

How family, friends and staff can help with cognitive recovery!



Greater Manchester Neuro-Rehabilitation
Operational Delivery Network

Ensure you have the individual's **attention** before starting to speak to them and **reduce distractions** - turn off the television /radio. Have just one person speak at a time.



Remember, communication is not just speech. Try using **hand gestures, facial expression, writing, drawing** and **pictures** too.



Slowing down your speech could help them understand you.



Clear and simple - Use short and simple sentences. Give simple choices if asking questions, e.g. *"Tea or coffee?"*



Break up your message - Each sentence you say should contain just one piece of information, i.e. instead of saying, *"We're going outside so do you want to take your coat?"* you could say, *"It's cold. Do you want your coat?"*



Extra time - After giving information or asking a question, pause and give them plenty of time to process the information and respond.



Repeat - You can help them keep track of conversation by **repeating** the key words and re-phrasing what you have said if necessary. Get them to repeat important information back to you if they need to remember it.



Confirm - Check you have understood what the person has tried to say. Summarise what they have said or repeat back key words.



Remain calm and **contain frustrations** if you have to repeat things.



Include - Talk to and include your friend or relative in conversations as much as possible. Don't talk about them as if they are not there.



Take frequent **breaks** from activities.



Write down important information for the person, preferably in a notebook with their name on it.

