



Role Play Description: The way to examine

Round 1:

The healthcare worker is responsible for preparing a patient for an examination; a routine task that must be done "quickly". The healthcare worker shows little or inappropriate communication with the person with dementia, which in turn causes discomfort for the person with dementia.

During the walk to the examination room, the person with dementia remarks that he/she still needs to go to the toilet. However, this is not noticed by the staff.

The person with dementia reacts anxiously because he/she does not know what is happening. He/She is currently unable to proactively seek information.

In addition, the person with dementia has difficulty orienting himself/herself in an unfamiliar environment and has poor eyesight. The patient now sits in front of a room and waits - not knowing what for, because the examination has not been explained to them.

Round 2:

For the second round the same situation is acted out, but this time the healthcare worker demonstrates a person-centered approach. The healthcare staff responds to the individual situation in a communicative way, making his/her presence felt through body language or assistive devices to better connect with the person with dementia.



For example:

- Introducing yourself by your name to the person with dementia
- Ask the person about any worries they have relating to their care.
- At each stage of the examination, explain what you are about to do and make sure the person is happy to proceed.
- Be respectful of the person's preferences e.g. check in with them to make sure they are okay and provide them with the opportunity to ask questions
- Pay attention to the person's body language on whether further explanation or reassurance is needed.
- Repeat keywords that the person has said which can help to convey that you are listening and understand. This can help to build trust.
- At the end, ask the person about their experience and gather feedback.

