



Enter and View Report

Sycamore lodge Scunthorpe

Published 4th September 2019



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

Enter and View Report

Sycamore Lodge

Date of visit - 7/8/19

Date of publication - 7th November 2019

HWNL representatives: Laura Wilson, Carrie Butler, Jackie Rae

Disclaimer: This report relates only to the service viewed on the date of the visit and is representative of the views of the service users who contributed to the report on that date.

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.

Care Home - background

Sycamore Lodge is a dual registered nursing and residential care home situated in Ashby, Scunthorpe that caters for the needs of residents over the age of 65 and those with dementia.

The most recent CQC rating in 2018 was 'good' in all domains. Currently the care home caters for the needs for 39 residents in en-suite rooms.

Summary of the Manager's questionnaire

The Manager and Assistant Manager welcomed us into the setting.

The Manager was asked *'to what extent are you aware of the NICE guidelines for oral health in care homes?'*

She told us that she had read and understood the guidelines and they were currently in the process of fully implementing them within the care home.

Sycamore Lodge has a full oral health policy which has been provided by QCS (quality compliance systems). The policy is in depth and covers all aspects of providing oral health care for residents including assessment, recording, providing oral care, staff training and ensuring access to dental treatment.

The Manager is currently in the process of ensuring that they are compliant with this document by ensuring that all residents have an oral health assessment within their first week of being admitted to the care home.

The residents care plan contains the following information:

- Name of Dentist
- Support needed to maintain good oral hygiene
- Extra equipment or specialist equipment required
- Log of any recent or ongoing issues

The Manager told us that the residents purchase their own oral hygiene products from their own personal funds.

Members of staff have not undertaken any training in oral health, but the Manager felt that this would be useful. Information on online training packages was sent to the Manager following the visit.

Sycamore Lodge care home offer yearly domiciliary visits from a dentist from 543 Dental in Hull. The Manager explained that the visits were due before Christmas and all residents were offered this but none were interested at the time.

The visits have been offered again and were due to take place on the 9th August (two days after our visit) as 12 residents wanted to take advantage of this service.

The cost of the visits is the NHS standard charge of £22.70 unless a resident is exempt from paying treatment charges, in which case there would be no charge.

The Manager explained that some residents do not want to access dental services because they don't feel that they need to, particularly if they have no teeth. Cost can also be an issue for some.

None of the residents have visited the Community Dental Service as the Manager feels there is no need to as *'we have everything we need from 543 dental'*.

One resident is taken to their usual family dentist for routine check-ups and treatment by a family member.

One resident needed to receive emergency dental treatment from the local Emergency Dental Service recently as they were experiencing issues outside of normal working hours. The Manager explained that that the process was simple and they managed to get an appointment and treatment easily. Recently the process for arranging an emergency appointment has changed and we updated the Manager on this process.

The Manager went on to say that they are doing a piece of work around oral care at the moment, and that our visit coincided with this.

What did residents say about their oral care?

We listened to the views of five residents and a relative during our visit to Sycamore Lodge. Ages ranged from 84 - 103.

Four of the residents had no teeth at all and wore a denture.

One resident who had been living in the care home for the last few months had lost their bottom denture and was only wearing teeth at the top. She told us that the denture had been lost in the night and the care staff had *'turned the room upside down, but it was still not found'*. She told us that she is looking forward to getting her new teeth when the dentist visits as she cannot eat the foods she usually enjoys such as apples and nuts without her bottom set.

This resident told us she looks after her denture herself, and takes it out each night for cleaning and soaking.

Another resident had lost her upper denture during a stay in hospital and told us she finds it 'annoying' not having a full set. It wasn't clear how long ago this was. She told us that her bottom set are also very uncomfortable and are rubbing her lip, making it sore.

When asked what she likes to eat, the resident said that she likes to eat everything but at the moment is sticking to soft food due to missing the upper denture. She was keen to tell us that she can eat whenever she feels like in the care home and is not restricted to meal times.

We spoke to another resident who was experiencing problems with her mouth and jaw and had been advised by her Dentist not to wear her denture for a few days to see if this settled down. She told us that she also had a sore tongue and a dry mouth and had been prescribed a special mouthwash for this. When asked if her denture was usually comfortable she said that it wasn't as it 'cockles to one side', but she had got used to it. She was currently unable to eat due to pain in her jaw.

This resident had recently been hospitalised due to a fall and was currently unwell and unable to get out of bed. She told us she was happy living at the care home but felt that the staff are very busy and sometimes take time to answer her call bell.

One gentleman who wears a full denture told us he was very happy with how the denture looks and fits. It looked clean and in good condition, and the resident was keen to show us his smile.

He had no difficulty eating the food on offer in the care home and said the food is 'tasty' with a 'nice choice'.

The care staff supports this resident in keeping his dentures clean, which is done daily.

This resident told us he is very happy living in the care home, and seemed to be very fond of the care staff.

One resident who still had some of their own teeth had previously worn a partial denture but didn't like it. They no longer had one and said they didn't want another. This resident was also not interested in seeing a dentist, and is fully independent when it comes to maintaining oral health. *"I brush morning and night; I don't need help"*.

This resident also told us that she likes living at Sycamore Lodge; *"The staff are very caring"*, but went on to say that there are no activities and would like to be more active and take part in activities.

We spoke to the wife of a resident who had moved her husband to the care home recently after being unhappy with his care in a previous care home.

She told us that she is content with the care her husband is receiving at Sycamore Lodge. This gentleman has dementia and has not expressed that he has had any issues with his teeth over the last year and she has not noticed any problems such as bad breath.

She told us that sometimes her husband requests his teeth to be cleaned as he is very aware of how his mouth feels, and the care staff assist him with this. The wife of the resident also assists her husband to keep his mouth clean when needed.

What did staff say?

We managed to speak to one care assistant and one nurse on the day of the visit to Sycamore Lodge.

The care assistant told us that she was not aware of a mouth care policy within the care home and that a full assessment of a resident's mouth is undertaken by the nurse on duty when the resident is admitted. She went on to say that a daily assessment takes place when assisting residents with their oral health routines, e.g. brushing teeth.

She was not aware of the NICE recommended assessment tool for assessing the oral health of a resident but said it would be useful.

This member of staff had not completed any online training in oral health in the caring sector, but felt that she would benefit from some. She told us that she is happy to do any training and has completed online training previously in other modules.

The member of staff said she felt 'very able' to spot the signs and symptoms of dental pain and disease and if she has any concerns she would report these to the nurse or senior carer.

When asked about any challenges faced when helping a resident to maintain good oral hygiene, the staff member told us;

“Some residents don't like you going near their mouth. We try to encourage them and would raise any concerns with a senior member of staff”.

The member of staff told us that she felt access to dental services is poor in the area and everyone struggles. She has no experience of trying to access dental services for residents as this not her role.

The nurse told us that she wasn't sure about the oral health policy but would know where to access it to read it.

She told us that she undertakes an assessment of a resident's oral health on a monthly basis or when there is an issue, and would expect that the care staff do daily visual assessments when assisting with oral hygiene. She said she feels 'quite confident' when assessing a residents oral health needs and uses an assessment tool to do this which asks the same questions as the NICE recommended tool. The results of the assessment are then included in the residents care plan. She finds this tool useful.

The member of staff has not received any training in oral health in the caring sector but said she would find it useful if it was relevant and not just aimed at care staff.

This member of staff said she felt that access to dental check-ups and denture repairs for the residents at Sycamore Lodge was good, but she felt unsure about whether treatment such as extractions or fillings would be carried out in the care home.

Observations

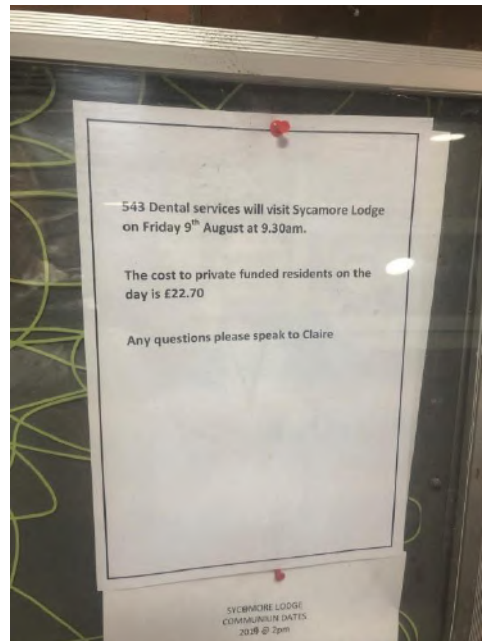
We were able to view most areas of Sycamore Lodge during our visit including residents' rooms, when invited to do so.

The environment was clean and well decorated and no unpleasant smells were detected apart from near the sluice area.

Members of staff were attentive to the needs of the residents, although it was observed that they appeared to be very busy. Some residents had one to one care. Residents looked clean and well cared for. One resident needed a drink and there was no one available to do this so it was organised by our team.

There was a food menu visible in the dining room which offered a lot of choice for the residents. These menus were on each table which was laid out like a restaurant; however there were no pictorial menus available.

In the main hall we saw a notice board which had information displayed about mouth care including the oral health assessment template and mouth care for people with dementia for staff and visitors to view. We did not see any oral health posters or leaflets for the residents to view. There was also poster in the entrance advertising the upcoming dental visits.



We looked at oral health products in a resident's bathroom and observed toothbrushes and denture brushes to be in good condition. Prescription mouthwash was seen, and dentures were stored appropriately.

Conclusion

The team at Sycamore Lodge take a very pro-active approach to providing dental services for residents within the care home setting. It was encouraging that a domiciliary dentist visits the setting as some residents were in clear need of treatment/ replacement dentures.

Members of staff understand the importance of providing good oral care, but appear to be unsure of the policy and whether it is the responsibility of the care staff or nursing staff to undertake assessments in oral health on admission. However, we acknowledge that this process is still being implemented. All members of the team would benefit from oral health training.

Recommendations

- The Manager should take steps to ensure all members of the team are aware of the mouth care policy.
- Oral Health training should be introduced for all staff, with appropriate update/refresher training

Skills for Care- <https://www.skillsplatform.org/courses/4005-oral-health-free>

Training provided by local oral health promotion team in North Lincolnshire-
<http://www.dentalhealthpromotion.net/healthcare.html>

NHS E- learning for Health- <https://www.e-lfh.org.uk/>

Signed on behalf of HWNL		Date:
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Response received from Sycamore lodge 26th 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.

All current Policies have been emailed to each staff member.

- I would like to correct the following in-accuracy included in the report (please detail below):

As above.

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

New dentures have been provide since 5th 3 dental service visited

Any additional comments (please detail below).

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