



Working with behaviour that challenges in healthcare settings; identifying and responding to triggers

Transcript of Dementia: Milly's Story (Scene 02)

NURSE MANAGES TO DE-ESCALATE, CALM PATIENT DOWN AND MEDICATION IS TAKEN. HOWEVER, THERE IS AN ELEMENT OF COERCION.

NURSE:

Milly, I've got your antibiotic to help you rest. I want you to take this now.

MILLY:

I don't want it. Just ring my husband! Or my daughter - call my daughter?

NURSE:

Ok, but you need to calm down first. I will make you a cup of tea. Take these tablets here for me and then I will call your daughter.

MILLY:

[Getting quite upset]

Please – I just don't...

NURSE GOES TO OFFER MEDICATION AGAIN AND PUTS ARM AROUND MILLY. MILLY REACTS BY SHRUGGING HER OFF.

MILLY:

[Reacting angrily]

Don't touch me! I don't even know you!

NURSE:

Ok, I will call your daughter. I'm sure she can help. Just take these tablets first, ok?

MILLY RELUCTANTLY LOOKS AT THE MEDICATION POT BEING THRUST AT HER.