Unit 4222-369 Understand the role of communication and interactions with individuals who have dementia (DEM 308)

Level: **3**
Credit value: **3**
UAN: **L/601/3539**

Unit aim

This unit provides the underpinning knowledge required to develop therapeutic relationships with individuals with dementia based on interactions and communication. This unit does not assess competence.

Learning outcomes

There are **three** learning outcomes to this unit. The learner will:

1. Understand that individuals with dementia may communicate in different ways
2. Understand the importance of positive interactions with individuals with dementia
3. Understand the factors which can affect interactions and communication of individuals with dementia

Guided learning hours

It is recommended that **26** hours should be allocated for this unit, although patterns of delivery are likely to vary.

Details of the relationship between the unit and relevant national standards

This unit is linked to the HSC 21, 31, 41, 24, 35, 45.

Support of the unit by a sector or other appropriate body

This unit is endorsed by Skills for Care and Development.

Assessment

This unit must be assessed in accordance with Skills for Care and Development's QCF assessment principles.

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Assessment Criteria

Outcome 1 Understand that individuals with dementia may communicate in different ways

The learner can:

1. explain how individuals with dementia may communicate through their behaviour
2. give examples of how **carers** and **others** may misinterpret communication
3. explain the importance of effective communication to an individual with dementia
4. describe how different forms of dementia may affect the way an individual communicates.

Outcome 2 Understand the importance of positive interactions with individuals with dementia

The learner can:

1. give examples of positive interactions with individuals who have dementia
2. explain how positive interactions with individuals who have dementia can contribute to their **wellbeing**
3. explain the importance of involving individuals with dementia in a range of activities
4. compare a **reality orientation** approach to interactions with a **validation approach**.

Outcome 3 Understand the factors which can affect interactions and communication of individuals with dementia

The learner can:

1. list the physical and mental health needs that may need to be considered when communicating with an individual with dementia
2. describe how the sensory impairment of an individual with dementia may affect their communication skills
3. describe how the environment might affect an individual with dementia
4. describe how the behaviour of **carers** or **others** might affect an individual with dementia
5. explain how the use of language can hinder positive interactions and communication.

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Additional guidance

- **Others** may include
  - Care worker
  - Colleague
  - Manager
  - Social Worker
  - Occupational Therapist
  - GP
  - Speech & Language Therapist
  - Physiotherapist
  - Pharmacist
  - Nurse
  - Psychologist
  - Admiral Nurses
  - Independent Mental Capacity Advocate
  - Community Psychiatric Nurse
  - Dementia Care Advisors
  - Advocate
  - Support groups
- **Carers** may include:
  - Partner
  - Family
  - Friends
  - Neighbours
- **Well being** may include:
  - Sense of Hope
  - Sense of Agency
  - Confidence
  - Self esteem
  - Physical health
- **Evidenced in well being indicators** may include :
  - Can communicate wants, needs and choices
  - Makes contact with other people
  - Shows warmth and affection
  - Showing pleasure or enjoyment
  - Alertness, responsiveness
  - Uses remaining abilities
  - Expresses self creatively
  - Is co-operative or helpful
  - Responding appropriately to people
  - Expresses appropriate emotions
  - Relaxed posture or body language

    - Sense of humour
    - Sense of purpose
    - Signs of self-respect
- **Reality Orientation**: This approach tries to place the individual in the here and now, reminding them of the day, place, time and situation they are in
- **Validation Approach**: Using non-judgmental acceptance and empathy to show the individual that their expressed feelings are valid. Focussing on the feelings rather than the content of speech