



# Dementia Friendly

West Dunbartonshire

People with dementia will visit your organisation, shop, business or workplace. Sometimes they will need some extra assistance to help them to use your services effectively. Here are some simple hints and tips to help you be a Dementia Friendly environment.

## 1 Speak Clearly

Speak clearly, calmly and slowly to allow the person time to understand information. Be aware the person you are speaking to may have a hearing difficulty. Use simple short sentences and avoid direct questions. Keep choices to a minimum and don't raise your voice.

## 2 Body Language

People with dementia may find it difficult to understand what is being said but can be quick to interpret the message on people's faces and may still be aware of the body language. Smile warmly, make eye contact and make sure you are at the person's level. Use a friendly tone and respect personal space.

## 3 Listen

Listen carefully to what the person has to say, giving plenty of encouragement, whilst looking out for other clues of what they may be trying to communicate.

## 4 Show respect and patience

Adapt what you are saying if the person with dementia does not understand it. Allow them time to find the words to tell you what they want. Don't rush and try to go at their pace.

## 5 Noise

A person with dementia may have difficulty listening if there are a lot of different noises around them. Try to reduce unnecessary noise or move to a quieter area.

## 6 Lighting

Make sure your lighting is sufficient to allow the person with dementia to see you and everything around them clearly. Turn up the lights or move to a well-lit area.

## 7 Help with handling money

Counting money, calculating and handling change, recognising coins and banknotes can all be very difficult for someone with dementia. Offer to help by counting out the money and giving a receipt.

## 8 Finding the way

People with dementia may have forgotten where things are or they may not recognise everyday objects. They may need you to help them to find their way around. They may not be able to follow simple directions and need you to guide them to where they want to go.

## Building a Dementia Friendly

### Community:

### Tips for Shops and Businesses

## 9 Feeling Lost

Sometimes people with dementia may feel lost in familiar places or forget where they live. If someone is lost and distressed, offer to help by asking if their address is on something they might have in their pocket or bag. If necessary, the police can help.

## 10 Recognising and finding things

People with dementia may have forgotten what they came into the shop for, or they may have a list, but have problems finding the things they want.

Offer to help with finding things on the list if they have one. Help them to choose the right amount of things, particularly if they seem to be buying an unusually large amount of something.

## 11 Making Choices

While choice is good for someone with dementia too much choice can be confusing. Try to keep to a small number of options where you can and pause in between each one to allow the person to think and make a decision.

## 12 Whose reality

The person may be confused and say something that does not make sense to you. Avoid making the person feel embarrassed or foolish by contradicting them. Try to find a way around the situation.

## 13 Being predictable

The person with dementia may be confused when things are rearranged or by meeting new people. Try to keep things the same or offer additional assistance if things have changed.

Try and arrange that the same person supports the person every time they visit your business but remember they might not remember you or what you talked about the last time you met.

## 14 Every day can be different

For some people with dementia what they can do changes from day to day, so how you help them may need to be different every time they visit. Look out for signs and offer help when needed.

For more information:

Go to website: [www.alzscot.org](http://www.alzscot.org)

Call Ask ACCESS 0141 280 0116 or use the Dementia Helpline: 0808 808 3000 (24 hours)

