

## Charitable organisations providing advice and support to people living with dementia:

### Alzheimer's Society

Provides local and national services including a helpline and website with extensive information and advice on living with dementia

Helpline: 0300 222 1122

[www.alzheimers.org.uk](http://www.alzheimers.org.uk)

### Dementia UK

Provides Admiral Nursing services and a helpline

Helpline (Admiral Nursing Direct) 0845 2579406

or email [direct@dementiauk.org](mailto:direct@dementiauk.org)

[www.dementiauk.org.uk](http://www.dementiauk.org.uk)

### ATDementia

Provides information and advice on everyday technologies to support people with dementia to live independently

[www.atdementia.org.uk](http://www.atdementia.org.uk)

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# “Getting to Know Me”

## Supporting people with dementia in general hospitals

### What is dementia?

“Dementia is a syndrome that can be caused by a number of progressive disorders that affect memory, thinking, behaviour and the ability to perform everyday activities. Alzheimer’s disease is the most common type of dementia.”

Alzheimer’s Disease International World Alzheimer’s Report (2010)

Dementia affects over 800,000 people in the UK.

# 10 tips to improve communication with a person who has dementia

1. Concentrate on your non-verbal communication (your words might not make sense to the person but your tone of voice and body language probably will).
2. Slow down and allow more time for the person to make sense of what you are saying.
3. Bite-sized chunks of information may be more readily understood than lengthy sentences.
4. Approach the person from the front and speak 'face to face'.
5. Keep speech clear and simple, avoiding jargon.
6. Make use of objects/cues/pictures/actions to reinforce what you are saying.
7. If you don't understand the person's words, try to focus on the feeling/need behind what they are saying.
8. Provide opportunities for reassuring human interaction, even if brief.
9. Repeat information regularly. Remember, people may forget very quickly.
10. Knowing more about the person may help you to think of ideas to promote conversation and meaningful activities.