

# DEMENTIA CARE Solutions . UNMET **NEEDS**



## What are they trying to tell us?

### ABC: ALL BEHAVIOR IS COMMUNICATION.

Our goal isn't to stop the person with brain change from communicating their need, but to interpret the need they are communicating. Using the FISH Approach, we realize that the reality of the person with brain changes is "in the water." As care partners, we need to get in the water to better understand unmet needs. To do this, we:

- Pause and Observe what they are doing/saying
- **Translate** it into a message
- Respond with an attempt to meet the need

If communication continues or comes back, attempt to respond to another need.

If I am saying/doing this...

I'm taking another person's food/drink

I'm rummaging through drawers

I'm looking in other people's rooms

I'm relieving myself in strange places

I don't want you to do my cares or

I'm telling you "people are after me"

I'm agitated and swatting, swinging,

and/or yelling at people

I'm telling you "No"

(I may have a UTI)

I'm pacing and/or fidgeting

I'm up all night

I'm moving furniture around

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food/drink

I may be trying to tell you	If I am saying/doing this
"I need nourishment"	I'm taking another person's food/drir I'm rummaging through drawers
"I need to go to the bathroom"	I'm looking in other people's rooms I'm relieving myself in strange places
"I need to be out of pain"	I don't want you to do my cares or I'm telling you "No" I'm telling you "people are after me"

## (I may have a UTI) I'm agitated and swatting, swinging, and/or yelling at people "I need to I'm pacing and/or fidgeting I'm moving furniture around move my body I'm up all night or I need rest" "I'm not I'm covering my ears and/or

my environment" I'm seeking sensations

closing my eyes

comfortable in

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### I may be trying to If I am saying/doing this... tell you... "I need I'm taking another person's food/drink nourishment" I'm rummaging through drawers "I need to go to I'm looking in other people's rooms the bathroom" I'm relieving myself in strange places I don't want you to do my cares or "I need to be I'm telling you "No" out of pain" I'm telling you "people are after me" (I may have a UTI)

"I need to move my body or I need rest"

I'm pacing and/or fidgeting I'm moving furniture around I'm up all night

I'm agitated and swatting, swinging,

and/or yelling at people

"I'm not comfortable in my environment"

I'm covering my ears and/or closing my eyes I'm seeking sensations

### I may be trying to tell you...

# "I need

nourishment"

"I need to go to the bathroom"

"I need to be

out of pain"

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## **HOW I COMMUNICATE MY EMOTIONS**

### ABC: ALL BEHAVIOR IS COMMUNICATION.

I communicate with you through my behavior because I don't always have the words.

If I am saying/doing this...

I'm pushing, hitting, or grabbing

I'm looking for a family member

I'm calling out for help but it doesn't

I'm asking why you left me alone

seem like I have an unmet need

I'm frantically trying to help someone

I'm desperately seeking a way out or

asking for someone to help

I'm packing and/or saying

"It's time for me to go",

or "Leave me alone"

and not letting go

I'm telling you "No", "I don't like that",

I'm crying, begging, and saying "I love you"

I may be	
feeling	

**Angry** 

Sad

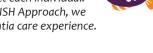
## Lonely

### Scared or **Anxious**

Lacking Purpose or

or "I need to go to work/home" **Need Sense** I'm telling you my kids need me of Control I've started collecting things

This tool is not all inclusive and may not represent every person living with dementia. It is our responsibility to know and understand brain changes and how they impact each individual. With tools like this and the FISH Approach, we strive to create a better dementia care experience.



### LET'S DIVE IN & LEARN MORE

DEMENTIA CARE

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I may be feeling...

**Angry** 

If I am saying/doing this...

I'm telling you "No", "I don't like that", or "Leave me alone" I'm pushing, hitting, or grabbing and not letting go

Sad

I'm looking for a family member I'm crying, begging, and saying "I love you"

Lonely

I'm calling out for help but it doesn't seem like I have an unmet need I'm asking why you left me alone

Scared or Anxious

I'm frantically trying to help someone I'm desperately seeking a way out or asking for someone to help

Lacking Purpose or Need Sense of Control

I'm packing and/or saying "It's time for me to go", or "I need to go to work/home" I'm telling you my kids need me I've started collecting things

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