

This work will try to describe succinctly the basic questions of communication with elderly people especially within an institution. It identifies the most frequent illnesses and psychosocial problems which have impact on elderly people's communication. It mentions changes of cognitive functions or dementia which widely influence the process of communication. It suggests some principles and methods to improve this communication, and will focus principally on validation. The practical part is the concrete description of the improvement of communication in a social medical establishment in Switzerland, which tries to provide seniors with a pleasant, comfortable, homely and full-value home. It describes the functioning and the philosophy of a humanistic approach, which is followed by this establishment as services and care are offered to cover every element of basic human needs, including the biological, psycho-social and spiritual. It also presents the different specific structures of the establishment, including the animation, an intergenerational program and validation, which are at the basis of a worthwhile communication.