

Supporting Someone with a Neurological Disorder

TOP 10 TIPS

1. Set up the environment – ensure that it is quiet, with minimal distractions.
2. Be prepared – bring a pen and paper.
3. Find out what the person’s level of impairment is and what support they need.
4. Allow extra time and give the person lots of time to process information and to respond.
5. Use short sentences and everyday language.
6. Establish the context before speaking – e.g. “we are going to talk about...”
7. Support your verbal message with non-verbal information including gestures, facial expressions, pictures.
8. Write down key words and important information.
9. Recap and repeat information.
10. Be honest when you have not understood