

# Dementia Friendly

West Dunbartonshire

Building a Dementia Friendly

West Dunbartonshire:

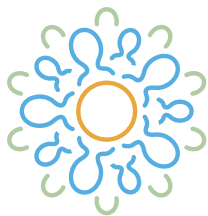
Some Hints and Tips to being

Dementia Friendly



Dementia Friendly  
West Dunbartonshire  
is a partnership initiative working to  
build greater community capacity in  
the area of Dementia Awareness.

Working across a range of partners,  
we support focussed actions to raising  
awareness and building confidence  
and support opportunities at  
community level within the natural  
neighbourhoods of  
West Dunbartonshire.



## **Signs and Symptoms of Dementia may include...**

Memory loss which disrupts daily life

Inappropriate behaviour

New problems with words  
(spoken & written)

Confusion over time and place

Decreased or poor judgement

Difficulty with familiar  
and/or routine tasks

**These hints and tips may help you to manage any of these changes which are causing you some concern.**

Speak Clearly...

Try to always speak calmly and slowly

Use simple short sentences where you can and avoid asking direct and multiple questions

Keep choices you offer to no more than 2 or 3 options

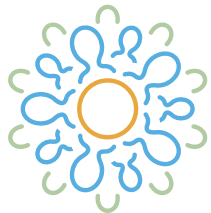
Don't interrupt the person when they are speaking or try to finish their sentence

## Listen...

Engage positively with the person who is speaking

Listen for clues (confusion, focus on past events as if they were happening now, repetitions)

Try to identify the distraction or issue that is upsetting the person



## **Your Body Language...**

Smile warmly and show friendliness

Maintain eye contact but do not stare

Only get as close as the person is comfortable with

## **Your Environment...**

Try to limit noise and distraction

Keep room temperature at a comfortable level

Keeping the room well-lit helps with communication

## **Managing Changes...**

Being more forgetful and failing to recognise everyday objects is not unusual

You may have to help the person to move around – even in familiar places

Try not to contradict someone who is confused – find a way around the issue or try to distract them until it passes

Be aware that the person may not be able to understand directions



## **Making Choices...**

Offering choice is important but keep the number of options limited (2 or 3 maximum)

Try to make the options real for the person

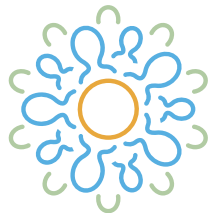
## **Predictability...**

Keep changes of furniture and layout to a minimum to reduce confusion

Contact with familiar faces and at regular times of day build routine and can help reduce confusion

Please remember that living with Dementia means that everyday could be different. A range of factors can affect how those living with dementia and their carers react to situations.

Make the most of the opportunities each day brings. Engage with your local community and if you need to seek the support of the agencies and services which are there to help.





## Some Helpful Contacts



Dementia Helpline  
(National - open 24 hrs)  
0808 808 3000

WDHSCP Social Work Out of Hours  
Service 0300 343 1505

WDHSCP Social Work Office Hours  
Contact 01389 737020 (Dumbarton)  
01389 811760 (Clydebank)

Carers of West Dunbartonshire  
(Mon-Fri) 0141 951 1550

Ask ACCESS (Mon-Fri) for links to  
local services 0141 280 0116