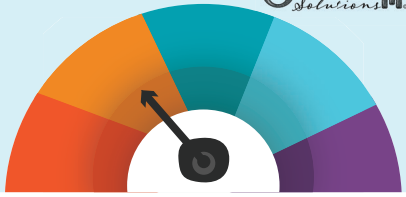


UNMET NEEDS



What are they trying to tell us?

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 may be trying to tell you...

I'm taking another person's food or beverage
I'm rummaging through drawers

"I need nourishment"

I'm looking in other people's rooms
I'm relieving myself in strange places

"I need to go to the bathroom"

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 am in pain"



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

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

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

"I'm uncomfortable in my environment"



HOW I COMMUNICATE MY EMOTIONS

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

If I am saying/doing this...

I may be feeling...

I'm telling you "No", "I don't like that",
or "Leave me alone"

Angry

I'm pushing, hitting, or grabbing and not letting go

I'm looking for a family member

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

Sad

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

Lonely

I'm frantically trying to help someone

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

Scared

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

**Lacking
Purpose**

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



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