

When we understand what the person is trying to tell us through their aggressive behaviour, it's much easier to respond. Think about the possible messages that are being communicated by the people with dementia in the following examples.

See if you can link each situation with its likely message:

a) "I feel so useless. I need to do something that I *can* do, not something that reminds me of my failures."

b) "I'm so embarrassed. I need you to be tactful and kind."

c) "I find it hard enough to think straight anyway – I can't bear all this noise."

d) "I feel like a prisoner – I just need to get out in the fresh air for a while."

e) "I don't know who you are, I don't understand what you're doing to me and I don't know why you're not letting me do anything for myself."

1. **Ruby has soiled herself but she hits out at the careworker who comes to help her.**
2. **Rakesh is banging on the garden door and shouts at care staff who ask him to sit down for lunch.**
3. **In the dining room, a number of people are talking loudly and there is music playing. Maud begins banging the table and screaming.**
4. **Bill is struggling with a jigsaw puzzle – an activity that he used to enjoy. He throws the puzzle pieces on the floor and swears loudly.**
5. **Klara kicks and spits at the careworker who is helping her to get dressed.**

1	2	3	4	5