

交流

MANDARIN | ENGLISH

本须知说明了因痴呆症发生的交流变化，提出了家人和照顾者可以帮助的一些方法，并且还包含一位痴呆症病人所写的一些个人交流注意事项。

对于痴呆症病人及其家人和照顾者来说，失去交流能力可能是最令人感到沮丧、最困难的问题之一。随着病情恶化，痴呆症病人的交流能力会逐渐减弱。他们会觉得越来越难清楚地表达自己的意思，越来越难理解他人说的话。

交流的一些变化

每个痴呆症病人都是独一无二的，表达思想和情感的困难也因人而异。造成痴呆症的原因有多种，每一种原因对大脑的影响方式都不同。

一些明显的变化包括：

- 难以找到合适的词语。可能会找一个相关的词语来取代自己记不起的词语。
- 他们可能说得很流利，但却不知所云。
- 他们可能无法理解您说的话，或者只能理解其中一部分。
- 读写技能也可能降低。
- 可能失去正常社交交谈礼节，打断或忽视讲话者，或者在别人对他们说话时没有反应。
- 他们可能难以恰当地表达情感。

从哪里开始

请务必检查确定病人的听力和视力没有受损。配戴眼镜或助听器可能对一些人有帮助。检查确定助听器没有故障，定期擦洗眼镜。

注意

在逻辑推理和思维能力等认知能力恶化时，痴呆症病人很可能在情感层面进行交流。

谨记

与情感和态度相关的交流由三部分组成：

- 55%为身体语言，即通过脸部表情、姿势与手势发出的信息。
- 38%为声音的语调与音调。
- 7%为使用的词语。

这些统计资料*突出说明了家人及照顾者在痴呆症病人面前应该如何表现的重要性。叹气和皱眉等负面的身体语言很容易被人察觉。

*Mehrabian, Albert (1981年)《无声的信息：情感与态度的含蓄交流》，第2版，Belmont, CA: Wadsworth。

尝试做些什么

关爱的态度

病人即使可能不明白所说的话，也会有自己的感觉和情感，因此请务必维护他们的尊严和自尊。一定要灵活变通，让病人有充足的时间做出回应。如果合适的话，可以使用触碰的方式来保持病人的注意力，传达热情和关爱的感觉。

谈话方式

- 保持平静，说话温和，就事论事。
- 保持句子简短易懂，每次侧重表达一个意思。
- 一定要让病人有足够的时间来理解您所说的话。
- 尽可能使用指示性的名称可能会有所帮助，如“您的儿子杰克”。

National Dementia Helpline 1800 100 500

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1 关心痴呆症病人

身体语言

您可能需要使用手势和脸部表情来让对方理解您的意思。用手指点或演示可能会有所帮助。触碰并握住对方的手，可以帮助保持其注意力，并表示您的关切。热情的微笑和会心开怀大笑，所传达的内容通常胜过语言。

适宜的环境

- 尽量避免电视机或收音机等对抗性噪音。
- 如果交谈时保持不动，特别是保持在对方的视线范围内，对方就会更容易明白您说的话。
- 保持有规律的日常习惯，有助于尽量减少混淆，并有助于交流。
- 如果每个人都方法一致，就会减少很多令人混淆的情况。使用完全相同的方式重复信息，这一点对所有家人和所有照顾者都非常重要。

不该做什么

- 不要争论。这只会使情况变得更糟。
- 不要指使病人。
- 不要告诉他们不可以做什么。相反，要提建议病人可以做什么。
- 不要居高临下。即使听不懂说的话，也能察觉居高临下的语调。
- 不要问很多需要依靠良好记忆力才能回答的直接问题。
- 不要视而不见地当面谈论病人。

摘自《理解困难行为》，作者：Anne Robinson、Beth Spencer和Laurie White。1989年。东密执安大学，Ypsilanti，密执安州。

痴呆症病人提供的注意事项

克里斯汀·布莱顿 (Christine Bryden (Boden)) 在46岁时被诊断患有痴呆症，对于家人和朋友怎样可以帮助痴呆症病人，她介绍了很多自己的见解。克里斯汀还是多本著作的作者，其中包括澳大利亚第一本由痴呆症病人写的书：《死亡来临时我将是谁？》。

克里斯汀提供了以下与痴呆症病人交流的注意事项：

- 请给我们说话的时间，等我们在乱麻成堆的脑底搜寻到自己要用的词。尽量不要替我们说完一句话。只要倾听，如果我们不知道自己说到这里，请不要让我们觉得难堪。
- 不要催促我们做什么，因为我们思考或说话不够快，无法让您知道我们是否同意。尽量给我们做出回应的时间 – 这样才可以让您知道我们是否真正想做。
- 如果您希望与我们交谈，请想出一些交谈的方法，不要问一些可能惊吓我们或者让我们感觉不舒服的问题。如果我们忘记了最近发生的某件特别的事，不要以为我们也觉得这件事不特别。只要给我们轻轻提示 – 我们可能只是一时想不起来。
- 但不要太过费心，试图帮助我们记起刚发生的某件事。如果这件事从来没有给我们留下印象，那我们永远都无法想起。
- 尽量避免背景噪音。如果打开了电视机，先把电视机的声音关掉。
- 请记住，如果有小孩在旁边碍手碍脚，我们会很容易感到疲倦，因此会觉得很难把注意力集中在谈话和倾听上。或许最好每次只有一个小孩，而且环境中没有噪音。
- 如果去购物中心或其他嘈杂的地方，或许可以戴上耳塞。

详情

澳大利亚痴呆症协会提供支持、信息、教育和心理辅导。请联络全国痴呆症帮助热线：**1800 100 500**，或浏览我们的网站：**dementia.org.au**。



若需要语言方面的帮助，请致电口笔译服务处电话：**131 450**。

Communication

This Help Sheet explains some of the changes in communication that occur as a result of dementia and suggests ways that families and carers can help. It also includes some personal tips on communication written by a person with dementia.

Losing the ability to communicate can be one of the most frustrating and difficult problems for people living with dementia, their families and carers. As the illness progresses, a person with dementia experiences a gradual lessening of their ability to communicate. They find it more and more difficult to express themselves clearly and to understand what others say.

Some changes in communication

Each person with dementia is unique and difficulties in communicating thoughts and feelings are very individual. There are many causes of dementia, each affecting the brain in different ways.

Some changes you might notice include:

- Difficulty in finding a word. A related word might be given instead of one they cannot remember
- They may speak fluently, but not make sense
- They may not be able to understand what you are saying or only be able to grasp part of it
- Writing and reading skills may also deteriorate
- They may lose the normal social conventions of conversations and interrupt or ignore a speaker, or fail to respond when spoken to
- They may have difficulty expressing emotions appropriately

Where to begin

It is important to check that hearing and eyesight are not impaired. Glasses or a hearing aid may help some people. Check that hearing aids are functioning correctly and glasses are cleaned regularly.

Keep in mind

When cognitive abilities such as the ability to reason and think logically deteriorate, the person with dementia is likely to communicate at a feeling level.

Remember

Communication relating to feelings and attitudes is made up of three parts:

- 55% is body language which is the message we give out by our facial expression, posture and gestures
- 38% is the tone and pitch of our voice
- 7% is the words we use

These statistics* highlight the importance of how families and carers present themselves to a person with dementia. Negative body language such as sighs and raised eyebrows can easily be picked up.

* Mehrabian, Albert (1981) *Silent Messages: Implicit Communication of Emotions and Attitudes*. 2nd ed. Belmont, CA: Wadsworth.

What to try

Caring attitude

People retain their feelings and emotions even though they may not understand what is being said, so it is important to always maintain their dignity and self esteem. Be flexible and always allow plenty of time for a response. Where appropriate, use touch to keep the person's attention and to communicate feelings of warmth and affection.

Ways of talking

- Remain calm and talk in a gentle, matter of fact way
- Keep sentences short and simple, focusing on one idea at a time
- Always allow plenty of time for what you have said to be understood
- It can be helpful to use orienting names whenever you can, such as "Your son Jack"

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Body language

You may need to use hand gestures and facial expressions to make yourself understood. Pointing or demonstrating can help. Touching and holding their hand may help keep their attention and show that you care. A warm smile and shared laughter can often communicate more than words can.

The right environment

- Try to avoid competing noises such as TV or radio
- If you stay still while talking you will be easier to follow, especially if you stay in the person's line of vision
- Maintain regular routines to help minimise confusion and assist communication
- It is much less confusing if everyone uses the same approach. Repeating the message in exactly the same way is important for all the family and all carers

What NOT to do

- Don't argue. It will only make the situation worse
- Don't order the person around
- Don't tell them what they can't do. Instead suggest what the person can do
- Don't be condescending. A condescending tone of voice can be picked up, even if the words are not understood
- Don't ask a lot of direct questions that rely on a good memory
- Don't talk about people in front of them as if they are not there

Adapted from *Understanding difficult behaviours*, by Anne Robinson, Beth Spencer and Laurie White 1989. Eastern Michigan University, Ypsilanti, Michigan.

Tips from a person with dementia

Christine Bryden (Boden) was diagnosed with dementia at age 46, and has shared a number of her insights about ways that families and friends can help a person with dementia. Christine is also the author of a number of publications, including *Who will I be when I die?*, the first book written by an Australian with dementia.

Christine provides these tips for communicating with a person with dementia:

- Give us time to speak, wait for us to search around that untidy heap on the floor of the brain for the word we want to use. Try not to finish our sentences. Just listen, and don't let us feel embarrassed if we lose the thread of what we say
- Don't rush us into something because we can't think or speak fast enough to let you know whether we agree. Try to give us time to respond – to let you know whether we really want to do it
- When you want to talk to us, think of some way to do this without questions that can alarm us or make us feel uncomfortable. If we have forgotten something special that happened recently, don't assume it wasn't special for us too. Just give us a gentle prompt – we may just be momentarily blank
- Don't try too hard though to help us remember something that just happened. If it never registered we are never going to be able to recall it
- Avoid background noise if you can. If the TV is on, mute it first
- If children are underfoot remember we will get tired very easily and find it very hard to concentrate on talking and listening as well. Maybe one child at a time and without background noise would be best
- Maybe ear plugs for a visit to shopping centres, or other noisy places

FURTHER INFORMATION

Dementia Australia offers support, information, education and counselling. Contact the National Dementia Helpline on **1800 100 500**, or visit our website at **dementia.org.au**



For language assistance phone the Translating and Interpreting Service on **131 450**