



Caring for Smiles

**BSG
June 2017**

Better oral care for
dependent older people

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Oral Health Improvement Group**



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scotland**
SCOTTISH GOVERNMENT



Outline of presentation

Caring for Smiles

- Setting the scene
- Challenges of delivering good oral care
- Background to Caring for Smiles
- Development and implementation of programme
- Our learning
- Partnerships – interdisciplinary working
- Future plans
- Benefits

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Why is oral health of older people important?

Caring for Smiles

Fatal Accident Inquiry 2011



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NEWS

Elizabeth McGaw, 87, died after denture removal

🕒 14 November 2011 | Glasgow & West Scotland

An 87-year-old woman died after having a denture that was embedded into her mouth surgically removed, a fatal accident inquiry has heard.

Elizabeth McGaw died in February 2007 following the procedure at the Southern General Hospital in Glasgow.

The inquiry, at Glasgow Sheriff Court, heard she was admitted from



Elizabeth McGaw had a denture that was embedded into her mouth

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Good oral care is important for

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- Prevention of pain and suffering
- Adequate nutrition and hydration
 - Under-nutrition and dehydration are problems
- Quality of life and comfort
- Communication, socialisation and appearance
 - Kissing!

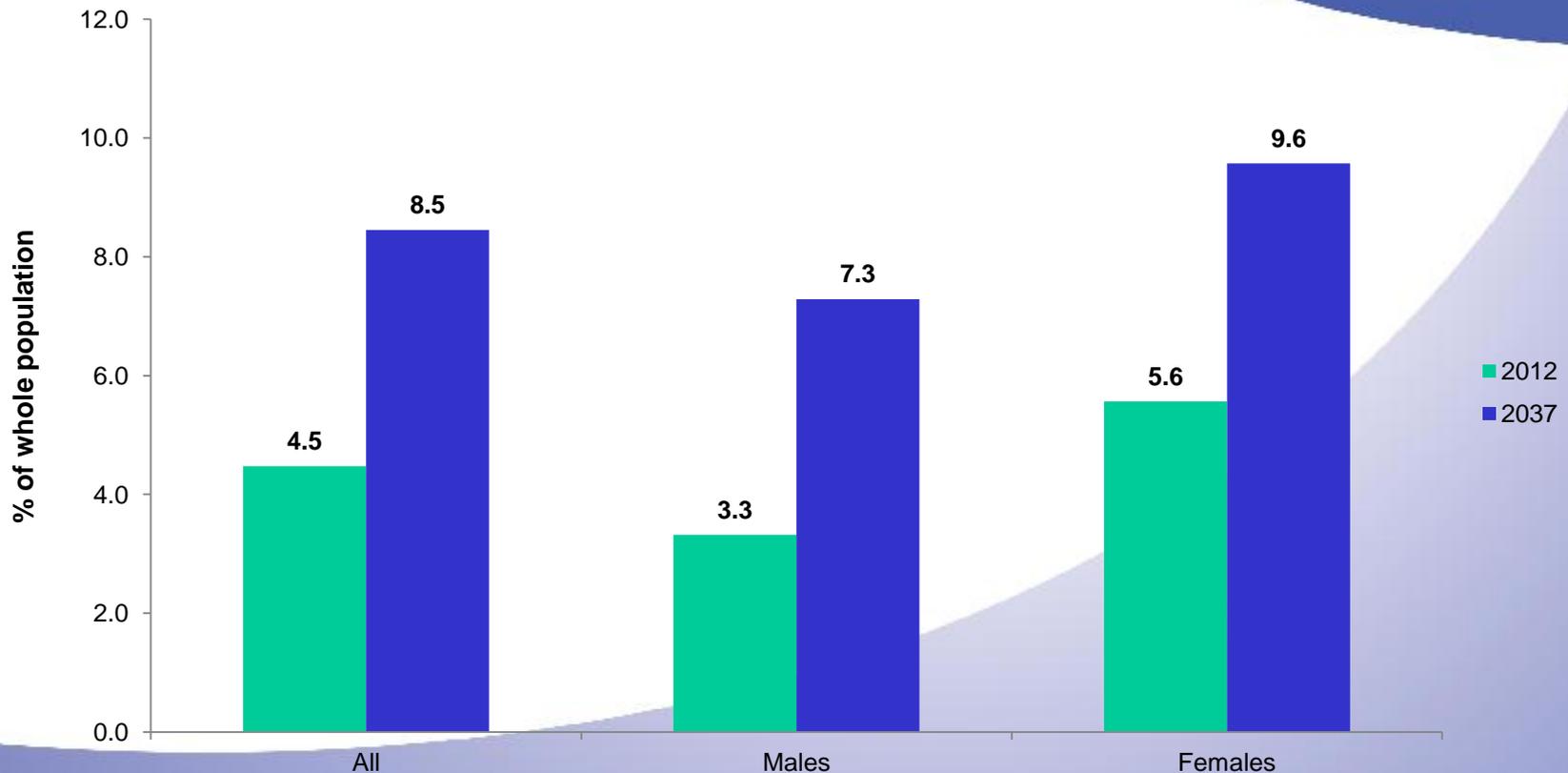
Context

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- Ageing population
- Increasingly dentate
 - Issues once become dependent on others for help
 - Oral care poorly undertaken
 - Barriers
- Prevalence of dementia
 - Increasing?
- Provision of domiciliary dental care

Projected increase in proportion of Scottish population aged 85+ 2012-2037

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Source: Population projections: ISD, Scotland 2012

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Policy Context

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- Scottish Dental Action Plan 2005

- “Priority Groups”

- Adults in most need
- Older People
- Prisoners
- Homeless People

“Speak up for those who cannot speak for themselves”

Proverbs 30, v8

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NHS
SCOTLAND

AN ACTION PLAN FOR
**improving oral health
and modernising
nhs dental services**
IN SCOTLAND

SCOTTISH DESTITUTE

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“Priority Group Strategy”

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National oral health improvement strategy for priority groups: frail older people, people with special care needs and those who are homeless

June 2012

Core national preventive programmes

Outcomes Framework Funding (2016) – dependent older people



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Dental Action Plan 2005

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- All NHS Boards will have oral health care and support programmes for care homes

From 2005.....

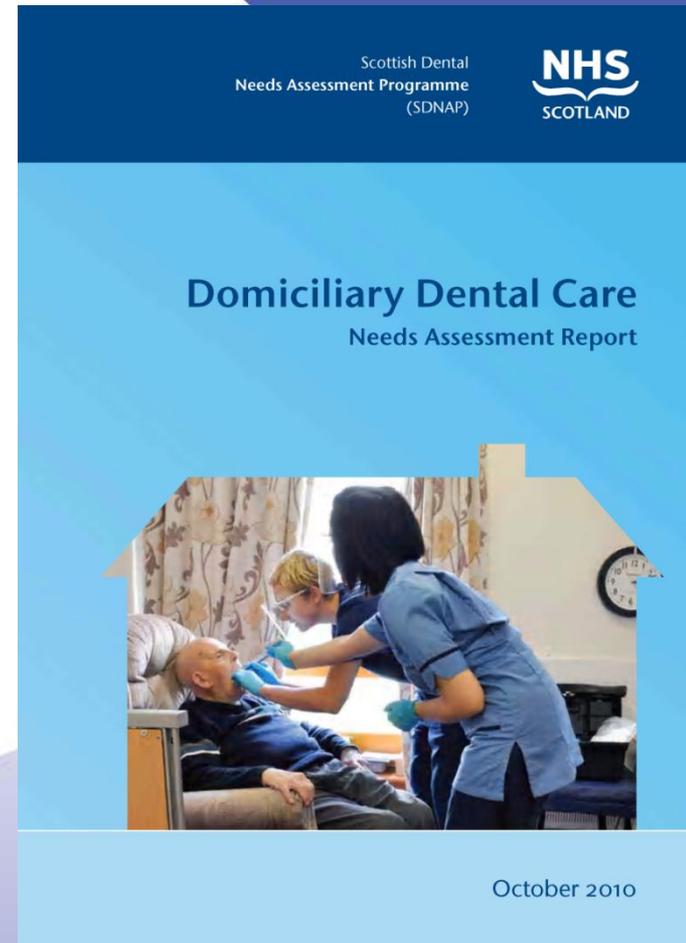
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- Various NHS Boards began developing programmes for older people in care homes
 - A&A - Oral Health Needs Assessment for older people, pilot in care homes in North Ayrshire
 - Fife - Oral Health Care Award
 - Lothian - LifeSmile
- Common theme – training of care staff

Scottish Dental Needs Assessment Programme

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- Domiciliary dental care – treatment
- Discussion about role of care staff in preventing dental disease
 - Would reduce need for domiciliary dental treatment
- National Older People's Oral Health Improvement Group formed



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National Older People's Oral Health Improvement Group

Caring for Smiles
Guide for Trainers

- November 2007
- Focus on daily care, rather than dental treatment
- Public Health Researcher/Programme Manager
 - Evaluation, literature review
 - Coordination and support

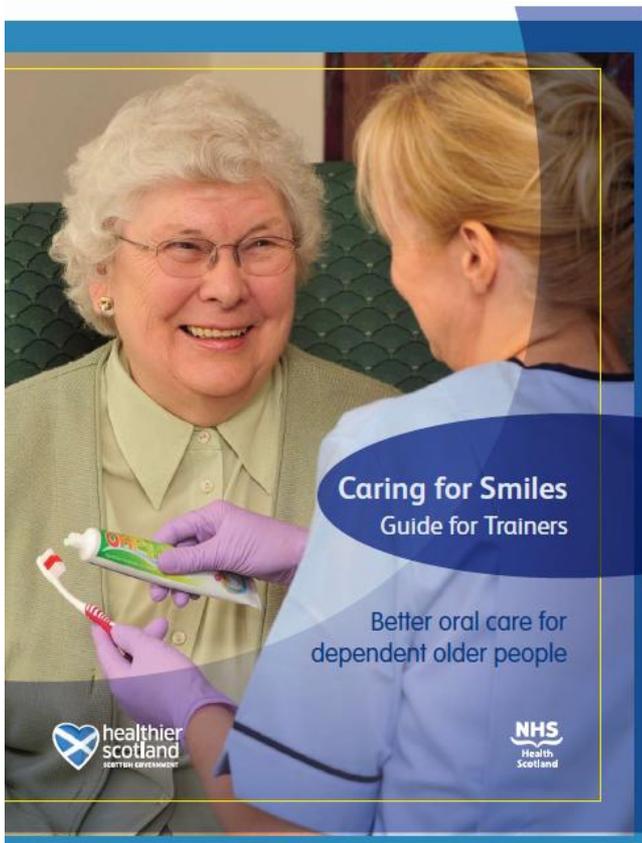
National Older People's Oral Health Improvement Group

Caring for Smiles
Guide for Trainers

- Initial focus – information sharing
- Local developments – national direction
- At CDO's request, standardise approach to training
- Training subgroup in partnership with NHS Health Scotland
 - Development of evidence-informed training materials

Caring for Smiles Guide for Trainers

- Launched in May 2010
- Aimed at oral health professionals
- Bring consistent oral health messages for older people



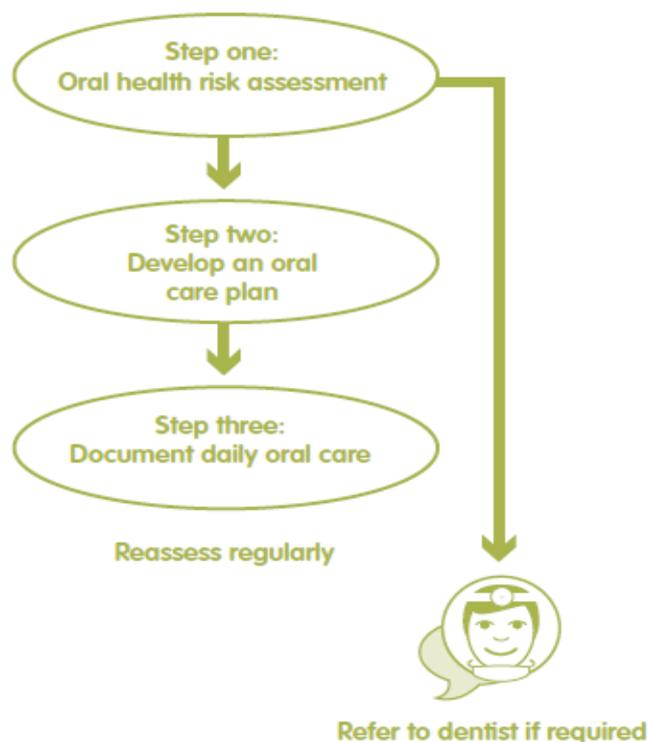
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- Not just oral health messages
- Seven Units
 - How to teach
 - But changing knowledge may not be enough!
 - Barriers – care staff find oral care distasteful
 - “*Crossing the barrier into the mouth*”
 - Attitudes
 - Oral health paperwork

Oral health paperwork

Three steps to ensure daily oral care is tailored to each resident

Below is a flow chart detailing the stages involved to ensure daily oral care is tailored to each resident:



Caring for Smiles Guide for Trainers

- Serves as a useful prompt for staff to undertake task
- By documenting care, staff are providing evidence that residents' needs have been met (Fatal Accident Inquiry)

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- Importance of practical session
 - “Brushing is a skill that needs to be learned. It is even more difficult to clean somebody else’s teeth, and almost impossible to learn from reading an article or a manual”
(Heather Frenkel)
- Dementia – simple techniques
 - Care-resistant behaviour/care-related stress and distress
 - *“If non-cooperative, think pain”*
- Special care and end-of-life care
- CD with resources for training

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Caring for Smiles Guide for Trainers

- Follow on training – rolling programme
 - Vary content – include different units
- Flexible approach, tailored to local needs
 - Oral health champions
- Resource to help meet Action Plan target to develop “*oral health care and support programmes for care homes*”

Next developments

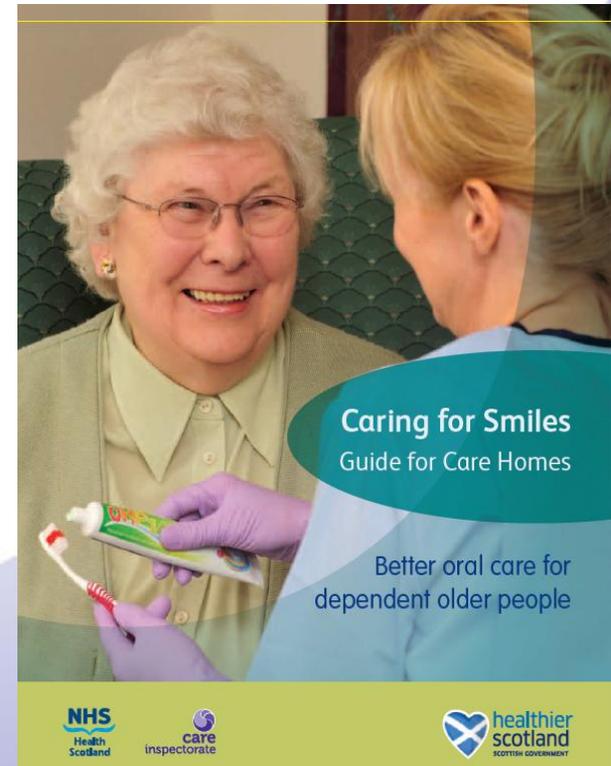
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- Materials to “leave behind”
- Guide for Carers 2012
 - Aimed at those carers who have had training
 - Fold up guide for pocket; can also be used as poster
- Requirement for reference resource for care homes

Guide for Care Homes 2013

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- Why oral health is important
 - Core oral health knowledge
 - Practical skills
 - Oral health paperwork
 - Dementia and oral health
 - Special care
-
- Aimed at non-dental professionals



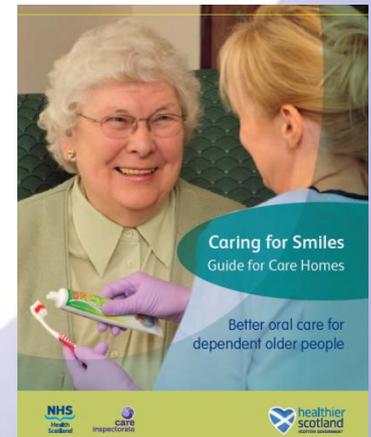
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Guide for Care Homes

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- Jointly badged with Care Inspectorate
- Invaluable input during development
- We have learned since 2010!
 - Dietary advice
 - Infection prevention and control
 - “prompt – encourage – support”
 - Flow chart for when a resident refuses oral care (FAI)
 - Not an option to “do nothing”



The way forward

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- Roll out patterns vary between Boards
- Models will also vary
 - All staff trained, including managers
 - Role of champion
 - Use of other health staff e.g. Dental Health Support Workers
- Standardise training delivered
 - Training of trainers at further regional events
 - Ensure OH staff have skills and knowledge relevant to setting
- Those undergoing training will receive accreditation

NHS Education Scotland input

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- Regional events
 - Dementia, palliative care
- Learning from *Childsmile*
- Credit-rated training
 - Foundation training - SCQF Level 5
 - Importance of oral health, introduction to paperwork, practical skills
 - Intermediate training - SCQF Level 6
 - Oral health risk assessment, dementia skills, palliative care
- Assessment
 - Multiple choice/short answers, reflective cases, DOP

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Training

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- Training on its own will not achieve oral health improvement for dependent older people
- Changing knowledge in itself may not be enough!
 - Further research required into barriers and enablers
- However, training still key building block
 - Core knowledge
 - Guide for Care Homes - reference source

Oral health improvement...

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- ...cannot be delivered by oral health profession alone
- Lessons learned
 - Partnerships with others
 - The importance of a national approach
 - Recognisable “branding”



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Partnership working

- All NHS Boards
 - Oral health staff who deliver training
 - Regional events to support trainers
- NHS Health Scotland
 - Develop suite of resources
- NHS Education Scotland (NES)
 - To standardise further training delivered
 - Accredit those who have received training
- Care home managers
 - How to deliver training effectively in their setting
 - Encourage staff to attend

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Wider partnership working

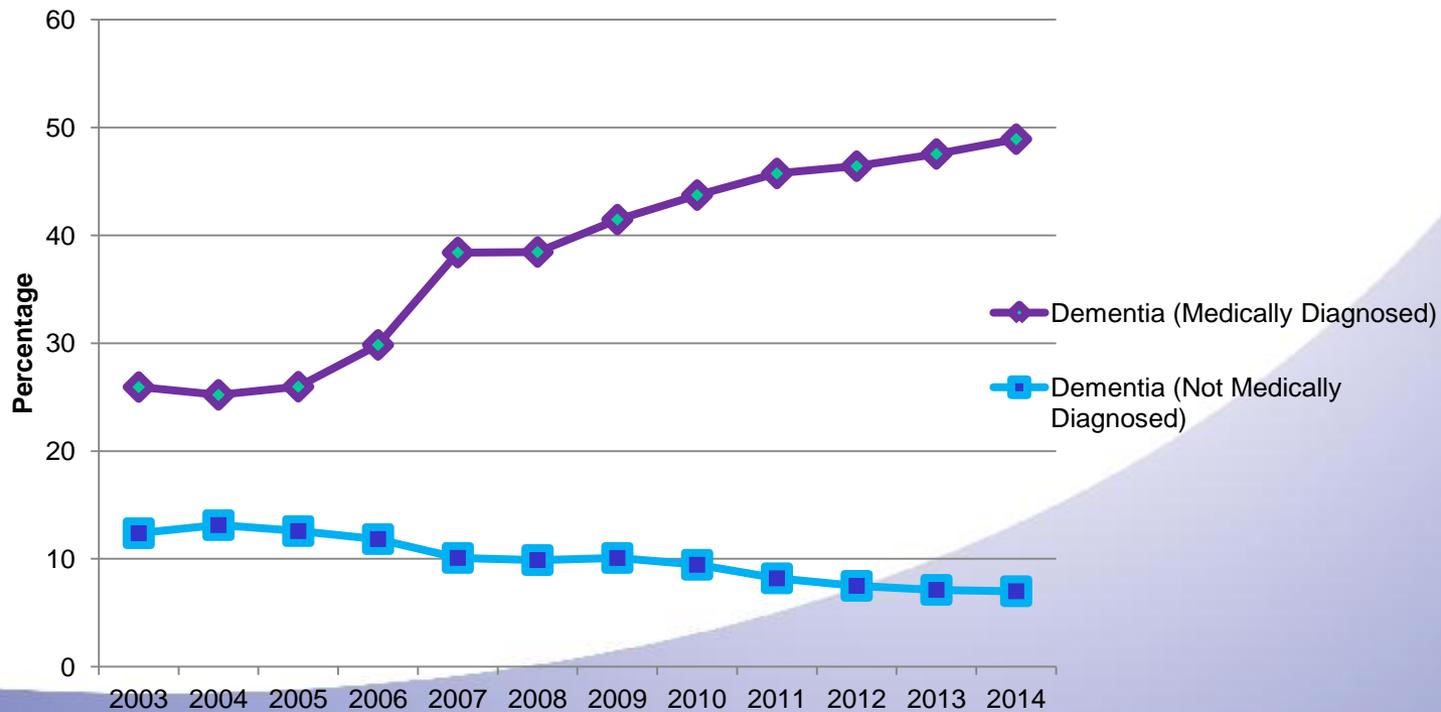
“oral health is everyone’s business”

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- Care Inspectorate
 - Emphasis on good practice
 - Use Caring for Smiles as example of good practice
 - Links with Dementia Consultant
 - Inspection focus area 2016 - dementia
 - Caring for Smiles included!
- SSSC
 - Promoting Excellence in Dementia
 - Developed by SSSC/NES

Residents with dementia in care homes

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Source: Care Home Census 2014: ISD, Scotland

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Promoting Excellence in Dementia

- For all health and social care staff
- Informed level - aimed at e.g. reception staff
- **Skilled** level – care home workers, oral health promotion staff who deliver training to care staff
- (Enhanced level, Expertise level)
- Importance of oral health recognised
 - Leads are “evangelical” about OH!
 - Second edition (2016) signposts to CfS

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Care Inspectorate

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- Regulates services
 - But also role in quality improvement
- Care Home inspections
 - Inspection Framework
 - Oral health “inspection focus” 2016
- Use Scottish Government Care Standards
 - Care Standards being revised 2017
 - Broad – so oral health may not be explicit



Wider partnership working

“oral health is everyone’s business”

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- SSSC
 - Regulates workforce (registration)
 - Are “converts” to the oral health topic!
 - How to make Caring for Smiles relevant to health and social care qualifications
 - Caring for Smiles training counts towards SVQ Level 2
 - Map competencies across to show how Caring for Smiles helps achieve this
 - PRTL - post-registration training and learning
- Scottish Care
 - Publicise and disseminate developments and events

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Links with academia

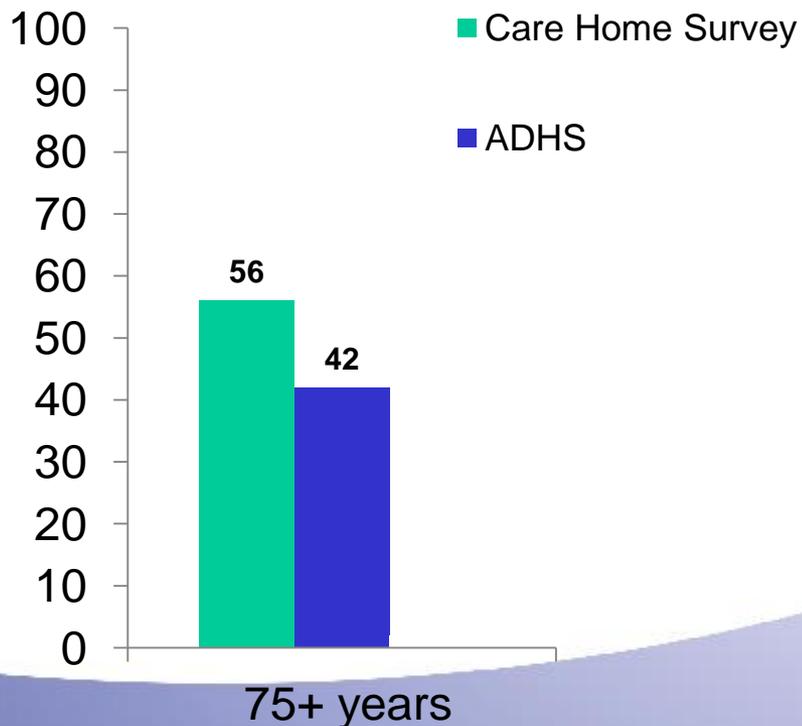
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- Scottish Oral Health Research Strategy
 - Public health/health services research subgroup
 - Older people identified as key topic
 - Training of care staff important, but not the only factor
 - Barriers and facilitators
 - Role of “champion” – systematic review
 - How we can improve the implementation
 - TOrCH (Transforming Oral health in Care Homes)
 - Epidemiology in care homes
- Better oral care for dependent older people

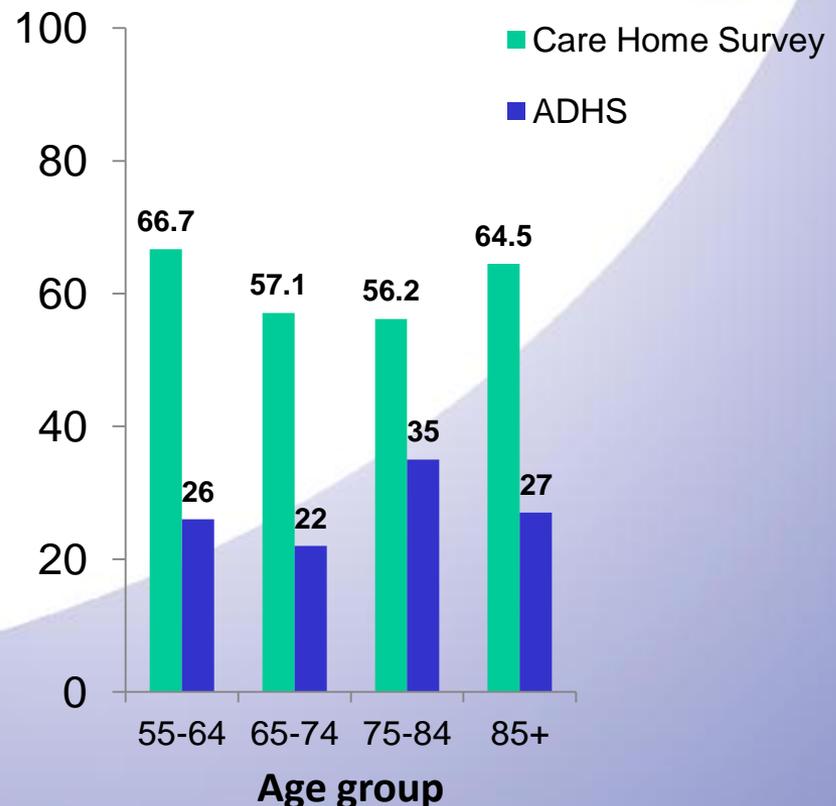
Oral health of older adults

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Percentage Edentate



Any teeth with active caries



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Caring for Smiles Training

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Year to Sept 2016 – third year of CRT

- 951 care homes in Scotland (approx.)
- 195 homes participated in accredited CfS during year 2015-16
 - 1066 staff
- 608 homes participated in non-accredited CfS
 - 4682 staff
- Over 94% of care homes in Scotland
 - participated in CfS programme at some point since 2010
- 38,117 care staff have attended a CfS training session to date
 - this number does not account for individual staff members attending more than one session

Credit-rated Training

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- From June 2014 to March 2017
- Trained and certified
 - Foundation 1088
 - Intermediate 39
- In training (at March 2017)
 - 535
- Use of the Guide for Care Homes!
- 20 hours of notional study, 10 reflective cases

Other developments

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- Further resources
 - Guides to Dental Services
 - Guide for Friends and Families
 - Digital stories
 - Care-related stress and distress DVD
- “Train the trainer” pilots (NES)
 - Sustainability
- Links to NMAP (NES)
 - Input to nurse/HCSW training

Other benefits

- Care at Home
- Hospices
- Hospitals
 - Healthcare Improvement Scotland
 - Care of older people in hospital (June 2015)
 - Standard 2: Maintaining patient dignity and privacy
 - In particular, dignity and privacy is maximised during activities of daily living which are normally very private such as using the toilet, bathing, **oral healthcare**, and dressing
 - References “*Caring for Smiles*”

Other benefits

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- Integration of Health and Social Care
 - Caring for Smiles “integrated” before the current activity!
 - NHS-delivered training & support within care home setting
- Input to NICE (National Institute for Health and Care Excellence)
 - Guideline: oral health for adults in care homes (July 16)
 - Quality Standard: Oral health in care homes (June 17)
 - Three quality statements
 - Assessment on admission, recording oral care, supporting daily care
- Now - focus on adults with additional care needs

What difference is it making?

- Recognisable “branding”



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- Increasing awareness of oral health & dental referrals
- Other agencies acknowledge
 - CI, HIS, NICE, NHS in England (PHE), FAI
- Anecdotal feedback from dental teams that mouths are cleaner
 - Further research required with academic partners
- Feedback from families
 - “I was able to kiss my wife because her mouth was clean”

Abraham J. Heschel

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“A test of a people is how it behaves toward the old. It is easy to love children. Even tyrants and dictators make a point of being fond of children. But the affection and care for the old, the incurable, the helpless are the true gold mines of a culture.”

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Thank you!

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