



Care Academy
Training that matters

Dignity in Communication

1. Speak slowly and clearly, allowing enough time and not rushing words.
2. Always facing the person at the same level, engaging eye contact and letting the person see your mouth.
3. Show a nurturing, positive approach in your tone of voice.
4. Provide sensitive support, promoting where necessary, allowing the person time to express themselves.
5. Don't raise your voice if someone doesn't understand first time - never shout.
6. Find out what is important to the person about their life, their interests, past achievements and how they like to be referred to, using their full title unless given permission to use their first name.
7. If you are corrected by the person, don't take a defensive response; instead thank them for their advice.
8. Never order, force or coerce someone to participate in any activity; always make every attempt to gain their consent beforehand.
9. Dignity is dependent not only on what is delivered, but how it is experienced by the person on the receiving end.
10. Give an older person as much control as possible over the decisions by carefully listening to them and involving them in decision making about how they like to do things.
11. Give encouragement and show interest in what the person is saying.
12. Build confidence wherever you can and involved the older person when talking to others.
13. Check the person has understood before giving more information.



MMI
Trading with care

- 14.** Try to decrease feelings of boredom, loneliness or sense of helplessness, as this is everyone's job.
- 15.** Try to get the person's attention before speaking to them.
- 16.** Don't give too many instructions at once.
- 17.** Don't use complicated sentences that are too long or detailed.
- 18.** Don't talk whilst doing something else.
- 19.** Never ignore the person.
- 20.** Try to make gestures or facial expressions to make what you say easier to understand by supporting verbal communication.
- 21.** Don't leave a person out of the conversation or speak down to them.
- 22.** Try to explain things sufficiently
- 23.** Don't speak too fast
- 24.** Ensure your tone of voice doesn't indicate lack of interest, frustration or negative attitude.
- 25.** Be aware of background noise when speaking to the person.
- 26.** Be aware of too many people around when speaking to the person
- 27.** Ensure there is a quiet area available.
- 28.** Ensure you are not too far away from the person