

You Solve the Case

What!?!

An older woman with dementia also is hard of hearing. She is taking part in a group exercise program. She has a personal aide, who tries to tell her what the group exercise leader is asking the group to do. The older woman shouts out, "What?" "What did you say?" This is very disruptive for the group. What should the aide do?

Who is this person? She appears to want to be with other people, and has a support system that allows her to have a personal aide.

Making use of abilities that remain. As stated in the CLUE, she can read. An important thing to find out is if she can follow directions, especially written directions.

Gather the evidence. It appears that the aide is attempting to use an ability that is impaired (hearing) to communicate information to the person with dementia. This isn't working.

Use the formula. It appears that the major issue is a physical one – the older woman cannot hear well. In addition, the aide is attempting to ask the older woman to use an impaired ability, rather than using abilities that remain.

Solution. In this situation, the aide was given a card which said "Watch her. Do what she does." The aide was asked to show the card to the older woman, and then point to the exercise leader. The older woman read the card, looked at the leader, and began to do what the leader was doing.

CLUE: The older woman's vision is fine.