

Hospital People with Dementia What you can do to help

1. Bring a copy of their basic medical information, this should include

height, weight, if known

Brief medical history, this should include

past surgeries,

do they need or use need for hearing aids,

Other health conditions, heart, lung, type of Dementia, allergies

Current list of medications – including vitamins and supplements

Advanced health directives, DNR...

Having this information already written down means that you'll be able to answer questions quickly and accurately.

It also saves you from trying to remember important information like when they had surgery, when they were diagnosed with a specific health condition, or how many milligrams of a specific medication they're taking.

You can ask us for one of these for FREE



You put all of the information requested above , in this container, and place on one of the shelves in your fridge door, ALL Ambulance services are aware of these and will ask you for it.

2. Be proactive. Tell staff that your loved one has dementia and how it affects them

Sadly Many people working in hospitals don't understand how dementia can affect behaviour or what some of the issues may be surrounding the condition, on Teesside this is changing, but never assume the person you are dealing with is an expert in Dementia. Calmly tell anyone who interacts with your loved one, they are dealing with a person with Dementia. Tell them the symptoms they need to be aware of, COMMUNICATION ISSUES, FEARS, SPECIAL NEEDS, LEVEL OF CONFUSION, WHAT SCARES THEM, DO's and DON'TS , remember YOU know YOUR LOVED ONE the best.

Make sure to communicate, how they can best help your loved one from getting too anxious or upset. Your loved one will feel a little anxious, so be claim, give tips on how you communicate or keep your loved one claim

You may also want to ask if harsh lighting can be dimmed while you're waiting or to be moved to a quieter area , or by a TV to distract from what is going on, or anything you know will help keep you both less anxious

3. Bring another person to help you

You will need to provide information and answer questions, especially when you first arrive. If possible, ask a family member or friend to go with you or meet you in the appointment or at the part of the hospital you are in if its an unplanned visit. They can sit with you and your loved one to help you both feel calm and secure while you focus on communicating important information to the hospital staff.

4. It is ok to speak on behalf of your loved one if they have difficulty explaining what is wrong

Some people with dementia often can't or won't accurately report symptoms or pain, they also may not remember what happened or why they need to be in the hospital. You'll need to speak on their behalf so they get the correct treatment. Try to jot down a few notes so you can briefly describe the symptoms and events that caused the visit, or update issues if it's a planned visit to hospital. Having notes to look at helps you keep things brief and makes sure you don't forget any important pieces of information. If you have taken someone with you get them to take notes of what the staff say, its easy to forget things .

5. Try and make sure your loved one sees a familiar face a much as you can

Get someone your loved one knows if not you to stay close, a familiar face in this confusing environment will help them stay calm and oriented. Keeping close will also help with their care, as you may notice things when the medical staff are not around, like, expressions of pain, dehydration, toilet needs, this will help the staff a lot

6. Stay calm and positive at all times

People with Dementia are often very good at picking up body language and facial expressions, this can be due to the loss of communication in other areas. Visiting a hospital even if it's a planned visit can be scary at times, do your best to stay calm and be positive. That will help everyone feel calm and safe, which helps minimize stress and possible difficult to manage situations.

7. Help you your loved one understand what's happening

Being in an unfamiliar hospital environment can be disorienting and confusing to everyone especially a person with dementia. They may ask why they're there or continually aske to go home. Try to reassure them, say you are just waiting to see the Doctor, or remind them they need a little check up or remind whay they have come to the hospital, try keep a calm and reassuring tone,

8. Ease a long wait with comforting activities

Often, going to the hospital means waiting for hours, it can feel and look like the staff are just standing around doing nothing or just chatting, this will not be the case. If your reason for being there isn't immediately life-threatening, you will have to wait until those who are more unwell are seen first. This can be very stressful, but it may help to bring a simple, calming activity to give you something positive to focus on and help stay busy while you wait for treatment or tests.

This could be a box of tissues to fold or fiddle with, a deck of cards to shuffle and arrange, photos, sorting your bag out, play with a twiddle muff, reminisce about a good time you had, look at the paper or a magazine,