



Communication

Information Sheet - Communication Do's and Don'ts

Each person with dementia is different. Difficulties with communication, thoughts and feelings are very individual.

Do's



- Smile
- Be calm and patient
- Speak slowly and clearly
- Make eye contact with the person when you are talking to them
- Keep sentences short and simple, focusing on one idea at a time
- Allow plenty of time for what you have said to be understood
- Give plenty of time for a response
- Be kind, even when they ask the same questions or tell the same story over and over again
- Give hugs or hold hands if your relative / friend likes this

Don'ts



- Don't talk too fast, this confuses them
- Don't argue with them - it will only make the situation worse
- Don't order the person around
- Don't talk about people in front of them as if they are not there
- Don't get upset when they ask the same question over and over - they can't remember your answer
- Avoid background noise if you can - turn off the radio and TV
- Don't tell them what they can't do - instead state what they can do
- Don't ask a lot of direct questions that rely on a good memory