

Distrust, Despair & Resistance to Care:

Elderspeak on Acute Wards & Strategies to reduce it.

Background

Elderspeak

- is a common but patronizing way of speaking to older people
- has been associated with significantly increased Resistance to Care Behaviours

Patient Perspective:

It just makes you feel like "Oh I can't be bothered listening to you, rack off".....Depends on who or what it is as to whether I am brave enough to speak up

Method

- 38 Nursing Staff, 4 Students
- 20 min in-service
- 3 minute questionnaire post

Results

1. How Common is Elderspeak?

	Sometimes	Often-Always
I hear other staff use	52%	29%
I use myself	31%	7%

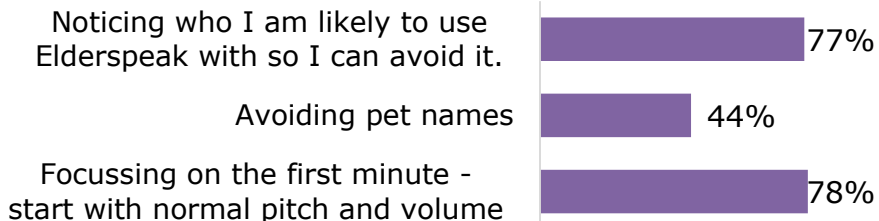
2. Who is Elderspeak likely to be used with?

Percentage of staff reporting patient characteristics likely to trigger elderspeak



3. Useful strategies to Avoid Elderspeak

Percentage of staff reporting they could improve their communication by:



4. Usefulness of In-service



Discussion

- A large majority of staff (81%) reported hearing Elderspeak used at least sometimes in acute wards
- **Confusion** was the most likely patient characteristic reported to trigger Elderspeak. This is concerning as these patients are most likely to be physically aggressive
- **Focus on the First Minute – start with normal pitch and volume** is a practical strategy staff can use to improve patient care and staff safety

Elizabeth Savina, Speech Pathologist, Redcliffe Hospital, MNHHS