changes. This emergency care plan and information for carers is available from Carer Gateway.

1800 422 737
www.carergateway.gov.au



Australian Government



Emergency contacts

My details

Name

Relationship to the person I care for

Address

Phone

Details of the person I care for

Name

Age

Address

Phone

Language spoken

Person's condition, illness or disability

My emergency contacts

Name

Phone

Name

Phone

Name

Phone

If something happens to me

I would like my emergency contacts to

My emergency financial arrangements are

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Care needs

Care routine

The person I care for needs:

- ☐ Full time care
- ☐ Regular visits
- ☐ Meals only

The person I care for needs help with:

- ☐ Getting meals
- ☐ Going to the toilet
- ☐ Showering/bathing
- ☐ Taking medicine
- ☐ Getting out of bed/moving around
- ☐ Mental health/emotional issues

When do they need help (what is their usual routine)

Food and diet, likes and dislikes, food allergies

Behaviours, calming strategies

Home and community care services

Organisation/service provided

Phone

Organisation/service provided

Phone

Organisation/service provided

Phone

Other information

Please attach extra notes if more space is needed

Medical information and contacts

Medicines

Medicine allergies

Medicines, dose/timing, special instructions

Health information

Medicare number

Ambulance fund/Registration number

Health insurance fund/Registration number

Medic-Alert number

Safety Net number

Concession card type

Doctor

Name

Address

Phone

Pharmacist

Name

Address

Phone

Health professional/hospital

Organisation/service provided

Address

Phone



Medicine list

Medicine allergies

[illegible]

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Notes

Use this space to include any other important information

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Future Care Planning

Unexpected events are part of life and can be an extremely stressful time for families. However this stress can be minimized if there are plans in place.

Planning and conversation are two of the most valuable ways in approaching Future Care Planning. When Future Planning, you can discuss your wishes in advance, put things in writing, get your affairs in order, complete relevant documents, and tell your family where your documents are kept. It is one of the greatest gifts you can give to those you love.

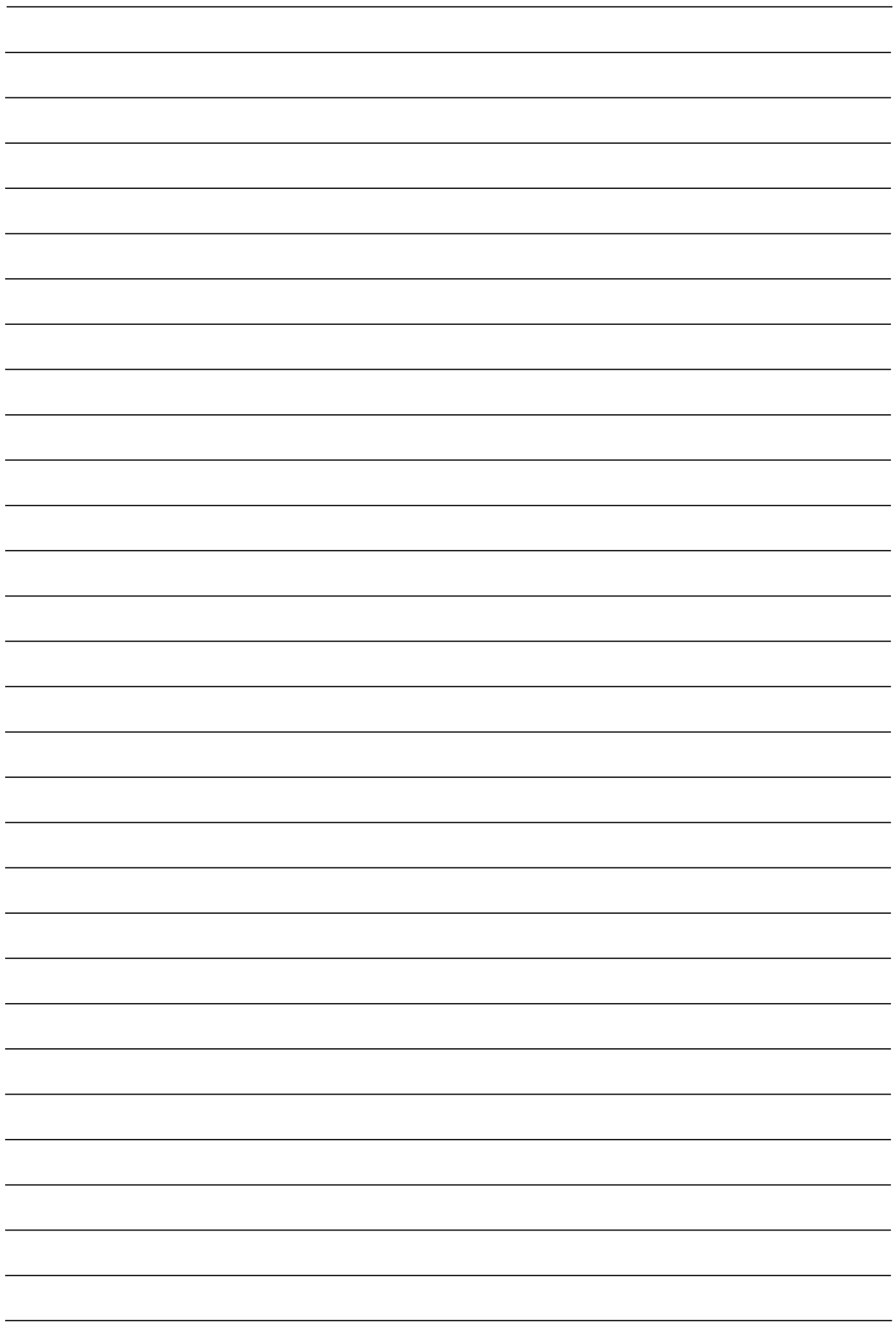
It is always practical and helpful to keep your documents in order, labelled and in an easy to find place.

LEGAL DOCUMENTS	YES	NO	WHERE IS THE DOCUMENT KEPT?
Advance Care Directive			
Enduring Guardianship (EG)			
Enduring Power of Attorney (EPOA)			
Power of Attorney (POA)			
Will			
Trusts			
Superannuation Fund Name:			Have you nominated beneficiaries? If yes, list here.
NON-LEGAL DOCUMENTS			
Online accounts (including social media) – login and password details			
Legacy and love documents			
FUNERAL PLANNING			
Do you have funeral arrangements in place i.e. prepaid funeral, funeral bond or funeral insurance?			

Glossary of Terms

Advance Care Directive	An advance care directive is an important part of your end-of-life care. A component of the Advance Care Plan. The directive can contain all your health care needs, values and preferences for your future care and details of a substitute decision maker.
Enduring Guardianship	<p>An Enduring Guardian is someone you appoint to make lifestyle, health and medical decisions for you when you are not capable of doing this for yourself. Your Enduring Guardian may make decisions such as where you live, what services are provided to you at home and what medical treatment you receive.</p> <p>Enduring Guardianship only comes into effect if or when you lose capacity and will only be effective during the period of incapacity, therefore, it may never become operational. However, it is a good way to plan for the future, particularly for unforeseen situations.</p>
Enduring Power of Attorney (EPOA)	An Enduring Power of Attorney is a legal representative that a person can appoint in advance to manage their assets and financial matters on their behalf. This role can become part of the caring role if the person you care for is no longer able to make certain decisions for themselves due to impaired capacity.
Power of Attorney (POA)	<p>A Power of Attorney is a legal document in which the person you care for appoints someone they trust or a trustee organisation to manage their assets and financial affairs, known as their Power of Attorney while they are alive. It can be useful to have a Power of Attorney if a person becomes unwell or no longer able to manage their financial affairs.</p> <p>It can be useful to have a Power of Attorney if you become unwell and are no longer able to manage your financial affairs. You can make an Enduring Power of Attorney which will continue to have effect after you have lost your capacity to self-manage.</p>
Superannuation Nominated Beneficiaries	A superannuation beneficiary is the person/people who you nominate to receive your superannuation money if you die. Nominating a beneficiary/beneficiaries ensures your super is paid out to those who you'd like it to go to. Your nominated super beneficiary must be a dependent; a person dependent on you financially, a child, a spouse (including de facto partners). Superannuation nominated beneficiaries can be legally binding and non-binding.
Will	Your Will is a legal document with instructions for who you want to inherit your estate, care for your children and be the executor of your estate.
Trusts	Under Australian law, a trust is not a separate legal entity like a person or company, but an estate planning tool that puts a person or entity in charge of holding an individual's assets in an account for the benefit of another person or people.

[illegible]



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

1

2

3

4

5

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.

Mid North Coast Local Health District (MNCLHD) would like to acknowledge Carer Support Unit, Central Coast LHD for the integration of their concept and material to support further uptake of the TOP 5 initiative and the Clinical Excellence Commission, HCF Health and Medical Research Foundation for research projects and resource development.