



Enter and View Report

Amber House Scunthorpe

Published 4th September 2019



**Oral health, promotion, and access to
dental services for residents**

Enter & View Care Report

Name of Setting: Amber House

Address: Amber House, 12 Scawby Road, Broughton, Brigg DN20 0AF

Date of visits: 23.07.2019 and 11.9.19 Date of publication: 1/11/19

HWNL Representatives: Carrie Butler (HW NL Delivery Manager), Laura Wilson (HW NL Volunteer Coordinator), Carol Stothard (HW NL Enter & View Representative and Volunteer).

What is Enter and View?

Enter and View is the statutory power granted to every local Healthwatch which allows authorised representatives to observe how publicly funded health and social care services are being delivered.

Healthwatch North Lincolnshire use powers of enter and view to find out about the quality of services within North Lincolnshire.

Enter and View is not an inspection, it is a genuine opportunity to build positive relationships with local Health and Social Care providers and give service users an opportunity to give their views in order to improve service delivery.

Enter & View allows Healthwatch to-;

- Observe the nature and quality of services
- Collect the views of service users (patients and residents) at the point of service delivery
- Collect the views of carers and relatives of service users
- Collate evidence-based feedback
- Enter and View can be announced or unannounced

The purpose of Enter and View can be part of the Healthwatch prioritised work plan or in response to local intelligence. Broadly, the purpose will fit into three areas of activity:

1. To contribute to a wider local Healthwatch programme of work
2. To look at a single issue across a number of premises
3. To respond to local intelligence at a single premises

Main Purpose of Visit

The main purpose of this visit was to look at oral health, promotion, and access to dental services for residents.

Aims:

- Observe the environment and routine of the care home with a particular focus on resident's oral health.
- Speak to as many residents as possible about their experience of living in the care home and their personal view on their own dental health, and to allow the residents to discuss any concerns they may have with us.
- Give care home staff the opportunity to share their opinions on resident's dental health and how well informed they are with supporting residents oral hygiene routines.
- To gain the views and opinions of management and staff regarding their experience of accessing dental services for residents and any problems they may face with promoting good oral hygiene.

The care home was given prior notification of the visit one week before it took place. The Manager contacted us prior to the visit to request photographs of the people who would be visiting to help prepare the residents for new faces.

Due to circumstances that were out of the control of the management team, there was no Manager available on the day of the visit. A follow up visit was carried out on the 11th of September to ensure that the report is thorough and shows an accurate picture of the care setting. This report is based on the findings of both visits.

As well as this short individual report, the information will form part of a larger thematic report from all 12 care settings visited. Our overall aim is to determine best practice for promoting good oral health in care homes with a view to sharing this with all providers to encourage an overall raising of standards.

Background

Amber House is a residential home which also offers respite care and short breaks for individuals aged between 18-65 with learning disabilities and complex behaviour.

The home has 7 permanent beds and 6 respite beds.

The CQC inspected this setting on 25th April 2018 and rated the facility as good. We were welcomed into the home by the registered Manager and The Director. The aim of our visit was to speak with management, staff and residents regarding their views and experiences of accessing dental health services in North Lincolnshire. We also asked questions relating to the recent 'Smiling Matters' report published by the CQC regarding oral health in care homes.

Summary of Manager's questionnaire

The manager told us that she was aware of the NICE guidelines, and said that the guidelines were partially implemented within the setting.

All residents received an oral health assessment on admission into Amber House, which would assess things like how many teeth the resident has and what support they will need to maintain good oral health. Care plans include vital information such as name of residents dentist, eligibility for free dental treatment, support the resident may need such as brushing teeth and a lot of recent and ongoing dental problems such as pain.

Most residents in the home receive dental treatment and checkups. Only one resident didn't attend the dentist due to being frightened of the dentist and communication problems. The Manager told us that a resident recently underwent dental treatment, and unfortunately has since been reluctant to see the dentist due to developing a fear of the dentist.

A domiciliary service does not attend the care home. The management team feel it is important to take residents to their appointments so they can develop life skills and also to help dental visits become the norm.

The community dentist provides a good service to the residents and they have a professional relationship with them. There have never been any problems with referring a resident for an appointment. The only problem is that they are overstretched and under staffed.

The Manager feels that the Community Dentist's waiting area at the Ironstone Centre isn't a very appropriate environment for residents. The Community Dentist shares the same waiting area as the Sexual Health Clinic, and this can at times confuse residents who may then become vocal in their thoughts.

We were told that it could be difficult making an out of hour's emergency dental appointment for residents. Residents could become distressed by having to attend a different surgery and different dentist. The manager felt that the emergency dentist doesn't have the capacity to provide care for patients with learning disabilities like the community dentist does.

Staff do not currently undertake specific oral health training, but the Manager told us that this would soon be put into place for all staff through their current training provider.

While most oral health products are purchased with resident's personal funds or their family, there is a budget available to purchase products for residents who may need it.

What did residents say about their oral health?

The Enter & View team spoke to 3 residents. Amber House is a home for people living with learning disabilities, and due to communication difficulties, not all residents were able to speak to the team.

All residents we spoke with on the day had their own natural teeth and no dentures. Two out of three residents said they had experienced dental problems within the last 12 months.

One resident had recently visited the dentist for treatment for a loose tooth, and also experienced bleeding gums and a dry mouth.

The second suffered with bleeding gums and sensitivity. This resident was registered with Winterton Dental Practice and visited regularly for treatment. This resident is a regular respite user.

Two out of three residents accessed the Community Dental Service at the Ironstone Centre in Scunthorpe. Although they were happy with the treatment they had received, it was unclear whether they were regular patients.

None of the residents had any difficulty eating and enjoyed a varied diet; however one was unable to eat ice-cream due to teeth sensitivity.

All three of the residents were independent when it came to keeping their teeth clean, but would ask for support if needed.

One resident told the team that they clean once a day and the remaining two clean twice daily. One of the residents likes to use an electric toothbrush.

All three residents expressed that they were happy living at Amber House and enjoyed the range of activities that they took part in.

What did staff say?

The Enter & View team spoke to six members of staff, all of which were support workers. Four of the six members of staff said they were aware of the homes oral health policy, one was unsure if they had seen it, and another one said that they had not seen it or was aware of it.

The staff were asked; *‘How often do you assess the oral health needs of residents?’*

All staff said that it was the Manager’s duty to assess the oral health needs of all residents on admission to the home and none of the staff were involved in any formal oral assessment process.

Four of the staff told us they felt very comfortable or quite comfortable when assessing resident’s oral health needs and this was done daily when brushing, or assisting with the brushing of teeth, and logged in the resident’s daily journal which has a specific area for oral hygiene. Any issues such as pain or bleeding would be communicated to management immediately.

None of the care workers used any tools or templates in the home to assess residents oral health needs. We showed staff members the NICE Oral Health Assessment infographic. None of the staff had seen this before and were unaware of it.

Four of the six staff said they had never received any training specific to oral health. One was unsure and others said they had covered this in their care certificate. All six staff members told our team that they would find training beneficial to their role.

“I haven’t had any training, but would like to learn”.

Staff said they faced minor challenges with helping to promote good oral hygiene with residents such as communication problems, and resident’s reluctance at having their teeth brushed. Most staff said with encouragement and support residents did brush their teeth.

Staff told us that management would arrange appointments and access dental services for residents. A member of staff said that they have visited dental appointments with residents and that it was a positive experience.

“I have been on appointments with residents and always had a positive experience, we have a good relationship with the community dentist

Observations

The home had recently been decorated and walls were newly painted with bright colours. The recent upgrades to the care home have been taking place in stages in order to minimise the disruption to the residents.

We did not see any noticeboards or any notices on the walls, but we were informed that vital information such as complaints procedure were available to view in the staff room. We were told that due to the complex nature of some of the residents, the presence of too much information on the walls has been known to over stimulate and cause distress; therefore walls are kept deliberately plain.

There was a pleasant and clean odour throughout the facility. Furniture was clean and modern in communal areas.

Most residents had a one to one support worker with them during the visit and were well supported. Members of staff were attentive towards residents and interacted with them. The team did not witness residents needing anything from staff, such as food or drink. Members of staff were presentable and all support workers wore a grey polo shirt with the company logo and lanyards with their ID cards and photos. It was noted that all members of staff had radios with them. Residents were dressed and clean.

Residents take part in daily activities such as going out for a coffee, bowling and swimming. Amber House has recently opened a day centre which residents regularly visit and we were kindly invited to visit this setting on another occasion

Pictorial menus were available for residents to see each other and there was a good variety of meals. There was a small communal kitchen separate from the main kitchen which residents could use to make drinks and snacks with support from staff.

We were shown the laundry room where residents could choose to be involved with washing their laundry. Resident's had their own individual areas inside a large airing cupboard. We were told that some residents like to put their pajama's in there so they are warm for bed time.

We observed a number of resident's bedrooms. The resident's rooms each had their photographs and names on their bedroom doors, which was a nice personal touch. All bedrooms were individual to each resident's needs, for example residents could choose their own colour schemes and curtains etc. We met one resident who welcomed us into his room, he was proud of his large DVD and vinyl records collection.

Conclusion

Amber House was clearly supportive of its residents and their individual needs. Most resident's accessed the Community Dentist and were happy with the treatment that they received.

Members of staff were confident in supporting residents with their oral health and felt confident enough to spot signs and symptoms of dental and oral issues.

The Manager has informed us that oral health training is going to be made mandatory for all staff, and will be implemented soon.

Access to the Community Dental service was good, but it was clear that access to urgent out of hours dental care was a concern as the facilities are not appropriate for this client group.

Recommendations

- The provider should develop an Oral Health policy that sets out plans and actions to protect oral health.
- All staff should undertake oral health training to understand the needs of residents with additional needs (which is being implemented and provided by Myako training)

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| Signed on behalf of Healthwatch North Lincolnshire:  | Date:19/9/19 |
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Response received from Amber house 20th September 2019

Please tick as appropriate

- The Enter & View report provided is factually accurate and I consider it to be ready to be published by Healthwatch North Lincolnshire.
- I would like to correct the following in-accuracy included in the report (please detail below):

- Provider response to the report (please detail below). This can include response to recommendations, what action you may/ may not take & why.

Thank-you for spending time in getting to understand the complexities of our services. We are pleased to receive the report which is supportive of the way in which we support our service users.

The report has highlighted ways in which we can improve our oral health training, this is something that we have done in conjunction with our e-learning provider MyAko.

Further to the e-learning for all our staff team we have appointed a number of 'oral health champions' who, in addition to key management, are due to receive further face-to-face training from a specialist dental provider.

All of this work will have been completed by 31 October 2019.

Any additional comments (please detail below).

Thank you for your response, it is very much appreciated.