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اگر نیاز به ترجمہ دارید، لطفاً با شماره 01932 723553 تماس بگیرید۔

ਜੇ ਤੁਹਾਨੂੰ ਤਰਜਮੇ ਦੀ ਲੋੜ ਹੈ ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ ਇਸ ਨੰਬਰ ਤੇ فون ਕਰੋ: 01932 723553

اگر آپ اس کا اردو زبان میں ترجمہ چاہتے ہیں، تو براہ کرم اس فون نمبر 01932 723553 پر رابطہ کریں

Se precisa de uma tradução por favor contacte: 01932 723553

আপনার অনুবাদের দরকার হলে এখানে যোগাযোগ করুন : 01932 723553

यदि आपको अनुवाद की ज़रूरत है तो कृपया इस नंबर पर फोन करें: 01932 723553

Jeżeli chcemy, aby te informacje w innym języku, proszę zadzwonić 01932 723553

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## Dementia Making Conversation Easier Speech and Language Therapy



## Conversation

- Conversation is a two way process which is normally fairly equally shared between participants.
- Because of language difficulties and problems with concentration, a person with dementia may gradually have more difficulty initiating or joining in with a conversation.
- Sometimes a person with concentration and memory problems may increasingly rely on a non-verbal message rather than the actual words to make sense of what's being said. This includes facial expression, gesture, body language, tone and volume of voice.
- More support may be needed to help someone with dementia to understand what you are saying and to express themselves.

Your Speech and Language Therapist may suggest further materials / activities to help.

**Patient Name:** .....

**Date:** .....

**Speech & Language Therapist:** .....

**Contact details:** 01932 722868

**Additional Information:**

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## Further Information

We endeavor to provide an excellent service at all times but, should you have any concerns please raise these with the Clinical Nurse Leader, Senior Nurse or Manager on duty, in the first instance.

If they cannot resolve your concern, please contact our Patient Experience Team on 01932 723553 or email [asp-tr.patient.advice@nhs.net](mailto:asp-tr.patient.advice@nhs.net). If you remain concerned, the team can also advise upon how to make a formal complaint.

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**Department:** Speech & Language Therapy Department

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## Stuck for a word

- Prompt the word if you can guess it.
- If you can't guess the word, ask the person to tell you more about the subject and "talk around it".
- If you're still getting nowhere you could try to narrow down the options - "Is it someone you met at the Day Centre?" "Is it about the other day when we ...?"
- You could ask the person if they can show you anything to give you a clue. If the person can't say a word, they also may not be able to write it, but they might be able to draw a sketch, point to an item or photograph, or use gesture or mime to help get their meaning across.
- If you really don't feel as though you are getting anywhere, you can read the person's body language and let them know that they have at least communicated how they are feeling.

e.g. "I'm not sure exactly what you want to say but I can see that you are happy / worried / frustrated / excited.... about it".

- If all else fails you may need to leave the point and come back to it later.

## General tips to support Conversation

- Ensure the person is wearing their glasses (and they are clean) and hearing aids (check they are working) if appropriate.
- One to one conversation is often easier than chatting in a larger group.
- Reduce distractions if possible. Noisy or busy environments make communication more difficult.
- It is easier to chat when relaxed and at ease. Situations that feel unfamiliar are likely to make conversation more difficult.
- Gain the person's attention before you start speaking. Make eye contact, say their name or gently touch their arm. This lets the person know from the start that you are talking to them.

## Supporting understanding

- Reminding a person regularly about the subject of conversation, or better still, having a physical prompt such as an object or photograph can really help keep a conversation on track.
- Use short, simple sentences.
- Avoid frequently using he / she / it / here / there. Use the names of the people/places you are referring to throughout.
- Speak literally, people with memory problems may be confused by sayings such as “he drove me up the wall”.
- Slow down the rate of conversation and allow plenty of time for the person to process what’s been said and reply.
- If you realise that the person hasn’t understood what you have said, try saying it in a different way.
- Writing down key words or phrases may be helpful.
- A simple line drawing, photograph, or map may also help understanding.
- Using facial expression, gesture (e.g. when offering a drink) or pointing while speaking can often support understanding.
- Try avoiding too many questions as this can put a lot of pressure on someone with memory difficulties. Closed questions (requiring either a “yes” or “no” response) are easier to respond to.
- Try to avoid changing the topic of conversation suddenly or often.

## Supporting expression

- If the person hesitates and you suspect that they have lost the thread then prompt them gently ...”You were just telling me about such and such”.
- Sometimes communication problems are so great that a person may be unable to respond to your questions or they may be very difficult to understand.

If this is the case it is often helpful to let them take the lead and do your best to follow by picking up key words here and there or from non-verbal clues (such as pointing).

It can often be enough just to give that person your attention and repeat back the odd word or phrase to give them the pleasure associated with “a good chat”.