



### *Offer practical support*

**In some situations there are specific ways you can provide help to people with dementia.**

- ◇ If someone can't remember how to do something, offer to show them how to do it. As much as possible, do the task with them not for them.
- ◇ If someone appears to be looking for something they can't find, ask if you can help.
- ◇ People with dementia may have problems with money or their payment card. Try to be patient: tell them there's no hurry; ask if you can help
- ◇ If someone forgets what you have just said, repeat your sentence patiently .
- ◇ Explain to anyone else concerned that the situation is under control and that it will be resolved as soon as possible.
- ◇ Try to think about how they may be feeling

***Please don't underestimate how important your knowledge and understanding might be.***



Helping a  
person will not  
necessarily change  
the world ...  
But it will change  
the world for that  
person



COUNTY MONAGHAN  
BRANCH



How to Help  
People with Dementia

A guide for  
Customer Service Staff





You are one of the many people in the county Monaghan who provide a service to customers as part or all of your job.

**Some of your customers are people with dementia.**

This leaflet will provide you with some guidance on how you can help to support them.

By understanding more about dementia and how it can affect people in our community you can also contribute to the important work being done to make Monaghan a Dementia Friendly Community.

**With Many Thanks from**

**County Monaghan Branch  
Alzheimer's Society of Ireland  
047 57508**

**Alzheimer National Helpline  
1800 341 341**



Some of the ways in which dementia can affect People include:

**Memory loss** – particularly day-to-day memory, for example not being able to recall the reason for being in a particular shop or being repetitive.

**Communication problems** – including problems finding the right words for things, People might also struggle to follow a conversation.

**Difficulties with thinking things through and planning** problems with carrying out everyday tasks such as handling money.

**Confusion about time or place** not recognising or getting lost in familiar places or being unaware of the time or date.

**Sight and vision problems** - increased difficulty with Reading and judging distances or mistaking shiny, patterned objects or reflections.

**Unusual emotional behaviour or responses** - becoming sad, angry, frightened or upset.

**Restlessness or disorientation**—in unfamiliar or noisy environments people with dementia may become confused or ill at ease.



## ***How you can help***

- ◇ Put the person at ease ,be friendly and smile
- ◇ Offer understanding and reassurance
- ◇ Allow the person to take their time.
- ◇ Communicate clearly
- ◇ Make eye contact
- ◇ Speak clearly and calmly.
- ◇ Use short, simple sentences.
- ◇ Speak at a slightly slower pace.
- ◇ Listen carefully to what the person is saying, and give them plenty of encouragement.
- ◇ If you haven't understood fully, check with them to see if you are right.

