



Tier 1 Dementia Awareness Training

Unit 5



Developing people
for health and
healthcare



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 Pryjmachuk



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.



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



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

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.



Communication Tips

Take time & focus



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

Communication Tips

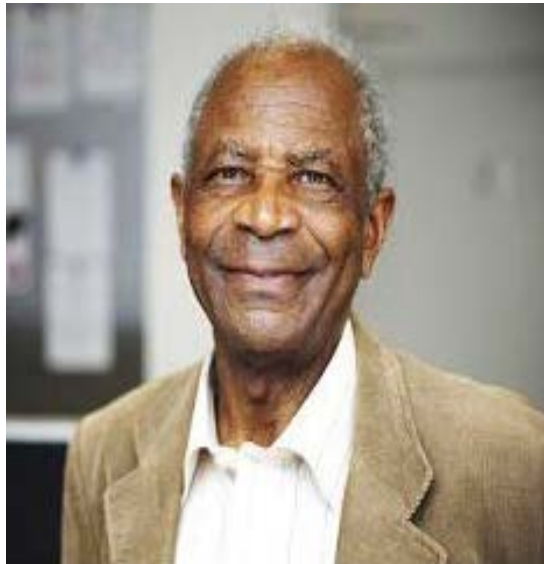
How to speak



- ✓ 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

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.....



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



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.

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 Patrina 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 Patrina 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
- Carers of people with dementia: <http://www.healthtalk.org/peoples-experiences/nerves-brain/carers-people-dementia/topics>
- Dementia Action Alliance: 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.....

Acknowledgements

Commissioners and Programme Leads

Health Education England Thames Valley

Jacqueline Fairbairn Platt, Associate Dean
Quality Improvement
Zoe Scullard, Health Dean

Project Team

University of Northampton

Institute of Health and Wellbeing
Professor Jacqueline Parkes (Chair)
Alison Ward (Phase 1 Lead)
Dr Matthew Callender
Professor Judith Sixsmith
Dr Jane Youell

Project Team continued:

University of Bedfordshire

Melsina Makaza (Phase 2 Lead)
Professor Mike Fisher
Samson Ojo

Oxford Brooks University

Peter Zaagman (Phase 2 Lead)
Casey Law
Catherine Wheatley
Kim Fredman-Stein

University of West London

Professor Heather Loveday (Phase 3 Lead)
Debi Joyce
Samantha Chan