

## Ten Top Tips

### Supporting someone who is confused or may have Dementia

1. Communicate clearly, as people with dementia may take longer to understand. Take a calm approach and think about the tone of your voice, gestures and use of touch to encourage.
2. Keep a safe environment around the person.
3. Time! The person will need more time to absorb information, orientate themselves and carry out what is needed.
4. Uniqueness. If you've met one person with dementia, you've met just one person with dementia. See the person, not the dementia.
5. Don't try and stop the person from doing something just because it isn't being done 'properly'. Give them the dignity and respect to do things in their own way, at their own pace.
6. Don't make assumptions. Does it really matter if the person wants to eat with his hands or sleep with his trousers on...
7. It is very easy to confuse caring with controlling. When someone is unable to protest they may become resistant or aggressive, so help people to make choices and resist the temptation to choose for them.
8. If the person appears or becomes agitated or distressed, try to identify the cause or trigger and if possible, change it.
9. Leave your reality behind and step into the person's world.
10. Include a person with dementia in conversations and support them to make their own choices, as their understanding may differ from day to day.