Tips for Careworkers: Continuity of Care

**What it is:** Continuity of care has three main parts:

1. The care provider knows and follows the care of a person, client or resident.
2. There is good exchange of relevant information between different care providers.
3. Different care providers cooperate so that care is connected care.

**Why it matters:** Continuity of care helps care providers to be aware of a person’s preferences and care needs. It also helps with the smooth coordination of a person’s care. It is particularly important for the care of a person who may be at the end of life. It also helps care providers to have the information they need so that the person’s choices are respected.

**What I need to know:** Continuity of care can:

- avoid unnecessary hospitalisations
- ensure the older person receives uninterrupted care for their needs
- make sure that important treatments continue when a person is moved to or from a care setting (home, hospital, residential aged care)
- make sure that a person’s preferences and needs are considered.

**Do**

- **Know the signs of dying.**
- **Talk clearly with the family, carers, nurses and management to ensure you and others are aware of any new goals of care.**
- **Report to nursing/supervisory staff any changes that you notice in the person or requests made by the older person or their family.**
Name:

**My reflections:**

How do I report to nursing/supervisory staff any changes that I notice or any questions that family members may have?

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**My notes:**

See related palliAGED Practice Tip Sheets:
- Advance Care Planning
- End-of-Life Care Pathways
- Talking within the Aged Care Team

For references and the latest version of all tip sheets visit [www.palliaged.com.au](http://www.palliaged.com.au)