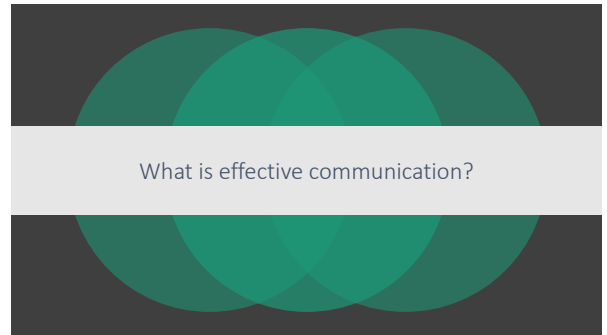


A Person-Centred Approach to effective Communication with people living with dementia

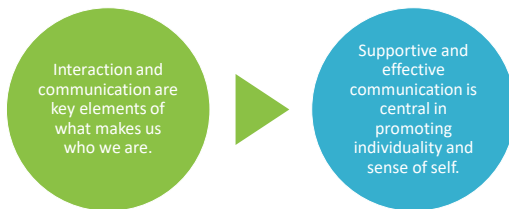
Jodie Ley
Consultant Nurse
*Dementia and Older Peoples
Mental Health Service*

1

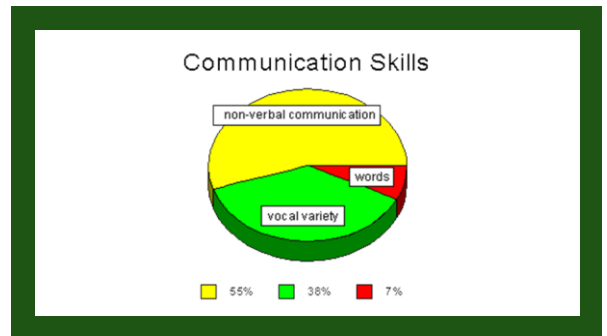


2

Communication



3



4

The Experience of living with Dementia

- Impaired ability to acquire and remember new information
- Impaired reasoning and handling of complex tasks, poor judgment
- Impaired visuospatial abilities
- Impaired language functions
- Changes in personality and behaviour



5

Beliefs

Carers spent less time interacting with patients with severe dementia because of their perceived inability to communicate.

Effective Communication is a crucial skill, though more challenging in dementia care, due to the changes in language and cognition a person may experience. This can lead to barriers, misinterpretation of non-verbal or verbal communication of those delivering care

Elderspeak – characterised as, a tone of speech used when speaking to somebody living with dementia, that assumes the older adult is dependant, frail, incompetent which illustrates a tone that is similarly used when talking to a baby.

6

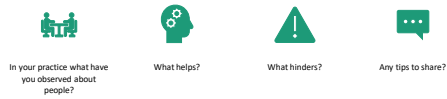


7

- [Challenging Behavior - YouTube](#)

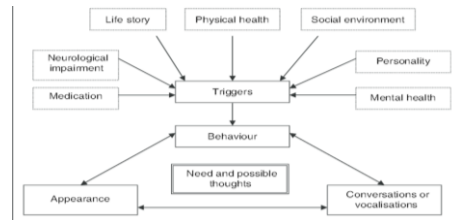
8

What have you observed?



9

The Newcastle Model – Ian James



10

Behaviour that challenges (BPSD) us vs Unmet need

Challenging Behaviour Scale Moniz-Cook 2001

You could also use Neuropsychiatric Inventory (NPI)

What are the main behaviours that challenge according to the CBS? (Please circle):

- | | | |
|---|--|--|
| <ul style="list-style-type: none"> • Physical aggression • Shouting • Wandering • Clinging • Suspiciousness • Spitting • Stripping • Non-compliance • Lack of Occupation | <ul style="list-style-type: none"> • Verbal aggression • Screaming/crying out • Restlessness • Interfering with other people • Manipulative • Faecal Smearing • Inappropriate Sexual Behaviour • Dangerous Behaviour | <ul style="list-style-type: none"> • Self harm • Perseveration • Lack of motivation • Pilfering or Hoarding • Lack of self care • Inappropriate Urinating • Sleep Problems • Demands Attention |
|---|--|--|

11



Person-Centered Care – Biological aspects

12

Person-centred Care

A need to feel understood

A need to feel respected (and not ashamed)

A need to feel in control/reassured.

A need to escape too much noise, sensory stimulation, or unpredictable behaviour

A need for comfort – pain, discomfort, thirst, hunger, body temperature, personal space.



13

Experience to be lived meaningfully,
Optimising quality of life and not only a
problem of disease
(Kitwood 1997a)

[Always Feel That Your Life
Has Ultimate Significance |
Martin Luther King Jr. |
#shorts - YouTube](#)



14

Effective Communication and Dementia (Ryan et al., 1995)

Beliefs about the effects of dementia on communication

Environmental considerations

Non-verbal communication.

Listening skills.

Speaking Skills.

Anxiety reduction.

Conversation management.



15

Environmental considerations

Supportive physical and social environments (colour scheme, signage, seating in islands, designated areas).

Calm, non busy. Turn down/off radios, TVs

Provide cues and reinforcement.

Maximise familiarity.

16

Hello I am Me! Take the time to get to know me



About me

- I was born in London
- I worked for a while
- I also worked for medical as company for 3 years
- I was then a self-employed writing website for 10 years which I thoroughly enjoyed
- I believe communication for health matters for

Things I like to talk about

- I like talking about when I used to be a driving instructor and how my teaching career began after 15 years
- I support Liverpool football club
- Me and my family used to go camping, but for our holiday
- I like to talk about my pets - I am very fond of them
- I like to talk about my past jobs

What helps to calm me

- I usually engage better in conversation
- allowing me to talk and explain my feelings
- Discussing me to go to a doctor when I'm in trouble
- I'll let you know about my feelings and how they are and how I feel about them
- an easy to read and clear that is

Personal care

- Let me tell you about my life
- Let me tell you about my life
- I prefer to be in a room with a view of the sea
- Blue walls of the room make me feel calm and relaxed
- Disagreements about different things between me and my family are common to resolve them
- I am not afraid of
- Single three bedroom house

I can't stand it!

- Explain the importance of my life
- If you have any personal space in hand
- I can't stand it when I'm in a room with a view of the sea
- I can't stand it when I'm in a room with a view of the sea
- I can't stand it when I'm in a room with a view of the sea
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17

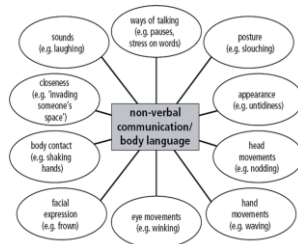
'This is Me'...



18

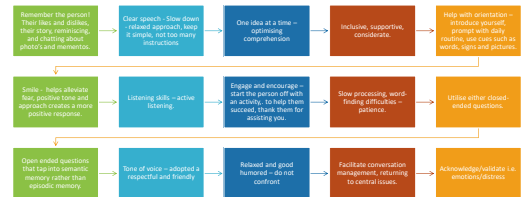
Self Awareness.....

Nonverbal cues such as facial expression, body posture and eye contact will be communicated and will override any verbal communication.



19

Effective Communication requires..... Listening & speaking skills



20

Non- verbal communication



21

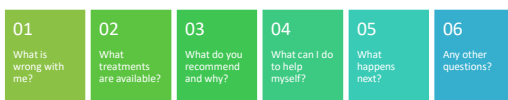
Magic card

- This would be with
- patient to prompt
- them to ask questions



22

Magic card



23

Magic card



24



25