

Recommendations

1. People who use services, their families and support staff need to be made more aware of the importance of oral care.
2. Care homes need to make awareness and implementation of the NICE guidelines 'Oral health for adults in care homes' a priority.
3. Care home staff need better training in oral care.
4. Dental provision and commissioning needs to improve to meet the needs of people in care homes.
5. NICE guideline NG48 needs to be used more in regulatory and commissioning assessments.

Further information can be found at:

www.cqc.org.uk/OralCare

<https://www.nice.org.uk/guidance/ng48>

Questions to consider

1. Do you arrange for new admissions to join a dental practice.
2. Do you actively encourage people you support to have a dental check at least on an annual basis.
3. Can you evidence any reasonable adjustments for people who have a fear of dentists?
4. Is oral health care covered in an individual's support plan?
5. Can you access any local training?
6. Are you providing information to the person you are supporting in an accessible format they understand.

Date of publication: 10/09/19



#QualityMatters

Keeping staff up to date with changes or requirements taking place within the care sector.



Smiling matters

Oral health care in care homes

By Mike Cleasby, Quality Director of NCG

Passion | Empowerment | Respect | Collaboration

Did you know?

The Care Quality Commission recently did a review into the standard of oral health care in care homes.

CQC reviewed 291 care plans across a 100 homes and saw that:

17% of care homes said they did not assess people's oral health on admission.

27% of care plans fully covered oral health

63% partly covered oral health

10% of care plans did not cover oral health at all.

Awareness of NICE guidelines in care homes

39% of home managers CQC spoke with were not aware of the NICE guidelines.

33% had heard of it but not read it.

28% had heard of it and read it,

CQC did find some good examples of joined-up practice between care homes and dental practices.

This includes where care homes had built up a good relationship with the dentist.

Do staff receive specific training in oral health care?

While the guidance does not state oral health training is a requirement, it does recommend that care home managers ensure care staff, who provide daily personal care, know how and when to...

1. Deliver daily mouth care
2. Report any oral health concerns
3. Respond to a persons changing needs and circumstances.

30% of staff always receive training

23% sometimes receive training

47% never had any training

Experience of Care

Oral care is an important part of a person's overall care support and planning

Case Study

Ann had different experiences of oral care from the three previous care homes she lived in.

She was admitted for emergency respite care to the first home. She had four lower teeth of her own plus upper and lower dentures. Ann's mum noticed that both her toothbrush and denture brush were dry and her toothpaste had not been opened, so she helped her clean her teeth and dentures.

Ann moved into long-term residential care, where she had a good supply of dental products which staff bought using money from her finances.

Care staff encouraged and supported her to clean her teeth and dentures and complimented her "sparkly teeth and lovely smile".

Ann beamed with pride when this was said and it was reassuring for her mum to see her looking so cheerful.