



Slide 11 Notes:

Notes for the facilitator:

This is an example of someone badly communicating with a resident with dementia (John). Watch the clip all the way through once.

Ask the group to comment on what was bad in the clip and how the officer should have behaved. Watch the clip again. During the clip the facilitator should point out examples of bad communication and explain what should have happened:

•Rather than "What you doing?", the officer should have tried to gain the residents attention initially. For instance "Hi John, is everything ok?"

•The officer should have also introduced herself. For example, "John, it's Officer Johnson."

 Rather than proceeding to give John orders Officer Johnson should have double-checked whether john usually wears glasses or has a hearing-aids If Officer Johnson knew he did she could have said something like this "come on John, lets go and get your hearing aid and we can have a chat".

•Officer Johnson's behaviour is direct and unfriendly, and shows little understanding to the difficulties John might be having. Officer Johnson should have smiled and made eye contact with John so he could understand that Officer Johnson was talking to him.

•Officer Johnson used confusing and unfamiliar words. Rather than 'Bang up time, get behind your doors', she could have said 'John, it's time to go back to your room now please' which is more direct to John, the use of familiar language may help.

•Officer Johnson, positions herself to the side of John. She would be better standing in front of John, in line with his vision.

MANCHINGER.

Helpful tips for communicating

- Gain the persons attention first
- Introduce yourself
- Are they wearing the correct glasses/hearing aids?
- Smile and use eye contact
- Use words that are simple and familiar
- Position yourself where you can be seen

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Peer support in prison

- Group discussion
- How can peers help individuals with dementia?
- What are the benefits of peer caring?
- What are the potential problems with peer caring?
- How can these problems be reduced/avoided?

