

Helping a person with dementia travel

The following check list may be useful for carers and transport providers:

- If the person needs an escort, ask if they have someone to accompany them
- Does the person with dementia have sufficient identification, including an emergency contact, on them?
- Are the person's outer clothing and possessions named?
- Do you know if the person needs assistance getting into the car or help with their seat belt?
- Has the person used the bathroom before the trip?
- Do they have access to a bag of essentials they may need such as medication, a comfortable change of clothes, water, snacks and activities? (What is essential will vary from person to person)
- Where possible, is the travel being undertaken during the time of day that is best for the person with dementia?
- Does the person have behavioural issues that are likely to arise during the trip? Is there a plan to cope with these behaviours?

Working with others

Support is vital for people with dementia and the help of families, friends and carers can make a positive difference to managing the condition and living well with dementia.

USEFUL CONTACTS

Care Network
01954 211919

Alzheimer's Society
National Dementia
Helpline
03002 221122

Compliments • Comments • Complaints

We welcome your feedback. Please feel free to contact us at our main office.

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Community Car Schemes and People with Dementia



In Partnership with



CAMBRIDGESHIRE
& PETERBOROUGH
COMBINED AUTHORITY

Providing transport to people with dementia

It is probable that there are people using your Community Car Scheme who have dementia. Some of these people will have a diagnosis of dementia, others may not.

Here are some tips and guidelines which may help you to assist people using your scheme.

Signs of dementia



People with dementia may display some of the following behaviours

- Memory loss
- Disorientation to time and place
- Problems with language
- Problems with thinking and reasoning
- Confusion
- Problems misplacing things, keys for example
- Changes in mood or behaviour e.g. anxiety or aggression.



Tips for supporting people with dementia

Managing the booking process

Techniques that may assist with the booking process include:

- Encouraging the client to write the details of the booking in their calendar
- Ring the person to confirm the booking on the day before, on the day, or both
- Involve another person, if possible, ideally a carer or family member, to act as escort.

Communication

- Speak slowly, clearly and directly to the person
- Talk in a gentle, matter of fact way
- Do not appear to be hurried
- Give one message at a time
- Keep sentences short
- Allow plenty of time for what you have said to be understood
- Where appropriate, use body language to demonstrate and reinforce your verbal message
- Keep competing noise and distractions to a minimum



Assisting the passenger with dementia when travelling

- Be patient
- Allow extra time where possible to allow for delays such as taking time to get into the car
- Avoid arguing with the person with dementia. It is usually more effective to go along with them verbally and incorporate their story into what is happening while proceeding with the original plan
- Avoid asking questions such as 'Do you understand/remember?'
- Make payment arrangements as simple as possible
- Because some people with dementia may become disorientated, it is important they carry some form of identification
- Make clear arrangements for meeting the passenger, especially at busy hospitals where it is easy to get confused
- In particular, be aware of the person's safety when getting out of the vehicle, especially when parking near traffic.