



## Top Tips for Tricky Times: When residents do not understand social distancing or self-isolation



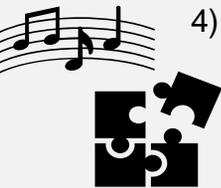
- 1) If a resident is in an area that is unsafe due to COVID, use their name to get their attention. Use a friendly tone of voice, open body language and clear, simple instructions.



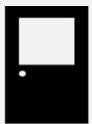
- 2) To ask a resident to leave an area, offer food or drinks or to help them with a task. Phrases found to be useful include:  
“let’s go and have a cup of tea in your room, okay?”  
“come with me and we’ll find something to eat”  
“we are just going to go into the corridor, okay?”  
“Let me help you to your room, alright?”



- 3) The person may be moving about or approaching people as their needs and mood changes. Check for pain, hunger, thirst and toilet needs.



- 4) To reduce resident walking around that is unsafe try:
  - playing music or television programmes they like
  - doing puzzles, colouring or games with them
  - invite the person to help with work such as dusting their room or folding their clothes



- 5) A person might enter a room if they think it’s their room or something catches their attention. Keep doors closed if possible and use the distraction strategies in these top tips.



- 6) If possible walk with the person. Talk about something they like and point out things (like pictures) to help redirect them to safe areas. If possible, enable access to an enclosed garden or other secluded area.



- 7) If a person is very agitated and it’s safe to leave them to calm down, watch at a distance keeping other residents away.



- 8) Share information with other staff about what has worked or not for individual residents. Write this in care notes. **Note:** Time, mood, what triggered their mood, what you did and how the person reacted.



- 9) If possible, involve the person in decisions. Try to gain informed consent from them and/or an appointed person.



- 10) If behaviour is unusual or difficult to manage. Contact the GP or community mental health/dementia teams for advice and a review.



- 11) There is no research evidence about the best way to restrain. Work with available guidance and legislation.