

## 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](http://www.actiononhearingloss.org.uk)**

## 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 - **O**bserve, **W**ait and **L**isten 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](http://www.rnib.org.uk/scotland)**