Tips for communicating with people with dementia and hearing loss

• Gain the person’s attention by speaking first or by a gentle touch on the arm or shoulder.
• Introduce yourself and explain what you do.
• Be calm and patient and allow extra time.
• Speak clearly and slowly but don’t shout.
• Turn your face towards them and ensure that your face is in the light so they can easily see your lip movements.
• Use simple language and short sentences.
• Use only one idea, question or instruction at a time.
• Repeat yourself slightly differently if the person is unsure of your meaning.

For information on hearing loss, phone 0141 341 5330 (Textphone 0141 341 5347)  
www.actiononhearingloss.org.uk

Charity No 207720  
Charity No SCO38926
Tips for communicating with people with dementia and sight loss

- Gain the person’s attention by speaking first or by a gentle touch on the arm.
- Introduce yourself and what you do.
- Be calm and patient and allow extra time.
- Speak clearly and slowly but don’t shout.
- Use simple language and short sentences and only one idea, question or instruction at a time.
- O.W.L - don’t always “fill the silence” by speaking yourself - Observe, Wait and Listen for responses.
- Repeat yourself slightly differently if the person is unsure.
- Offer guidance and support to reach a destination.
- Provide information in an accessible way.
- If person appears confused or distressed, check if they carry an Alzheimer Scotland help card.

For information on sight loss, phone 0131 652 3140
www.rnib.org.uk/scotland

Charity No 226227 Scottish Charity No SCO39316