Komunikazzjoni

MALTESE | ENGLISH

Dan il-Fuljett ta' Għajnuna jispjega xi ftit mit-tibdiliet fil-komunikazzjoni li jsiru bħala riżultat tad-dimenzja u jissuġġerixxi modi li bihom l-familji u dawk li jduru b'ħaddieħor jistgħu jgħinu. Jinkludi wkoll għajnuna personali dwar komunikazzjoni miktuba minn persuna bid-dimenzja.

It-telfien tal-kapaċità li jikkomunikaw tista' tkun waħda mill-iktar problemi diffiċli u irritanti għan-nies bid-dimenzja, l-familji tagħhom u dawk li jduru bihom. Kif il-marda timxi 'l quddiem, persuna bid-dimenzja tesperjenza bil-mod tnaqqis mill-kapaċità tal-komunikazzjoni. Isibuha iktar u iktar diffiċli biex jesprimu ruħhom b'mod ċar u biex jifhmu xi jkunu qed jgħidu l-oħrajn.

Xi ftit bidliet fil-komunikazzjoni

Kull persuna bid-dimenzja hija unika u d-diffikultajiet fil-komunikazzjoni tal-ħsebijiet u s-sentimenti huma individwali ħafna. Hemm ħafna kawżi tad-dimenzja, kull waħda taffettwa l-moħħ b'modi differenti.

Xi bidliet li tista' tinnota jinkludu:

- Diffikultà biex isibu xi kelma. Tista' tingħata kelma relatata minflok dik li ma jkunux jistgħu jiftakru
- Jistgħu jitkellmu kurrenti, izda ma jagħmlux sens
- Jistgħu ma jkunux kapaċi jifhmu xi tkun qed tgħid jew ikunu kapaċi biss li jaqbdu parti minnu
- L-abbiltà tal-kitba u l-qari tista' tiddeterjora wkoll
- Jistgħu jinsew il-konvenzjonijiet soċjali normali tal-konversazzjoni u jinterrompu jew jinjoraw lil min ikun jitkellem jew jonqsu li jirrispondu meta xi ħadd ikellimhom
- Jistgħu jsibuha diffiċli biex jesprimu sewwa l-emozzjonijiet

Minn fejn tibda

Huwa importanti li tiċċekkja li ma jkunux neqsin mis-smigh jew mil-vista. In-nuċċali jew xi hearing aid jista' jgħin lil xi wħud. Iċċekkja li l-hearing aid ikun jaħdem sewwa u li n-nuċċali jkun imnaddaf regolarment.

Żomm f'moħħok

Meta jmorru għal agħar il-kapaċitajiet konjittivi bħall-kapaċità ta' raġunament u ħsieb loġiku, l-persuna bid-dimenzja aktarx li tikkomunika fuq livell emozzjonali.

Ftakar

Il-komunikazzjoni relatata mal-emozzjonijiet u l-attitudinijiet hija magħmula minn tliet partijiet:

- 55% hija l-lingwa tal-ġisem li hija l-messaġ li nagħtu bl-espressjoni ta' wiccna, l-qagħda u l-ġesti tagħna
- 38% hija fit-ton u l-għoli tal-leħinna
- 7% fil-kliem li nużaw regolarment

Dawn l-istatistiċi* jenfasizzaw l-importanza ta' kif jippreżentaw ruħhom lill-persuni bid-dimenzja l-familji u dawk li jduru bihom. Lingwa negattiva tal-ġisem bħalma huma tnehid u t-tgħollija tal-ħuġbejn jistgħu jinqabdu fa ċilment.

*Mehrabian, Albert (1981) Silent Messages: Implicit Communication of Emotions and Attitudes. 2nd ed Belmont CA Wadsworth

X'għandek tipprova

Attitudni ta' kura

In-nies jibqa' jkollhom sentimenti u emozzjonijiet ukoll jekk ma jkunux jifhmu xi jkun qiegħed jintqal, għalhekk huwa importanti li dejjem inżommu d-dinjità tagħhom u l-istima tagħhom infushom. Kun flessibbli u dejjem ħalli ħafna ħin għal tweġiba. Fejn ikun xieraq, uza l-mess biex iżżomm l-attenzjoni tal-persuna u biex tikkomunika sentimenti ta' mħabba u affezzjoni.

Kif titkellem

- Żomm il-kalma u tkellem b'manjiera ġentili u każwali
- Żomm is-sentenzi qosra u sempliċi, iffoka fuq idea waħda kull darba
- Dejjem ħalli ħafna ħin biex jinftiehem dak li tkun għidt
- Jista' jkun ta' għajnuna jekk meta tkun tista' tuża ismijiet għall-orjentament bħal ngħidu aħna "Ibnek Jack"

Dan il-fuljett ta' għajnuna huwa iffinanzjat mill-Gvern Awstraljan

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Lingwa tal-ġisem

Għandu mnejn ikollok tuża l-ġesti bl-idejn u l-espressjonijiet tal-wiċċ biex jifhmuk. Tista' tgħin billi tindika jew turi. Billi tmisshom jew iżżommilhom idhom tista' żżommhom attenti u turihom li tieħu ħsiebhom. Tbissima ħelwa u daħk flimkien ħafna drabi jistgħu jikkomunikaw iktar milli jistgħu l-kliem.

L-ambjent xieraq

- Ipprova skarta l-kompetizzjoni mal-ħsejjes bħalma huma t-TV jew ir-radju
- Jekk toqgħod wieqaf/a meta titkellem ikun iktar faċli li tinftiehem, speċjalment jekk toqgħod fil-linja tal-viżjoni tal-persuna.
- Zomm rutini regulari ħalli tgħin biex tnaqqas il-konfużjoni u tassisti fil-komunikazzjoni
- Ikun hemm inqas konfużjoni jekk kulħadd juża l-istess avviċinament. Ir-ripetizzjoni tal-messaġġ eżattament bl-istess mod hija importanti għall-familja kollha u għal dawk kollha li jduru b'ħaddieħor.

Dak li M' GĦANDEKX tagħmel

- Targumentax. Tagħmel biss is-sitwazzjoni agħar
- Toqgħodx tikkmanda lill-persuna
- Tgħidilhomx x'ma jistgħux jagħmlu. Minflok għidilhom x'jistgħu jagħmlu
- Tittrattahomx ta' inferjuri. Jekk tuża leħen patronizzanti jistgħu jindunaw ukoll jekk ma jifhmux il-kliem
- Tistaqsix ħafna mistoqsijiet diretti li jinħtieġu memorja tajba
- Titkellimx fuqhom quddiemhom daqs li kieku ma kienux hemm

Adattat minn **Understanding difficult behaviours,** ta' Anne Robinson, Beth Spencer u Laurie White. 1989. Eastern Michigan University, Ypsilanti, Michigan.

Għajnuniet minn persuna bid-dimenzja

Christine Bryden (Boden) instabet bid-dimenzja meta kellha 46 sena u qasmet magħna numru ta' osservazzjonijiet dwar il-modi li bihom l-familji u l-ħbieb jistgħu jgħinu persuna bid-dimenzja. Christine hija wkoll l-awtur ta' numru ta' pubblikazzjonijiet fosthom Who will I be when I die? (Min inkun jiena meta mmut?), l-ewwel ktieb miktub minn Awstraljana bid-dimenzja.

Christine toffri dawn l-għajnuniet għall-komunikazzjoni ma' persuna bid-dimenzja:

- Agħtuna l-ħin biex nitkellmu, stennewna ħalli nfittxu fil-gozz imgerfex fl-art ta' moħħna dik il-kelma li nkunu rridu nużaw. Tippruvawx ittemmu s-sentenzi tagħna. Oqogħdu isimgħuna, u ġġegħluniex nħossuna imbarazzati jekk nitilfu l-fil ta' dak li nkunu ngħidu
- Timbuttawniex f'xi ħaġa għax ma nkunux nistgħu naħsbu jew nitkellmu malajr biżżejjed biex nurukom jekk naqblux. Ippruvaw biex tagħtuna ħin biex nirrispondu – biex ngħidulkom jekk inkunux irridu tassew li nagħmluha
- Meta tkunu tridu tkellmuna, aħsbu f'xi mod li tagħmlu dan mingħajr mistoqsijiet li jistgħu jallarmawna jew li jġegħluna nħossuna skomdi. Jekk nkunu nsejna xi ħaġa specjali li tkun ġrat ftit qabel, tassumux li ma kenitx speċjali għalina wkoll. Agħtuna biss xi suġġeriment ġentili – nistgħu nkunu mitlufin għal mument
- Iżda tippruvawx iżżejjed biex tgħinuna jekk ninsew xi ħaġa li ma tkunx ilha li ġrat. Jekk qatt ma daħlet f'moħħna mhux se nkunu nistgħu niftakruha.
- Jekk tistgħu tħallux ħsejjes fl-isfond. Jekk itTV ikun mixgħul baxxuh
- Jekk hemm it-tfal fin-nofs ftakru li aħna ngħajjew malajr u nsibuha bi tqila ħafna biex nikkonċentraw biex nitkellmu u nisimgħu fl-istess ħin. Aktarx li l-aħjar ikun tifel/tifla waħdu/waħedha mingħajr ħsejjes fl-isfond
- Forsi tappijiet tal-widnejn għal meta mmorru f'shopping centres jew xi postijiet storbjużi oħra

IKTAR TAGĦRIF

Dementia Australia toffri sapport, tagħrif, edukazzjoni u pariri. Ikkuntattja l-Linja Nazzjonali ta' Għajnuna fid-Dimenzja fuq **1800 100 500** jew żur il-websajt tagħna **dementia.org.au**

Interpreter

Għal għajnuna lingwistika ċempel is-Servizz Telefoniku tat-Traduzzjoni u l-Interpretar fuq **131 450**

Din il-pubblikazzjoni tagħti ġabra biss dwar is-suġġett trattat. In-nies għandhom jitolbu parir professjonali dwar il-kas speċifiku tagħhom. Dementia Australia mhijiex responsabbli għall-iżbalji jew l-ommissjonijiet f'din il-pubblikazzjoni

translation standards

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Communication

This Help Sheet explains some of the changes in communication that occur as a result of dementia and suggests ways that families and carers can help. It also includes some personal tips on communication written by a person with dementia.

Losing the ability to communicate can be one of the most frustrating and difficult problems for people living with dementia, their families and carers. As the illness progresses, a person with dementia experiences a gradual lessening of their ability to communicate. They find it more and more difficult to express themselves clearly and to understand what others say.

Some changes in communication

Each person with dementia is unique and difficulties in communicating thoughts and feelings are very individual. There are many causes of dementia, each affecting the brain in different ways.

Some changes you might notice include:

- Difficulty in finding a word. A related word might be given instead of one they cannot remember
- They may speak fluently, but not make sense
- They may not be able to understand what you are saying or only be able to grasp part of it
- Writing and reading skills may also deteriorate
- They may lose the normal social conventions of conversations and interrupt or ignore a speaker, or fail to respond when spoken to
- They may have difficulty expressing emotions appropriately

Where to begin

It is important to check that hearing and eyesight are not impaired. Glasses or a hearing aid may help some people. Check that hearing aids are functioning correctly and glasses are cleaned regularly.

Keep in mind

When cognitive abilities such as the ability to reason and think logically deteriorate, the person with dementia is likely to communicate at a feeling level.

Remember

Communication relating to feelings and attitudes is made up of three parts:

- 55% is body language which is the message we give out by our facial expression, posture and gestures
- 38% is the tone and pitch of our voice
- 7% is the words we use

These statistics* highlight the importance of how families and carers present themselves to a person with dementia. Negative body language such as sighs and raised eyebrows can easily be picked up.

* Mehrabian, Albert (1981) Silent Messages: Implicit Communication of Emotions and Attitudes. 2nd ed. Belmont, CA: Wadsworth.

What to try

Caring attitude

People retain their feelings and emotions even though they may not understand what is being said, so it is important to always maintain their dignity and self esteem. Be flexible and always allow plenty of time for a response. Where appropriate, use touch to keep the person's attention and to communicate feelings of warmth and affection.

Ways of talking

- Remain calm and talk in a gentle, matter of fact way
- Keep sentences short and simple, focusing on one idea at a time
- Always allow plenty of time for what you have said to be understood
- It can be helpful to use orienting names whenever you can, such as "Your son Jack"

This help sheet is funded by the Australian Government

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Body Language

You may need to use hand gestures and facial expressions to make yourself understood. Pointing or demonstrating can help. Touching and holding their hand may help keep their attention and show that you care. A warm smile and shared laughter can often communicate more than words can.

The right environment

- Try to avoid competing noises such as TV or radio
- If you stay still while talking you will be easier to follow, especially if you stay in the person's line of vision
- Maintain regular routines to help minimise confusion and assist communication
- It is much less confusing if everyone uses the same approach. Repeating the message in exactly the same way is important for all the family and all carers

What NOT to do

- Don't argue. It will only make the situation worse
- Don't order the person around
- Don't tell them what they can't do. Instead suggest what the person can do
- Don't be condescending. A condescending tone of voice can be picked up, even if the words are not understood
- Don't ask a lot of direct questions that rely on a good memory
- Don't talk about people in front of them as if they are not there

Adapted from **Understanding difficult behaviours,** by Anne Robinson, Beth Spencer and Laurie White 1989. Eastern Michigan University, Ypsilanti, Michigan.

Tips from a person with dementia

Christine Bryden (Boden) was diagnosed with dementia at age 46, and has shared a number of her insights about ways that families and friends can help a person with dementia. Christine is also the author of a number of publications, including **Who will I be when I die?**, the first book written by an Australian with dementia.

Christine provides these tips for communicating with a person with dementia:

- Give us time to speak, wait for us to search around that untidy heap on the floor of the brain for the word we want to use. Try not to finish our sentences. Just listen, and don't let us feel embarrassed if we lose the thread of what we say
- Don't rush us into something because we can't think or speak fast enough to let you know whether we agree. Try to give us time to respond – to let you know whether we really want to do it
- When you want to talk to us, think of some way to do this without questions that can alarm us or make us feel uncomfortable. If we have forgotten something special that happened recently, don't assume it wasn't special for us too. Just give us a gentle prompt – we may just be momentarily blank
- Don't try too hard though to help us remember something that just happened. If it never registered we are never going to be able to recall it
- Avoid background noise if you can. If the TV is on, mute it first
- If children are underfoot remember we will get tired very easily and find it very hard to concentrate on talking and listening as well. Maybe one child at a time and without background noise would be best
- Maybe ear plugs for a visit to shopping centres, or other noisy places

Further Information

Dementia Australia offers support, information, education and counselling. Contact the National Dementia Helpline on **1800 100 500**, or visit our website at **dementia.org.au**

Interpreter

For language assistance phone the Translating and Interpreting Service on **131 450**

This publication provides a general summary only of the subject matter covered. People should seek professional advice about their specific case. Dementia Australia is not liable for any error or omission in this publication.

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