

## **Dementia Friends**

### **1. Helping customers with dementia – introduction film – transcript**

#### **Scene: Joyce is sitting on a park bench**

**Joyce (voice over):** I really enjoy getting out and about. Even though I've been diagnosed with dementia, I want to carry on doing the things I love for as long as possible.

You've probably met someone with dementia before and not realised they had it.

Someone like me.

Dementia is caused by lots of different diseases of the brain, such as Alzheimer's and can affect people in very different ways.

#### **Scene: Joyce starts to walk down the path and speaks to a park gardener**

**Joyce:** Aren't they beautiful?

**Park gardener:** Yes, lovely.

**Joyce:** I've always loved...

**Park gardener (cuts in):** Tulips? Me too.

**Joyce (she nods and smiles with him):** Tulips.

**Joyce (voiceover):** Sometimes I forget the words for the simplest things. Other days I struggle to make simple decisions.

**Scene: Joyce arrives at a pedestrian crossing and is confused when the green man appears and doesn't cross. A Police Community Support Officer (PCSO) approaches.**

**PCSO (voiceover):** Before I became a Dementia Friend, I thought it was people getting on a bit.

But because it's a disease, it can affect anyone – though you are more likely to get it if you're over 65.

**PCSO to Joyce:** May I help you across?

**Joyce:** Thank you.

**PCSO voiceover:** Now that I know a little bit about dementia, if I see someone who's hesitating or looks confused, I make sure to ask if I can help.

**Scene: Joyce arrives in a cafe and goes to the counter.**

**Joyce (voiceover):** I meet the girls here every Wednesday for tea, cake and a natter.

**Cashier:** Hi there. What can I get you?

**Joyce:** They all look so delicious...I'll have a slice of apple tart please.

**Cashier:** So that's £3.50 please.

**<Joyce hands over her money>**

**Cashier:** Ooh that's £35! You've given me too much. Look, here's your twenty and here's your ten...and I'll just give you change for the five, just hang on a second. Here's one pound and fifty pence change for your five pounds.

**Joyce:** Thank you.

**Cashier (voiceover):** People with dementia may have trouble working out how much to pay. So I lend a hand by counting out their money with them.

**Scene: Joyce walks away and becomes confused by her reflection in the mirror. A waiter approaches.**

**Waiter (voiceover):** When I became a Dementia Friend, I discovered that mirrors and shiny surfaces can look totally different to someone with dementia.

**Waiter to Joyce:** Hello there, are you ok? Can I help?

**Joyce (looking at mirror):** Sorry I thought I saw someone I knew I'm looking for my friends.

**Waiter:** Ok. Why don't I take your tray for you – I think your friends might be sitting over there...

**Waiter (voiceover):** Rather than saying "Oh it's just a mirror", I find that the best thing to do is to help that person move away from whatever it is that's causing distress.

**Women at the table:** Joyce! Hello!

**Joyce:** Thanks for your help.

**Waiter:** My pleasure.

**Sandra (one of Joyce's friends) aside to the viewer:** You don't have to know someone with dementia personally to be a friend.

In fact, there are hundreds of thousands of people in the UK becoming Dementia Friends.

By joining them you'll learn a little bit about the disease and some simple actions that will help people with dementia, get on with their everyday lives.

**Final screen information:**

You've taken your first step to becoming a Dementia Friend.

All you need to do now is watch one of the other videos that is most relevant to the work you do.

Thank you.