

Level Up Your Powers of Observation

There's no single sign that someone is living with dementia, but over time you may start to notice patterns or subtle changes in how a person interacts with their environment or with others. So, dementia supportive communication starts with being mindful of both your surroundings and the people within them. This means paying attention to what is happening around you and how people are interacting with the space and one another.

Build on Positive Moments

Respond warmly when someone:

- Greets you with recognition or enthusiasm – even if they can't recall your name.
- Successfully completes a task they previously found challenging.
- Expresses pride, humour, or relief after finding their way or finishing an activity.
- Engages comfortably in small talk or sharing a story.

When you notice and acknowledge these moments, it can help build trust, confidence and reinforce a sense of belonging.

Look for Signs That Someone Might Need Extra Support

Be aware of individuals who:

- Appear unsure of where to go, even in familiar areas.
- Repeat questions or struggling to follow instructions.
- Show signs of frustration, embarrassment, or anxiety.

Stay Aware Throughout a Conversation

Pay Attention to:

- Signs of confusion or overload, like repeated questions, hesitation, or distraction.
- Changes in body language or tone, such as frustration, embarrassment, or relief.
- Moments of confidence or calm.
- Connection between companions.

When you look out for subtle changes in mood or actions, you are able to adjust your behaviour to be as supportive as possible.