

We are Dementia Aware



Torbay Dementia Action Alliance



**A guide: Supporting people  
with dementia in a care home**

# Foreword

Dementia is a common condition.

It is estimated there are about three-quarters of a million people in the UK living with dementia. This figure is likely to rise to 1 million by 2025.

Dementia is rare in people below the age of 65 - but can occur in people as young as 30.

## Types of Dementia

There are a large number of different types and causes of dementia - but the majority of people will have one of the following:

- Alzheimer's disease
- Vascular dementia
- Lewy body dementia
- Frontotemporal dementia

The majority of people with dementia are looked after at home - but about a third live in a residential care or nursing home setting. This booklet has been put together as a guide for staff who provide regular care and support within this setting as part of the Purple Angel Dementia Awareness Campaign.

The Purple Angel Campaign was launched in Torbay by Norman McNamara in 2012 in order to raise awareness of dementia. Norms and his team visited businesses and explained to retailers about dementia and how to care for customers with the condition - the dementia-friendly shop would then be able to display a Purple Angel sticker.

## Displaying the Purple Angel

At the back of this booklet you will find the understanding dementia knowledge paper. 95% of your staff will need to complete it in order for your care home to be considered dementia friendly.

*The contents of this guide have been prepared by Healthwatch Torbay in January 2014. We hope you find the information it contains useful. Healthwatch Torbay does not accept any liability arising from its use.*

# Introduction

Hello, my name is Norman McNamara aka 'Norrms' and six years ago I was diagnosed with dementia, later to be confirmed as the "Lewy Body" s Type dementia. Since then and because of some very good medication (which is not a cure but helps keep some of the symptoms at bay) my wife Elaine and I have been able to campaign long and hard to raise awareness of this awful disease. Our campaigning has even taken us to 10 Downing Street where we had a 'face to face' meeting with David Cameron PM.

What we have achieved in the last six years is far too much to mention here, but can be found on our website [www.tdaa.co.uk](http://www.tdaa.co.uk).

And so, to this booklet: Why should you use this one when many others have been produced in the past? It's simple, every day we hear about the bad practices that go on in care homes: But what we don't hear about is the tremendously HARD work that Carer`s do - day in day out - and it's about time we DID!! Not only that - the contents of this booklet have been written by dedicated front line Carer Chantelle Oswin. Chantelle has shared her knowledge working with me at every step of the way to put this guide together. I definitely think that asking someone who actually HAS dementia about his or her thoughts and views is the way forward.

So now you know why you should read this booklet carefully and put it into practice where possible. Over the years I have seen many of these things come and go, as I am sure you have too. But as a person WITH DEMENTIA, I can say hand on heart this one actually WORKS!! This one actually makes sense to me and I sincerely hope it will work for others just like me.

I must say at this point, if it weren't for you wonderful Carers who do the incredible job you do, others and I quite simply wouldn't be here today. So, from the bottom of our hearts thank you so much and good luck.

*Norrms*

*(Diagnosed with Dementia  
six years ago and  
determined to beat it!)*



Norrms and Elaine Mc Namara



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# Understanding Dementia

The term 'dementia' describes a set of symptoms that include; loss of memory, mood changes, and problems with communication and reasoning. These symptoms can occur when the brain is damaged by certain diseases - one of which is Alzheimer's disease. Similar symptoms are also likely to occur if the brain has been damaged by a series of small strokes.

Dementia is progressive, which means the symptoms will gradually get worse. How fast dementia progresses will depend on the individual person and what type of dementia they have. Each person is unique and will experience dementia in their own way.

It's very important that people with dementia are treated with respect. It is important to remember that a person with dementia is still a unique and valuable human being, despite their illness.

When a person with dementia finds that their mental abilities are declining, they often feel vulnerable and in need of reassurance and support. It is important that Carers do everything they can to help the person with dementia retain their sense of identity and feelings of self-worth.

## They can do this by

- Being kind and reassuring to the person without talking down to them.
- Never talk over their head as if they are not there - especially if you're talking about them. Include them in conversations.
- Avoid scolding or criticizing them.
- Look for the meaning behind their words, even if they don't seem to be making much sense. Whatever the detail of what they are saying, the person is usually trying to communicate how they feel.
- Try to imagine how you would like to be spoken to if you were in their position.

When spending time with someone with dementia, it is important to take account of their abilities, interests and preferences. Dementia affects people's thinking, reasoning and memory; but the person's feelings remain intact. A person with dementia will probably be sad or upset at times. When helping someone with dementia - a Carer must always try to explain what they are doing and why. They may be able to judge the person's reaction from their expression and body language.

## Points to remember are

- People with dementia can find choice confusing, so keep it simple. Phrase questions so that they only need a 'yes' or 'no' answer.
- Avoid situations in which the person is bound to fail, as this can be humiliating. Look for tasks that they can still manage and activities they enjoy.
- Give plenty of encouragement. Let them do things at their own pace and in their own way.

- Do things with the person, rather than for them, to help them retain their independence.
- Break activities down into small steps so that they feel a sense of achievement, even if they can only manage part of a task.
- Try not to correct what the person with dementia says, the accuracy of the information is not as important as what the person is trying to express.

Each person with dementia is a unique individual with their own individual experiences of life, their own needs and feelings, and their own likes and dislikes. Although some symptoms of dementia are common to everyone, dementia affects each person in different ways. Some people with a dementia struggle to make sense of their feelings because of appearing to be in a different world, but can still be aware of changes in perception and experience fear.

### **Norm's top-tip**

The experience of this struggle to understand creates powerful feelings and emotions. As a Carer it is important to understand the world of the person with dementia - my world is the same as yours - but dementia can make it feel muddled at times. 'Person-centred care' involves looking at and exploring the feelings and emotions caused by the experience of having dementia and the feelings you can create as the Carer. The best bit of advice I could give to a Care Worker is to imagine the person your caring for is your own parent or grandparent!

*Person-centred care comes from the heart  
- it is not something you learn or that can be taught  
- it is something you need to feel.*



# Communicating with people who have Dementia

The following are tips on how to communicate with people who have dementia.

**Greetings** Think beforehand about how you are going to greet the person. Do they know who you are? They may not recognise you - even though you know them well. Think about whether you need to say your name or whether a warm hello will suffice. Warmth and friendliness in your initial greeting is usually important.

**Physical approach** Think about where the person is sitting. What can they see from there? Are there any sight or hearing problems that will have a bearing on how you should approach them? Try to make sure that the light is on your face rather than behind you. Coming in low at eye-level if the person is seated will be less intimidating. If the person is quite withdrawn, sitting alongside them making some minimal movement and sound may be a gentler way of getting their attention rather than trying to strike up a conversation straight away.

**Touch aware** Does the person respond to touch in a positive way? A light touch on the back of the hand can often feel reassuring and non-threatening. If the person moves their hand away from you, take your cue from them and be careful how you use touch. If the person takes the opportunity to clasp your hand this may be an indication that they need more physical reassurance and support. With people who are quite withdrawn, a gentle touch on the cheek can be a way of getting them to look at you. Again be sensitive to their reaction to the touch and take your lead from them.



**Minimize background noise** You want to maximize the chances of concentration. If there is a lot of background noise; TV, music, vacuuming, or chatting then your chances of good communication are less. If you work in a noisy environment you are probably immune to how noisy it actually is. Close your eyes for a few minutes and listen and name every sound you can hear. Can you lessen any of them?

**Consciously relax** You are likely to be moving at a much faster pace than the person with dementia. In order to fully attend to your job as coach you need to be relaxed and slowing your pace. Become aware of your breathing; exhale fully and then slow down your respiration rate. Relax any bodily tension that you are carrying; drop your shoulders, unclench your jaws and stretch out.

**Think how the person may be feeling** Try to put yourself in their shoes or seat. What is their emotional state likely to be? Are they relaxed and happy - or anxious and distressed? Are they calm or frightened? Are they likely to respond to humour or are they angry and frustrated?

**It may feel like a first for the other person** Because of problems with laying down new memories, even though you may have had a number of interactions already with that person today, to them it may feel like the first time they have seen you. Think whether this is likely to be the case. How will this impact on your conversation?

Identify the emotional state of the response: How is this person feeling? If they have been able to speak, what do the words convey? What does the tone of voice convey? What does their facial expression tell you? What does their body position tell you? What does their respiration rate tell you? Is there any indication that the person is in physical discomfort or pain?

In dementia care - you need to listen with your eyes and your ears.

**Be open to a range of possibilities** We often go into situations with set ideas of what we want to speak about - or what we expect to hear and we try to switch the conversation quickly to the topic we have in mind. At the beginning of a communication take your lead from the person with dementia. Don't try to switch topic too soon - or your serve won't get back over the net. Work on what is in the foreground for them.

**When the person speaks** Be aware that as word finding becomes more difficult for the person with dementia the content of speech becomes more limited. So for example a female name such as Julie may come to represent every female helper rather than referring to Julie in person. References to Mother, Father and home attached to a 'feeling' and not a literal question may help the person to feel safe, secure or belonging.

**Put present and past together to understand the other's reality** The more that you know about the key stories, people and themes of a person's life the better you become at interpreting meaning. If you are puzzled by a response, think what the person has just been experiencing before your conversation, think about what you know about the person's past and see if you can make a connection.

**Say what you think the other feels** You have listened with your eyes and your ears to how the person is feeling. A simple statement of what you have observed will let the person know that you care how they feel. For example, 'You sound sad right now' or 'You look really relaxed sitting there'. Keep it simple.

**Say what you think the other person wants to say** If the person has said something, summary back the meaning of what you think they have said. If you are not sure then just feedback the key words to see if any more are forthcoming.

**Don't correct 'mistakes'** It is often tricky to know whether to correct errors, for example when someone has got the wrong time of day or got muddled up. Be wary of your tone if you feel you need to correct the person. Consider offering a tentative alternative such as 'I wonder if you think its morning already? I think it's about 11 at night now - look everyone else is in their beds?'



**Confrontation is pointless** Sometimes people will accept your point of view or explanation, other times they won't. If they won't, then graciously agree with them and move the topic of conversation on to something less troubling.

**Don't shy away from tears or laughter** People with dementia often lead very emotional lives. Anxiety and grief may be quite near to the surface. Don't shy away from tears. Stay with the person and offer them natural support.

You may not be able to fix the cause of the anxiety or grief but seeing this through with them and not being afraid will help them enormously. Never underestimate this. Likewise, having a belly laugh together over something silly is a great way of getting to know each other.

**Little and often is usually better** Sometimes you can talk for lengths of time.

Be vigilant for signs of fatigue. Finding words for things and communicating at length can be particularly tiring for some people with dementia. Take a break but come back again soon.

Communication should be there until the end. Never assume that the person cannot understand. Use repetition. Use gentle touch. Achieve eye contact. Be aware of the tone of your voice. Remember that the expression on your face will convey more than the content of your words. Use warmth, friendliness and a smile.

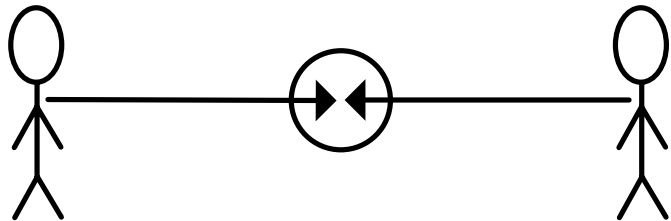
Try to avoid saying the following general sentences.

- You just asked me that.
- You don't work anymore.
- You have forgotten again.
- Why are you doing that?
- I have already told you.
- Wait a minute.
- Stop doing that.
- You have just eaten.
- ----- is in a bad mood.
- You're not allowed to do that.
- You can't go out/home.

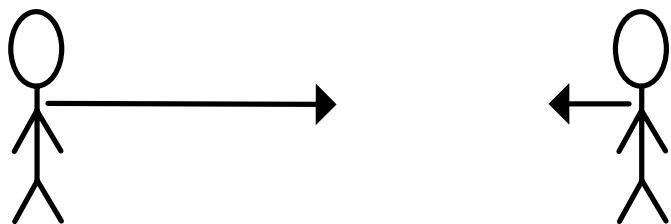
And if all else fails - try the distraction technique!

### Communication

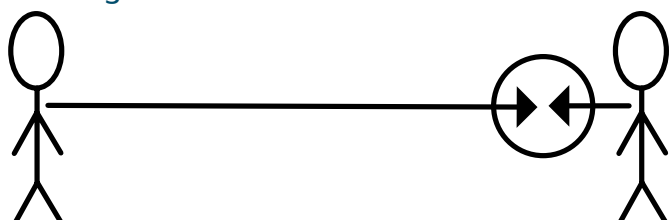
When we are having a conversation with another person who does not have a communication problem, we chat easily & neither has to make a particular effort to be understood. Their conversation meets in the middle as illustrated below.



However, when one person has communication problems (as is the case in dementia), if we just make our usual effort then the communication will not connect. The person with dementia remains disengaged with the world.



If we want to have connected communication with a person with communication problems then we need to make the extra effort to ensure that this occurs. We have to go that extra distance as illustrated below.



# Understanding Emotional Needs

Everyone has basic care needs such as being clean, dressed, fed and comfortable. As human beings we also have emotional needs; if these needs are not being met - then well-being and quality of life of the individual is seriously diminished. When caring for people with dementia - it is important to recognise the following:

## **Attachment/Inclusion**

We all like to feel connected to someone or something. We want to feel we are a part of something; to belong to a group; to be a member and not feel left out.

## **Comfort**

We all need to feel comfort. We need to be warm, dry, and clean; to have a full stomach and not be thirsty; to have quiet when we want it; to have our anxiety calmed; to have a sense of tenderness, closeness, and bonding with others.

## **Identity**

We need to have others understand our individuality. We want to have our own identity, to be special. We want our individuality to be recognised in our food preferences, our clothing; our activities and recreation. Tell and re-tell your loved one his or hers own 'life story.' It may prompt something good.

## **Occupation**

We want to be occupied (to have something to do!); to help others; to occupy ourselves with 'work' that if at all possible, has meaning and purpose. (Give your loved one 'jobs' like folding laundry, setting the table, help with dinner, etc.)

## **Love**

Everybody needs it. To love someone; to be loved and accepted; to love an activity, a food; to love religion, self-love/self- respect.



# Understanding Behaviour

## **‘There is a reason behind everything’**

It is very difficult to be faced with aggressive behaviour from a person with dementia we are caring for. This type of behaviour is unlikely to be a deliberate act of aggression. In fact; it is much more likely to suggest fear or desperation. The following is a guide to understanding exotic or unusual behaviour:

Try to see things from the person’s point of view - what is their reality? Usually, aggressive behaviour communicates an important message. When we understand the message, we can meet the person’s needs and hopefully prevent the situation from happening again.

The following are some of the reasons why a person with dementia might be behaving aggressively:

- The person might be feeling unheard or misunderstood.
- The person might be feeling threatened or frightened.
- The person might be feeling embarrassed, frustrated or annoyed - because they need help to do things they used to do independently.
- The person might be asserting their own wishes - when others are trying to make them do something they don’t want to do.
- The person might be in pain.

Aggressive behaviour is not a common response from a person with dementia. Only rarely is it actually a symptom of the dementia. If aggression does occur, the most likely reason is that the person is reacting to a distressing situation or has a need that is being unmet. When we look for the message behind someones behaviour, we are well on the way to finding an effective response. The important thing is to try to see things from the person’s point of view. It might be that we can do something different straight away to respond to the person’s feelings; for example, take a walk around the garden with the person who is feeling trapped.

Or perhaps there’s nothing that would help immediately, but plans can be put in place to sort out the issue that has upset the individual. For instance, if we realize that a person’s aggression comes from feeling frustrated about things they can’t do now, it will be vital to find things that the person ‘can’ still do, and encourage them to use these remaining strengths as much as possible.

We may need to face up to the fact that it was something we did - without meaning to - that brought on the person’s difficult feelings and reaction. For example, we may have been focusing on the personal care task we’ve come to do, but forgetting that the person’s poor memory and problems with recognition means they don’t know who we are or what we are doing.

So we need to slow down, introduce ourselves, help the person feel safe and secure in our company and explain our intentions. We shouldn’t blame ourselves - it’s important to keep learning.

We might find out something about the person's background that explains why they react as they do - for example, someone who was once the victim of a mugging may become frightened if they are approached from behind.

We might simply find out, through picking up the messages communicated through behaviour, that there is a specific way an individual needs things to be done. One person may need her food to be cut up before it is served. Another may feel very distressed when he is not wearing a tie.



**RED** = FEELINGS

**AMBER** = THINKING & REASONING

**GREEN** = ACTIONS

Most people experiencing dementia have no **AMBER** light - so their actions are a response to how they are feeling!

*“As we become more emotional and less cognitive,  
it's the way you talk to us, not what you say,  
that we will remember.*

*We will know the feeling, but don't know the plot.*

*Your smile, your laugh and your touch  
are what we will connect with...*

*Just love us as we are. We're still here,  
if only you could find us”*

*Christine Brydon “Dancing with Dementia”*



# Daily Living is an Activity

Don't forget that an activity is anything and everything we do from waking up to going to bed and the smallest thing can be turned into a positive interaction or chance to keep busy.

You might want to start some days by leaving an area of the care home in a 'half done' approach, for example by leaving:

- A basket of washing to be folded/socks to pair.
- A rake and broom in garden ready to sweep leaves.
- A Sink with warm soapy water and some cups and saucers.
- Some cutlery and placemats by tables ready to be set.
- A basket of unfinished knitting around.
- Some magazines left open on colourful pictures.
- Puzzles and games out boxes on tables.

Most people living in the care home will have run homes of their own and one of the best activities can be based around encouraging residents to maintain life skills and ask them to help with daily tasks, for example:

- Helping to make the bed.
- Let them have a feather duster for housework.
- Helping make tea/simple food preparation.
- Folding laundry/napkins.
- Polish/wash cutlery.
- Having a walk to take rubbish out.
- Putting flowers into a vase.
- Watering the garden.
- Hang out some washing on the line.
- Water the garden/indoor plants.
- Go out and feed the birds.
- Polish ornaments/clean brass.
- Use an old carpet sweeper to evoke memories.

## Norm's top-tip

Remember, it's the doing that is important - not the outcome - the point is not the task in hand - but the feelings the person will get from helping.

# Chantelle's Care Home Activities List

Chantelle's list of care home activities is purposely arranged to provide variety and choice, it takes into account an individual's needs and uses activities that will provide meaningful stimulation, promote self-esteem and encourage positive and social interaction as well as providing sense of purpose and pleasure.

**Here are some suggested activities in rotation on a weekly programme:**

**Fun and Fresh** - Encouraging as many people as possible to get out into the fresh air for a walk.

**Fruity Friday** - Preparing a platter of unusual fruits and visiting each person to taste or try, prompting good conversation.

**Musical Movement and Chair Exercise** - Weekly sessions run by a volunteer to stimulate exercise and enjoyment with music. Lots of dancing, singing and fun!

**PAT Dog visit** - Pets as therapy dog visits. Providing comfort and promoting reminiscence.

**Ball Games** - Simple fun using a beach ball that is good for keeping people active and providing movement for people with poor mobility.

**Cognitive Stimulation Therapy Group** - A weekly group that meets to take part in different discussions, games and reminiscence activities (Including choir practice).

**Quizzes and Crosswords** - Memory stimulation and great activity for people who you don't think are listening but suddenly shout out the answer.

**Games of Hoy** - A simple fun card game like bingo with chances to win prizes, always goes down well.

**Church Service and Holy Communion** - To fulfil an individual's religious and spiritual needs with prayers and hymns.

**One-to-one time/Room visits** - A very important opportunity to visit people who do not necessarily join in group activities but may enjoy something on a one-to-one basis.

**What's in the box?** - Using an assortment of well-known items to rummage through and stimulate discussions.

**Tranquillity Suite** - Our snozaleen room provides opportunity for relaxation and sensory experience.

**Sweet Shop** - Opens a chance for a resident to work in the shop and others to come and buy sweets and toiletries.

**Household Tasks** - Encouraging residents to help with daily running of the home.

**Nail Care** - The chance for nails to be manicured and painted.

**Finishing Sayings and Rhymes** - Very easy to engage people in this activity as most people



Chantelle Oswin, Carer

know answers to simple sayings and will answer without knowing it!

**Later Stage activity** - Hand massages, a sensory box, simple singing and tapping, dolls and soft toys, wool winding and rummage boxes, reading aloud.

**Resident's Choice** - A weekly opportunity to generally ask if there is anything anyone would like to do!

**Getting to know you Conversation** - And reminiscing to find out more about the residents to fill personal histories and life story books.

**Picture card discussions** - A box of postcards, reminiscence pictures, photos to prompt memories and discussions.

**Visiting Entertainment** - Singers and musicians that visit to provide an afternoon of enjoyment.

**Birthday Celebrations** - Inviting family to join for celebrations including, cake, cards and decorations.

**Child Visit** - A little girl has been visiting weekly from the age of 2 (she's now 5) to bring toys, fun and enjoyment, playing and singing with the residents.

**Bean Bag and Other Sport Games** - A selection of target games, bean bags, parachute games, badminton, bowls, and skittles.

**Cinema afternoons** - A film showing in the cinema screen with snacks.

**Sing-a-long Memories DVD** - A fun, homemade montage video of images and music for everyone to enjoy sing-along and stimulate memories.

**Day trips** - To places of interest, garden centres, towns, pubs,

### **Other activities that she may sometimes do:**

**Hobby Clubs** - Covering hobbies that people may wish to continue such as knitting, sewing, gardening, woodwork, and painting,

**Arts and Crafts** - A range of simple crafts or chances for creativity including card-making, painting, beads, paper craft, drawing and colouring.

**Board Games** - Jigsaw puzzles, dominoes, scrabble, pairs memory game, draughts and cards.

**Baking Fun** - Easy-to-make cakes or a food session with cooking items, recipe books and discussion.

**Flower arranging** - Chance to get people touching, smelling and arranging vases of flowers to then place around the home.

**Bingo Fun** - Favourite that most people can relate to and enjoy.

**Sing-a-long Musicals** on DVD.

**Residents Coffee Morning** - A chance to chat to residents about life in the home and any opinions on food, activities, or other Reminiscence Themed Sessions items to prompt memories and conversation.

**Magazines Collage and book-making cutting** - Taking likeable pictures from magazines and sticking them in their own book of favourite pictures.

**Bead-making** - Threading beads onto string to make simple necklaces.

**Sorting Activities** - Anything that can be sorted into shapes/sizes or colour than can be used to sort (buttons).

**Rummage Boxes** - Themed boxes with pictures, objects, materials and sensory objects.

**Letter /card writing** - To help residents continue communicating with family and friends.

**Mobile book Club** - A selection of books on a trolley for individuals to take out, or enjoy reading together.

**Higher or Lower** - Group card game using large cards.

**Puppet Fun** - Having lots of fun with a range of puppets.

**Wake up Shake up** - Morning exercise fun.

**Poetry Reading**

**Doll Therapy** - The use of soft toys and dolls to provide comfort.

**There are many other activities not in the weekly program but that can be done monthly or occasionally.**

**Toddler Group** - We hold the monthly local toddlers group at the home provide refreshments and children to play as residents enjoy watching and interacting.

**Brownies Visit** - Local brownie group visits to sing play and interact with residents.

**School Visits** - From primary age to college many groups visit to provide company interact or sing to the residents.

**Animal Visit** - A range of different visits from people with animals to touch, hold and enjoy.

**Ice cream van visit** - Chance for residents to go and get a 99 straight from the ice cream van!

**Men's Club** - Room filled with activity for gents-sport, beer, snacks, TV, snooker, darts, papers, and radio.

**Spa/Makeovers** - Beauty treatments. Foot spas, or trying on jewellery, hats, make up, scarfs and taking fun photos.

**Tea Dances** - With ballroom dancer demonstrations and encouragement for residents to join in.

**Ice Cream Sundae Sunday** - Using the tea room as an ice cream parlour to give people the chance to make their own delicious ice cream sundaes.

**Pub afternoon** - Entertainment/piano player, with a bar open serving drinks and snacks on tables.

**Food preparation** - Varying activities to give residents opportunity to help prepare and taste foods.

**Smoothies/ fruit tea tasting**

**Food tasting fun** - Different foods to taste (with chef).

**Chocolate Tasting** - A range of different types of chocolate arranged on a platter to enjoy, promotes happiness in everyone and good for people with weight loss.

**Activity Trolley** - Full of fun to take into people's rooms.



## Charity /fundraising fun days

**Talks or presentations** - Inviting in people of interest to provide talks or reminiscence subjects i.e. MG Car Club.

**Fancy Dress Fun** - Getting dressed up in fun costumes and hats to pose for photos.

**Aeroplanes and Lemonade** - Making paper aeroplanes and lemonade in the garden.

**Volunteer Appreciation Day** - A day to thank all the lovely volunteers with a party and a gift presentation.

**Social or Themed Food Events** - Cheese and wine, Pimms and strawberries, italian, indian, chinese, fish and chips, and tea parties.

### Cake Bake off

**Auntie Mays Fashions** - Find a local clothes supplier to set up stall for family and residents to come and try and buy new clothes.

**Table Top or rummage** - Set up a table of items (cheap from charity shop) for residents to come and look through and take away/buy.

**Abingdon Court's Got Talent** - Relatives, family and staff perform their talents.

**Abingdon Court Choir** - Practiced and ready to perform shows for summer and Christmas.

## Events and Themed Parties

Themed events are a good way to brighten a day with fancy dress, different food and entertainment. This is just a few done at Abingdon Court.

**Seasonal occasions** - Such as Xmas (panto), New Year, Halloween, Valentine's Day, May Day, St David's, St Patrick's, St Andrew's, St George's, Easter, Mother's Day, Father's day, Pancake Day, Bonfire Night, Remembrance days, Australia Day, 4th July (BBQ), Armed Forces Day, etc.

**Beach Party** - With cocktails, ice cream, Punch & Judy and a donkey!

**Teddy Bears Picnic** - Individual food box picnics in garden with children and favourite teddy, including a large teddy to cuddle (fancy dressed).

**Around the World** - Entertainment, dress and food from around the world with a cruise ship decorations theme.

**Wild West** - Country music, fancy dress, line dancing, decorations.

**War /1940's** - Entertainment, fancy dress, reminiscence discussions and rationed food.

**Summer Fete/ Christmas Fair** - Including stalls, crafts and a raffle.

**Circus Day** - A variety of fun filled activities and entertainers, balloon modelling, face painting, clowns, fancy dress fun and food.

**Day at the Races** - Ascot/grand national, sweepstake/ bet on horses, use races DVD, dress in hats, and drink champagne.

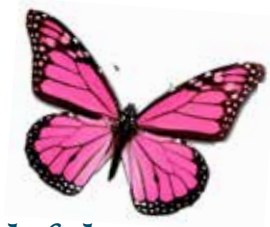
**Winter Blues** - Party with pyjamas and hot chocolate.

**Hollywood theme** - Entertainment, stars, red carpet, Oscars, and fancy dress.

**Plus many more ideas!**

# Become like a butterfly

## - change the moment



*Butterflies are gentle & appear caring and helpful.  
Butterflies are bright & create feelings of happiness!  
Butterflies are good at flitting from person to person -  
creating short positive interactions that improve well-being!*

In all aspects of your day including while giving personal care use every opportunity to make it enjoyable and focus on the person at all times.

- Smile
- Laugh
- Wave
- Address the person by name
- Greet
- Dance
- Sing a song to someone
- Make a joke
- Notice someone's clothes/hair
- Offer a choice of tea/coffee
- Offer a choice of food/cake
- Give a newspaper/magazine
- Pass something around
- Ask opinion on something
- Play music/discuss songs
- Go out for a walk
- Sitting together on a sofa
- Hand holding
- Short 1 min conversations
- Sit people together who could interact.
- Put on make up
- Brush hair
- Hand round biscuits
- Try jewellery on
- Put a scarf/hat on
- Fold laundry together
- Help them to make own drink
- Help them to prepare some food
- Let them help you wash up!
- Chat about family
- Give a tissue
- Look/write a life story book
- Chat about colour of clothes
- Manicure
- Look at a book of interest
- Chat about where they are from
- Let help lay tables
- Fold serviettes
- Encourage person to make own bed
- Ask for help with something
- Look through the 'rummage boxes' in the lounges
- Choose products for bath/shower-and discuss
- Decide together what clothes to wear
- Look and chat about things on walls as you walk down corridors
- Feed the birds/chicken
- Look out window together
- Ask them about themselves
- Give a duster/broom
- Reminisce at every opportunity
- Old sayings/rhymes
- Throw a ball
- Play a game/cards/jigsaw
- Look at family photographs/pictures

# Healthwatch Torbay

Healthwatch Torbay is delighted to have been invited to work in partnership with Torbay Dementia Action Alliance to produce this booklet.

Healthwatch Torbay is the local independent consumer watchdog for health and social care services - it:

- Monitors and influences local health and social care provision.
- Encourages local people to talk about the services they use.
- Provides feedback to local health and social care providers and Healthwatch England.
- Signposts people to information about health and social care services in Torbay.
- Provides information about what to do and who to talk to if things go wrong.
- Above all - ensures that the public's voice is heard - and responded to!

Healthwatch Torbay provides support and information for anyone living or using health and social care services in Torbay; irrespective of age, nationality, ability, faith or belief - in order to promote better health and wellbeing for all.



*Many thanks to Sam Ebdon for her contribution towards this publication.*

## **Torbay Dementia Action Alliance (tdaa)**

was formed on the 12th January 2012. It is working hard to make Torbay the first Dementia Friendly resort in the country.

You can contact the tdaa by calling: 0791 9910669  
or by logging onto: <http://tdaa.co.uk/>  
Email: [norrms@gmail.com](mailto:norrms@gmail.com)

## **Healthwatch Torbay**

is the independent watchdog for health and social care in Torbay. It is based at the Paignton Library & Information Centre.

You can call free on: 08000 520 029  
or for more information visit [www.healthwatchtorbay.org.uk](http://www.healthwatchtorbay.org.uk)  
Email: [info@healthwatchtorbay.org.uk](mailto:info@healthwatchtorbay.org.uk)

## **Ostrich Care**

is a company that is dedicated to helping users find the best in care services for themselves and their families. It is based in Surry. They have provided the purple angel stickers for this campaign.

Ostrich Care  
PO Box 1474  
Woking GU22 2PW

You can contact Ostrich Care by calling: 0844 770 2210  
Email: [hello@ostrichcare.co.uk](mailto:hello@ostrichcare.co.uk)