

## Techniques for De-escalation

### B.A.N.G.S.

*Ron has dementia. He normally has some mints in his lounge, but has recently finished them. He has forgotten that he finished them. Ron's son, Chris, is visiting him, so asks if he ate them.*

**Ron:** Chris, where have all my mints gone?

**Chris:** I don't know dad.

**Ron:** Did you eat all of them?!

*Ron has accused his son of taking things before, and his son knows it is best to stay calm. So, he breathes (B) before responding. He assesses the situation and decides that accepting (A) blame will be the quickest and calmest way to solve the situation.*

**Chris:** Oh, I may have had the last one. You know how much I love them, Dad.

**Ron:** I know, but you ate them all!

*Chris knows never (N) to argue. So, he goes (G) with the flow.*

**Chris:** You're right dad, I shouldn't have had your last one. Sorry (S). I'll get you some more from the shop.

## D.A.T.A.

*Marilyn is sitting in her lounge with her carer, Isabella.*

**Marilyn:** Do you know what the time is, dear?

**Isabella:** Yes, it's 7:30, Marilyn.

**Marilyn:** Oh, I'd better get ready for bed.

*Marilyn starts getting undressed in her lounge.*

**Isabella:** Shall we go to the bedroom to get ready for bed?

(Isabella **D**oes not **A**gitate Marilyn.)

**Marilyn:** Don't be silly, this is my bedroom.

*Marilyn continues to undress.*

**Isabella:** This is your bedroom over there, isn't it?

*Pointing to the bedroom.*

**Marilyn:** I want to get changed here?

*Marilyn starts to get agitated.*

**Isabella:** OK, Marilyn. I'll shut the curtains and get your night clothes.

(Isabella **T**olerates this behaviour because Marilyn is not causing harm to herself or others.)

*Isabella recognises that this happens at around 7:30pm every evening. Therefore, Isabella starts inviting Marilyn to get changed for bed in her bedroom at 7:15pm every evening, **A**nticipating Marilyn's behaviour.*