Unit 4222-371 Understand and enable positive interaction and communication with individuals who have dementia (DEM 312)

Level: **3**
Credit value: **4**
UAN: **Y/601/4693**

Unit aim

This unit provides the opportunity for the learner to develop and implement the qualities of an effective relationship with individuals with dementia. This is based on the use of positive interactions and communication skills.

Learning outcomes

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

1. Understand the factors that can affect interactions and communication of individuals with dementia
2. Be able to communicate with an individual with dementia using a range of verbal and non-verbal techniques
3. Be able to communicate positively with an individual who has dementia by valuing their individuality
4. Be able to use positive interaction approaches with individuals with dementia

Guided learning hours

It is recommended that **30** 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 needs to be assessed in line with the Skills for Care and Development QCF Assessment Principles.

Learning Outcomes 2, 3 and 4 must be assessed in a real work environment

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Assessment Criteria

Outcome 1 Understand the factors that can affect interactions and communication of individuals with dementia

The learner can:

1. explain how different forms of dementia may affect the way an individual communicates
2. explain how physical and mental health factors may need to be considered when communicating with an individual who has dementia
3. describe how to support different communication abilities and needs of an individual with dementia who has a sensory impairment
4. describe the impact the behaviours of **carers** and **others** may have on an individual with dementia

Outcome 2 Be able to communicate with an individual with dementia using a range of verbal and non-verbal techniques

The learner can:

1. demonstrate how to use different communication techniques with an individual who has dementia
2. show how observation of behaviour is an effective tool in interpreting the needs of an individual with dementia
3. analyse ways of responding to the behaviour of an individual with dementia, taking account of the abilities and needs of the individual, **carers** and **others**

Outcome 3 Be able to communicate positively with an individual who has dementia by valuing their individuality

The learner can:

1. show how the communication style, abilities and needs of an individual with dementia can be used to develop their care plan
2. demonstrate how the individual's preferred method/s of interacting can be used to reinforce their identity and uniqueness

Outcome 4 Be able to use positive interaction approaches with individuals with dementia

The learner can:

1. explain the difference between a **reality orientation** approach to interactions and a **validation approach**
2. demonstrate a positive interaction with an individual who has dementia
3. demonstrate how to use aspects of the physical environment to enable positive interactions with individuals with dementia
4. demonstrate how to use aspects of the **social environment** to enable positive interactions with individuals with dementia
5. demonstrate how reminiscence techniques can be used to facilitate a positive interaction with the individual with dementia.

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Additional guidance

- **Carers** may include:
  - Partner
  - Family
  - Friends
  - Neighbours
- **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
- **Social environment** can provide interactions which create stimulation and enjoyment e.g.
  - Opportunities to meet with family and friends
  - Able to talk about early life, past career, good memories
  - Engagement with familiar activities i.e. attendance at church, clubs, playing golf, favourite walks
  - Engagement with activities e.g. reminiscence, listening to favourite music,
  - Continuing social routines, e.g. going to the hairdressers, out for coffee etc.
- **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.