

P.I.E.C.E.S.TM

Dementia Care Series

Approach

September, 2011



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Alzheimer Society
MANITOBA

Approach

Objectives:

The learner will be able to discuss:

- what is meant by “approach”
- strategies to use to facilitate positive interactions (approach)



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- What would you want staff to know about how you would want to be approached?



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DO:

1. Use Person Centred Care & Interactions

Person Centred Care is focused on:

- The whole person, not the diseased brain
- The person's strengths, emotions and cognitive abilities not the losses experienced
- The person within the context of family, marriage, culture, ethnicity and gender



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- A person centred philosophy considers the whole person, rather than just a series of tasks to be completed.



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DO:

2. Be aware of your body language and how you are presenting yourself

- You set the tone for your interaction and relationship with residents
- Be aware of your non-verbal communication
- Be aware as well of the resident's non verbal communication



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DO:

3. Demonstrate a calm, gentle, matter-of-fact approach

- Come from the front
- Go SLOWLY
- Move to the side
- Get low – sit down



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- Offer your hand
- Use the person's preferred name
- Wait for a response before you start talking or doing!



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DO:

4. Use a non-demanding approach

- Use humour (respectfully)
- Smile, be cheerful



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DO:

5. Try touch to help convey your message



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DO:

6. Begin with a social conversation

- Use short simple sentences
- Ask simple questions that require a choice of yes/no answer rather than open ended questions
- Use very concrete & familiar terms



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Do:

7. When giving directions for doing a task with a person with dementia, for example getting dressed :

- Allow plenty of time for the information to be absorbed
- Give choices whenever possible

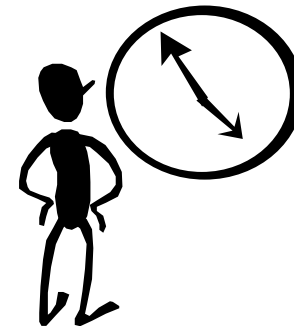


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- Ask them to try
- Break the task down into simple steps
- Repeat the instructions exactly the same way
- Focus on what they are still able to do
 - What does that look like?



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DO:

8. Pause when you are having trouble being understood

- Be sure you are allowing enough time
- Demonstrate what you are saying
- Think of the complexity of what you are saying
 - Can you say it more simply?



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DO:

9. Pause when you are having trouble understanding:

- Listen actively & carefully to what the person is trying to say
- Focus on a word or phrase that makes sense
- Respond to the emotional tone of the statement



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- Stay calm & patient
- Ask family members about possible meanings for words, names, phrases



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DO:

10. Try another approach if verbal communication is not working:

- Redirect the person to a pleasurable activity
- Ignore a verbal outburst if you can't think of a positive response
- Try other forms of communicating
 - What does this look like?



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- Praise sincerely for success!



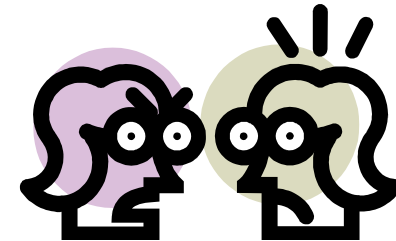
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Things not to do

- Don't argue with the person
- Don't order the person around
- Don't be condescending
- Don't talk about people in front of them
- Don't ask a lot of questions that rely on memory
- Don't tell the person what he or she can't do
 - What does that sound like?



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- It is important for your team to discuss the episode and problem solve without blaming the individuals involved.



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- **Please remember a positive approach adds dignity to the person**



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- Questions



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