



# Troubling visions, sounds, thoughts

## See



Looks troubled about hearing or seeing things that are not there

Talking to people who are not there

Muddled talk

Confused thinking

Unsettled

Not sure if it is day or night

Not sure where they are

## Do



Refer to plan of care



Connect – reassure, stay with them



Keep a calm place



Use plain language



Remind them they are safe and at home



Don't argue or dismiss their worries



Support carers/family with spiritual/cultural/religious practices



Let carers/family know  
Tell manager/supervisor

Other things: \_\_\_\_\_

## Say



**Report troubling visions, sounds and thoughts that are not getting better to your manager/supervisor.**

## Write



Write notes about what you see, what you do and what you talk about with the person, carers/family and your team.