

Patient  
 Information

# Communicating well with a person living with dementia

## Introduction

We recognise that this is a worrying time, with the restriction around visiting your relative/friend during their stay in hospital and the wearing of PPE. The staff at Gloucestershire Hospitals NHS Foundation Trust will guide you on the practical issues on hygiene and wearing PPE and are ready to answer any questions you may have about your loved one.

## 'This is me' booklet

If your loved one finds it difficult to communicate or share information it would be helpful if you could download and complete the 'This is me' booklet. In the booklet you can record your loved one's preference, routines and a brief description about their family background. This information would help staff to get to know your loved one better and to provide personal care tailored to their needs which will help to reduce further distress. It may also help staff to overcome problems with communicating with your loved one.

You can download a copy of the '**This is me**' booklet, free of charge, from Alzheimer's Society website:

[www.alzheimers.org.uk/getsupport/publicationsfactsheets/this-is-me](http://www.alzheimers.org.uk/getsupport/publicationsfactsheets/this-is-me)

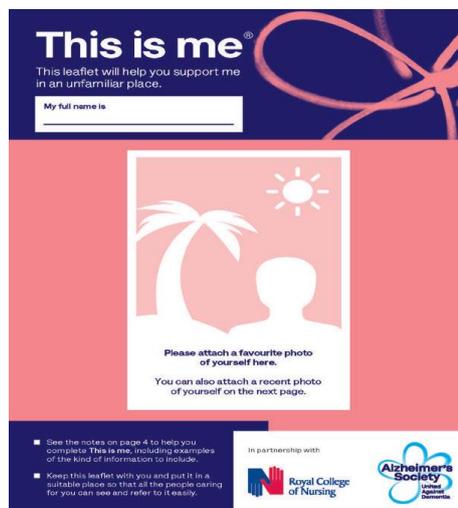


Figure 1: Image of the front cover of 'This is me

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GHPI1596\_08\_20

Department

Dementia

Review due

August 2023

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## Visiting

If visiting at our hospitals is restricted, you can supplement visits with video or telephone calls; the staff will work with you to set these up.

## Other communication

Music can help to reduce agitation and anxiety for those living with dementia.

If you visit the website <https://musicfordementia.org.uk> you will find lots of tips and advice such as setting up a playlist of your loved one's favourite music to sooth or distract them. Music for Dementia also provides free downloads of music for you to use. Notepads and messages may be another way to provide reassurance to your loved one.

## Information and support for carers and families

Alzheimer's Society has updated their wide range of information leaflets, including coronavirus and explains treatments and discussions that may be necessary on behalf of your loved one. For example, balancing the benefits of oxygen therapy and the distress that an oxygen mask may cause, please visit Alzheimer's Society website:

Website: [www.alzheimers.org.uk](http://www.alzheimers.org.uk)

Alzheimer's Society also has a new support line called Dementia Connect that offers a range of advice, including emotional support, and is able to link with the local Dementia Advisor Service if necessary.

### **Gloucestershire Alzheimer's Society**

Tel: 01452 525 222

### **Dementia Connect**

Tel: 0300 150 3456

Monday to Wednesday, 9:00am to 8:00pm

Thursday and Friday, 9:00am to 5:00pm

Saturday and Sunday, 10:00am to 4:00pm

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**Gloucestershire Carers Hub**

Offers support to carers and have Health Liaison workers working in the Gloucestershire Hospitals NHS Foundation Trust. For more information contact the Gloucestershire Carers Hub directly or one of the Health Liaison workers:

Tel: 0300 111 90000

Email: [carers@peopleplus.co.uk](mailto:carers@peopleplus.co.uk)

**Health Liaison workers**

Email: [carrie.woods@peopleplus.co.uk](mailto:carrie.woods@peopleplus.co.uk) or

Email: [lorna.carter@peopleplus.co.uk](mailto:lorna.carter@peopleplus.co.uk)

**The Admiral Nurse Helpline**

This is for anyone with a question or concern about dementia and Alzheimer's disease. The Admiral Nurses provide specialist dementia support for families. All calls are free of charge.

Tel: 0800 888 6678

Monday to Friday, 9:00am to 9:00pm

Saturday and Sunday, 9:00am to 5:00pm

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