

How to Communicate with someone with Memory Loss?

- Speak clearly, calmly with a friendly voice. Short sentences.
- Try to avoid lengthy complicated questions.
- Try not to give too many choices (Tea or Coffee).
- Try not to say, “Don’t you remember”.
- Be patient. Don’t rush them, (it will make things worse). Allow plenty of time. Processing information will take longer. Repeat if necessary.
- Listen carefully. Listen for cues. Reassure them.
- Try not to contradict, it could cause an argument, even if they are wrong.
- Try to change the subject when necessary.
- Don’t speak about them in front of them. Do not patronise them.

Creating a good atmosphere.

- Before you CORRECT them, STOP and ask yourself three questions.
- Does it hurt you physically (not just annoy you)?
- Does it physically hurt any other person?
- Does it hurt the person with dementia?
- If you answered “No” to those three questions, LET IT GO.
- They may not remember what you said but they will remember how you made them feel.
- Try to imagine what the person with dementia must be feeling, how frightened and vulnerable they probably are.
- Reassure them they are safe.
- Every person with dementia is unique and needs to be treated as an individual.