



## Why should you care?

There are currently 55,000 people living with dementia in Ireland. The majority of people with dementia (63%) live in the community and use the services you provide. People with dementia may require extra support or assistance to use your services; do not underestimate the difference you can make if you have a basic understanding of dementia. People with dementia have told us that it is the attitude of those they meet in services which makes the biggest difference to their experience.

## How do you know if a person needs help?

People with dementia will differ in the everyday challenges they may face but generally speaking in a public situation a person can experience a range of difficulties including:



Problems remembering what they are doing or the task they want to complete



Difficulties in communicating what they need or want



Problems handling money



Navigating complex, confusing or noisy environments



## There are simple hints and tips that staff can use when interacting with a person with dementia:



### Speak clearly

Use short simple sentences allowing the person time to understand and respond.



### Body language

Smile warmly, make eye contact, use a friendly tone and respect their personal space.



### Listen carefully

Listen carefully to what the person is saying, giving plenty of reassurance that you understand what it is they need or want.



### Limit choices

While choice is good, for a person with dementia too much choice can be confusing. Keep choices to a minimum and if necessary describe the options available to them.



### Handling money

For a person with dementia counting money, recognising coins and notes and knowing the value of money may be difficult. Give them extra time to complete the transaction and always provide a receipt.



### The environment

A noisy environment and items being moved around in stores can cause a person with dementia unnecessary confusion. If you notice someone looking lost or distressed, offer to give them assistance.



**DEMENTIA FRIENDLY COMMUNITIES**

To find out more about Dementia Friendly Communities in Ireland please see [www.alzheimer.ie](http://www.alzheimer.ie) or call **1800 341 341**



**THE ALZHEIMER SOCIETY of IRELAND**



Alzheimer National Helpline: **1800 341 341**



[www.alzheimer.ie](http://www.alzheimer.ie)



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