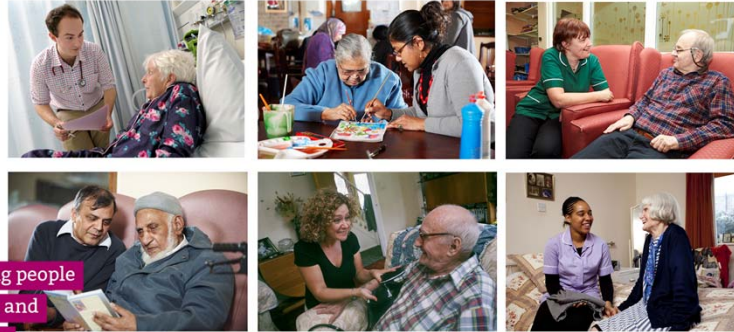


# Tier 1 Dementia Awareness Training

## Unit 5



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The Dementia Academic Action Group (DAAG) was commissioned by Health Education England Thames Valley and is a collaboration between University of Bedfordshire, Oxford Brookes University, University of Northampton and University of West London. For further information about the DAAG Tier 1 Dementia Awareness training, please contact Health Education England Thames Valley.

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The content of this package has been developed with a view to raising awareness of what dementia is and how it affects people with dementia along with their family, relatives, carers, friends and significant others. It has been delivered as face to face training to over 1,500 clinical and non-clinical staff working in a variety of health and social care settings.

# Tier 1 Dementia Awareness Training

## Unit 5

### Talking & listening to the person with dementia

“People with dementia are always communicating with us. The question is, are we always listening?”

Steve Prymachuk

@NHS\_HealthEdEng #DAAG

### Welcome to Unit 5

The quote from a Steve Prymachuk, Professor of Mental Health Nursing Education, The University of Manchester, helps to set the scene for what this unit will consider.

## Welcome to Unit 5



- Unit 4 explained the impact that dementia can have on people and it discussed some of the emotional and behavioural aspects of dementia.
- Unit 5 will build on what you learned in Unit 4 by raising your awareness about how to develop effective communication skills when talking & listening to people with dementia.

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### Welcome to Unit 5

Setting of ground rules including disclosure of sensitive information and confidentiality.

Link to Unit 4

Participant health and wellbeing ~ make yourself available to debrief and to sign post after the session has ended.

Get participants to sign the attendance register

Inform the participants about the length of the session, including a short comfort break if it is going to be longer than 30 minutes.

Give out Tier 1 Training Evaluation Form for each participant to complete page 1.

## Objectives of the Unit

By the end of this unit, you will be able to:

- Explain how communication is affected when a person has dementia
- Describe some of the communication tools that can be used to help people with dementia
- Discuss top tips for talking & listening to people with dementia
- Explore ways to improve your own communication skills

### **Objectives of the Unit:**

It is important to state these at the start of the unit.

## Communication in Dementia

### Hints & tips

- As language becomes an issue, nonverbal communication becomes more important
- Don't ask too many questions
- Don't challenge
- Use 'Communication Passport' or ['This is me'](#) or 'Knowing Me' form
- Use Life story/Memory books

### Slide 5

Facilitator to present information on slide 5. This will set the scene for the next activity

Sign post participants to useful communication tools

Include references to Living Well with Dementia Workbooks.

## Activity: How do you communicate with the person with Dementia?



People with dementia are always communicating with us, the question is:

- Are we always listening?
- How do you interact with people who have dementia?
- Please share some examples from your personal or professional experience.

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### Activity:

**Audience Participation ~ “How do you communicate with the person with dementia?”**

**(5 minutes in total)**

The facilitator needs to encourage each member in the audience to think about how they communicate with the person with dementia.

Ask the participants: “Are we always listening?”

Discuss experiences.

Ask for any lessons learned?

Any areas for personal and professional development identified?

**Participants can make notes using the Unit 5 Activity Sheet if they wish.**

Activity Sheet:

Here are some example

Reflect on some of the people you have seen in the previous slides

## Communication Tips

### Take time & focus



- ✓ Smile
- ✓ Take your time
- ✓ Be calm
- ✓ Focus
- ✓ People with dementia will look for social clues when interacting.

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#### Present Slides 7 – 9

#### Communication Tips using 3 themes:

##### Take time & focus

##### How to speak

##### What to say

Emphasise that after diagnosis, people with dementia may experience changes in the way they communicate.

Each person's journey will be unique, which means that dementia will affect people's communication abilities differently

If time permits, engage in a developmental conversation about useful communication tips that participants may have seen or heard of or tried using.

**Participants can make notes using the Unit 5 Activity Sheet if they wish**

## Communication Tips

### How to speak



- ✓ People with dementia may take time to process verbal conversations
- ✓ Use shorter sentences – chunking
- ✓ Speak slowly & clearly
- ✓ Avoid raising your voice
- ✓ Check for hearing aids & make sure they work
- ✓ Speak at the person's at eye level

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**Present Slides 7 – 9**

**Communication Tips using 3 themes:**

**Take time & focus**

**How to speak**

**What to say**

Emphasise that after diagnosis, people with dementia may experience changes in the way they communicate.

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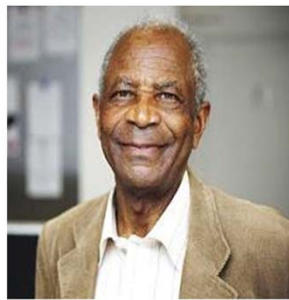
If time permits, engage in a developmental conversation about useful communication tips that participants may have seen or heard of or tried using.

**Participants can make notes using the Unit 5 Activity Sheet if they wish**



## Communication Tips

### What to say



- ✓ It is important to dignify people with dementia by speaking to them in a respectful way.
- ✓ [Hello.....my name is.....](#)
- ✓ What would you like to be called?
- ✓ What is your preferred name?
- ✓ Is it OK if I talk to you about.....

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### Present Slides 7 – 9

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## Video Presentation

### Top 10 Communication Tips



“Top 10 Communication Tips”

After watching the video, please give brief comments about what you saw on the video.

What are some of the tips that you plan to use when talking & listening to people with dementia?

[Video clip](#)

2minutes

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#### **Pause & Think:**

**Video presentation ~ “Top 10 Communication Tips”**

**(2 minute video)**

**Audience discussion: (4 minutes)**

**(6 minutes in total)**

**Facilitator explains:** “This is a video that lasts for 2 minutes.

It presents some useful tips on to listen and talk to people with dementia.

At the end of the video, involve the participants in a discussion about what they just viewed.

Any lessons learned?

Discuss lessons learned.

**Participants can make notes using the Unit 5 Activity Sheet if they wish**

## Review of Unit 5

At the end of this unit, you should be able to:

- Explain how communication is affected when a person has dementia.
- Describe some of the communication tools that can be used to help people with dementia.
- Discuss top tips for talking & listening to people with dementia.
- State the ways in which you will improve your own communication skills.

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Complete presentation & review objectives for Unit 5

Verbal feedback to the group about how it felt for facilitator.

Sign post to electronic resources, dementia apps and any relevant dementia support services.

Participants to complete evaluation forms.

Sign certificates. Give out Certificates for Unit 5

## Useful Dementia Apps

### Free in the Apple App Store:

- Sea Hero Quest – Glitchers Ltd (2016)
- Dementia Guide for Carers and Care Providers – Text Matter Ltd (2016)
- MindMate – Empowering People with Dementia – MindMate (2016)
- Understanding Dementia for Care & Support Workers v.2 – by Scottish Social Services Council (2016)
- Dementia: Understanding Stress & Distress v.2 – by Scottish Social Services Council (2016)
- Dementia: Personal Outcomes v.2 –by Scottish Social Services Council (2016)
- Dementia Support – by Swedish Care International (2013)
- Pathways Through Dementia – by Patrona Briggs (2013)



## Useful Dementia Apps

### Free in the Android Play Store:

- Confusion: Delirium & Dementia: A Bedside Guide – by Confusion App (2014)
- Vascular Dementia Information – by Pachara Kongsookdee (2014)
- Dementia Support – by Swedish Care International (2013)
- Pathways Through Dementia – by Patriona Briggs (2013)
- Fronto-temporal Dementia – by Emanuel Bolachi (2014)
- Lewy Body Dementia – by T. Boonmarkmee (2014)



## Some sources of help

- Alzheimer Society: <http://www.alzheimers.org.uk/>
- Berkshire Health Care (2014) Your Dementia handbook: [http://www.berkshirehealthcare.nhs.uk/page\\_sa.asp?fldKey=344](http://www.berkshirehealthcare.nhs.uk/page_sa.asp?fldKey=344)
- Carers of people with dementia: <http://www.healthtalk.org/peoples-experiences/nerves-brain/carers-people-dementia/topics>
- Dementia Action Alliance: [www.dementiaaction.org.uk](http://www.dementiaaction.org.uk)
- Dementia Friends: <http://alzheimers.dementiafriends.org.uk/>
- Dementia UK: <http://www.dementiauk.org/>
- Dementia Services Development Centre: <http://dementia.stir.ac.uk/>
- Dementia Web Oxfordshire DAA: <http://www.dementiaweboxfordshire.org.uk/>

## Some sources of help

- Improving Dementia Education and Awareness (IDEA): <http://idea.nottingham.ac.uk/>
- Young Dementia UK: <http://www.youngdementiauk.org/>
- Social Care Institute for Excellence (SCIE): <http://www.scie.org.uk/socialcaretv/topic.asp?t=dementia>
- Skills for Care (2014) Better domiciliary care for people with dementia Best practice case studies from domiciliary care employers developing their workforces to support people with dementia. Leeds: Skills for Care: <http://www.skillsforcare.org.uk/Document-library/Skills/Dementia/Better-domiciliary-care-for-people-with-dementia.pdf>

## Evaluation – Now what?



- After completing this Dementia Awareness Training Unit, one thing **I will do from now on** is.....
- One thing **I will stop doing** from now on is.....

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### Evaluation of Unit:

- Encourage participants to complete their Tier 1 Dementia Awareness Training Unit Evaluation Form
- Collect the evaluation forms and prepare to send them to your Local Education & Training Lead
- Thank all the participants for attending the training.



## Acknowledgements

### Commissioners and Programme Leads

#### Health Education England Thames Valley

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### Project Team

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