

Like you, I like to be happy and content

If I am upset or agitated there will be a reason.

- My problem might be physical – I might be in pain, want the toilet, feel unwell, or be too hot or too cold.
- Or it might be an emotional need – I may be lonely or feeling insecure or I may be feeling disorientated or confused.



For example, if I am always asking for my mother, who has passed away, this can indicate a need for closeness, acceptance, affection or support. Rather than correcting me, try asking me open questions about her or about what I need.

People living with dementia state in the Dementia Declaration:

Our lives matter. We all want to be seen, valued, appreciated and loved for who we are.

Become a Dementia Friend

People living with dementia need your kindness, compassion and help.

Becoming a Dementia Friend is a great way to show your support. It's all online and only takes 20 minutes to join.

You will start learning about dementia and simple ways to help.

Become a Dementia Friend now at www.alzheimers.org.nz



Otago

Contact us:

Website

www.alzheimersotago.org.nz

Phone

03 471 6154 or 0800 004 001

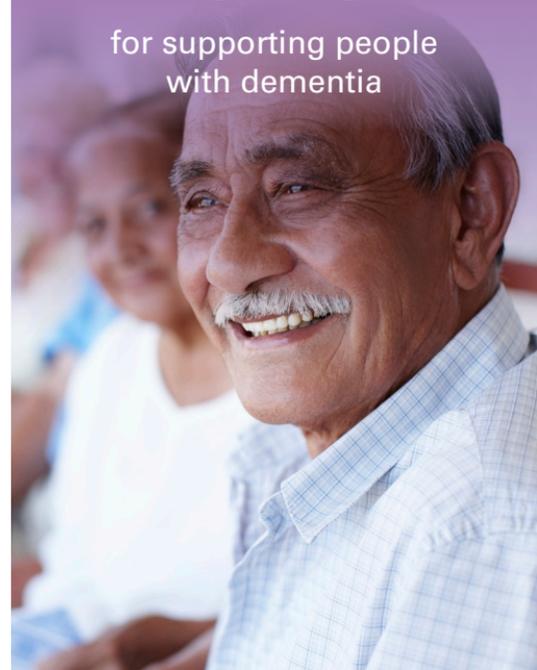
*Adapted with permission from
Archdiocese Liverpool*



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Top Tips

for supporting people with dementia



1 Get to know me

- Know my likes and dislikes
- Gather my life story
- Take time to build trust and rapport

2 Maintain eye contact and smile

I will notice

- Your emotional state
- Your body language
- The tone of your voice
- How you made me feel

3 Slow down

- Plan ahead so support can be provided in a relaxed manner
- Support me to do things for myself
- Keep it simple

4 Talk with others

- Share your experiences with others
- Talk together about what has happened and how you dealt with the situation
- Record what has helped and what has not

5 Introduce yourself every time

- Tell me your name
- Tell me what you are here for
- Refer to me by my name

6 Don't argue or quibble

- Go with the flow
- Acknowledge and respect what I am saying and doing
- Understand that my story is my truth
- Understand that I am making sense of my world
- Denying or correcting my story is unlikely to be helpful
- Distract where appropriate

7 Keep it quiet

- Create a relaxed environment
- Stop, listen and avoid distraction
- Reduce conflicting noises
- Avoid crowds and lots of noise

8 Step into my world

If I become upset:

- Reassure me
- Acknowledge that I am upset
- Validate what I am saying or doing

9 Engage and encourage

- Empower me by offering choices of activities
- Get me started with the activity
- Set activities up to succeed
- Focus on what I can do and enjoy doing
- Set an appropriate duration

10 Communicate clearly

- Talk about one thing at a time
- Offer simple choices. Yes or no. This or that.
- Speak clearly in a warm calm voice