

ACE in action: safe transportation

Step 1: Prepare and build trust

Approach calmly and with purpose.

- Approach from the front and at eye level.
- Use a calm, friendly tone and open body language.
- Introduce yourself and use their name:
“Hi John, I’m here to help you get to the hospital.”

Watch for cues.

- Look for signs of confusion, anxiety, or resistance.
- If distressed, slow down and adjust your approach.

Step 2: Communicate with care

Speak clearly and simply.

- Use short, reassuring phrases:
“We’re going to the car now. I’ll stay with you.”
- Avoid jargon, long sentences or abstract ideas.

Guide and reassure.

- Offer calm, positive phrases:
“You’re safe.” / “I’ll stay with you.” / “You’re doing great.”
- Acknowledge their feelings, even if the facts are confused.

Narrate the steps.

- Talk through each action as it happens:
“We’re going to stand up. Then we’ll walk together.”

Step 3: Support movement gently

Use the right hold for the situation.

Support type	When to use	How to do it
Hand-under-hand	Gentle guidance or walking	Slide your hand under theirs, palm to palm. Support, don't grip.
Elbow support hold	Walking side-by-side	Offer your bent arm. Stand beside them, not in front.
Gentle side guidance	Mild resistance	Light touch on arm or back. Guide with your voice and body.
Two-handed handhold	Assisting to stand	Offer both hands. Lean back slightly, never pull.
Shoulder-to-shoulder	When rapport is established	Walk in step, with your hand on their arm or shoulder.

Always offer a choice:
"Would you like to take my hand?"
Never touch a person without warning or permission.

Step 4: Make transport safe and calm

Prioritise safety.

- Seatbelts secure but comfortable.
- Remove trip hazards or loose equipment.

Reduce overload.

- Turn off sirens, lower noise and light levels.
- Close windows/blinds to reduce visual stimulation.

Offer gentle reassurance during the ride:

"Almost there now, you're doing really well."

Step 5: Arrive and handover smoothly

Explain what's next.

- *"We're here. I'll help you out now."*
- Give one instruction at a time. Use supportive holds if needed.

Hand over with context.

- **Brief the receiving team:**
"This is Jean. She's living with dementia and responds well to calm voices and gentle touch."

Stay with the person if possible.

- Familiar faces help reduce distress during transitions.