

Dementia Care & PainChek®: Tips for Communication



PainChek®'s clinically validated pain assessment tool supports accurate and rapid pain assessment at the point of care, including for those living with dementia.

Using appropriate communication strategies can help create a comfortable and reassuring environment during the pain assessment process.

Body Language	• Ensure body language is open, relaxed, and non-confrontational, bending down to the person's eye level (not standing over them). • Use body language, hand gestures, and facial expressions to communicate instructions or ideas. • Smile at the person to show warmth. • When completing an automated PainChek® assessment, hold the device vertically, keeping it close to your body at chest height to ensure continued eye contact.
Listening & speaking	• Make eye contact and show that you are listening to the person by nodding and leaning in when speaking. • Speak clearly using a friendly tone and a calm voice. • Use short sentences and share one idea at a time. • Try using 'Yes' or 'No' questions. Confirm the person is listening and paying attention before asking questions. • Ask about pain in different ways, such as, 'Are you sore?' or 'Does it hurt?' Form quality relationships, as people are more likely to talk about their pain with a person they trust.
The environment	• Minimise competing noise like the TV or radio. • Stay in one spot while speaking to reduce distractions. • It is recommended that a PainChek® automated assessment be completed at least 1 metre away from the person.