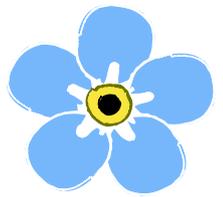
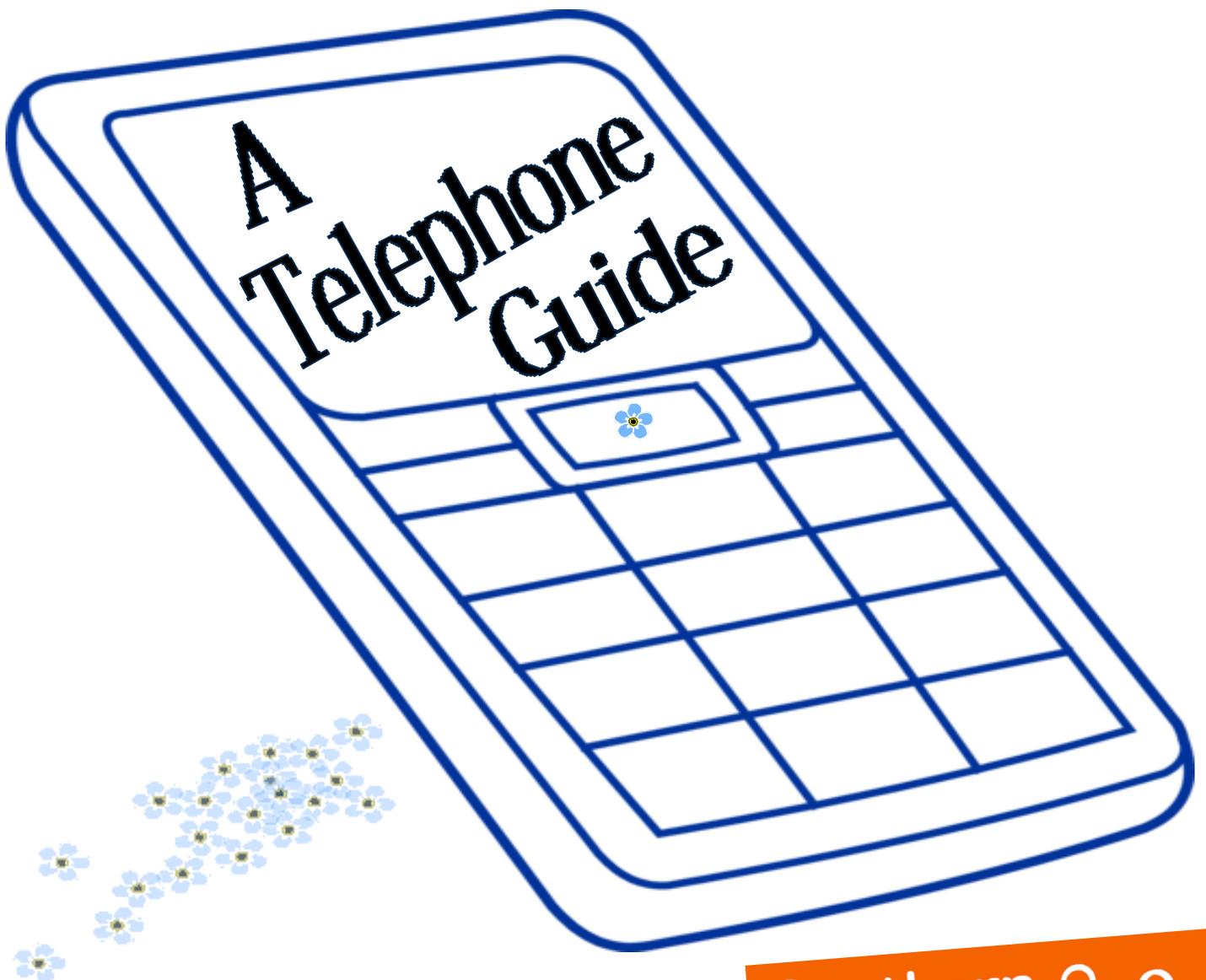


South Gloucestershire
Dementia Action Alliance
A friendlier community for all



Talking to people with Dementia:



Shaping Your Future

Charity No. 1157061

www.southernbrooks.org.uk

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Brooks**



COMMUNITY PARTNERSHIPS

Understanding words

Even when we are clear and helpful in our communication, a person with dementia might still struggle to understand us because dementia can affect the areas of the brain that deal with understanding words. A person with dementia might not understand the meaning of our words - as if we are speaking in a different language.

Unfamiliar accents and/or words can be particularly hard to understand. Memory and attention problems may cause parts of our communication to be lost, and people may forget the beginning of our sentence by the time we reach the end. Background noise and other distractions will cause further problems, and if a person is unsure of who we are, or whether they can trust us, they are unlikely to comprehend what we are saying.

As such the following should be used as a guide when talking on the telephone:

- take your time, speaking clearly and slowly
- try to make only one point at a time; pay attention to the person's responses and simplify things further if we need to
- use language and phrases that are familiar to the individual - avoid jargon
- repeat and/or rephrase as necessary and ensure that the person has enough time to process what we've said.



How a person with dementia may express themselves

When the correct word is not immediately accessible, a person may inadvertently select the wrong word (often one that is similar in sound to the word that is needed). People with dementia can struggle to find the word they need to express their meaning, or may struggle to remember what they are trying to say. It is also very easy for a person with dementia to get distracted by something that is going on nearby, such as a television.

We can help people to express themselves on the telephone by:



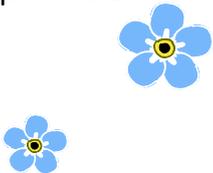
- listening very carefully and letting the person know, through our verbal responses, that we are listening and we have time for them
- avoiding assumptions but asking the person to confirm if we're right about any guesses we make about what they are trying to say
- encouraging the person to take their time and to express themselves in their own way.

Speech or hearing difficulties - communicating with enquirers

Speech or hearing difficulties can have a significant impact on those affected by dementia. Sense, a charity for deaf and blind people may be of some help.

Enquirers who have speech difficulties and/ or hearing difficulties and who have access to a textphone, or access to a PC adapted to operate as a textphone, can converse with information providers via Text Relay (used to be RNID Typetalk) where this is available.

Text Relay is available 24 hours a day, 365 days a year. Calls are charged at the telecommunications provider's standard rate. There is no additional charge for this service, but due to the fact that text calls can take longer than voice calls, enquirers may be able to get a refund from their telecommunications provider.



How Text Relay works

Using their text phone, the enquirer dials **18001** followed immediately by the telephone number of the person with whom they wish to speak.

For example, to call the Alzheimer's Society National Dementia Helpline, which has the telephone number 0845 3000 336:

- the textphone user dials **1800108453000336** (no need to pause between numbers)
- the telephone is answered by a helpline adviser who receives an automated message informing them this is a Text Relay call and there will be a short delay while a relay assistant joins the call.
- the textphone user receives call progress information whilst the call is being established
- the operator transcribes to text whatever the adviser says and interprets from text to speech, whatever the textphone user types

Text Relay (for the deaf, hard of hearing and speech impaired people)

Text Relay
PO Box 284
Liverpool, L69 3UZ
T 0800 7311 888
E helpline@textrelay.org
Textphone 0800 500 888



www.textrelay.org

Opening hours: Monday to Friday, 9am to 8pm
Saturday, 9am to 5pm
Closed bank holidays.



Text Relay connects people using a textphone with people using a telephone or another textphone. It lets deaf, hard of hearing and speech impaired people stay in touch with friends and family, and call businesses over the telephone.



This information
was provided by the
Alzheimer's Society

Leading the fight
against dementia

**Alzheimer's
Society**