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# Forget US NOT

勿忘我

Building a  
Dementia  
Friendly  
Community

Supported by / 协助机构



SINGAPORE  
POLICE FORCE



[www.forgetusnot.sg](http://www.forgetusnot.sg)

Your guide to helping persons with dementia live dignified lives

如何帮助失智症患者活得有尊严

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## PREFACE

### **Building a Dementia-Friendly Community for our loved ones**

10% of Singaporeans aged 60 and above has dementia. By age 85, up to 50% will succumb to dementia.

Dementia can rob sufferers of their memory and thinking skills, and even alter their personalities. They may misplace personal belongings, forget their way home or misidentify children and spouses in the advanced stages of the disease.

Behind the façade of dementia, however, the “old self” remains. Dementia does not change the desire for a normal and dignified life.

The morning coffee at the kopitiam remains a cherished ritual, even if they struggle to find their way home afterwards.

They continue visiting the supermarket, and sometimes over-buy groceries without realising, only because deep down, they still see themselves as providers for their families.

They may lose their temper, not because they want to, but because they too are struggling with what is happening to them.

Keeping them behind locked doors at home or in nursing homes may be the convenient option, but it would devastate them, the way it would devastate any of us.

This is why the Lien Foundation and Khoo Teck Puat Hospital are building Singapore’s first dementia-friendly community, starting here in your neighbourhood. Called “Forget Us Not”, the initiative will foster a kampong spirit where we help persons with dementia continue to lead normal and dignified lives in the community, the way they have always known.

This handbook is just the first step. Do visit [www.forgetusnot.sg](http://www.forgetusnot.sg) and play a part.

Let us not forget our loved ones, even as they seem to forget us.

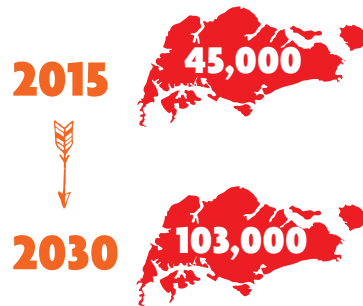
# What is DEMENTIA?



Dementia is a condition that causes progressive intellectual decline leading to increasing difficulties in coping with everyday activities. It is not part of normal ageing and affects mainly the seniors (>60 years old). It can also affect the young.

## DEMENTIA IN SINGAPORE

At present, there are 45,000 persons with dementia (PWD) and it is projected that this figure will more than double to 103,000 by 2030.



**1** in every **10** persons aged 60 years and above has dementia



**1** in every **2** persons aged 85 years and above has dementia

## RISK FACTORS AND PREVENTION

Presently, there is no cure for dementia. However, there is medication that may help slow down symptomatic progression of dementia. Adopting a healthy lifestyle can reduce one's risk of developing dementia, as well as reduce the risk of stroke and heart attack.

Risk factors for dementia include:	To lower your risk of dementia, you can:
<ul style="list-style-type: none"> <li>• High blood pressure</li> <li>• High blood cholesterol</li> <li>• Diabetes</li> <li>• Excessive alcohol consumption</li> <li>• Smoking</li> <li>• Mid-life obesity</li> <li>• Lack of mental stimulation</li> <li>• Lack of physical activity</li> <li>• Depression, loneliness and social isolation</li> </ul>	<ul style="list-style-type: none"> <li>• Keep your blood pressure at a healthy level</li> <li>• Monitor blood glucose if you suffer from diabetes</li> <li>• Eat a balanced diet</li> <li>• Exercise regularly</li> <li>• Go for regular health checks</li> <li>• Be socially engaged</li> </ul>



### PROBLEMS WITH MEMORY

They may have trouble remembering important dates or events, or ask for the same information over and over again. This can affect their day-to-day activities such as getting around and making purchases.



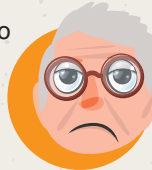
### PROBLEMS WITH VISUAL PERCEPTION

They may not be able to recognise objects and faces. It will also be difficult for them to identify patterns, colours and spaces.



### CHANGES IN MOOD, BEHAVIOUR & PERSONALITY

They may have rapid mood swings for no reason, withdraw from group activities, become passive and sleep more than usual. They can become a little insensitive towards others.



### PROBLEMS WITH WALKING & MOBILITY

They may need help with sitting, standing and walking. They may lose their balance and fall more easily.



### MISPLACING THINGS

They may lose things and be unable to retrace their steps to find them again. Sometimes, they may accuse others of stealing. This may occur more frequently over time.



### CONFUSED WITH PLACES & TIME

They may be unable to tell the time, or be confused about meal times such as asking for lunch at night. They may be unable to recognise where they are, which will lead to feelings of frustration in unfamiliar or noisy environments. These factors may contribute to them getting lost.



### DIFFICULTIES IN PLANNING & THINKING

They may have trouble handling money, paying bills and following instructions, resulting in difficulty in financial transactions. They may also have trouble concentrating and take much longer to do things.



### DIFFICULTIES IN COMMUNICATION

They may struggle to express themselves, and experience problems finding the right word or naming objects. They may also have problems understanding what others are saying to them and may stop conversations with no idea on how to continue. They may also repeat themselves.



### POOR JUDGEMENT & IMPAIRED SOCIAL BEHAVIOUR

They may not know if it is safe or correct to do certain things. For example, they may give large amounts of money to strangers, pay less attention to grooming or hygiene, or shout and take off their clothes in public.



### DIFFICULTIES COMPLETING FAMILIAR TASKS

They may have trouble managing a budget, or remembering the rules of a favourite game.



# COMMON PROBLEMS FACED BY PERSONS WITH DEMENTIA

# THE ABCDs OF DEMENTIA

		MILD STAGE	MODERATE STAGE	ADVANCED STAGE
Activities of daily living		<ul style="list-style-type: none"> <li>- Difficulty planning and managing household affairs such as cleaning and cooking</li> <li>- Difficulty initiating activities</li> </ul>	<ul style="list-style-type: none"> <li>- Needs regular reminders and prompts in daily tasks</li> <li>- Requires help in dressing, grooming, bathing and going to the toilet</li> </ul>	<ul style="list-style-type: none"> <li>- Problems with balance, coordination, resulting in instability and falls</li> <li>- Total dependence in dressing, grooming, showering and feeding</li> <li>- Eating and swallowing problems</li> <li>- Loss of bladder and bowel control</li> </ul>
Behaviour		<ul style="list-style-type: none"> <li>- May become socially withdrawn or have low mood</li> </ul>	<ul style="list-style-type: none"> <li>- More easily upset and frustrated</li> </ul>	<ul style="list-style-type: none"> <li>- Passive/withdrawn</li> </ul>
Cognition	Memory	<ul style="list-style-type: none"> <li>- Difficulty with short-term memory</li> </ul>	<ul style="list-style-type: none"> <li>- Difficulty with short and long term memory</li> <li>- May begin to forget some friends and family members</li> </ul>	<ul style="list-style-type: none"> <li>- No apparent awareness of past or present</li> </ul>
	Language	<ul style="list-style-type: none"> <li>- Problems remembering the right word or name</li> </ul>	<ul style="list-style-type: none"> <li>- Difficulty in expressing emotions and making needs known</li> </ul>	<ul style="list-style-type: none"> <li>- Unable to engage in a meaningful conversation</li> <li>- Incoherent speech and may express needs by yelling or calling out</li> </ul>
	Calculation	<ul style="list-style-type: none"> <li>- Problems with handling finances</li> </ul>	<ul style="list-style-type: none"> <li>- May have problems performing simple calculations</li> </ul>	<ul style="list-style-type: none"> <li>- Unable to perform any calculation</li> </ul>
Disorientation		<ul style="list-style-type: none"> <li>- Gets lost in less familiar places</li> </ul>	<ul style="list-style-type: none"> <li>- Poor orientation of day, date and/or time</li> <li>- Gets lost outdoors even in familiar places</li> </ul>	<ul style="list-style-type: none"> <li>- Gets 'lost' even in own home</li> </ul>

## JOURNEY AS A CAREGIVER

Caring for someone with dementia not only requires personal commitment but also knowledge, patience, creativity, skill and unconditional love. There will be times you will feel sad, helpless, discouraged or lonely, and it is important to reach out for care and support.



### Ways you can take care of yourself as a caregiver:

- Ask for help when you need it
- Join a caregivers support group
- Continue to keep up with hobbies and interests
- Meet up with friends and relatives regularly
- Eat healthily and exercise regularly



# A DEMENTIA-FRIENDLY COMMUNITY

A Dementia-Friendly Community (DFC) is one with good understanding of dementia, and knows how to support persons with dementia (PWD) living among them.

It is where individual members of the public are patient and helpful when they encounter awkward behaviour by persons with dementia (PWD).

This includes businesses that are trained to resolve problematic situations that arise from the disorientation of persons with dementia (PWDs) with gentleness and respect.

It is a community where we treat others the way we would want to be treated, should we ever encounter the condition.



## How you can help

There are many scenarios involving persons with dementia (PWD) that can happen in our community or at our workplace. However, with the help of these general guidelines, we will be able to interact and assist persons with dementia (PWD) in most situations.

### The **=K.I.N.D.=** Gesture

- K** eep a lookout
- I** nteract with C.A.R.E.
- N** otice the needs of PWD and offer help
- D** ial for help

# KEEP A LOOKOUT

## Look out for the following behaviour

- Looking lost and confused
- Speaking incoherently
- Shouting / hitting out
- Seeing / hearing things that are not real
- Accusing others of stealing his / her things
- Repetitive actions that appear purposeless
- Removing clothes



# INTERACT WITH C.A.R.E.

- **C**lear, simple and patient
- **A**cknowledge their concerns
- **R**espectful and reassuring
- **E**ngage to provide comfort and build trust



# NOTICE THEIR NEEDS AND OFFER HELP

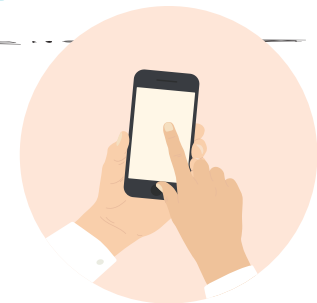
- Consider their feelings and respond appropriately
- Use visual clues (e.g. pictures, drawings) to find out their needs
- Look for their next-of-kin's contact details



# DIAL FOR HELP

## If you are unable to provide help

- Call their next-of-kin
- Inform immediate supervisor
- Inform security guard
- Call the police (999)



# The C.A.R.E. Approach

## CLEAR, SIMPLE & PATIENT

- Use short and simple sentences
- Maintain a calming and comforting tone
- Speak clearly
- Speak at a slower pace

## RESPECTFUL AND REASSURING

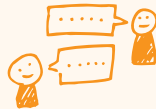
- 1 Bring them to a quieter location
- 2 Give them time to think and respond
- 3 Use a friendly and caring tone
- 4 Show them care, concern and encouragement

## ACKNOWLEDGE THEIR CONCERNS

SMILE



MAINTAIN EYE CONTACT



PUT THEM AT EASE



BE ATTENTIVE WHEN LISTENING



BE PREPARED TO SPEND MORE TIME WITH THEM



## ENGAGE TO PROVIDE COMFORT AND BUILD TRUST

- ✓ Be friendly
- ✓ Maintain a comforting presence
- ✓ Build a trusting relationship
  - Introduce yourself
  - Provide assurance that you are there to help
  - Go along with what they say and avoid correcting them
- ✓ Ask appropriate questions in their preferred language
  - “Did you come here with anyone?”
  - “Where are you going?”
  - “How would you like me to help you?”
  - “Do you have your (IC/EZ-Link) card with you?”
  - “Would you like me to give \_\_\_\_\_ a call?”





# Communicating with Persons with Dementia in Various Settings

If you have been practising good service and care at your workplace, helping and providing service to persons with dementia (PWD) would not be difficult.

All it takes is a little bit of your time, patience and understanding for you to be able to interact and assist them in the best way that you can.

The following are possible scenarios that can happen in these various settings:



Retail



Food & Beverage



Banks

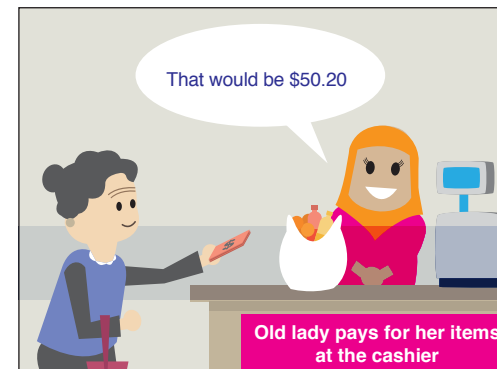
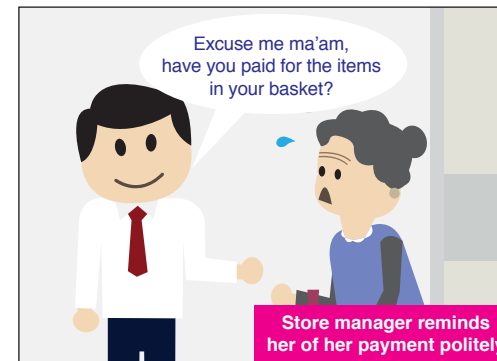


Transport



Places of Worship

## IN A RETAIL SETTING



# IN A RETAIL SETTING

## 1. Having difficulty handling money at the point of purchase.

**DO:**



Approach in a friendly manner and offer your help. Ask if they are paying by cash or card. If cash, offer to help them count the right amount. If they are paying using a card that requires a Personal Identification Number (PIN) which they have forgotten, politely suggest that they pay by cash instead.

Alternatively, you can offer to keep their items first so they can return to purchase them later when they have enough cash or recalled their PIN.

**DON'T:**



Rush them during payment.

Show signs of annoyance or impatience such as folding arms, frowning or raising your voice.

## 2. Forgetting to pay for their items before exiting the store.

**DO:**



Approach with a smile and ask politely if they may have forgotten to make payment for the item.

If they are unable to pay, help to contact their family members for assistance. Alternatively, retain the item and let them go. At all times, maintain a calm and a polite demeanour.

**DON'T:**



Raise your voice at them.

Scold and accuse them of stealing as it will cause them distress.

## 3. Looking confused and unsure of the items in which they wish to buy.

**DO:**



Approach in a friendly manner. Assist them to identify the items by using visual cues (such as store's specials, advertisements) as appropriate.

If the store stocks the item, bring them to the specific shelf/rack/aisle. If the item is not available or does not exist, let them know that it is not available. Suggest alternative products if appropriate.

**DON'T:**



Ignore or brush them off.

Ridicule or embarrass them.

## 4. Repeatedly purchasing the same item(s) within a short span of time (e.g. a few times on the same day).

**DO:**



Politely remind them that they have bought the same items before. If they realise that they do not need the items, help them return the items to the shelves.

If this is a recurrent issue, politely request for their family members' contact details to inform them.

**NOTE:** You may only request for them to present you with any identification they may have. Do not physically search them without their consent.

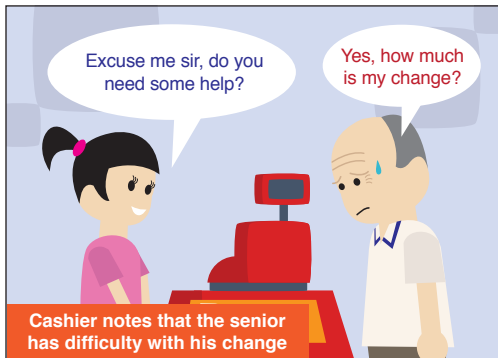
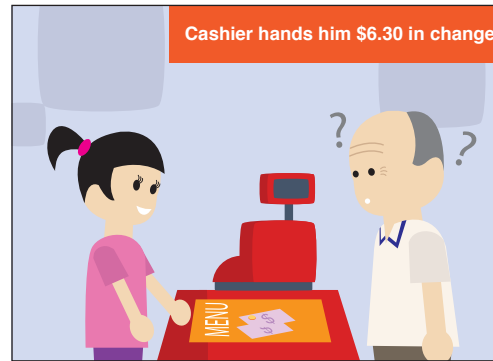
**DON'T:**



Question them on why they are buying the same items repeatedly.

Attempt to correct them if they insist they had not made those purchases.

# IN RESTAURANTS, FOOD COURTS & OTHER FOOD OUTLETS



# IN RESTAURANTS, FOOD COURTS & OTHER FOOD OUTLETS



## 1. Requesting for something that is not on the menu.

### DO:



- Politely explain that the item is not available. Show them the menu again and offer options that are similar to their requests.
- If applicable, it may help to write the order down on paper and verify with them to minimise misunderstanding.
- If they are unable to decide or look confused, offer a seat where they can wait and calm down before deciding later.

### DON'T:



- Show signs of impatience such as folding your arms, raising your voice or frowning when taking their orders.

## 2. Claiming that their order is wrong when it is being correctly served to them.

**DO:**



Politely show them the order chit, or the electronic record (if done on tablet).

**DON'T:**



Argue or insist that they are wrong.

## 3. Having trouble articulating or deciding their orders.

**DO:**



Let them take their time. Show them that you are giving your full attention by listening attentively. One way is to repeat the order back to them.

Try to assist if they have problems finding the right words for their orders. You can cue them using the menu and have them point to the item.

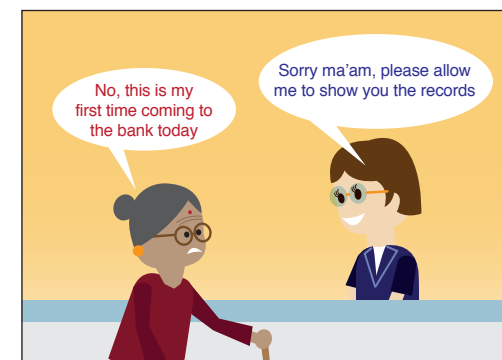
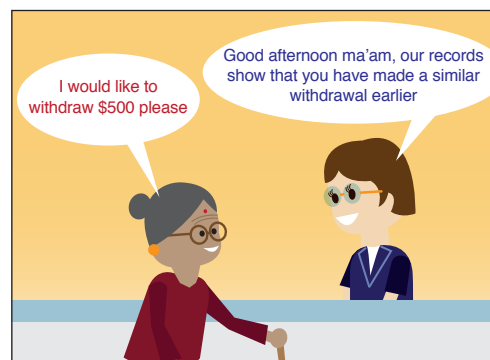
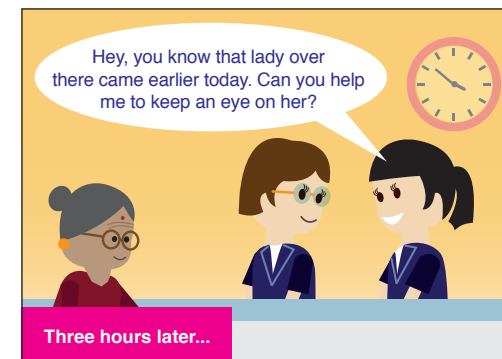
**DON'T:**



Rush them to order their food.

Show annoyance, impatience or a condescending attitude.

## IN BANKS



# IN BANKS

## 1. Forgetting their Personal Identification Number (PIN) and/or signature.

**DO:**



If they forget their PIN, politely ask if they would like to sign instead.  
If they are unable to sign (as per bank's records) or appear confused, request for their family members' contact details or search the bank's records to inform the family and request for their help.

**DON'T:**



Rush them to make a decision, but allow them time to do so.  
Show annoyance or impatience such as frowning or raising your voice.

## 2. Having trouble articulating their requests.

**DO:**



Let them take their time to think and not rush them. Politely ask if they would like to make a deposit, withdrawal or a transfer.  
Ask for their identification document, and check their transaction history to be able to guide them.  
You may also use bank pamphlets as a way to cue them and find out about their requests.

**DON'T:**



Rush them to make their requests.  
Show annoyance or impatience such as frowning or raising your voice.

## 3. Mistaking the bank for another bank or one that they used to go to in the past.

**DO:**



Politely inform them of your bank's name and provide directions to their bank. In the event that the bank is unfamiliar or is no longer in existence, bring them to a quiet area and contact their family members for help.  
Ask help from your supervisor if needed.

**DON'T:**



Brush it off or ignore them.  
Ridicule them.

**4. Coming in repeatedly within a short span of time (e.g. a few days) to withdraw substantial amounts of money.**

**DO:**



Politely inform them that they have made similar withdrawals earlier.

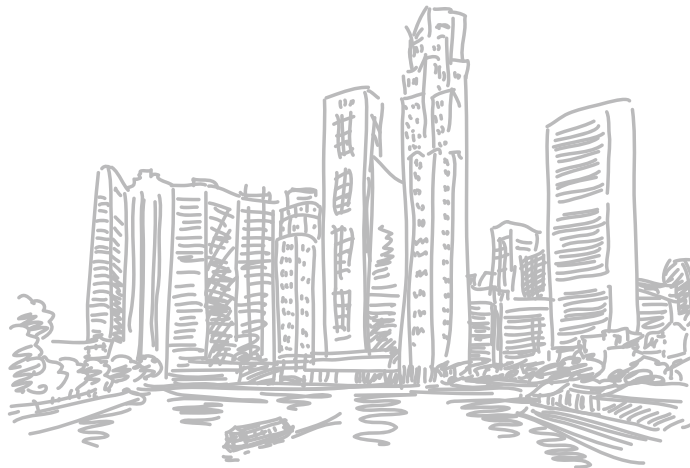
If they cannot recall having done so, show them their transaction records. If necessary, consider showing them the CCTV footage of their recent visits.

**DON'T:**

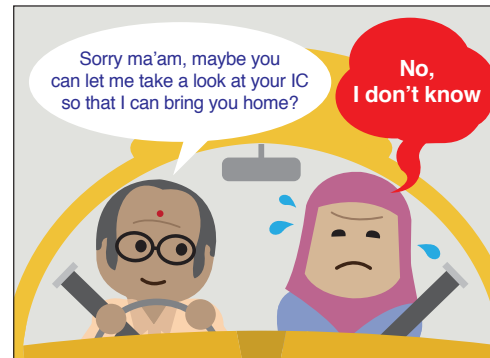
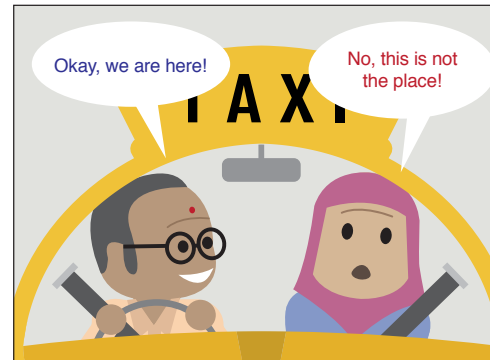
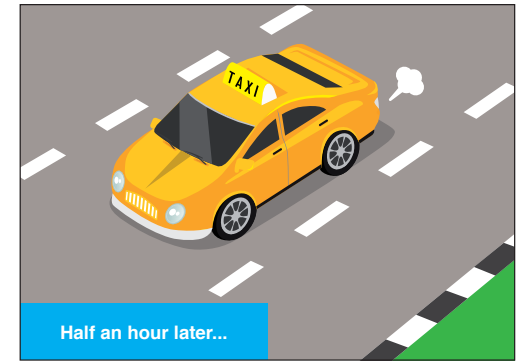


Create the impression that they are being stopped from withdrawing money.

Attempt to correct them if they insist that they had not visited the bank earlier.





**IN TAXIS, TRAINS & BUSES**





# IN TAXIS, TRAINS & BUSES



1. Giving an address that does not exist.
2. Not disembarking at the terminal or looking disorientated.

<p><b>DO:</b></p> 	<p>Stay calm and patient. Ask them where they would like to go. If possible, ask them to describe their destination.</p> <p>If the address does not exist, politely inform them. If the address given is valid, guide them to the appropriate train and/or bus service.</p> <p>If they are unable to decide and look confused, offer help by asking them for the contact details of their family members. Alternatively, if their address is available, offer to bring them home. If none can be found, remain calm and contact the police for help.</p> <p><b>NOTE:</b> You may only request for them to present you with any identification they may have. Do not physically search them without their consent.</p>
<p><b>DON'T:</b></p> 	<p>Ask them to get off the vehicle and leave them on their own without helping them.</p> <p>Show annoyance or impatience such as frowning or raising your voice.</p>

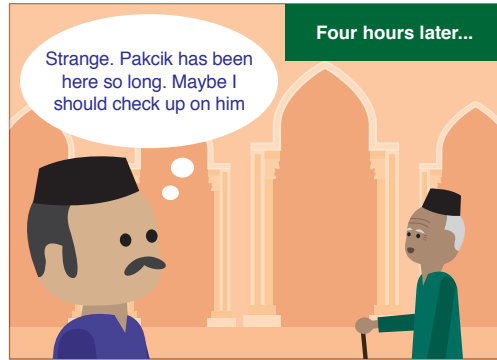
## 3. Insufficient balance on their fare cards and they are confused on what to do.

<p><b>DO:</b></p> 	<p>For bus captains, suggest that they pay by cash and help them to count the correct fare.</p> <p>For MRT stations, direct them to the top-up machines and guide them.</p> <p>If they are not carrying money or any fare cards, contact the nearest passenger service centre/interchange for help. Request for their identification (e.g. IC, EZ-Link card, NCSS card) to contact their family members and get help. If no one is available, remain calm and contact the police.</p>
<p><b>DON'T:</b></p> 	<p>Rush them to pay up.</p> <p>Show annoyance or impatience such as frowning or raising your voice.</p>

## 4. Eating and drinking on public transport.

<p><b>DO:</b></p> 	<p>Show them the relevant signs in the bus or train for them to better understand what you are trying to tell them. Politely remind them that they are on public transport.</p> <p>If the eating and drinking continues, ask for help from HQ or your supervisor.</p>
<p><b>DON'T:</b></p> 	<p>Scold them or confiscate their food and/or drink.</p> <p>Ask them to get off the vehicle and leave them on their own without helping them.</p>

## IN PLACES OF WORSHIP



## IN PLACES OF WORSHIP



1. Performing prayers or rituals incorrectly or repeatedly.
2. Repeatedly visiting places of worship or loitering around the premises looking lost.



Start a casual conversation to find out whether they stay nearby. If necessary, assist by bringing them back and make a note of this to the full-time staff in case this recurs.

If you notice that they continue to appear distressed or disorientated, try to find out the contact details of their family members and offer help. You may need to contact the police if family members cannot be contacted.

**NOTE:** You may only request for their identification. Do not physically search them without their consent.



Attempt to correct them even if they have performed the rituals wrongly.

Make them feel that they are not welcome.

Question their rationale for coming to the place of worship.



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## 前言

### 为我们所爱的人共建失智友善社区

在年龄60或以上的新加坡人当中，10%患有失智症。而在85岁时，高达一半的老年人将会是失智症患者。

失智症会逐渐剥夺患者的记忆力及决策能力，甚至导致性格变异。到了后期，他们会常忘了私人物品摆放在哪里、忘记回家的路、也辨认不出亲人的样子。

即使是患上了失智症，那背后还存活着患者原本的身份，也渴望过着与常人一样有尊严的生活。

早晨在咖啡店享受一杯咖啡，依然是他们珍惜的生活习惯之一，即使之后记不起回家的路。他们照常上超市购买日常用品，甚至重复购买，只因为还把自己视为一家之主。

他们不是爱发脾气，而是对自己的转变感到困惑与无助。

把他们锁在家里或让他们住进疗养院，或许是个方便的选择，但对他们来说却是一种打击。将心比心，我们也会有同样的感受。

因此，连氏基金与邱德拔医院联手在义顺建设新加坡的第一个失智友善社区，就从您的邻里开始。

名为“勿忘我”，这项推广运动是要提倡邻里之间守望相助的甘榜精神，鼓励大众帮助失智症患者如往常一样，继续过着有尊严的生活。

这本手册是您的第一步。欲知详情，请游览[www.forgetusnot.sg](http://www.forgetusnot.sg)，了解如何尽一份力。

让我们勿忘挚爱，纵然他们无法记得我们。

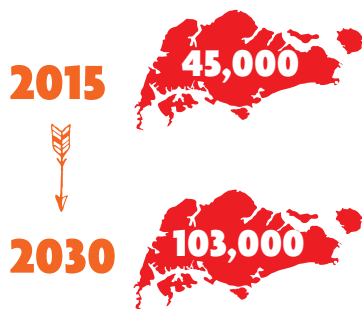
# 何谓失智症?



失智症是一种能引起智力逐渐下降的病症，它会导致患者在日常生活中遇到越来越多的困难。失智症并非正常的老化过程，不过，年轻人也有可能患上失智症。

## 新加坡的失智症数据

失智症患者目前已有45,000名，预计此数目将在2030年达到103,000名，增加超过一倍。



年龄60岁或以上的老年人中  
每十人就有一位患上失智症



年龄85岁或以上的老年人中  
每两人就有一位患上失智症



## 风险因素及预防措施

失智症至目前为止仍无法治愈；它只能通过药物来减缓症状。选择过一个健康的生活方式，不但可以降低患上失智症的风险，也可以减少中风和患上心脏病的机率。

### 失智症的风险因素包括:

- 高血压
- 高血脂
- 糖尿病
- 过量饮酒
- 吸烟
- 中年肥胖
- 缺乏脑力激发
- 缺乏体力活动
- 忧郁、寂寞、与社会隔离

### 如何降低失智症的风险:

- 维持健康的血压水平
- 糖尿病患者要监控血糖含量
- 饮食均衡
- 经常锻炼身体
- 定期做健康体检
- 有多元化的社交活动

## 记忆出现问题

患者会记不起重要的日子或事情，他们也会反复地问着同样的事。这也会影响他们的日常活动，如无法到达想要去的地方，无法自己购物等。



## 对空间/地点和时间感觉混淆

患者无法分辨时间，或分不清用餐时间，如把晚餐当午餐。他们也许不知道自己在哪里，因为环境陌生或周遭杂音而感到懊恼沮丧，因此而迷路。



## 视觉上出现问题

患者无法辨识物体和面孔，也难以识别图形、颜色和空间。



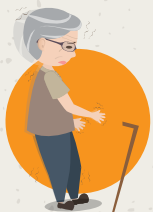
## 情绪、行为和个性出现转变

患者情绪起落很大，喜怒无常，也会避开人群和团体活动，变得消极，并长时间嗜睡。他们也会对别人的感受较不敏感。



## 行走及活动出现困难

他们在坐下、站立和行走时都需要协助；经常会失去平衡而容易跌倒。



## 找不到东西

他们会忘了东西摆放的位置而找不到个人物品，甚至会因此责怪别人偷窃。这种情形可能会越来越频繁。



## 思考和规划困难

患者在处理个人钱财、支付账单和了解程序等方面有困难，因而无法进行财务交易。他们可能也无法集中精神，做起事来也需要较长的时间。



## 在沟通上有困难

患者无法表达自己，无法使用适当的词语或名称来表达某些事。

他们可能也无法理解别人所说的话，并因为不知如何反应而突然停止谈话。他们也可能不断重复自己说的话。



## 判断力和社会行为出现偏差

患者不知道做某件事是否安全或正确。譬如，他们可能会把一大笔钱交给陌生人，或不大注意个人的仪表和卫生，或会在公共场合大喊，甚至脱掉衣服。



## 无法完成平日熟悉的事

患者无法管理预算，或忘了平常喜欢玩的某个游戏的规则。



# 失智症患者的常见问题

# 失智症的症状

		初期	中期	后期
日常活动		<ul style="list-style-type: none"> <li>- 处理家务事（如打扫和煮饭）时有困难</li> <li>- 难以主动去做事</li> </ul>	<ul style="list-style-type: none"> <li>- 处理日常事务也需要不断提醒</li> <li>- 在穿着、梳理、洗澡和上厕所等事上需要协助</li> </ul>	<ul style="list-style-type: none"> <li>- 平衡感和协调感出现问题，造成行动不稳，容易跌倒</li> <li>- 在更衣梳理、洗澡和进食等生活作息上完全需要别人帮助</li> <li>- 进食和吞咽有困难</li> <li>- 膀胱肠道失控而造成大小便失禁</li> </ul>
个人行为		<ul style="list-style-type: none"> <li>- 不太愿意与人交往、情绪低落</li> </ul>	<ul style="list-style-type: none"> <li>- 经常感觉沮丧懊恼</li> </ul>	<ul style="list-style-type: none"> <li>- 消极/退缩抽离</li> </ul>
意识	记忆力	<ul style="list-style-type: none"> <li>- 记不起近期的事</li> </ul>	<ul style="list-style-type: none"> <li>- 记不起近期和以前的事</li> <li>- 或开始忘了某些朋友和同事</li> </ul>	<ul style="list-style-type: none"> <li>- 无法分辨过去或现在</li> </ul>
	语言能力	<ul style="list-style-type: none"> <li>- 记不起适当的词语或名称来表达某些事</li> </ul>	<ul style="list-style-type: none"> <li>- 难以表达情绪和个人需要</li> </ul>	<ul style="list-style-type: none"> <li>- 无法进行有意义的交谈</li> <li>- 语无伦次，或大声呼叫来表达需要</li> </ul>
	计算能力	<ul style="list-style-type: none"> <li>- 理财方面有困难</li> </ul>	<ul style="list-style-type: none"> <li>- 做简单计算时有困难</li> </ul>	<ul style="list-style-type: none"> <li>- 无法进行任何计算</li> </ul>
定向感障碍		<ul style="list-style-type: none"> <li>- 在比较不熟悉的地方容易迷路</li> </ul>	<ul style="list-style-type: none"> <li>- 分不清日子、日期或时间</li> <li>- 出外时即便在熟悉的地方也会迷路</li> </ul>	<ul style="list-style-type: none"> <li>- 在自己家中也会迷失</li> </ul>

## 身为看护者的历程

照顾失智症患者不仅需要承诺与责任感，也需要有相关的知识、耐心、变通力、技巧和无限的爱心。看护者有时会感到悲伤、无助、失望或孤单，因此需要得到一定的关怀和支持。



### 看护者要如何照顾自己的需要:

- 有需要时要寻求援助
- 加入看护者的支援小组
- 维持个人的爱好和兴趣
- 经常与亲友见面和保持联系
- 注意饮食和经常运动



# 失智友善社区

一个失智友善社区能非常了解失智症的病情，以及善于鼓励和帮助身边的患者。

社区在遇到有关患者的状况时，能体谅与耐心协助。

要共建一个失智友善社区，就必须全面提高公众对失智症的认识。本地商业机构所提供的服务、公共服务和交通业者，都必须加强其应变能力，以便更完善地支援失智症患者的需要。

在这社区，我们善待彼此，以所希望得到的待遇方式来对待他人。



## 如何 给予协助?

我们经常在社区里或工作上，会看到/经历一些有关失智症患者的状况。

如果明白一些基本的指引，我们在大部分情况中将能更容易与患者沟通并给予协助。

## 善心之举 =K.I.N.D.=

- 留意四周
- 关心的慰问 (C.A.R.E.)
- 注意失智症患者的需要并给予协助
- 拨电求助

## 留意四周

留意是否有以下的行为征兆:

- 看似迷失或迷惘
- 说话语无伦次
- 大声喊叫或斥骂别人
- 声称看到或听到非真实的事物
- 指责别人窃取他的东西
- 漫无目的地重复某些举动
- 脱掉身上的衣物



## 关心的慰问 (C.A.R.E.)

- 说话清楚简单、有耐心
- 认同所关注的事
- 给予尊重和肯定
- 纾缓情绪、建立信任



## 注意失智症患者的需要并给予协助

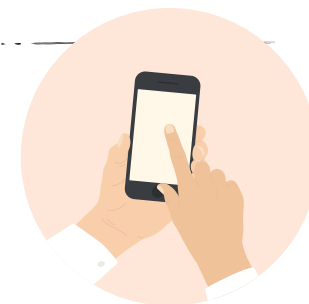
- 考虑患者感受并适当地回应
- 利用视觉线索 (照片、画图等) 以正确了解他们要的是什么
- 找出患者的亲人联系资料



## 拨电求助

若无法给予任何协助, 请你:

- 拨电给其亲人
- 通知你的直属上司
- 通知保安员
- 拨警局电话 (999)



# 关心的慰问 C.A.R.E.

## 说话清楚简单、有耐心

- 说话用简短的句子
- 保持平和的语气
- 说得清楚
- 说话速度要放慢

## 给予尊重和肯定

- 1 带他们到较安静的地点
- 2 给他们时间思考和回答
- 3 带着友善关怀的语气
- 4 给予关怀和鼓励

## 认同所关注的事

带着微笑



保持目光接触



让他们安心放松



细心聆听



可能需要花更长的时间



## 纾缓情绪、建立信任

- ✓ 要友善
- ✓ 让患者感觉舒适自在
- ✓ 建立互信关系
  - 自我介绍
  - 告诉对方你想帮助他
  - 附和对方所说的，并避免纠正他们
- ✓ 以对方熟悉的语言提问相关问题：
  - “有人和你一起来这里吗？”
  - “你要到哪里去？”
  - “我要怎样帮助你？”
  - “你身上有证件（身份证/易通卡）吗？”
  - “你要我替你打电话给\_\_\_\_\_吗？”



# 如何在 不同场合中与 失智症患者沟通

如果你向来在职场上都是尽心地提供最好的服务和关怀，那么要帮助失智症患者并非难事。

你只需多付出一点时间、耐心和体谅，就是给予他们最好的沟通和帮助了。

以下是在各种场合中可能发生的状况，包括：



零售



餐饮



银行



交通



宗教场所

## 零售服务





# 零售服务

## 1. 在付款结账时出现问题。

**你可以:**



主动并友善地表示愿意给予协助。问他是想要以现款或转帐/信用卡支付，并协助他算足所需的钱数。如果他想用转帐卡支付而又忘了个人密码，可以礼貌地建议他改用现款支付。

或者，建议他先把要购买的东西留在一旁，等记起了密码或提取了足够的现款后，再倒回来购买。

**请不要:**



在付款时催促他。

表现出厌恶或不耐烦的情绪，如双臂交叉、皱眉头或提高声量。

## 2. 忘记付款就带着商品离开。

**你可以:**



亲切礼貌地走上前，问他是否忘了付钱。

若他无法支付，可以联络其家属亲人。你也可以让他把商品留下后才离开。无论如何，请时刻保持冷静、和有礼貌的态度。

**请不要:**



说话时提高声量。

指责他偷窃，以免患者感到恐慌。

## 3. 对想要购买的东西犹豫不决，显得混淆而不确定。

**你可以:**



主动并友善地上前询问。利用图片（例如商店的宣传单等）帮助他确定所要购买的商品。

若店内有该商品，带他到该商品的摆放区。若店没有售卖，清楚地解释并在可能的情况下介绍其他类似的商品。

**请不要:**



不理或打发他。

嘲笑或羞辱他。

## 4. 在短时间内（例如同一天内）重复购买相同的物品。

**你可以:**



亲切有礼地提醒他在不久前已经买了同样的商品。若他意识到自己不需要多买一件，就帮他东西放回物架上。

若这状况经常发生，可以礼貌地向他索取家属的联络号码。

**注意:** 你只能要求对方出示他随身携带的证件。请勿在未经同意前自行在他身上搜索。

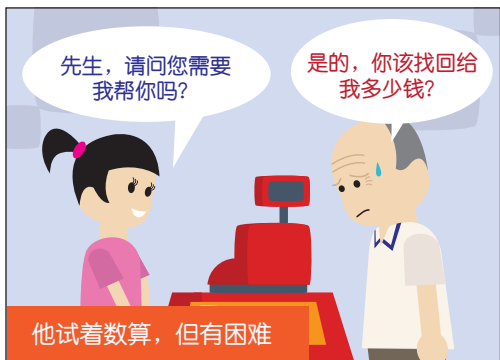
**请不要:**



质问他为何重复购买同一件商品。

若他坚持自己并未购买过该商品，也不要试图纠正他。

## 在餐馆、食阁、其它用餐地点



## 在餐馆、食阁、其它用餐地点

### 1. 对方要点菜单上没有的食物。

#### 你可以:



礼貌地说明店里没有售卖, 然后让他看菜单, 并建议他点其他类似的选项。

可能的话, 用笔把要点的食物名称写在纸上让他确认, 以减少误会。

若他无法决定或感觉混淆, 请他先到一旁坐下, 等他想好了之后才决定。

#### 请不要:



表现出不耐烦的情绪, 如双臂交叉、皱眉头或提高声量。

## 2. 送上对方所点的食物，但他却声称弄错了。

### 你可以:



礼貌地向他出示订单或电子记录(若使用平板电脑订购)。

### 请不要:



争辩或坚持认为是他的错。

## 3. 无法决定或清楚说出所要点的选项。

### 你可以:



给他时间慢慢说出要点什么。你要在肢体语言上显示你有在注意听，其中一个方法就是重复说出他要点的选项。

若他想起合适的用词，一时不知该如何说，你可以请他在菜单上指出所要的食物。

### 请不要:



催促他赶快决定。

表现出厌恶或不耐烦的情绪，或轻视的态度。

## 在银行



# 在银行

## 1. 忘记个人密码或签名。

**你可以:**



若他忘了密码，你可以礼貌地问他是否要以签名代替。  
若他无法签名或感觉混淆，你可以向他索取亲属的联系电话，或从银行记录中找到有关资料，联系其亲人并要求协助。

**请不要:**



催促他，让他有足够时间想。  
表现出厌恶或不耐烦的情绪，如皱眉头或提高声量。

## 2. 无法清楚说明他的要求。

**你可以:**



让他慢慢地想，告诉他不要着急。礼貌地询问他是否要存款、提款或转账。  
请他出示身份证明文件，并查看他的交易记录，借此给予协助。  
你也可以利用银行的资料说明册子，让他指出所要的选项。

**请不要:**



催促他快点说出要求。  
表现出厌恶或不耐烦的情绪，如皱眉头或提高声量。

## 3. 认错银行，或以为是他经常光顾的另一家银行。

**你可以:**



礼貌地告诉他这家银行的名称，并指示他如何前往所要去的银行。若你不熟悉该银行，或该银行已不存在了，你可以带他到一旁，然后设法联络其亲属要求协助。  
你也可以通知上司请求相关的指示。

**请不要:**



不理或打发他。  
用轻视的口气说话。

#### 4. 对方在短期内（例如几天内）多次到银行来提取大笔款项。

##### 你可以:

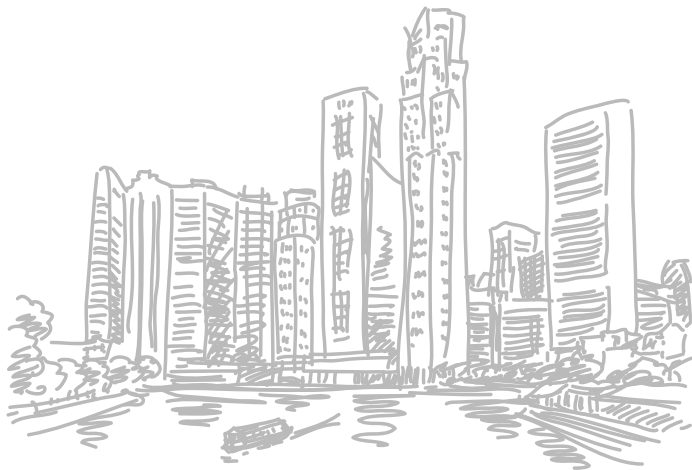


礼貌地提醒他，表示他之前已经提了款。  
若他记不起之前曾经来提款，可以向他显示有关的交易记录。必要时给他看有关的闭路电视片段，证明他确实在不久前来过。

##### 请不要:



让他误以为银行不让他提款。  
若他坚持之前没有来过银行，别试图纠正他。



## 乘坐德士、地铁、巴士



# 乘坐德士、 地铁、巴士

1. 提供一个不存在的地址。
2. 抵达终站时没有下车，或显得不知所措。

## 你可以:



保持冷静，耐心地问他想到哪里。可能的话，请他描述所要去的地方。

若该地址不存在，礼貌地告诉他。若确实有这个地方，就告诉他们应该乘搭什么巴士/地铁前往该地。

若他无法决定并显得混淆，问他是否有可联系的亲人的资料。若资料上有其住家地址，你可以送他回家。如果没有任何资料，可以联系警方寻求协助。

**注意：**你只能请他出示随身携带的证件。请勿在未经同意前自行在他身上搜索。

## 请不要:



把他赶下车或弃之不顾。

表现出厌恶或不耐烦的情绪，如皱眉头或提高声量。

## 3. 车资卡的储值不足，感到困惑或不知所措。

### 你可以:



若你是车长，建议他用现钱支付，并帮他算足车资。

若在地铁站，你可以带他到购票机，并指示他怎样添补车资卡的储值。

若他没携带任何现款或车资卡，请联络附近乘客服务中心/转换站的工作人员寻求协助。

你也能向他索取身份证件（如身份证、易通卡，NCSS卡），然后联系其亲属寻求协助。若无人协助，请保持冷静并拨电向警方求助。

### 请不要:



催促他快点付车资。

表现出厌恶或不耐烦的情绪，如皱眉头或提高声量。

## 4. 在公共交通上饮食。

### 你可以:



向他指示巴士上或地铁里相关的告示牌，让他清楚知道你要表达的意思。礼貌地提醒他公共交通上禁止饮食。

若对方不予理会而继续饮食，可向总部或上司寻求协助。

### 请不要:



责骂他或强行没收其食物或饮料。

把他赶下车，或弃之不顾。

## 在宗教场所



## 在宗教场所

1. 祈祷或进行其它宗教仪式时，把顺序弄错或重复动作。
2. 不断地到该宗教场所，或迷惘地在那里游荡。

### 你可以：



友善地上前问好，试图查明他是不是附近居民。必要时可给予协助或送他回家，留意日后是否出现同样的情形并通知该机构的负责人。

若你发现他不断显得焦虑不安或不知所措，试着找出其家属的联络资料并给予协助。若无法联络上家人，可拨电向警方求助。

**注意：**你只能请对方出示随身携带的证件。请勿在未经同意前自行在他身上搜索。

### 请不要：



让他觉得自己不受欢迎。

质疑他来参加聚会的动机。

即使他在进行宗教仪式时把顺序弄错了，也不要试图纠正他。

# RESOURCES / 资料



If you suspect your loved one or someone has dementia, please contact:

如果您怀疑家人或朋友患有失智症，请联系：

## **Khoo Teck Puat Hospital** **邱德拔医院**

Tel/电话: 6555 8000

Website/网址: [www.ktph.com.sg](http://www.ktph.com.sg)



If your loved one already has dementia, learn about the different care services available at:

如果您的家人或朋友已患有失智症，详知所提供的服务，请联系：

## **Agency for Integrated Care** **护联中心**

Tel/电话: 1800 650 6060

Website/网址: [www.silverpages.sg](http://www.silverpages.sg)



For more information on dementia, caregiver training and caregiver support groups, contact:

欲了解更多有关看护者的协助，请联系：

## **Alzheimer's Disease Association** **新加坡失智症协会**

Tel/电话: 6377 0700

(Monday – Friday/周一至周五, 9am – 6pm)

Website/网址: [www.alz.org.sg](http://www.alz.org.sg)



[www.forgetusnot.sg](http://www.forgetusnot.sg)



For enquiries, email us at [info@forgetusnot.sg](mailto:info@forgetusnot.sg)

