



HINTS AND TIPS TWO – ON GOOD COMMUNICATION

Good communication can make a lot of difference to someone living with dementia. Some of the things you can do to help build better communication include:

‘Background noise’

- Limit distractions, e.g. background music that can make it difficult for someone to hear/ understand?
- Make sure that if people wear hearing aids they have them in and working before you start to talk or explain?

Your interpersonal skills

- Face the person so they can see you are talking to them
- Use the person’s name and smile when you talk to them
- Speak slowly and clearly, checking they are understanding as you go along?
- Give them plenty of time to answer and listen to the answer?
- Don’t offer too many choices or ask too many open ended questions
- If the person you are talking to is sitting down, sit with them or bend down to talk. Don’t tower over them
- Remember people pick up a lot from body language! Is yours’ friendly?

New technology

- Remember not everyone has access to, or the skills to use, information technology they way you may be able to

There’s lots more information on simple actions that can make a difference to people living with dementia on the Dementia UK and Alzheimer’s Society websites