



# Staff TOP 5

**T**alk with Patient and or support person  
**O**btain information  
**P**ersonalise care  
**5** Strategies recorded

## Caring for someone who is blind or has low vision in hospital

<b>What you can do</b>	<b>What staff or people who are blind or have low vision told us</b>
<ol style="list-style-type: none"><li>1. Every time you approach a person who is blind or has low vision, introduce yourself including your name, role and what you are there to do.</li><li>2. For blind people, this can help even if you have come into the room to provide care for someone else.</li><li>3. Talk to the person directly.</li><li>4. Ask permission before touching someone or initiating care.</li><li>5. While providing care ‘talk out loud’ to describe what you are doing.</li><li>6. Keep things in the same place as much as possible – avoid moving items as this makes harder to find.</li></ol>	<p>“Staff should always say who they are and what they doing. Gosh that a made a difference when they remember to tell me every time.”</p> <p>“They can’t see what you are doing so you need to explain everything.”</p> <p>“At home things are automatic and you’re in your comfort zone. I need more support when I’m in hospital. You don’t know how much extra help you need until you get there.”</p> <p>“They focused on my ability to read signature on the consent form instead of whether I understood what I had consented to.”</p> <p>“They should not move your stuff. You want to find something but can’t if they’ve moved it and haven’t told you.”</p>