



Video 1 - What is Dementia?

Question: What is the difference between dementia and Alzheimer's disease?

Dementia is an umbrella term, and Alzheimer's is a type of dementia (or more accurately, one *cause* of dementia)

Question: Is dementia the same as normal ageing?

It is NOT the same as normal ageing. That's why it's not always helpful to say "Oh I lose my memory sometimes too" - it's NOT the same at all and can appear to belittle or negate what a person is going through.

Seeing it as 'normal ageing' can also discourage people from getting a diagnosis, or seeking support.

Question: Complete the phrase "Once you have met one person with dementia....."

".....you have met one person with dementia" - the point being that every single person with dementia is different, and their experience and expression of dementia are different too.



Video 2 - Memory

Question. How might those of us without dementia experience heavy cognitive load?

We'll experience this:

- If we are tired
- If we are stressed
- If we are unwell
- If we have a vitamin deficiency
- If we are in a situation with lots going on all at the same time.

Question. What should you do if someone repeats the same stories?

This might drive carers to distraction, but as volunteers our job is to be there to support members. Telling someone they have told you a story before is likely to embarrass both the person with dementia and their carer. It might be worth asking yourself what meaning the story might have for the person, and what they are telling you about what is important to them, or about them.

Question: How might Alexa help someone with their memory?

Alexa can be asked to remind people to do all sorts of things.



Video 3 Everyday Tasks and Recognition

Question: Can you think of ways of helping someone who might be struggling to do something?

Avoid taking over. Think about breaking down a task into small steps, and helping them to do the bits they can still do.

Question: Why can recognition problems be so damaging?

The fear of not recognising people can cause people to avoid contact with others, which in turn can lead to loneliness and isolation and a spiral of decline.

Question: How might we support people who have recognition problems?

We can support people by:

- Not insisting that they know you.
- By subtly introducing yourself and others, sometimes by merely mentioning someone's name as part of a conversation.
- By wearing a name badge.
- By giving someone a memorable experience. They may not remember your name but are more likely to remember how they felt when they last saw you.



Video 4 - Perception

Question: Why is the colour of toilet seat significant?

One cannot overestimate the importance of a 'target'.

Question: Why can't Dory go to the cinema?

The design of the floor in the foyer makes it really hard for Dory.

Question: What kind of things might we look out for in our memory cafes that might cause problems for people with perceptual problems?

Here are some things to consider:

- Is the toilet clearly signposted and marked?
- Can people find their way out?
- What are the floors like?
- Is it really noisy or echoey?
- Are there things that might be confusing to someone?



Video 5 - Emotional Impact

Question: How can memory cafes support someone with the emotional impact of dementia?

Never underestimate the power of peer support; of being with others who understand a little about dementia and who may be on a similar path.

The most important thing is to get to know the person and the carer if they have one, and having, and sharing a plan for how to respond if someone becomes emotional.



Video 6 - Nothing to do with dementia

Question: If someone is more confused than they were last time you saw them, why might this be?

While this might be because their dementia has worsened it might also be for a number of other reasons, including:

- Other people's behaviour and attitude
- Changes in the environment
- Physical health problems
- Medication
- Loneliness or depression

Question: Why is it important to build trust?

Memory cafes are often the place where people with dementia and carers have most contact with others. They should feel free and able to open up about their experiences. They will only be able to do so if they trust that this is a safe space.



Video 7 - Communication

Question. Can you think of two ways in which people with dementia might have problems expressing themselves?

People with dementia *may* experience:

- Problems finding the right word
- People might use descriptive language or metaphor.
- People can forget what they are trying to say
- People will sometimes revert to their mother tongue.

Question. Explain the importance of shutting up

People need the space and time to respond, to talk without interruption. Stop talking, and thinking about how you are going to respond to what is being said and just listen. Hard.



Video 8 - Different realities

Question: Can you give 2 examples of 'reality orientation'?

One might talk about things like environmental reality orientation - name badges, good signage, clocks, calendars).

One might also talk about interpersonal reality orientation - for example, introducing oneself or others, or other gentle and subtle verbal clues.

Question: How might lying to a person with dementia not always be the solution it might seem.

Lying is problematic because

- Lying can reinforce delusions, which can be scary for the person and exacerbate the situation.
- Lying is, well, lying.
- Most crucially it doesn't usually address the feelings that might be underlying the delusion. Unless they are addressed, the delusion may return again and again.



Video 9 - Behaviour - does it matter.

Question: Can you give an example of behaviour that might be seen as 'problem behaviour' which might not actually be a problem.

Here are some good examples:

- Singing or dancing at odd times
- Eating with fingers
- Wearing odd clothing combinations

...it could be all sorts of things. The key thing we are looking for is that the person is able to reflect 'Is the behaviour actually a problem, and so, for whom'?

Question: Why might someone with dementia think that they are somewhere different from where they really are?

Problems with accessing memories can mean that a persons frame of reference is different to ours - and this is giving them faulty information about 'when' they are as well as 'where', and in turn this can impact on who they might think you are.