Communication Protocol

Purpose:
To ensure clear, consistent communication between the family and carer(s).

How to communicate:
- Daily log sheet completed for every visit/day.
- Weekly check-in call/summary (day/time agreed).

When to escalate immediately (urgent):
- Falls or accidents
- Refusal of medication
- Sudden confusion or behaviour change
- New medical symptoms (chest pain, breathing difficulty, fever, etc.)

Preferred communication channels:
- Non-urgent updates: WhatsApp / text
- Urgent matters: Phone call immediately

Review process:
- Fortnightly / monthly meeting (in person or call) to review notes and update.

Signed (Family): _____
Signed (Carer): _____
Date: _____