

**Supporting customers  
who have dementia**

**First Drama Scripts**

This programme was developed by Jackie Pool Associates Ltd for Andover Mind and Hampshire County Council for Dementia Friendly Communities in Hampshire. It is now available as a free resource for use by members of the National Dementia Action Alliance and the wider community

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First edition published in 2013 by:  
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# Supporting Customers who have Dementia

## DRAMA SCRIPT 1

### 1. RETAIL

Person with Dementia = PWD

Customer Facing Staff = CFS

Setting: Customer Services Desk

PWD Hello, I bought this here but it's not right. I would like my money back please.

CFS Certainly, do you have your receipt?

PWD Oh (starts rummaging in pockets/bag) no, I don't think I have ..... is this it?

CFS No, that's a bus ticket. I'm afraid I can't give you a refund without a receipt.

PWD I'd like my money back please.

CFS I've just told you, I can't give you your money back without a receipt first.

PWD Here it is.

CFS I've already said, that's a bus ticket!

PWD Why are you being so nasty to me?

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### DRAMA SCRIPT 1

#### 2. TRANSPORT

Person with dementia = PWD

Customer Facing Staff = CFS

CFS Where to?

PWD Pardon?

CFS Where are you going?

PWD Home.

CFS Very funny! Where are you going?

PWD I don't know, I want to go home.

CFS Well we're not going anywhere unless you can tell me where that is.

PWD Don't bother, (getting out) I'll walk.

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### DRAMA SCRIPT 1

#### 3. FINANCIAL ORGANISATION

Person with dementia = PWD

Customer Facing Staff = CFS

PWD I'd like some money please.

CFS How much would you like?

PWD £50 please.

CFS Have you got your card? You need to put it in the machine and put in your pin number please.

PWD Sorry? I just want my money

CFS Yes, put your card in the machine please.

PWD Oh, forget it!

CFS You've changed your mind? Alright, thank you.

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## DRAMA SCRIPT 1

### 4. GENERAL

Person with dementia = PWD

Security Guard = SG

Setting: Shop Floor, Shopping Centre

PWD Can you tell me where it is?

SG Can I tell you where what is?

PWD Can you tell me where it is please?

SG What is it you're looking for?

PWD The .... erm ....tram

SG Tram! We don't have those any more. I can't help you there.

PWD Oh, er, sorry to have been a nuisance.