

Care Initiative



# Caring for the Vulnerable Flash cards

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**Written and produced for the DM foundation**

To be used in conjunction with Caring for the vulnerable training materials written by Sureya Landini (2015)

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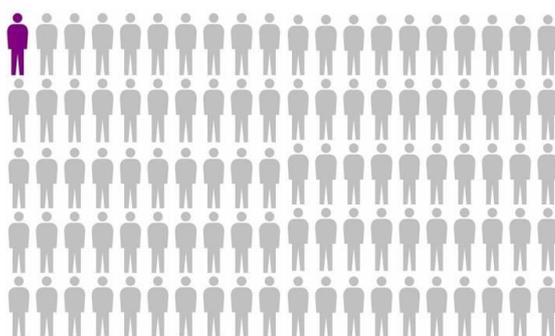
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## Autism spectrum disorder (ASD)

### Brief description of ASD and how it affects members of our community

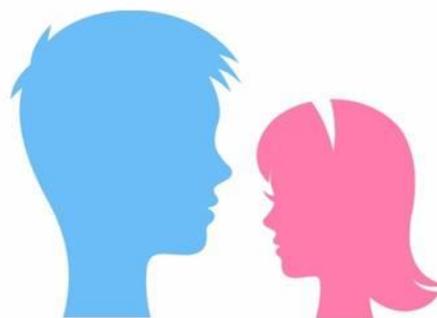
- ❑ Autism spectrum disorder (ASD) is a condition that affects social interaction, communication, interests and behaviour.
- ❑ It includes Asperger syndrome and childhood autism.
- ❑ Some people also use the term autism spectrum condition or 'neurodiverse' (as opposed to people without autism being 'neurotypical').
- ❑ The main features of ASD typically start to develop in childhood, although the impact of these may not be apparent until there is a significant change in the person's life, such as a change of school.
- ❑ There is no 'cure' for ASD, but a wide range of treatments – including education and behaviour support – can help people with the condition.



In the UK, it's estimated that about one in every 100 people has ASD

### Who is affected by ASD?

- ❑ ASD affects children, young people and adults
- ❑ Children, young people and adults with ASD are often also affected by other mental health conditions such as
  - attention deficit hyperactivity disorder (ADHD)
  - anxiety or
  - depression.
- ❑ Autism features can often be recognised in children before the age of two or three years. However for many, the signs will often only become more noticeable as they get older.
- ❑ Around one in 100 children has an ASD.



Boys are four times more likely than girls to be affected



### **What are the key characteristics of ASD?**

- ❑ ASD can cause a wide range of symptoms, which are often grouped into two main categories:
  - ❑ Problems with social interaction and communication – including problems understanding and being aware of other people's emotions and feelings; it can also include delayed language development and an inability to start conversations or take part in them properly.
  - ❑ Restricted and repetitive patterns of thought, interests and physical behaviours – including making repetitive physical movements, such as hand tapping or twisting, and becoming upset if these set routines are disrupted.

### **Thinking about telephone conversations with those affected by ASD, what adaptations or changes to usual procedures would be helpful?**

- ❑ ASD symptoms can include delayed language development and an inability to start conversations or take part in them properly
- ❑ Be patient and allow the contact time to express themselves
- ❑ Clarify anything that you are unclear about or believe that the contact is unclear about within your conversation

### **Which charities (if any) could provide support / care for these individuals?**

- ❑ The National Autistic Society [www.autism.org.uk/](http://www.autism.org.uk/)



## Dyslexia

### Brief description of Dyslexia and how it affects members of our community

- Dyslexia is a common learning difficulty that mainly affects the way people read and spell words. Dyslexia is a spectrum disorder, with symptoms ranging from mild to severe.
- People with dyslexia have particular difficulty with:
  - phonological awareness
  - verbal memory
  - rapid serial naming
  - verbal processing speed

### Who is affected by Dyslexia?

- Dyslexia is thought to be one of the most common learning difficulties.
- Dyslexia affects people of all ethnic backgrounds, and has even been shown to affect languages based on symbols rather than letters, such as Cantonese.
- However, a person's native language can play an important role in the condition. For example, dyslexia is less problematic in languages with consistent rules around pronunciation, such as Italian and Spanish.
- Languages such as English, where there is often no clear connection between the written form and sound (for example, words such as "cough" and "dough"), can be more challenging for a person with dyslexia.

It's estimated that up to 1 in every 10 people in the UK has a certain degree of dyslexia



### What are the key characteristics of Dyslexia?

- The symptoms of dyslexia can differ from person to person, and each individual with the condition will have a unique pattern of strengths and weaknesses.
- The symptoms of dyslexia in older children and adults can include:
  - poorly organised written work that lacks expression –for example, even though they may be very knowledgeable about a certain subject, they may have problems expressing that knowledge in writing
  - difficulty planning and writing essays, letters or reports
  - difficulties revising for examinations
  - trying to avoid reading and writing whenever possible
  - difficulty taking notes or copying
  - poor spelling
  - struggling to remember things such as a PINs or telephone numbers

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- struggling to meet deadlines

**Thinking about telephone conversations with those affected by Dyslexia, what adaptations or changes to usual procedures would be helpful?**

- Dyslexia can cause difficulties with verbal processing. Verbal processing speed is the time it takes to process and recognise familiar verbal information, such as letters and digits. For example, someone with a good verbal processing speed has the ability to quickly write down unfamiliar words when they are spelled out, or write down telephone numbers they are told.
- Verbal memory can also be affected. People with memory problems can struggle to remember details of phone conversations.
- If you use Skype there are lots of different services where you can record the Skype conversation (either just the sound or the video as well).
- Be patient – allow your contact time to write down numbers, passwords, details etc. Don't rush them and be prepared to repeat the information
- Offer to check information read back by your contact to check accuracy
- Use the phonetic alphabet

**Which charities (if any) could provide support / care for these individuals?**

- Dyslexia Action and British Dyslexia Association (BDA)



## Dyspraxia

### Brief description of Dyspraxia and how it affects members of our community

- ❑ Dyspraxia is a common disorder that affects movement and co-ordination. It is also known as developmental co-ordination disorder (DCD).
- ❑ Dyspraxia/DCD is often spotted at a young age but there may be many adults with dyspraxia who remain undiagnosed.
- ❑ Dyspraxia affects co-ordination skills such as tasks requiring balance, kicking and throwing a ball and fine motor skills (such as writing or using small objects carefully) in children and adults. It is a condition that will last for life and is recognised by international organisations, including the World Health Organization.

### Who is affected by this Dyspraxia?

- ❑ Dyspraxia often runs in families.
- ❑ It is not known what causes dyspraxia, but some children born prematurely have a higher risk of having dyspraxia.



Estimates vary, but dyspraxia is thought to affect around 3% of adults in the UK



Dyspraxia is more common in men

### What are the key characteristics of this dyspraxia?

- ❑ The symptoms of dyspraxia can vary between individuals and may change over time.
- ❑ The co-ordination difficulties associated with dyspraxia can reduce the person's ability to participate and function in education and employment.
- ❑ Difficulties with self-care, writing, typing, riding a bike and playing may start in childhood and continue into adulthood.
- ❑ An adult may also experience new difficulties, for example with driving a vehicle or DIY.
- ❑ Adults with dyspraxia may also have social and emotional difficulties, as well as problems with time management, planning and personal organisation. These may affect the person's education or employment.



**Thinking about telephone conversations with those affected by dyspraxia, what adaptations or changes to usual procedures would be helpful?**

- Symptoms may affect the individual's ability to write or type notes in some cases, so this could be considered.
- Be patient – allow your contact time to take down information
- Offer to send the information required to them via email or post

**Which charities (if any) could provide support / care for these individuals?**

- A list of local support groups is available from The Dyspraxia Foundation.



## Attention Deficit Hyperactivity Disorder (ADHD)

### Brief description of ADHD and how it affects members of our community

- Attention deficit hyperactivity disorder (ADHD) is a group of behavioural symptoms that include:
  - inattentiveness,
  - hyperactivity and
  - Impulsiveness.

### Who is affected by ADHD?

- ❑ ADHD can occur in people of any intellectual ability, although it is more common in people with learning difficulties.
- ❑ Symptoms of ADHD tend to be first noticed at an early age, and may become more noticeable when a child's circumstances change, such as when they start school.
- ❑ Most cases are diagnosed in children between the ages of 6 and 12.
- ❑ ADHD is the most common behavioural disorder in the UK.
- ❑ The symptoms of ADHD usually improve with age, but many adults who are diagnosed with the condition at a young age will continue to experience problems.



It's unknown exactly how many people have the condition, but most estimates suggest it affects around 2-5% of school-aged children and young people



Childhood ADHD is more commonly diagnosed in boys than girls.

### What are the key characteristics of this condition?

- ❑ Common symptoms of ADHD include:
  - ❑ a short attention span or being easily distracted
  - ❑ restlessness, constant fidgeting or over activity
  - ❑ being impulsive



**Thinking about telephone conversations with those affected by this condition, what adaptations or changes to usual procedures would be helpful?**

- ADHD can cause problems for individuals with attention span and they can be easily distracted.
- Take care around impulsive decision making – provide support and information to ensure that a purchase decision is considered and genuine
- Offer to repeat information or run through options
- Offer to send information via email or post to allow more time to consider
- Consider being flexible around cooling-off periods

**Which charities (if any) could provide support / care for these individuals?**

- ADHD Foundation, ADDISS (The National Attention Deficit Disorder Information and Support Service), The UK ADHD Partnership.



## Obsessive compulsive disorder (OCD)

### Brief description of OCD and how it affects members of our community

- ❑ Obsessive compulsive disorder (OCD) is a mental health condition where a person has obsessive thoughts and compulsive behaviour.

### Who is affected by OCD?

- ❑ It is difficult to know exactly how many people have OCD, as many are reluctant to visit their GP because they feel ashamed or embarrassed.
- ❑ In Western countries, OCD is the fourth most common mental health condition. It can affect men, women and children.

In the UK, about 12 out of every 1,000 people are affected by OCD. This equates to around 741,500 people.



### What are the key characteristics of OCD?

- ❑ OCD symptoms can range from mild to severe. For example, some people with OCD may spend an hour or so a day engaged in obsessive-compulsive thinking and behaviour. For others, the condition can completely take over their life. Although OCD affects individuals differently, most people with the condition fall into a set pattern of thought and behaviour. The pattern has four main steps:
  - ❑ **obsession** – your mind is overwhelmed by a constant obsessive fear or concern, such as the fear your house will be burgled
  - ❑ **anxiety**– this obsession provokes a feeling of intense anxiety and distress
  - ❑ **compulsion**– you adopt a pattern of compulsive behaviour to reduce your anxiety and distress, such as checking all your windows and doors are locked at least three times before leaving the house
  - ❑ **temporary relief**– the compulsive behaviour brings temporary relief from anxiety but the obsession and anxiety soon return, causing the cycle to begin again



**Thinking about telephone conversations with those affected by this condition, what adaptations or changes to usual procedures would be helpful?**

- Be patient – allow your contact to ask you to repeat information and guidance to provide the appropriate level of reassurance
- Offer to send supporting information or confirmation via email or post. Follow up quickly and send emails / letters promptly and advise when your contact is likely to receive the information. Manage expectations well – be realistic (not optimistic) about turnaround times
- If you promise follow-up action such as a call back at an agreed time, ensure you make the call at the correct time

**Which charities (if any) could provide support / care for these individuals?**

- OCD-UK ([www.ocduk.org](http://www.ocduk.org)), OCD Action ([www.ocdaction.org.uk](http://www.ocdaction.org.uk))



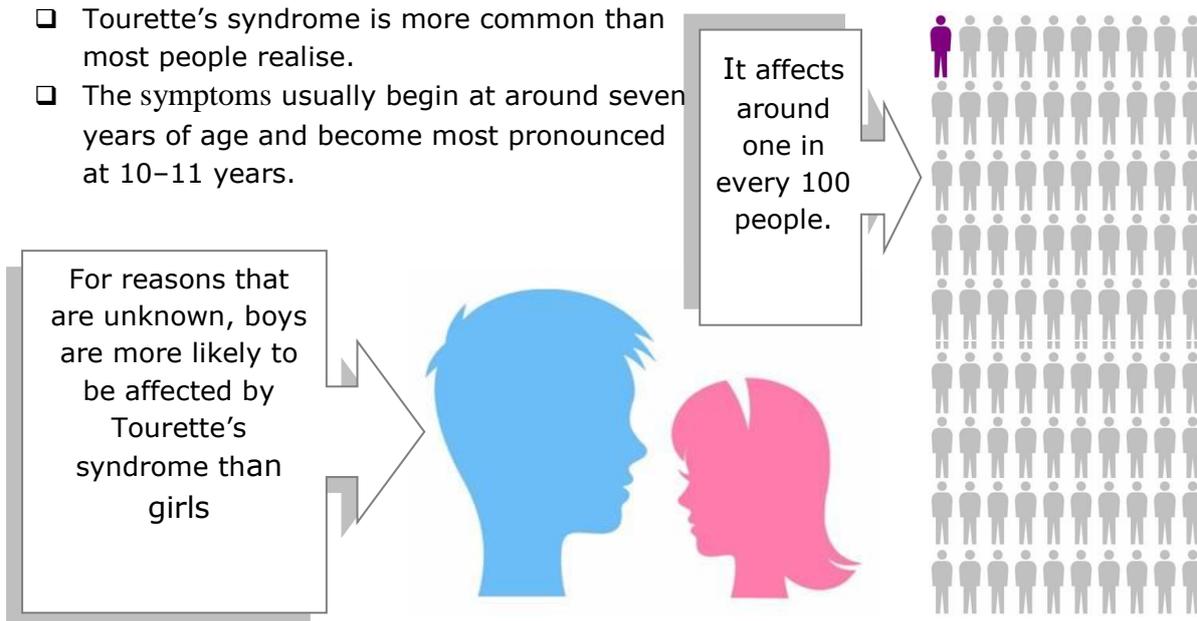
## Tourette's syndrome

### Brief description of Tourette's syndrome and how it affects members of our community

- ❑ Tourette's syndrome is a neurological condition (affecting the brain and nervous system) that is characterised by a combination of involuntary noises and movements called tics.
- ❑ The syndrome usually starts during childhood and continues into adulthood.
- ❑ In many cases it runs in families and it is often associated with obsessive (OCD) or attention (ADHD).

### Who is affected by this condition?

- ❑ Tourette's syndrome is more common than most people realise.
- ❑ The symptoms usually begin at around seven years of age and become most pronounced at 10–11 years.



### What are the key characteristics of Tourette's syndrome?

- ❑ Tourette's syndrome is characterised by a combination of involuntary noises and movements called tics. Tics can be:
  - ❑ vocal (sounds)– such as grunting, coughing or shouting out words
  - ❑ physical (movements)– such as jerking of the head or jumping up and down
- ❑ They can also be:
  - ❑ simple– making a small movement or uttering a single sound
  - ❑ complex– making a series of physical movements or speaking a long phrase
- ❑ Most people diagnosed with Tourette's syndrome have a combination of physical and vocal tics, which can be both simple and complex.
- ❑ The tics do not usually pose a serious threat to a person's overall health, although physical tics, such as jerking of the head, can often be painful. However, children and adults with Tourette's syndrome may experience associated problems, such as social isolation, embarrassment and low self-esteem.

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**Thinking about telephone conversations with those affected by this condition, what adaptations or changes to usual procedures would be helpful?**

- Individuals may experience disruptions of speech production
- Be patient and remain professional in your approach
- Allow your contact time to express themselves – pressurised situations can trigger tics

**Which charities (if any) could provide support / care for these individuals?**

- Tourettes Action ([www.tourettes-action.org.uk](http://www.tourettes-action.org.uk))



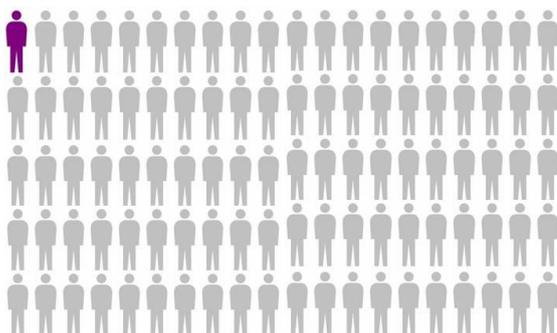
## Schizophrenia

### Brief description of Schizophrenia and how it affects members of our community

- ❑ Schizophrenia is a long-term mental health condition that causes a range of different psychological symptoms, including:
  - ❑ hallucinations - hearing or seeing things that do not exist
  - ❑ delusions - unusual beliefs not based on reality which often contradict the evidence
  - ❑ muddled thoughts based on the hallucinations or delusions
  - ❑ changes in behaviour

### Who is affected by Schizophrenia?

- ❑ Schizophrenia is one of the most common serious mental health conditions.
- ❑ Schizophrenia is most often diagnosed between the ages of 15 and 35.
- ❑ Men and women are equally affected.



About 1 in 100 people will experience schizophrenia in their lifetime, with many continuing to lead normal lives

### What are the key characteristics of Schizophrenia?

- ❑ Changes in thinking and behaviour are the most obvious signs of schizophrenia, but people can experience symptoms in different ways.
- ❑ The symptoms of schizophrenia are usually classified into one of two categories: positive or negative.
  - ❑ Positive symptoms represent a change in behaviour or thoughts, such as hallucinations or delusions.
  - ❑ Negative symptoms represent a withdrawal or lack of function which you would usually expect to see in a healthy person. For example, people with schizophrenia often appear emotionless, flat and apathetic.



**Thinking about telephone conversations with those affected by this condition, what adaptations or changes to usual procedures would be helpful?**

- Offer a call back at an alternative time
- Be patient and remain calm
- Offer to repeat or clarify any information as required
- Offer reassurance by confirming information – offers, terms and conditions etc via email or post. Take responsibility to ensure this information is sent promptly

**Which charities (if any) could provide support / care for these individuals?**

- [www.mind.org.uk](http://www.mind.org.uk) and [www.rethink.org](http://www.rethink.org)



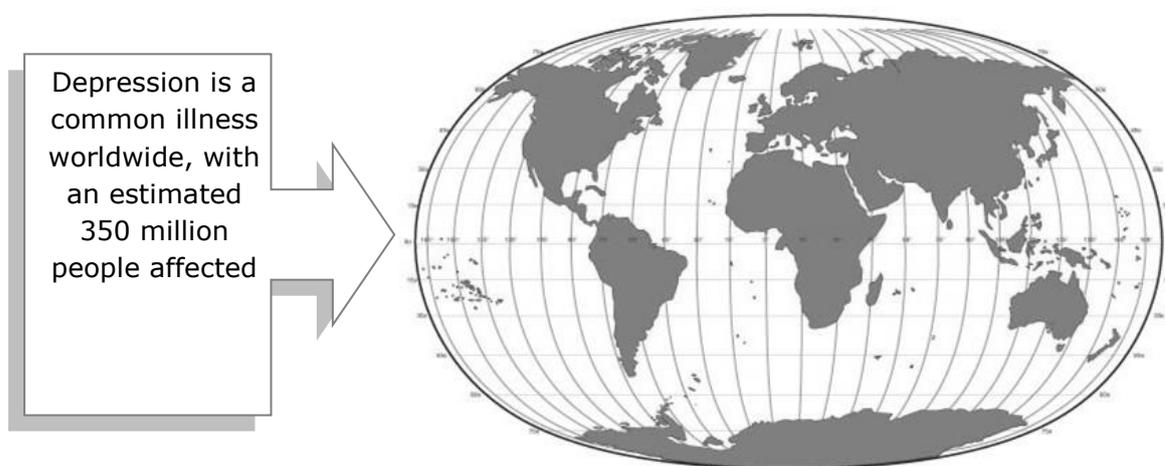
## Clinical Depression

### Brief description of Clinical Depression and how it affects members of our community

- ❑ Depression is more than simply feeling unhappy or fed up for a few days. We all go through spells of feeling down, but when you're depressed you feel persistently sad for weeks or months, rather than just a few days

### Who is affected by clinical depression?

- ❑ People of all ages, races and economic backgrounds are affected.
- ❑ Up to 20% of people experience symptoms of depression.
- ❑ The average age of first onset of major depression is 25-29.
- ❑ Depression is a growing condition. At the rate of increase, it will be the 2nd most disabling condition in the world by 2020, behind heart disease.



### What are the key characteristics of this condition?

- ❑ The symptoms of depression can be complex and vary widely between people. But as a general rule, if you are depressed, you feel sad, hopeless and lose interest in things you used to enjoy.
- ❑ The symptoms persist for weeks or months and are bad enough to interfere with your work, social life and family life.
- ❑ Symptoms can be psychological, physical, or social.
- ❑ Severe depression can make it almost impossible to get through daily life.



**Thinking about telephone conversations with those affected by this condition, what adaptations or changes to usual procedures would be helpful?**

- Offer a call back at an alternative time
- Be patient
- Offer to contact another member of the household or family member

**Which charities (if any) could provide support / care for these individuals?**

- [www.mind.org.uk](http://www.mind.org.uk)



## Bipolar Disorder

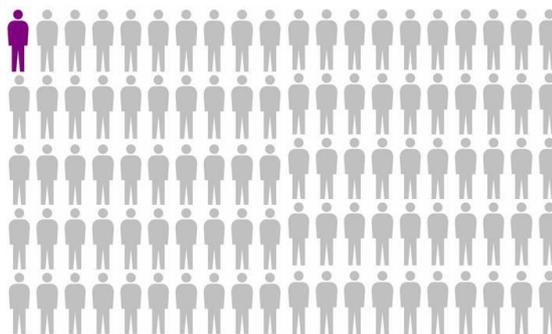
### Brief description of Bipolar Disorder and how it affects members of our community

- ❑ Bipolar disorder, formerly known as manic depression, is a condition that affects your moods, which can swing from one extreme to another.
- ❑ If you have bipolar disorder, you will have periods or episodes of:
  - ❑ depression—where you feel very low and lethargic
  - ❑ mania—where you feel very high and overactive (less severe mania is known as hypomania)

### Who is affected by Bipolar Disorder?

- ❑ Bipolar disorder can occur at any age, although it often develops between the ages of 18 and 24.
- ❑ Men and women from all backgrounds are equally likely to develop bipolar disorder.

Bipolar disorder is fairly common and one in every 100 adults will be diagnosed with the condition at some point in their life



### What are the key characteristics of this condition?

- ❑ Symptoms of Bipolar Disorder depend on which mood you are experiencing.
- ❑ Unlike simple mood swings, each extreme episode of bipolar disorder can last for several weeks (or even longer), and some people may not experience a "normal" mood very often.
- ❑ The exact causes of bipolar disorder are unknown, although it's believed that several things can trigger an episode. Extreme stress, overwhelming problems and life-changing events are thought to contribute, as well as genetic and chemical factors.



**Thinking about telephone conversations with those affected by this condition, what adaptations or changes to usual procedures would be helpful?**

- Remain calm and don't react to extreme mood swings
- Offer to call back at an alternative time
- Offer to call another family member who can be involved in the decision making

**Which charities (if any) could provide support / care for these individuals?**

- BipolarUK ([www.bipolaruk.org.uk](http://www.bipolaruk.org.uk)) and [www.mind.org.uk](http://www.mind.org.uk)



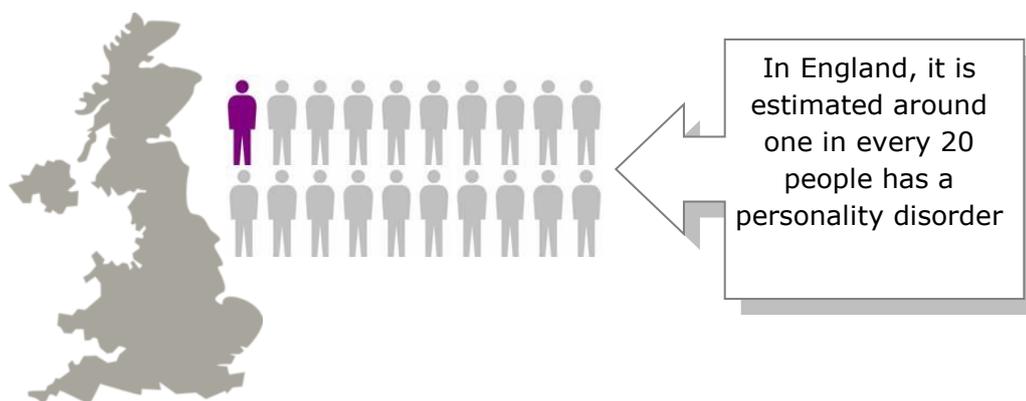
## Personality Disorder

### Brief description of Personality Disorder and how it affects members of our community

- ❑ Personality disorders are conditions in which an individual differs significantly from an average person, in terms of how they think, perceive, feel or relate to others.
- ❑ Changes in how a person feels and distorted beliefs about other people can lead to odd behaviour, which can be distressing and may upset others.

### Who is affected by Personality Disorder?

- ❑ Personality disorders are common mental health problems.
- ❑ However, many people have only mild conditions so only need help at times of stress (such as bereavement). Other people with more severe problems may need specialist help for longer periods.
- ❑ Severe personality disorders are rare and affect less than 2% of the population.



### What are the key characteristics of this condition?

- ❑ The main symptoms are:
  - ❑ being overwhelmed by negative feelings such as distress, anxiety, worthlessness or anger
  - ❑ avoiding other people and feeling empty and emotionally disconnected
  - ❑ difficulty managing negative feelings without self (for example, abusing drugs and alcohol, or taking overdoses) or, in rare cases, threatening other people
  - ❑ odd behaviour
  - ❑ difficulty maintaining stable and close relationships, especially with partners, children and professional carers
  - ❑ sometimes, periods of losing contact with reality



**Thinking about telephone conversations with those affected by this condition, what adaptations or changes to usual procedures would be helpful?**

- Dependant on the type of Personality disorder, an individual may show patterns of behaviour most people would regard as antisocial and withdrawn, have problems with self- confidence, could suffer from extreme mood changes, and have problems making decisions.
- Keep supportive and offer appropriate reassurance
- Offer time to consider your offer or discuss with family members / carers and arrange a call back
- Consider offering an alternative cooling-off period or cancellation terms

**Which charities (if any) could provide support / care for these individuals?**

- [www.mind.org.uk](http://www.mind.org.uk) and [www.emergenceplus.org.uk](http://www.emergenceplus.org.uk) provide support, advice and education.



## Postnatal Depression

### Brief description of Postnatal Depression and how it affects members of our community

- Postnatal depression is a type of depression some women experience after having a baby.
- It can develop within the first six weeks of giving birth, but is often not apparent until around six months.

### Who is affected by Postnatal Depression?

- Women from all ethnic groups can be affected. Teenage mothers are particularly at risk

Postnatal depression is more common than many people realise, affecting around one in 10 women after having a baby



### What are the key characteristics of this condition?

- Symptoms common after giving birth include;
  - mood changes,
  - irritability and
  - episodes of tearfulness.
- These symptoms are often known as the "baby blues" and they usually clear up within a few weeks.
- However, if your symptoms are more persistent, it could be postnatal depression.
- Some women don't recognise they have postnatal depression, or they choose to ignore their symptoms



**Thinking about telephone conversations with those affected by this condition, what adaptations or changes to usual procedures would be helpful?**

- Remain calm and supportive
- Offer a call back at an alternative time to suit your contact, perhaps when a family member or partner is there
- Consider sending information through the post or email to allow your contact more time to consider or pass to a family member to help them decide

**Which charities (if any) could provide support / care for these individuals?**

- PANDAS – Pre and Postnatal Depression Advice and Support  
([www.pandasfoundation.org.uk](http://www.pandasfoundation.org.uk)), House Of Light ([www.pndsupport.co.uk](http://www.pndsupport.co.uk)) and [www.mind.org.uk](http://www.mind.org.uk)



## Alzheimer's Disease

### Brief description of Alzheimer's Disease and how it affects members of our community

- ❑ Alzheimer's disease is the most common type of dementia, affecting almost 500,000 people in the UK. The term "dementia" describes a loss of mental ability associated with gradual death of brain cells. The exact cause of Alzheimer's disease is unknown, although a number of things are thought to increase your risk of developing the condition. These include:
  - ❑ increasing age
  - ❑ a family history of the condition
  - ❑ previous severe head injuries
  - ❑ lifestyle factors and conditions associated with cardiovascular disease

### Who is affected by Alzheimer's Disease?

- ❑ Alzheimer's disease is most common in people over the age of 65.
- ❑ The risk of Alzheimer's disease and other types of dementia increases with age, affecting an estimated one in every six people over the age of 80.
- ❑ However, around 1 in every 20 cases of Alzheimer's disease affects people between 40 and 65 years of age.



### What are the key characteristics of this condition?

- ❑ Alzheimer's disease is a progressive condition, which means the symptoms develop gradually and become more severe over the course of several years.
- ❑ The first sign of Alzheimer's disease is usually minor memory problems. For example, this could be forgetting about recent conversations or events, and forgetting the names of places and objects.
- ❑ As the condition develops, memory problems become more severe and further symptoms can develop, such as:
  - ❑ confusion and disorientation
  - ❑ personality changes, such as becoming aggressive, demanding and suspicious of others
  - ❑ hallucinations (seeing things that are not there) and delusions (believing things that are untrue)
  - ❑ problems with language and speech
  - ❑ problems moving around without assistance



**Thinking about telephone conversations with those affected by this condition, what adaptations or changes to usual procedures would be helpful?**

- Individuals may have symptoms such as confusion and disorientation, and could have problems with language and speech
- Offer to send information through the post or email to allow your contact more time to consider or to share with a family member
- Make your team leader / manager aware of any sales you are concerned about so that the calls can be reviewed or call backs arrange to re-confirm

**Which charities (if any) could provide support / care for these individuals?**

- The Alzheimer's Society ([www.alzheimers.org.uk](http://www.alzheimers.org.uk))



## Dementia

### Brief description of Dementia and how it affects members of our community

- ❑ Dementia is not a disease but a collection of symptoms that result from damage to the brain.
- ❑ These symptoms can be caused by a number of conditions. The most common cause of dementia is Alzheimer's disease.

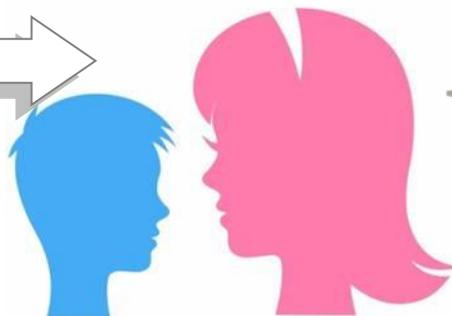
### Who is affected by Dementia?

- ❑ Your risk of developing dementia increases as you get older, and the condition usually occurs in people over the age of 65.
- ❑ The number of people with dementia is increasing because people are living longer.
- ❑ It is estimated that by 2021, the number of people with dementia in the UK will have increased to around 1 million.

Dementia is a common condition that affects about 800,000 people in the UK



Two-thirds of people with dementia are women



### What are the key characteristics of this condition?

- ❑ Dementia is a syndrome (a group of related symptoms) associated with an ongoing decline of the brain and its abilities. This includes problems with:
  - ❑ memory loss
  - ❑ thinking speed
  - ❑ mental agility
  - ❑ language
  - ❑ understanding
  - ❑ judgement
- ❑ People with dementia can become apathetic or uninterested in their usual activities, and have problems controlling their emotions.
- ❑ They may also find social situations challenging, lose interest in socialising, and aspects of their personality may change.
- ❑ A person with dementia may lose empathy (understanding and compassion), they may see or hear things that other people do not (hallucinations), or they may make false claims or statements.

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- ❑ As dementia affects a person's mental abilities, they may find planning and organising difficult. Maintaining their independence may also become a problem.
- ❑ A person with dementia will therefore usually need help from friends or relatives, including help with decision making

**Thinking about telephone conversations with those affected by this condition, what adaptations or changes to usual procedures would be helpful?**

- ❑ Individuals may have increasing difficulties with tasks and activities that require concentration and planning, suffer with periods of mental confusion, and suffer with changes in personality and mood
- ❑ Offer to send information through the post or email to allow your contact more time to consider or to share with a family member
- ❑ Make your team leader / manager aware of any sales you are concerned about so that the calls can be reviewed or call backs arrange to re-confirm

**Which charities (if any) could provide support / care for these individuals?**

- ❑ Dementia UK ([www.dementiauk.org](http://www.dementiauk.org)) and AGE UK ([www.ageuk.org.uk](http://www.ageuk.org.uk))

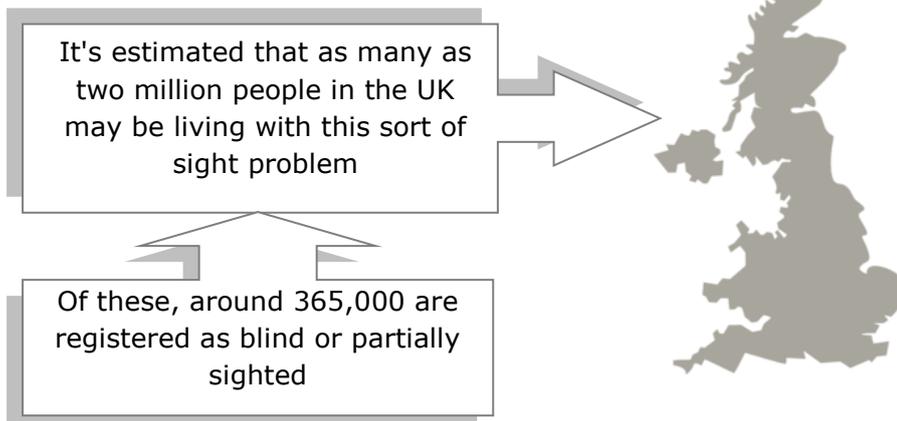


## Visual Impairment

### Brief description of Visual Impairment and how it affects members of our community

- ❑ Visual impairment is when a person has sight loss that cannot be fully corrected using glasses or contact lenses.

### Who is affected by Visual impairment?



### What are the key characteristics of this condition?

- ❑ Visual impairment is usually classified as either 'sight impaired' or 'severely sight impaired'. These classifications are based on the results of tests.
- ❑ Most causes of visual impairment in the UK are conditions that develop as you get older.



About 8 in every 10 people with visual impairment are over 65



**Thinking about telephone conversations with those affected by this condition, what adaptations or changes to usual procedures would be helpful?**

- Arrange for letters of confirmation, contract terms etc to be sent in Braille or larger print – ask your contact which they would prefer
- Don't guide contacts to look at further information online – try to answer any questions during the call

**Which charities (if any) could provide support / care for these individuals?**

- Royal National Institute of Blind People- RNIB ([www.rnib.org.uk](http://www.rnib.org.uk)), and Action for Blind People ([www.actionforblindpeople.org.uk](http://www.actionforblindpeople.org.uk))



## Hearing Loss

### Brief description of Hearing Loss and how it affects members of our community

- ❑ Hearing loss is a common problem that often develops with age or is caused by repeated exposure to loud noises.

### Who is affected by Hearing Loss?



Action on Hearing Loss estimates that more than 10 million (about 1 in 6) people in the UK have some degree of hearing impairment or deafness

### What are the key characteristics of Hearing Loss?

- ❑ Hearing loss can occur suddenly, but usually develops gradually.
- ❑ General signs of hearing loss can include:
  - ❑ difficulty hearing other people clearly and misunderstanding what they say
  - ❑ asking people to repeat themselves
  - ❑ listening to music or watching television with the volume turned up high



**Thinking about telephone conversations with those affected by this condition, what adaptations or changes to usual procedures would be helpful?**

- Speech Recognition Systems can be very useful to individuals.
- Don't be tempted to shout
- Speak more slowly to allow your contact more time to recognise your words
- Offer text-type or hearing-loop type services
- Offer to send information through the post or email to allow your contact to read them
- Offer to call back at an alternative time to speak to a family member or carer who can help

**Which charities (if any) could provide support / care for these individuals?**

- Action on Hearing Loss ([www.actiononhearingloss.org.uk](http://www.actiononhearingloss.org.uk))



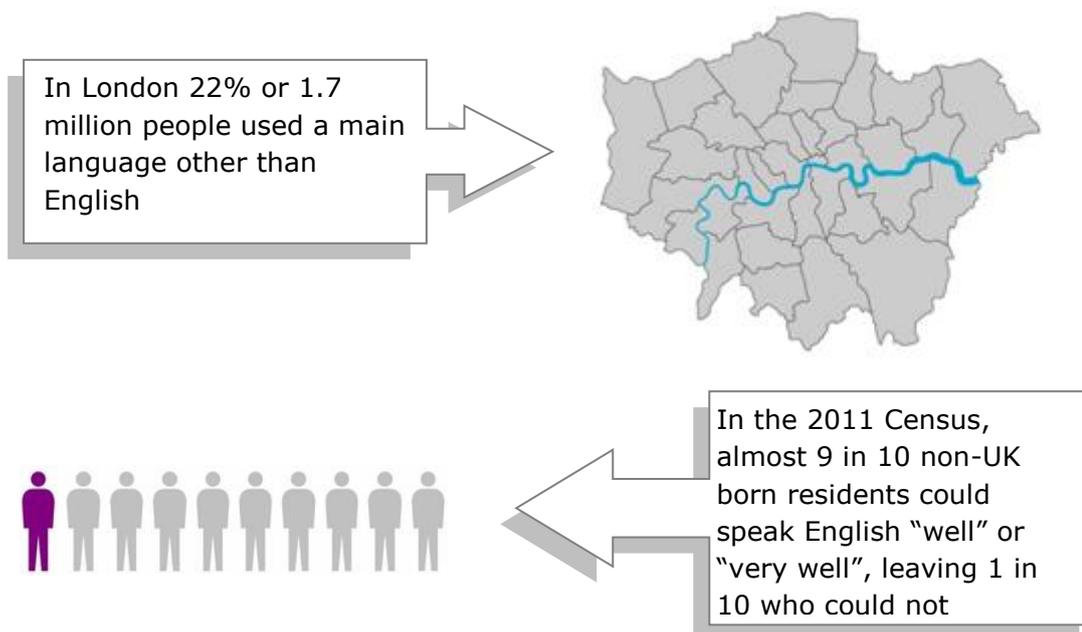
## Language Issues

### Brief description Language Issues and how it affects members of our community

- ❑ Figures from the 2011 census show:-
  - 4 million people or 8% - reported speaking a different language other than English or Welsh.
  - 13% (7.5 million people) were born outside of the UK
  - Approximately 1 in 10 residents that were non-UK born, report being unable to speak English "well" or "very well". This leads to problems communicating with the English speaking population.

### Who is affected by Language Issues?

- ❑ After English & Welsh the most reported language was Polish with 546,000 speakers followed by Punjabi and Urdu.
- ❑ The 2011 census showed that 726,000 people could not speak English well
- ❑ 138,000 people could not speak English at all





### **What are the key characteristics of Language Issues?**

- Unable to understand the person who is speaking to them
- Unable to clearly understand instructions, numbers, etc.
- They may get frustrated and irate
- They may be embarrassed
- They may offer a simple response 'yes' to all questions to indicate agreement despite a lack of understanding

### **Thinking about telephone conversations with those affected by Language Issues, what adaptations or changes to usual procedures would be helpful?**

- The person may advise you that English is not their first language or state that they are still learning the language
- They may ask a family member or friend to communicate with you on their behalf
- Speak slowly and clearly, repeating vital information
- Re-checking how you can help further
- Pass the call to another in your organisation who may speak the language
- Ask if there is someone else in their household who can speak English

### **Which charities (if any) could provide support / care for these individuals?**

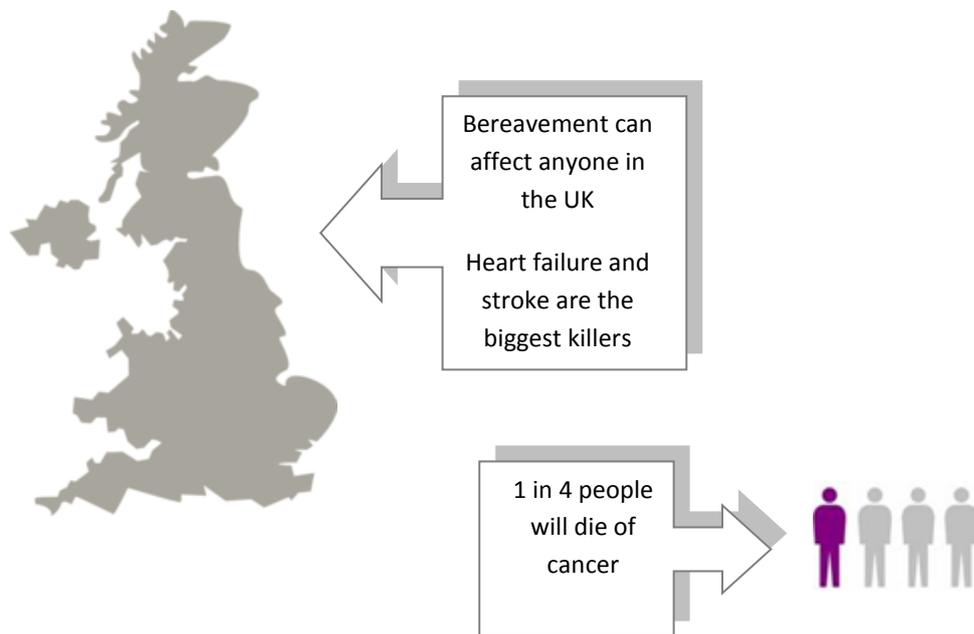


## Sadness and grief (Bereavement)

Around 500,000 people die in England each year, and it is predicated that this will rise to 590,000 within the next 20 years.

### Brief description of Bereavement and how it affects members of our community

- ❑ Experts generally accept that there are four stages of bereavement:-
  - Accepting your loss is real
  - Experiencing the pain of grief
  - Adjusting to life without the person who has died
  - Putting less emotional energy into grieving and putting it into something new (in other words, moving on)



### Who is affected by Bereavement?

- ❑ Anyone can be affected
- ❑ A bereavement can relate to a family member, a friend or someone within your community (local or wider)





## What are the key characteristics of Bereavement?

- Bereavement is a transitory vulnerability which can affect the bereaved person in different ways at different times. There is no clear pathway through bereavement.
- The person will probably go through all of the stages overleaf, however they will not move smoothly from one to the next: they might feel like:-
  - Shock and numbness (this is usually the first reaction to the death, and this is often referred to as being in a daze)
  - Overwhelming sadness, with lots of crying
  - Tiredness or exhaustion
  - Anger, for example towards the person who died, their illness and their God
  - Guilt, for example guilt about feeling angry about something you said or didn't say or about not being able to stop the person dying

## Thinking about telephone conversations with those affected by Bereavement, what adaptations or changes to usual procedures would be helpful?

- Be patient (let them speak)
- Listen (they will be feeling distressed and angry and may need to go through items slowly)
- Re-confirm actions that need to be taken by either yourself or them
- Offer to provide information in other formats email, mail etc.
- Offer or arrange an alternative time to talk

## Which charities (if any) could provide support / care for these individuals?

- Bereavement Services Association (BSA) [www.bsauk.org](http://www.bsauk.org)