

Specification of Competency Standards
for the Elderly Care Service Industry
Unit of Competency

Functional Area - Clinical Care

Title	Communicate with Elderlies with Dementia
Code	106059L3
Range	This Unit of Competency is applicable to employees in elderly care service industry providing care service to elderlies. The Competency involves the ability to analyse and make judgments. Employees are required to understand the characteristics of communication with demented elderlies, analyse the causes of communication difficulties and their needs, and communicate with them effectively in order to understand their needs and feelings, and reduce their emotional problems arising from communication problems.
Level	3
Credit	2 (For Reference Only)
Competency	<p>Performance Requirements</p> <p>1. Relevant knowledge on the characteristics of communication with demented elderlies</p> <p>Be able to</p> <ul style="list-style-type: none"> • Understand the definition, causes, symptoms and stages of dementia • Understand the communication abilities of elderlies with dementia in their early, middle and late stage • Understand the causes of communication difficulties, for example, <ul style="list-style-type: none"> ○ Personal factors of elderlies, for example, deteriorated ability to understand that causes communication barrier ○ Carers' factors, for example, speaking too fast or in a high-pitched voice , causing stress to the patients ○ Environmental factors, for example, noisy environment and dim lighting • Understand the principles and skills in communication with demented elderlies • Understand other possibilities affecting the communication of elderlies, for example, <ul style="list-style-type: none"> ○ Reduced hearing ability ○ Impaired vision ○ post-stroke elderlies suffering from speech impairment <p>2. Communication with elderly suffering from dementia</p> <p>Be able to</p> <ul style="list-style-type: none"> • Understand and analyse elderlies' ability to communicate, characteristics of their communication and the cause of communication difficulties by talking with elderlies and making observation, including personal factors of elderlies, carers' factors and environmental factors • Adopt suitable communication methods to improve the communication with elderlies depending on their cognitive abilities, for example, <ul style="list-style-type: none"> ○ Elderlies in early stage of dementia usually experience memory loss and difficulties recalling information. It is advisable to repeat important points as reminders when talking to them. ○ Elderlies in middle stage of dementia usually experience difficulties in finding words and retarded ability to understand language. It is advisable to use simple sentences and aid communication with body languages ○ Elderlies in late stage of dementia usually cannot communicate verbally. Pay attention to their facial expressions, tones and body languages to interpret their feelings. Also use real objects to help them convey their thoughts. Use of non-verbal means to communicate. • Identify other factors affecting elderlies' communication and the ways to improve, for example,

Specification of Competency Standards
for the Elderly Care Service Industry
Unit of Competency

Functional Area - Clinical Care

	<ul style="list-style-type: none"> ○ Improve hearing/ vision by reminding elderlies to put on assistive tools, for example, hearing aids / glasses ○ If elderlies have difficulties with verbal language, encourage them to use non-verbal communication, for example, written words and pictures ● Adhere to the following principles when communicating with elderlies suffering from dementia: <ul style="list-style-type: none"> ○ Encourage elderlies to communicate with others more often ○ Ensure the environment is suitable for communication, for example, do it in a quiet environment and minimise the disturbance due to noise ○ Use non-verbal communication methods more often, for example, body languages, pictures and eye-contacts ○ Use simple and concise sentences ○ Listen to elderlies patiently and try to understand the underlying meaning of their words ○ Sit face-to-face with elderlies, try to maintain eye contact, and draw elderlies' attention ○ Respect elderlies and treat them as adults during conversation, avoid treating them as children ○ Arrange suitable communication aids, for example, pictures, photo albums, communication books <p>3. Exhibit professionalism</p> <p>Be able to</p> <ul style="list-style-type: none"> ● Establish specific mode of communication with demented elderlies according to their communication abilities ● Act patiently, be accommodating and respectful when communicating with elderlies
Assessment Criteria	<p>The integrated outcome requirements of this Unit of Competency are:</p> <ul style="list-style-type: none"> ● Ability to assess the communication ability of elderlies based on characteristics of their communication, and analyse the causes of communication difficulties; and ● Ability to adopt and establish appropriate communication methods, improve elderlies' communication ability, alleviate elderlies' emotional problems due to communication difficulties.
Remark	