



## 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.

**Do** Talk clearly with the family, carers, nurses and management to ensure you and others are aware of any new goals of care.

**Do** Report to nursing/supervisory staff any changes that you notice in the person or requests made by the older person or their family.

**Name:**

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## My reflections:

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

## My notes:

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

References used to develop this sheet are available at  
[www.palliaged.com.au](http://www.palliaged.com.au)