

### Important Information

You are about to meet .....and there are a few things I would ask you to take into account when talking to them. ....has a disability which makes it hard or impossible to store new factual information, although they experience and store feelings in the normal way. Apart from this, they are exactly the same person as they used to be but their disability does require a few basic adjustments to how you communicate with them.

1. Please avoid asking..... direct questions as far as possible. If you require factual information, please obtain this from the family. If you are paying a social call, please avoid even those commonplace questions such as ‘Have you seen Ann recently? What did you have for lunch? that require a factual answer – any such queries have the potential to be extremely confusing or distressing. Instead, please bear in mind that ..... is particularly interested in ..... and is most likely to engage with you if you use the following phrases set out below:

<b>Subject</b>	<b>Phrases</b>
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2. If ..... repeats themselves, such as asking the same question several times or telling a story more than once, please take care not to point this out to them either by deed or word. From their standpoint, this is the first time they have said it and you will perturb them if you convey to them that you have heard it before.

Instead, you may find that raising one of the subjects listed above, using the associated phrases, leads to a more productive exchange. Try to stop talking as soon as ..... starts, and show your interest by body language rather than too many words.

3. If ..... says something with which you disagree, please take care not to contradict them in word or deed. Because they have a particular memory problem and is having trouble storing new information, some of the things they say may seem wrong to you. But if you insist on your version of what is right you could be doing harm and you will certainly achieve no good.

4. .... may find it perplexing if you tell them about bad things that have happened to you or to others in the wider world. If you can convey cheerfulness and tell them that all is well with the world, things are going well, things generally tend to go better for them.