12 top tips in working with people with dementia

<table>
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<th>Tip</th>
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| 1. Get to know the person | • Know their likes and dislikes  
• Gather life history  
• Have three points of conversation |
| 2. Smile! | The person with dementia will notice  
• Your emotional state  
• Your body language  
• Tone of voice |
| 3. Slow down | • Provide care in a relaxed manner  
• Enable the person to do things for themselves  
• Keep it simple |
| 4. Introduce yourself | • Let the person know who you are  
• Tell them what you are there for  
• Obtain their permission to assist with care |
| 5. Communicate clearly | • One point at a time  
• Make sure glasses and hearing aides are used if needed  
• Use an interpreter if needed |
| 6. Step back | When the person is aggressive  
• Leave the area  
• Reassess and try again later  
• Try to identify the trigger to the behaviour |
| 7. Keep it quiet | • Stop and listen  
• Reduce conflicting noises  
• Avoid crowds and lots of noise |
| 8. Don’t argue | • Go with the flow  
• Acknowledge and respect what the person is saying and doing  
• Telling them they are wrong may have a negative effect |
| 9. Engage and encourage | • Get the person started with a meaningful activity  
• Set activities up to succeed  
• Thank them for assisting you and themselves |
| 10. Consider safety | • Approach safely  
• Keep a safe distance  
• Allow yourself an exit |
| 11. Distract | • Talk / yarn about their life  
• Give them something to do  
• Provide a relaxed environment |
| 12. Talk with others | • What has worked and what hasn’t  
• Talk together about what has happened  
• Record what you did |

NT Dementia Behaviour Management Advisory Service  
Freecall 1800 699 799

Helping Australians with dementia, and their carers