

How to help?

- Try and figure out what the person may be trying to communicate
- How we respond and approach the person may determine how the behaviour escalates or resolves
- Do not highlight negative behaviour or scold person. This may increase distress
- Never get into an argument and try to reason if the person has a fixed belief of something
- Try changing the environment – go for a walk
- Try changing staff member or carer
- Make sure they receive regular positive interaction from family and staff
- Use distraction techniques. This may include chatting to the person about things you know they like. The more information you know about the person the easier it will be to gain their trust
- Try engaging in activity
- During interventions, try and give person as much independence or choice as possible to optimise compliance
- Do not take the behaviour personally
- Seek further advice from GP



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Understanding Behaviours



Memory Service

What do you mean by behaviours?

Dementia can cause changes to a person's behaviour.

For many people who present with behaviours they are often trying to communicate some form of unmet need to us.

Some of the common behaviours someone with dementia may present with are:

- Repetitive behaviours
- Restlessness and wanting to walk a lot
- Shouting, swearing, crying, screaming
- Suspicion of others or misinterpreting others intentions
- Lack of inhibition/social awareness
- Hiding or losing things
- Wanting to go home even when they are at home
- Physical behaviours such as hitting, kicking, biting
- Urinating or defecating inappropriately

Why might this be happening?

Physical reasons

- Pain
- Infection
- Dehydration
- Constipation
- Hunger, thirst
- Incontinence
- Poor sleep
- Visual or hearing impairment

Cognitive Reasons

- Difficulties with communication - understanding what a person is saying or misinterpreting this.
- Memory loss - if they no longer recognise family
- Poor spatial awareness—can increase risk of falls
- Decreased ability to plan and reason
- Loss of insight
- Disorientation

Why might this be happening?

Psychological Reasons

- Embarrassed
- They may feel frightened or threatened.
- Depression/anxiety
- Loss of self worth
- Separation anxiety
- Social isolation

Environmental Reasons

- Not knowing where they are
- Noise—misinterpreting noise
- Over or under stimulation
- Feeling restricted in environment
- Poor lighting
- Loss of routine
- Overcrowding or busy environment - particularly at meal times
- Inappropriate or lack of signage