

# Community Dementia training for Hairdressers

For many of us a trip to the hairdressers is a real treat and you come away feeling relaxed and refreshed with a bounce in your step. It is important to make the experience the same for a person living with dementia. Here we list some hints and tips on how you can make the visit as comfortable as possible.



## What is Dementia?

Dementia is a syndrome associated with an ongoing decline of brain functioning. Some of the symptoms include: Memory loss, deduction in mental sharpness and quickness, changes to language, speaking, mood and behaviour.



## The environment

If the appointment is taking place in a salon, try to book the appointment when you know the salon isn't going to be very busy. Noise can be unsettling and cause upset so it is important that you try to create a place of calm. Ensure that background noise is kept to a minimum and the customer feels at ease. Make it an environment where the customer feels comfortable and if possible in their own trusted environment.

## During the appointment



- Give the person living with dementia your full focus. Talk clearly and allow them plenty time to answer. Try not to jump in but allow them their time to speak.
- Explain what you are going to be doing at each stage and how this may sound and feel for them. For example, "I am going to wash your hair now. I will make sure the water is nice and warm but let me know if it feels too hot or too cold". During the hair wash, continue to explain what you are doing so that they feel secure.



- When cutting their hair, demonstrate to them what the scissors sound like and encourage them to keep still.
- Loud noises may cause upset so explain when you are going to use the hairdryer and that it may be a little loud.
- It is important to keep good eye contact and look for signs when they might start to feel uneasy.

**Interreg**   
2 Seas Mers Zeeën

**CASCADE**

European Regional Development Fund

### Community Areas of Sustainable Care And Dementia Excellence in Europe

CASCADE has developed a cross-border approach to providing better care for the elderly and people living with dementia. The project involves 10 partners from the UK, Belgium, France and the Netherlands and will see the construction of two new facilities for the elderly and for people living with dementia and will create a Centre of Excellence for people living with dementia across the partner regions.