

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

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What is effective communication?

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Communication

Interaction and communication are key elements of what makes us who we are.

Supportive and effective communication is central in promoting individuality and sense of self.

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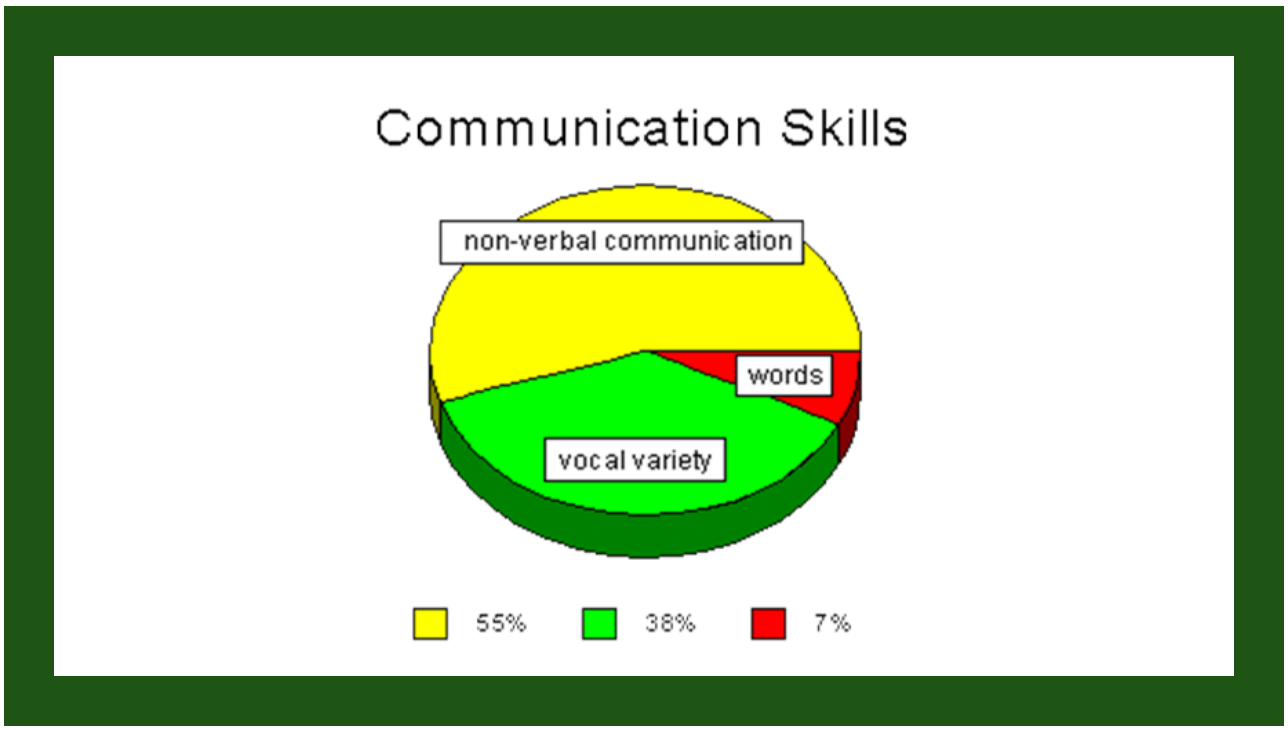

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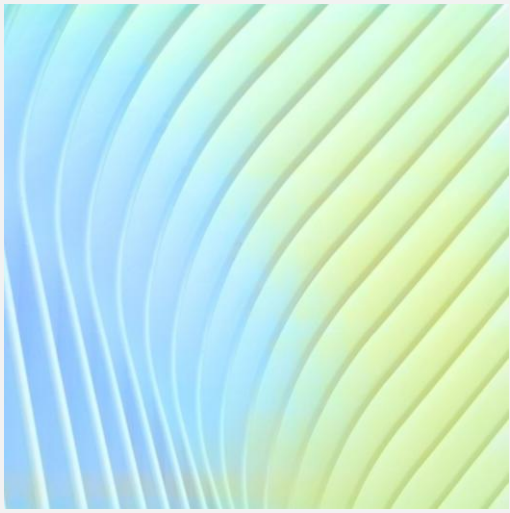
The Experience of living with Dementia



- 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

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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.

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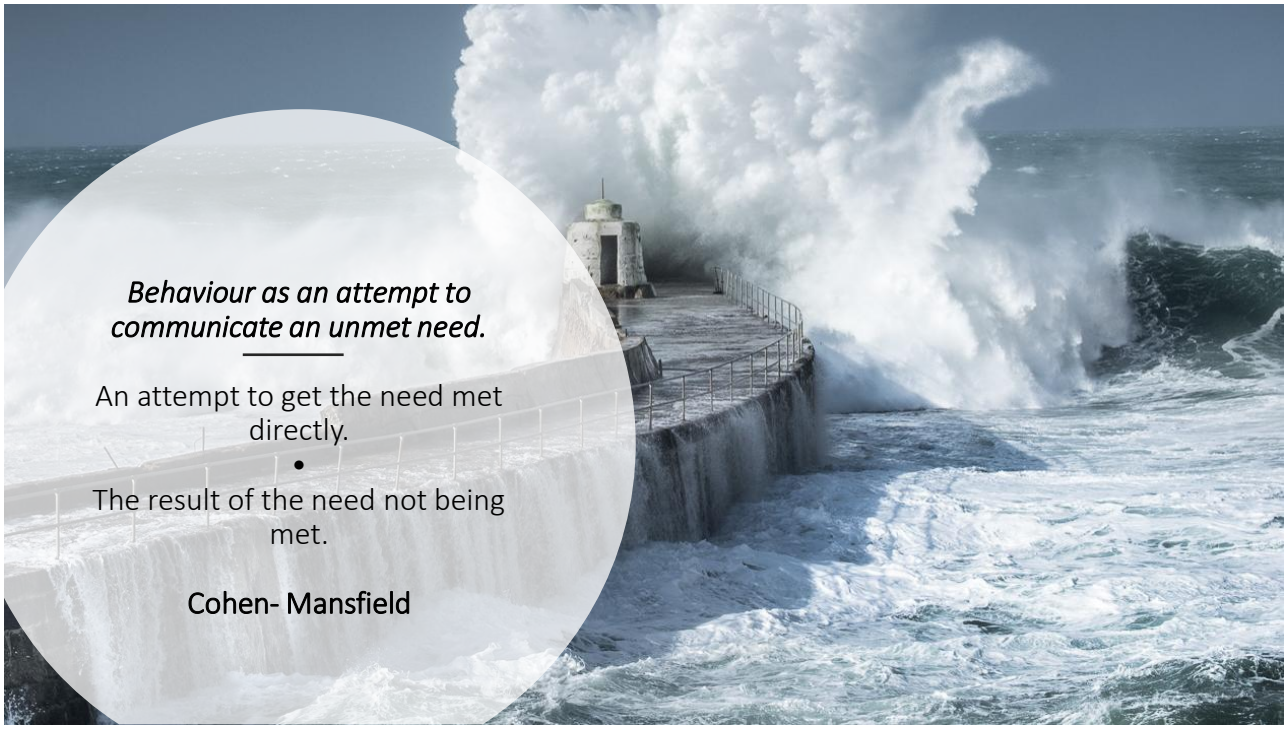

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- Challenging Behavior - YouTube

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What have you observed?

In your practice what have you observed about people?

What helps?

What hinders?

Any tips to share?

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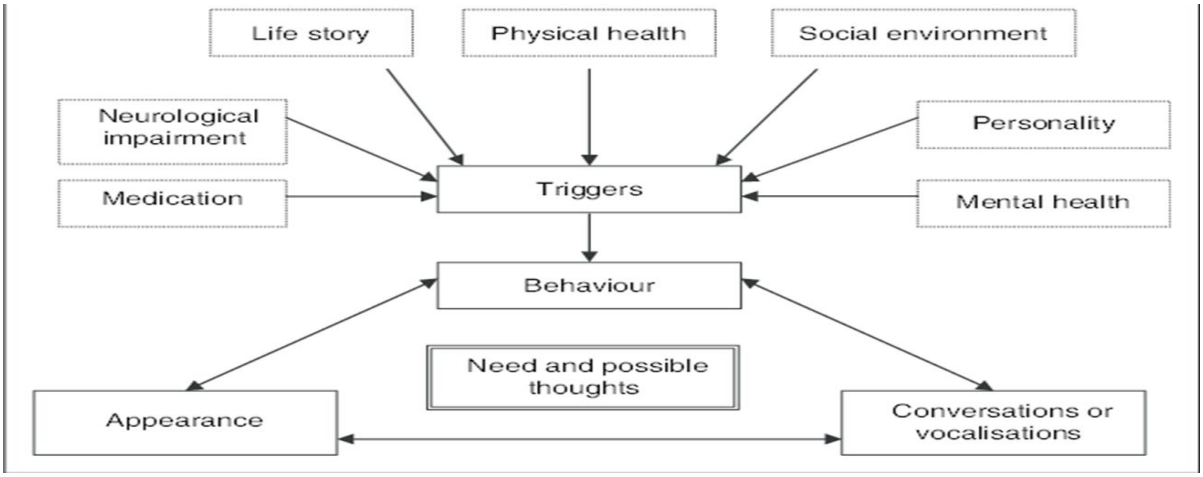
The Newcastle Model – Ian James



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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):		
• **Physical aggression** • **Shouting** • **Wandering** • **Clinging** • **Suspiciousness** • **Spitting** • **Stripping** • **Non-compliance** • **Lack of Occupation**	• Verbal aggression • Screaming/crying out • Restlessness • Interfering with other people • Manipulative • Faecal Smearing • Inappropriate Sexual Behaviour • Dangerous Behaviour	• Self harm • Perseveration • Lack of motivation • Pilfering or Hoarding • Lack of self care • Inappropriate Urinating • Sleep Problems • Demands Attention

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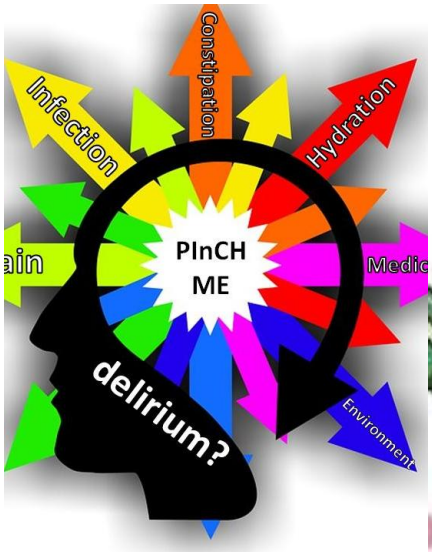





Person-Centered Care – Biological aspects

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Core features of delirium

These core features are often used to make the diagnosis, although they are not always easy or obvious to find.

Disturbance of consciousness (reduced ability to focus, sustain or shift attention)

Disturbance of cognition such as a memory problem, disorientation or language problem

Develops over a short period of time and tends to fluctuate

Evidence to support a physical health change



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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.



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Experience to be lived meaningfully, Optamising 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]



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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.

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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.

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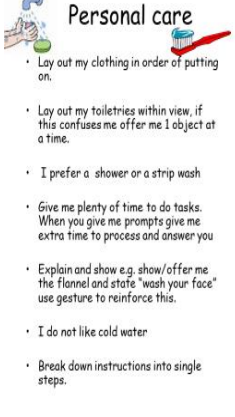
Hello I am Me!
Take the time to get to know me











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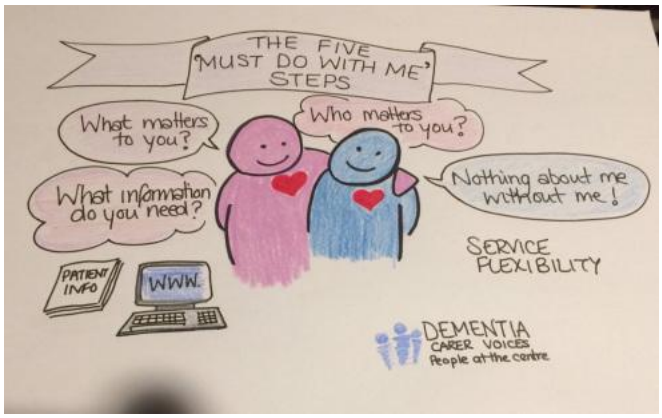
‘This is Me’…



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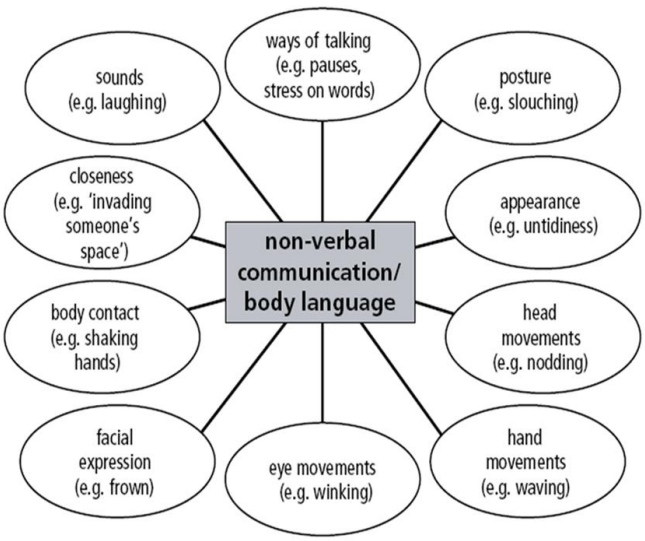
Self Awareness…..

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



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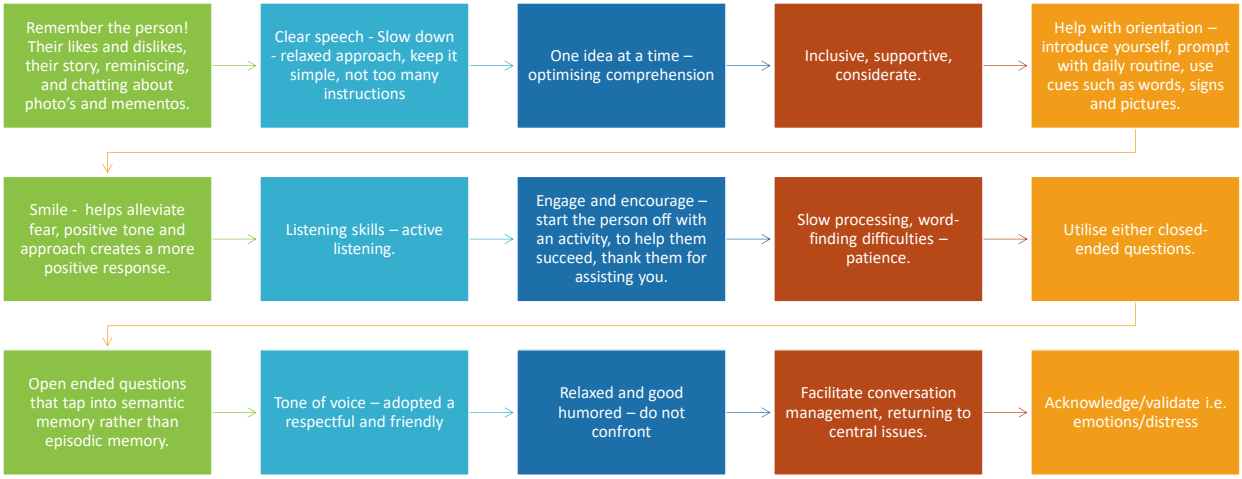
Effective Communication requires…….
Listening & speaking skills



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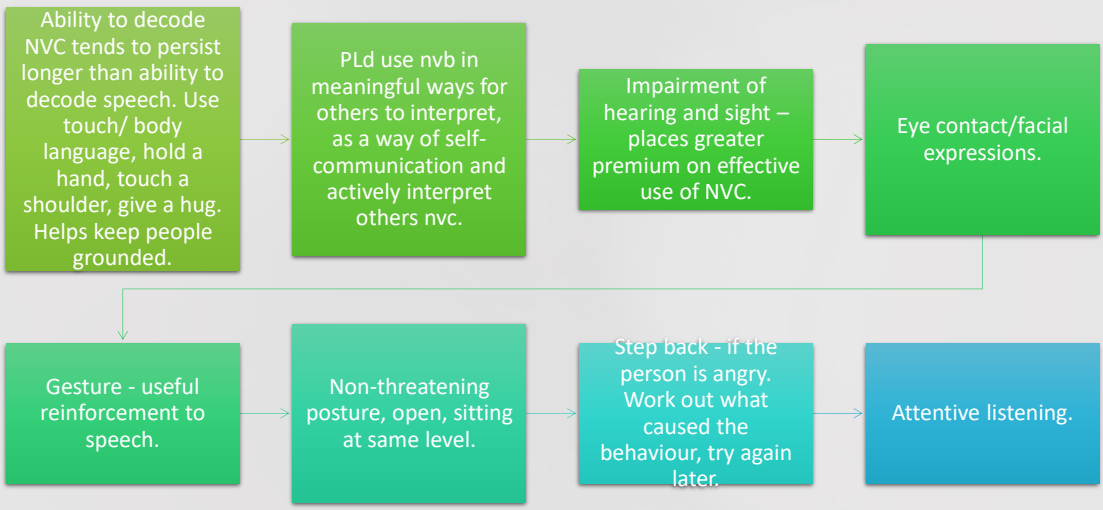
Non- verbal communication



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Create Individual toolboxes



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