

# 12 Top Tips in Working with People with Dementia

## 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 and slow-one concept at a time

## 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

**Dementia Australia** is the peak body for people with dementia, their family and carers. For information, support and advice, call the National Dementia Helpline 1800 100 500 or visit [dementia.org.au](http://dementia.org.au)