

# Communication with Care Home Staff

You and the person with dementia will come into contact with many people at the long-term care home: health-care aides, nurses, activity staff, housekeepers and volunteers.

Communicating appropriate information about the person's life, former occupation and daily routines can help staff provide the best possible care. It helps to give a picture of the person before the disease.

## TIPS FOR COMMUNICATING EFFECTIVELY WITH CARE HOME STAFF INCLUDE:

- **Keep in touch with the doctor and/or care home staff about the person's condition, care and treatment.**
- **Find out the key people to contact for specific areas of caregiving. This means people involved in the medical care, social work and spiritual needs.**
- **Tell the staff about your feelings and concerns, what help you need or questions you may have.**
- **Ask to have regular care planning meeting where family members and care providers can attend.**
- **Ask for a copy of the care plan.**
- **Discuss options for ways of meeting the person's needs and preferences. Ask questions if you need terms or procedures explained.**
- **Explain the person's life-long habits, likes dislikes, favourite foods, music and hobbies.**
- **Pass on coping strategies that have worked for you while caring for the person. Some caregivers write this information down as a mini-biography. Others use memory books, photo albums or home-made videos. The Alzheimer Society's Personal Care Book may be useful in helping you create this personal profile.**