

Unit 7: Understand and Enable Interaction and Communication with Individuals with Dementia

Unit code: A/601/9434
Reference number: DEM210
QCF Level 2: BTEC Specialist Course
Credit value: 3
Guided learning hours: 19

Unit aim

This unit provides the knowledge, understanding and skills required to develop and implement positive interaction and communication with individuals with dementia.

Unit introduction

Communication with others enhances the quality of life for all individuals. This unit emphasises the importance of communicating with individuals who have dementia. Learners will examine the effects that memory loss has on the use of verbal language and how this can affect the quality of life for individuals. The unit also examines how the use of a person-centred approach to communication can support positive interactions with an individual and also provides learners with an understanding of techniques which may be used to support this approach. Learners are required to demonstrate their communication skills and, in using an individual's preferred method of communication, they reinforce identity and the uniqueness of the individual.

This unit provides learners with opportunities to achieve Functional Skills in English and ICT at level 2.

Assessment requirements

This unit must be assessed in accordance with Skills for Care and Development's QCF Assessment Principles. See *Annexe F* for more details. Assessment criteria 1.2, 1.3, 1.4, 1.5, 2.2 and 2.3 must be assessed in real work situations.

Learning outcomes and assessment criteria

In order to pass this unit, the evidence that the learner presents for assessment needs to demonstrate that they can meet all the learning outcomes for the unit. The assessment criteria determine the standard required to achieve the unit.

On completion of this unit a learner should:

Learning outcomes	Assessment criteria
1 Be able to communicate with individuals with dementia	<p>1.1 describe how memory impairment can affect the ability of an individual with dementia to use verbal language</p> <p>1.2 gather information from others about an individual's preferred methods of communicating to enhance interaction</p> <p>1.3 use information about the communication abilities and needs of an individual with dementia to enhance interaction</p> <p>1.4 use a person-centred approach to enable an individual to use their communication abilities</p> <p>1.5 demonstrate how interaction is adapted in order to meet the communication needs of an individual with dementia</p>
2 Be able to apply interaction and communication approaches with individuals in dementia.	<p>2.1 list different techniques that can be used to facilitate positive interactions with an individual with dementia</p> <p>2.2 use an individual's biography/history to facilitate positive interactions</p> <p>2.3 demonstrate how the identity and uniqueness of an individual has been reinforced by using their preferred methods of interacting and communicating.</p>

Unit content

1 Be able to communicate with individuals with dementia

Effects of memory impairment on verbal language: choosing incorrect words to express feelings; use of single words to express feelings; use of garbled words, (word salad); choosing words that are similar in meaning or sound; loss of ability to follow a conversation; loss of ability to follow different parts of a conversation; shortened concentration span; effects of forgetting the second language

Preferred methods of communication: information from others eg family, friends, partners, care workers, social workers, nurses, speech and language therapists, occupational therapists, community psychiatric nurses, physiotherapists; use of records and observations; use of information in care and support plans

Enhancing interactions: use of eg familiar words, communication passports, communication aids; avoiding topics which may cause distress; recognising effects of hearing and visual impairments; effects of other factors on interactions eg anniversaries, competing noises, illness

A person-centred approach: not contradicting an individual; use of advocacy; appropriate use of touch; use of respect, use of patience, providing encouragement; use of active listening skills; importance of paying full attention to the individual; importance of positive non-verbal communication; use of individual's own language; allowing time to process; matching staff to individuals to develop rapport; use of reflection to check understanding and underlying emotions; adapting own communication style to meet the needs of individuals; recording and reflecting upon interactions with individuals; unconditional positive regard; use of empathy

2 Be able to apply interaction and communication approaches with individuals with dementia

Facilitation of positive interactions: techniques eg use of positive eye contact, calm and positive facial expressions, ensuring that the individual can see the care worker clearly, checking understanding, minimising competing noises, use of humour, not causing confusion by offering too many choices; importance of clear speech; use of active listening skills; consideration of other factors eg illness, hearing and visual impairments, ill-fitting dentures, emotional distress; use of the individual's preferred method of communication eg other spoken language, Makaton, speech mats, pictures; paying full attention to the individual's non-verbal communication

Use of biographies/histories: use of familiar artefacts eg photographs, pictures, favourite music to stimulate conversations; use of favourite activities; involvement of family, friends and partners to avoid use of inappropriate artefacts; provision of familiar environments eg from employment, home or hobbies