

is a partnership between the HSE, businesses and voluntary and statutory agencies in Tralee. It aims to raise awareness of dementia and make Tralee dementia friendly.

Building a Dementia Friendly Community

Tips for friends, neighbours, businesses and service providers

Common signs of dementia are:

confusion, forgetfulness, struggling to find words and repetitiveness. This can make everyday situations stressful.

- Sometimes people with dementia will need extra assistance to help them with everyday things.
- Here are some simple tips that may help you to help someone with dementia.



Tips for communication

- Speak clearly calmly and slowly.
- Use simple short sentences.
- Keep choices to a minimum – don't test their memory.
- Smile warmly and make eye contact.
- Show **respect** and **patience**.
- Use visual cues such as written messages or pictures.
- Listen carefully and allow the person to find the words.
- Include the person with dementia in the conversation even though they may not be able to respond.
- Be aware of background noise which may affect communication.

Staying Connected

With your help, people with dementia can continue to take part in their local communities. They can go to a GAA match, an ICA meeting, sing in a choir, or whatever they like doing.

- Continue to call into them for short visits and suggest going for a walk with them.
- Listen and don't contradict them if they seem confused when talking about the past, as this will help them not to be embarrassed or to feel foolish.

See the person as an individual, not just the symptoms of dementia.



Support the Carer

- Look out for signs of dementia and offer to help when needed bearing in mind the person's right to privacy.
- Remember a visit can often give the carer a little time to themselves.
- Carers may be slow to ask or accept help.

People appreciate specific offers such as calling in at a set time / date to allow the carer to plan a trip to town.

Tips for businesses and service providers

- Support the person – try not to put them under pressure
- Be patient if they are taking longer than normal to complete a task.
- Offer to show them how to do the task or do it with them – not for them.
- See if your procedures may pose a problem to a person trying to remember. Example: trying to remember PINs, and so on. Are there alternatives to these procedures?
- Repeat information patiently if the person is not following.
- Be aware of the environment as background noise can affect communication. A quiet space may be needed for the person to work in.
- Consider having a no-hurry check out or queue.
- Walk through your business and consider lighting, signage, print material, surfaces, and so on. Are they dementia friendly?

For more information about what you can do, visit www.understandtogether.ie and www.elevator-pst.com

For further information, you can also call:

- **Amy Murphy** - Dementia Advisor - 086 781 2217, amurphy@alzheimer.ie
- **Vanessa Bradbury** - Dementia Advisor - 086 021 8643, vbradbury@alzheimer.ie
- **Kathleen Herlihy** Home Help coordinator North Kerry - 087 229 1583
- **Tralee Memory Technology Resource Rooms** - 086 780 9989 - 087 343 4108
- **Public Health Nursing** - 066 719 5676



Tralee Chamber Alliance

Leading Growth, Fostering Pride