

Sample Care home policy

Mission statement:

Our aim is to improve the mouth health of our clients in order to improve their quality of life wellbeing and dignity.

Our staff understand how important good oral health is and by improving their oral health skills they will be able to assist the clients in achieving and maintaining good mouth care. Staff will be able to recognise oral conditions that need further professional care and help you to access dental care.

This policy has been designed to support the NICE Quality standards QS (151) required for CQC accreditation.

All clients will:

- Ensure daily recording of mouth care provided
- Receive an oral health assessment on arrival at the home which will be carried out by the Oral health champion or appropriately trained person
- Have a personal oral care plan completed that will be reviewed on a monthly basis or sooner if the client's needs change
- Be signposted or referred as appropriate to relevant dental services, if treatment or support is required
- Receive appropriate mouth care daily
- Be offered denture marking on admission if this has not already taken place

The manager of the care home will:

- Ensure all staff maintain up-to-date training in mouth care
- Appoint at least two staff members, who will be trained as oral health champions
- Ensure all staff are following the clients oral care plan and recording on a daily basis
- Ensure information is available and displayed about finding dental services for routine and emergency dental care
- Liaise with clients and their families about accessing dental care ensuring that clients and families are clear on their responsibilities and the support provided by the care home
- Ensure responsibility or exemption for dental charges are established on admission by completing form HC1(SC)(if care partly funded) or HC1 (if care self-funded).
- Support clients and families to access dental care when needed. This might include making appointments, facilitating transport or accompaniment. The care agency will clarify with clients and their families on admission what can be provided in this respect and any charges that this support will incur.

- Ensure all staff have access to and understand the Mental Capacity Act 2005 and DOLS.
- Ensure all clients have access to mouth care equipment, such as appropriate toothbrush and toothpaste, and dry mouth products
- Ensure staff have access to Delivering Better Oral Health Toolkit (PHE 2014) www.gov.uk/government/publications/delivering-better-oral-health-an-evidence-based-toolkit-for-prevention
- Ensure staff are aware of Mouth Care Matters (HEE) Resources www.mouthcarematters.hee.nhs.uk/

Care staff will:

- Commit to providing good mouth care for those who no longer have the physical or mental capacity to undertake this for themselves
- Provide prompting and support for clients to undertake mouth care when needed. Report any concerns with a client's mouth to the on-duty manager or nurse who can escalate to access the appropriate referral or support required
- Understand the Mental Capacity Act 2005 to be able to support a client about refusal of mouth care
- Mark a client's denture with their initials/name and date of birth to facilitate retrieval if lost

Key Contacts:

Care home manager
Key worker

