

What is happening/ where/when	When Nora does this	We think it means	And we should
<p>Anytime.</p> <p>Nora is being asked to make a choice or answer a question, for example choosing her clothes.</p>	<p>Nora shouts 'yes'.</p> <p>Nora says 'yes' but her facial expression is cross and her tone is sharp.</p>	<p>She wants to go to the bathroom.</p> <p>No, she doesn't like the item of clothing you are showing her or the answer to the question is no.</p>	<p>Support her to the bathroom.</p> <p>Respect the answer to the question is no. Show her more options when choosing her clothes.</p>
<p>Nora is being asked to make a choice or answer a question.</p>	<p>Nora smiles and says 'yes' enthusiastically.</p>	<p>Nora is telling us 'yes'.</p>	<p>Depends on the question or choice but respond accordingly, letting Nora know we understand she has told us 'yes'.</p>
<p>In the evening.</p>	<p>Nora will take her feet off her footstool, remove the rug from her knee and look in an obvious way at the clock.</p>	<p>She wants to get up out of her armchair and go to bed – usually 7.30ish.</p>	<p>Check with Nora if she wants to go to bed. If so support her (see Noras' going to bed routine).</p>
<p>Anytime.</p>	<p>Nora grimaces and says 'yes' in a cross tone or swears.</p>	<p>She is unhappy – perhaps her routine has not run like clockwork, the nurse is late or early (Nora hasn't finished her breakfast), somebody may have gone in her bedroom or she doesn't like what is on TV.</p>	<p>Sit and talk to her.</p>
<p>Anytime.</p>	<p>Nora holds your hand / smiles at everybody.</p>	<p>She is happy.</p>	<p>Enjoy her company.</p>

Nora's communication chart

What is happening/ where/when	When Nora does this	We think it means	And we should
If Nora has swore at you at some point that day/night.	Nora takes your hand and says 'yes, yes, yes' in a positive way.	I am sorry, forgive me.	Reassure her.
Anytime	Nora shouts and shakes her finger.	Nora is angry or frustrated.	Talk to Nora. Acknowledge her anger/frustration.
Anytime	Nora tilts her head to the side and utters words softly.	Nora is feeling sympathetic towards somebody.	Acknowledge her kindness.
Anytime	Nora is very quiet and does not smile.	She is feeling sad or bad.	Talk to her – ask what is wrong.



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