

Appendices

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Appendix 1: Noise awareness quiz answers

The correct answers are shown in italics.

Q1: When speaking with a person with dementia, what should you do?

1. Really focus on your words.
2. *Be aware of your body language and tone of voice.*
3. Only use gestures.
4. Get others to speak for you.

This is crucial to enabling the person to understand the feelings behind your words. You should speak calmly and clearly, and use non-threatening body language.

Q2: Because some people with dementia can have a reduced ability to understand their sensory environment, what should you do to help them?

1. Turn off all the radios.
2. *Be aware of how the person is responding to their environment.*
3. Ask professionals not to speak, unless essential.
4. Only do one sensory activity at a time.

If a person seems calm and content, then they may be enjoying their environment; however, if a person seems agitated or restless, then they may not be enjoying their environment. This may be an opportunity to explore with them what you might easily be able to change (lighting, noise levels, temperature, etc.). Perhaps explore if the person would prefer to be in a different environment.

Q3: Which of the following might not help reduce anxiety levels among people with dementia in open-plan areas?

1. Make sure the area has carpets, curtains and lots of cushions.
2. Don't do 'noisy' activities in this area.
3. Be aware of everyone's needs when running group leisure activities.
4. *Get everyone to sing along to a song.*

This might not help reduce anxiety levels among all people with dementia, as firstly some people may not want to sing or enjoy this type of activity, and secondly the noise levels in this space might already be increasing the person's anxiety levels (especially if there are no 'noise-absorbing' materials).

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Q4: When running a group leisure activity, which two of the following approaches would be advisable to reduce agitation and distress in those who aren't taking part?

1. Take them to their bed for a nap.
2. Make them take part in the activity.
3. *Run the activity in a different lounge.*
4. *Ask a colleague to help engage them in another activity that they might enjoy while you do the group activity.*

All activities should be person-centred and meet the needs of those who are being supported to engage in them. It would not be advisable to take a person to their bed for a nap, especially if they don't want or need to go. 'Banishing' a person from a communal space because they don't enjoy an activity is very poor practice. Equally, if a person does not want to take part in an activity, they have the right to refuse and this should be respected. We should never force a person to take part in an activity.

Q5: Where is the most suitable place to provide appropriate levels of stimulation and activity for people with dementia? (There may be more than one correct answer.)

1. *A hospital.*
2. *A residential or nursing home.*
3. *A specialist day care centre.*
4. *In the person's own home.*

All answers are correct! It depends on the person, and their willingness and desire to take part in the activity.

Q6: How can we help reduce unnecessary noise in dining area?

1. Don't ever play music.
2. Only use paper plates and have finger foods.
3. *Ask the kitchen staff not to play their radio while people are dining.*
4. Encourage everyone not to talk at mealtimes.

We should always be mindful of playing background music when a person with dementia is dining. For some people with dementia, having music playing while they eat enhances their dining experience; however, for others it can be disabling and distract them from their dining experience. We need to be aware of the needs of the individual.

China plates and metal cutlery can help many people with dementia orientate to the dining experience. However, some people begin to struggle to process how to use cutlery and begin to explore other ways to dine. For these people, finger foods may be a positive step towards promoting independence while dining and preventing unnecessary noise. If the sound of others talking or cutlery on china plates distresses/disables some people, then alternative dining areas may need to be explored for them. Other people dining in communal areas have the right to talk and use whatever dining implements that they would prefer.

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Q7: What type of dining experience would be likely to be the most supportive for people living with dementia? (There may be more than one correct answer, as although answers 3 and 4 might be the most suitable to reduce 'unwanted' noise, it depends on the person.)

1. *A busy canteen-style space.*
2. *A large open-plan restaurant-style space.*
3. *A small intimate café-style space.*
4. *Single tables strategically placed around the care environment.*

All answers are correct! It depends on the person, and their willingness and desire to dine in these areas. However, a small intimate café-style space or single tables strategically placed around the care environment might be more beneficial for some people with dementia, as it would reduce 'unwanted' noise and help them focus on their dining experience.

Q8: How can professionals reduce anxiety levels for a person with dementia while supporting them to bathe?

1. Keep the door open so the person can see their exit.
2. Only have showers.
3. Have one professional run the bath as another helps the person undress.
4. *Prepare the bath before the person comes into the bathroom.*

It depends on the person and their wants/needs (and this should be clearly outlined in their patient notes and/or care plan). Different approaches would be appropriate for some but not all. If it is indicated that a person would only like showers, then this is what they should be supported to have (although they should still be offered a choice as they have the right to change their minds!).

Although it may be unusual both culturally and socially, some people may prefer to keep the bathroom door open while they bathe. This should be respected and when and where possible the person's wish should be carried out. Care needs to be taken to preserve their (and others') rights to dignity and privacy.

Although having two other people in the bathroom while we undress would increase anxiety levels for most of us, some people may respond well to having one person run the bath while another helps them to undress. If this practice is adopted, it must follow the person's plan of care.

Q9: Acoustically, which answer would not make the bathroom a more welcoming space for people with dementia?

1. Have lots of soft furnishings (lots of fluffy towels on shelves, a dressing gown on a hook, a fabric shower-curtain, etc.).
2. Install sound absorbing wall panels.
3. Hang canvas pictures and paintings.
4. *Open the windows.*

Although most people would prefer to keep the windows closed while they bathe, some people may prefer to have them open. This practice must follow the person's preference and should be documented in their plan of care.

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Q10: How can you help the person with dementia to feel more 'at home' and less anxious whilst offering personal care?

1. *Sing a familiar song that the person with dementia knows.*
2. Play some classical music.
3. Support the person in silence.
4. Sing one of your favourite songs.

It depends on the person and their wants/needs (and this should be clearly outlined in their patient notes and/or care plan). Different approaches would be appropriate for some but not all. If it is indicated that a person prefers classical music, silence or hearing others enjoy themselves, then these approaches could/should be explored. However, for many of us, when we hear a familiar song that we like, we can often be 'transported' to a place of comfort where we may feel more relaxed and at ease.

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Appendix 2: Lounges, living rooms and communal seating areas

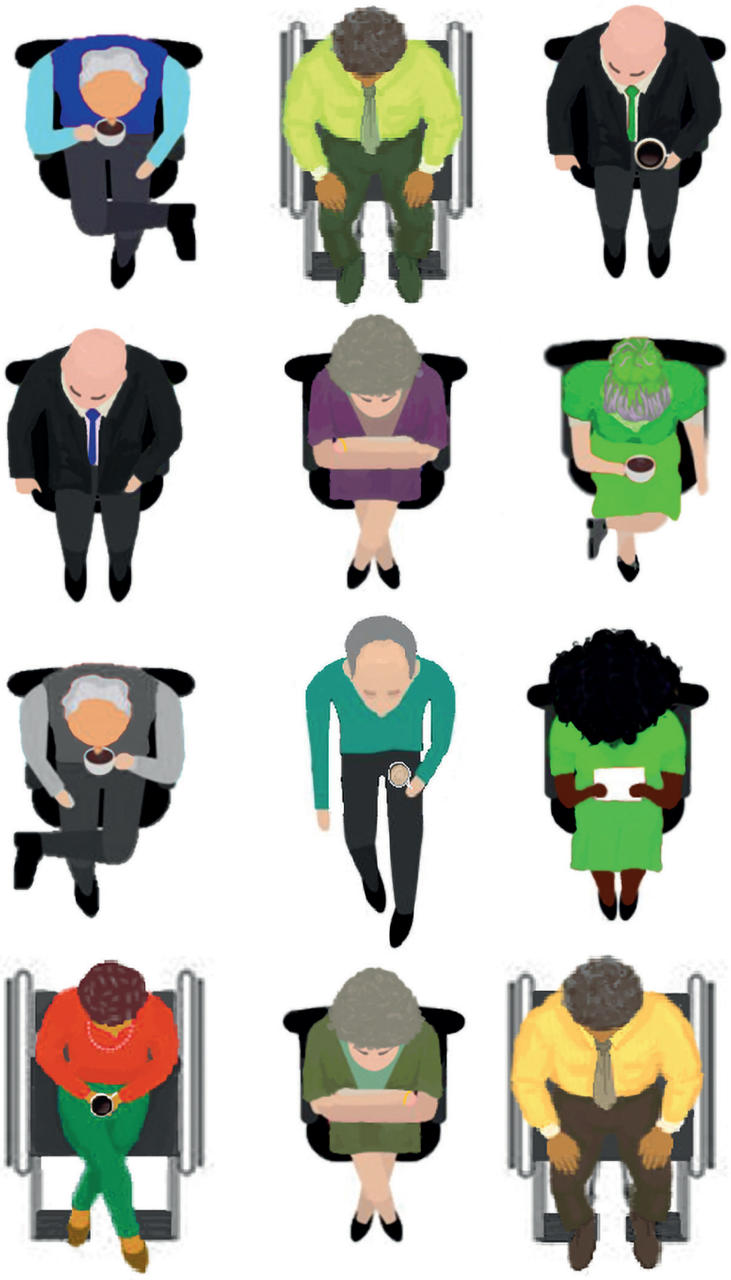
The following images will need to be printed and cut out for Learning Activity 7.

Some simple examples of how the zones could be arranged are as follows:



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Appendix 2: Lounges, living rooms and communal seating areas



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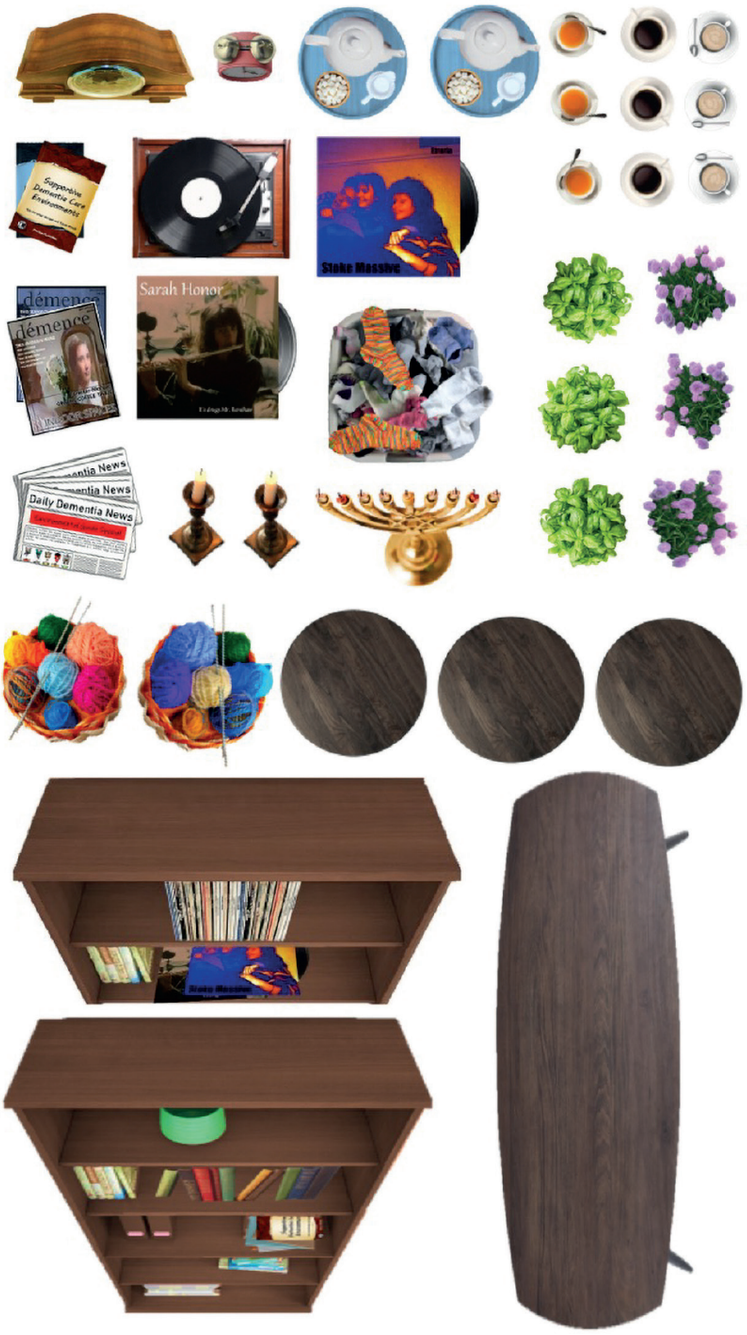
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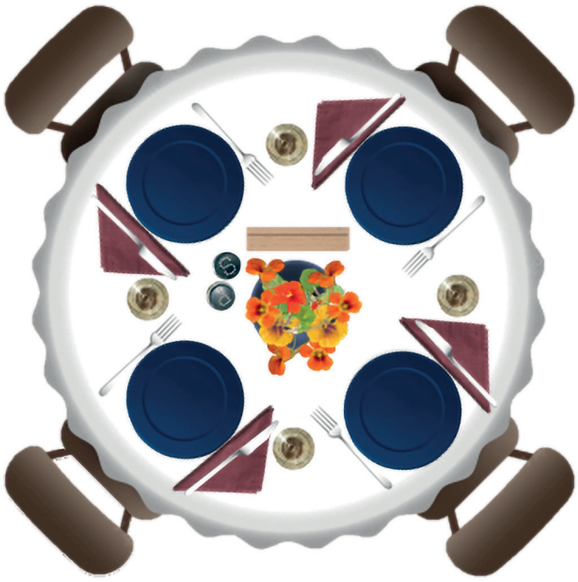
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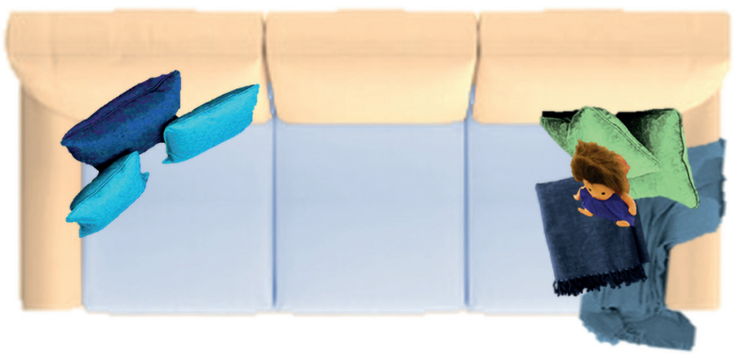


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Fireplace Zone





Music Zone



Window Zone



Television Zone

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Appendix 3: Bathrooms and toilets quiz answers

The correct answers (with some explanations) are show in italics.

Q1. Name three things that you do in the bathroom (apart from getting clean)?

Possible answers might include: *Examine and look critically at my body; self-grooming e.g. trim nails, fix make-up, comb hair, brush teeth, shave; have a long soak in the bath with favourite bubble bath, scents, soap; unwind and relax; read a book, magazine or newspaper; nothing – use the bathroom as an escape and a quiet haven away from the kids! think things through and work things out; sing; listen to my music; sometimes cry.*

Q2. Should people with dementia listen to music whilst in the bath?

Yes (if it is of their own choosing and they would like to).

Q3. What is the believed to be the best colour combination for a bathroom?

1. White walls, sage-green flooring and white sanitary ware
2. Cornflower-blue walls, cornflower-blue flooring and white sanitary ware
3. *Pale-gold walls, ochre flooring and white sanitary ware*

Q4. Why is this?

Warmer colours should be used as this helps give a warm, welcoming atmosphere and makes the bathroom less clinical. These colours provide a good contrast between each other and with the white sanitary ware.

Q5. What colour toilet seat is believed to be most supportive to people with dementia?

1. White toilet seat and white sanitary ware
2. *Black toilet seat and white sanitary ware*
3. Red toilet seat and white sanitary ware

Q6. Why is this?

A black toilet seat provides a good contrast with the white sanitary ware.

White toilet seats on white sanitary ware will not aid recognition and location of the toilet for some people with dementia. Although a red toilet seat may provide high contrast, it might also send out contradictory messages for some people with perceptional difficulties. It may appear to be a 'do not enter' zone, indicate that the seat is hot or even suggest that the toilet is covered in blood. For any of these reasons (and possibly for many others too), some people with dementia will often choose not to sit on a red toilet seat.

Many people with dementia may be familiar with and have recall of black toilet seats. Black was a common colour for toilet seats from the mid-1960s, as they were often made from polypropylene and this colour disguised how colour disguised how the material can turn yellow over time.

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Q7. List five objects and/or accessories that could be placed in the bathroom to aid place recognition.

Possible answers might include: *A noticeably contrasting plain-coloured shower curtain; a range of toiletries (emptied and cleaned or filled with drinking water and replenished regularly); fluffy towels (on high shelves, out of easy reach); sensory objects (CD player/radio, safe 'candle' lights); pictures and photos; real 'safe' (non-toxic) plants.*

Q8. Should bathrooms have mirrors?

Yes – ideally ones with the option to conceal or easily remove them, if necessary. Some people with dementia may not recognise that what they see in the mirror is a reflection. Some may see a window or doorway into another room. Others may see their own reflection and not recognise themselves, instead becoming anxious or upset as they think that someone is looking at them.

Q9. When sitting in the bath, which three items from this list might people with dementia prefer to look at?

1. *A picture of ducks*
2. *A wall mounted towel rack with different coloured fluffy towels*
3. *A shelf with some nautical items*
4. A paper towel dispenser

   Ideally all the options, except the paper towel dispenser as this object may be unfamiliar or may make the person with dementia feel as though they are in a clinical space.

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Appendix 4: Suggested films

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Suggested films for Learning Activity 3: Changes in sensory perception

'Dementia and sensory challenges – Connecting Communities'
https://www.youtube.com/watch?v = U_L2107EweQ

'Dementia & Sensory Challenges – My life living with dementia'
https://www.youtube.com/watch?v = VH_QpmH_lhU

'Introducing Agnes Houston and her experience with sensory challenges'
https://vimeo.com/489669945/e6e2b94f10

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Suggested reading

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