

交流

CANTONESE | ENGLISH

本資料單張解釋了癡呆症造成的交流變化，提出家人和照顧者可以提供幫助的各種方法，並且還介紹了一位癡呆症病人寫下的一些交流注意事項。

失去交流能力可能是讓癡呆症病人、家人和照顧者感到最沮喪和棘手的問題之一。隨著病情發展，癡呆症病人的交流能力會逐漸減退。他們發現，越來越難清楚地表達自己的意思及理解他人說的話。

交流的一些變化

每個癡呆症病人的情況都是獨一無二的，在思想和感情交流方面碰到的困難都非常獨特。癡呆症有多種原因，每種原因對大腦的影響方式都各不相同。

一些明顯的變化包括：

- 難以找到某個詞語。可能會找一個相關的詞語來取代自己記不起的詞語。
- 講話可能流利，但是詞不達意。
- 可能無法理解你說的話，或者祇能理解其中一部份。
- 讀寫技能也可能降低。
- 可能失去正常社交交談禮節，打斷或忽視講話者，或者別人對他們說話沒有反應。
- 可能難以恰當地表達自己的情感。

從哪里開始

請務必檢查確定病人的聽力和視力沒有受損。眼鏡或助聽器可能對一些病人有所幫助。檢查確定助聽器沒有故障，而且眼鏡要定期擦洗。

注意

在邏輯推理和思維能力等認知能力惡化時，癡呆症病人很可能在情感層面進行交流。

謹記

與情感和態度相關的交流由三部分組成：

- 55% 為身體語言，即通過臉部表情、姿勢與手勢發出的信息。
- 38% 為聲音的語調與音調。
- 7% 為使用的詞語。

這些統計資料*突出說明了家人及照顧者在癡呆症病人面前應該如何表現的重要性。嘆氣和皺眉等負面的身體語言很容易被人察覺。

* Mehrabian, Albert (1981年) 《無聲的信息: 情感與態度的含蓄交流》，第2版，Belmont, CA: Wadsworth。

嘗試做些什麼

關愛的態度

病人即使可能不明白所說的話，也會有自己的感覺和情感，因此請務必維護他們的尊嚴和自尊。一定要靈活變通，讓病人有充足的時間做出回應。如果合適，可以使用觸碰的方式來保持病人的注意力，傳達熱情和關愛的感覺。

談話方式

- 保持平靜，說話溫和，就事論事。
- 保持句子簡短易懂，每次側重一個意思。
- 一定要讓病人有足夠的時間來理解你所說的話。
- 盡可能使用指示性的名稱可能會有所幫助，如“你的兒子杰克”。

National Dementia Helpline 1800 100 500

dementia.org.au

本資料單張由澳洲政府提供資金

身體語言

你可能需要使用手勢和臉部表情來讓對方理解你的意思。用手指點或演示可能會有所幫助。觸碰並握住對方的手可幫助保持其注意力，並表示你的關切。熱情的微笑和會心開懷大笑傳達的內容通常勝過語言。

適宜的環境

- 儘量避免電視機或收音機等對抗性噪音。
- 如果交談時保持不動，特別是保持在對方的視線範圍內，對方就會更容易明白你說的話。
- 保持有規律的日常習慣，有助於儘量減少混淆，並有助於交流。
- 如果每個人都方法一致，就會減少很多令人混淆的情況。使用完全相同的方式重復信息，這一點對所有家人和所有照顧者都非常重要。

不該做什麼

- 不要爭論。這只會使情況變得更糟。
- 不要指使病人。
- 不要告訴他們不可以做什麼。相反，要提議病人可以做什麼。
- 不要居高臨下。即使聽不懂說的話，也能察覺居高臨下的語調。
- 不要問很多需要依靠良好記憶力才能回答的直接問題。
- 不要視而不見地在病人面前談論他們。

摘自《理解困難行爲》，作者：Anne Robinson、Beth Spencer和Laurie White。1989年。東密歇根大學，Ypsilanti，密歇根州。

癡呆症病人提供的注意事項

克里斯汀·布萊頓 (Christine Bryden (Boden)) 在46歲時被診斷患有癡呆症，對於家人和朋友怎樣可以幫助癡呆症病人，她介紹了很多自己的見解。克里斯汀還是多本著作的作者，其中包括澳洲第一本由癡呆症病人寫的書：《死亡來臨時我將是誰？》。

克里斯汀提供了以下與癡呆症病人交流的注意事項：

- 請給予我們說話的時間，等我們在亂麻成堆的腦底搜尋到自己想要使用的詞。儘量不要替我們說完一句話。祇要傾聽，如果我們不知道自己說到哪裡，請不要讓我們覺得難堪。
- 不要催促我們做什麼，因為我們思考或說話不夠快，無法讓你知道我們是否同意。儘量給我們做出回應的時間－這樣才可以讓你知道我們是否真正想做這件事。
- 如果你希望與我們交談，請想出一些交談的方法，不要問一些可能驚嚇我們或者讓我們感覺不舒服的問題。如果我們忘記了最近發生的某件特別的事情，不要以為我們覺得這件事不特別。祇要給我們輕輕提示－我們可能祇是暫時想不起來。
- 但不要太過費心試圖幫助我們記起剛發生的某件事情。如果這件事從來沒有給我們留下印象，那我們永遠都無法想起。
- 儘量避免背景噪音。如果打開了電視機，先把電視機的聲音關掉。
- 請記住，如果有小孩在旁邊礙手礙腳，我們會很容易感到疲倦，因此會覺得很難把注意力集中在談話和傾聽上。或許最好每次祇有一個小孩，而且環境中沒有噪音。
- 如果去購物中心或其他嘈雜的地方，或許可以戴上耳塞。

詳情

澳洲癡呆症協會提供支持、資訊、教育和輔導。請聯絡全國癡呆症幫助熱線：1800 100 500，或瀏覽我們的網站：dementia.org.au。



若需要語言方面的幫助，請致電口筆譯服務處電話：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"

National Dementia Helpline 1800 100 500

dementia.org.au

This help sheet is funded by the Australian Government

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**