

CARE STRATEGIES FOR CLIENTS WITH DEMENTIA



- Be *care* focused, not *task* focused
- Follow the A, B, C, D, E model

<p>A</p>	<p><u>ALLOW TIME</u></p> <ul style="list-style-type: none"> • Caring for someone with dementia can take 50% more time • Rushing through care can cause emotional distress and increase anxiety, agitation, aggression • Slow down; a calm caregiver can calm the client • Ask permission; allow time for a response
<p>B</p>	<p><u>BACK OFF</u></p> <ul style="list-style-type: none"> • Can this wait until another time? • Try again later • Get help • Have someone else try <p style="text-align: center;">If you insist, they will resist</p>
<p>C</p>	<p><u>COMMUNICATE</u></p> <ol style="list-style-type: none"> 1. Start the Interaction in a Conversational Way 2. Simplify what you Say 3. Check your Approach - Dignity and Respect 4. Be supportive
<p>D</p>	<p><u>DISTRACT</u></p> <ul style="list-style-type: none"> • Distract with another activity the person enjoys: <ul style="list-style-type: none"> ○ Reminiscing ○ Something of interest to the person • Offer choices
<p>E</p>	<p><u>ENTER THEIR WORLD</u></p> <ul style="list-style-type: none"> • Your client's reality is unique <ul style="list-style-type: none"> ○ Never argue or try to explain logically • People with dementia live in the moment <ul style="list-style-type: none"> ○ Go where they are ○ Drop your own agenda; Go with the flow • Validate their reality



Communication with Persons with Dementia

1. Start the interaction in a conversational manner.

- ◆ Approach from the front, calmly and slowly
- ◆ Make eye contact and remain at eye level when communicating
- ◆ Call the person by their preferred name
- ◆ State who you are and why you are there
- ◆ Allow time for a response
- ◆ Begin in a conversational manner not task focused

2. Simplify what you say

- ◆ Use questions that can be answered “yes” or “no” if language ability is
↓
- ◆ Use clear, simple, and short sentences
- ◆ Give directions one at a time
- ◆ Provide choices if possible and show options with visual cues
- ◆ Rephrase your sentences

3. Check your approach

- ◆ Your verbal message: tone of voice, rate of speech, volume, and words
- ◆ Your non-verbal message: body language, facial expression, use of touch, eye contact
- ◆ Suggest or invite; don’t tell them what they need to do
- ◆ Ask permission; use a calm and soothing tone of voice
- ◆ Use positive vs. negative statements (eg. You can’t go there... or don’t do that)

4. Be supportive

- ◆ Provide the words the person is looking for
- ◆ **Listen** for their emotional message. Observe their:
 - ◆ Tone of voice
 - ◆ Body language
 - ◆ Facial expression
- ◆ Validate their emotional message: use empathy, sincerity, acceptance, provide reassurance when talking
- ◆ Try non-verbal forms of communication for cuing

EFFECTIVE COMMUNICATION IS KEY WHEN
WORKING WITH CLIENTS/RESIDENTS WHO HAVE A DEMENTIA