

Tier 1 Dementia Awareness Training Unit 5 Worksheet

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Unit 8: How to respond to behaviours that challenge

You have come to the last unit in this Tier 1 Dementia Awareness Training Package. Units 1 – 7 have raised your awareness about dementia, its impact & what you can do to support the person with dementia & their carer to live well.

Unit 8 will give you the chance to develop the skill of how to respond to behaviours that challenge. This session must be delivered face to face in a small group setting.

Objectives of the unit:

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

- ✓ Explain why people with dementia may present with behaviours that challenge
- ✓ Describe advanced communication strategies that can be used to respond to behaviours that challenge
- ✓ Discuss the VERA Framework and you can use it when supporting people with dementia

Pause & think: How does communication change as the dementia progresses?

NHS
Health Education England

Pause & think:
How does communication change?

- People with dementia have different communication issues in relation to how advanced the dementia is.
- Initially, some people may have a few problems but they get worse over time.
- If someone speaks more than one language, the second language disappears first.

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Write your thoughts here:

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Reflect on Unit 5: Communication tips – Take time and focus. How do you think this may help with behaviours that challenge?

Write your thoughts here:

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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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Reflect on Unit 5: In what ways could you improve the way you speak to people with dementia?

Write your thoughts here:

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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 eye level



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Reflect on Unit 5: How could you improve what you say when you speak to people with dementia?

Write your thoughts here:

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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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Activity: Effective communication – What you need to know. How do you plan to use the VERA framework when responding to behaviours that challenge?

Write your thoughts here:

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Activity - Effective Communication: Use VERA

1. Validation
2. Emotion
3. Re-assure
4. Activity



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