**BANGS protocol (Macaulay 2015)**

This approach is often useful when a person with dementia is expressing an opinion or perhaps making an accusation.

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| BREATHE | When you sense a confrontation…centre yourself.  Stop and take a few deep breaths. |
| ASSESS  ACCEPT  AGREE | Try to understand what is going on for the person.  Listen to what is being said.  Clarify and repeat back. |
| If there is no immediate danger then be prepared to accept what they are saying wholeheartedly. |
| Positively agree or validate their view point  Agreeing with their viewpoint might make them feel understood and listened to, even if you don’t agree.  Sometimes, we all like to think that we are ‘right’ |
| NEVER ARGUE | Macaulay asks, would you rather be happy or right? |
| Go and LET GO | Go with the flow and let go of what’s ‘correct’  Once the person is understood then you are more likely to be able to shift their concentration and attention onto something else. |
| SORRY | Say sorry to diffuse any upset and move on  The person is likely to feel needs have been met if they hear this |