



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 or call **1800 341 341**



**THE ALZHEIMER
SOCIETY of IRELAND**



Alzheimer National Helpline: **1800 341 341**



www.alzheimer.ie



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