



healthwatch
South Gloucestershire

The Hive
Helping, Including, Valuing, Empowering
... the learning disabled community

ORAL HYGIENE WORKSHOP

Healthwatch South Gloucestershire and Healthwatch Bristol, in partnership with The Hive, and University Hospitals Bristol (UHB) ran an oral hygiene workshop for adults with learning disabilities. This is part of the ongoing 2016 /17 partnership with the Hive looking at adults with learning disabilities accessing dental health information and services.

ORAL HYGIENE WORKSHOP

The session was led by an Oral Health Promoter from University Hospitals Bristol, supported by Healthwatch and Hive staff.

The aim of the session was to increase participant's' knowledge of oral hygiene and dental care procedures.

15 people attended, and got involved with a variety of demonstrations including cleaning your teeth properly and the results of not taking care of your teeth and gums.

The session raised awareness of 'hidden' sugars in foods and drinks; explaining the food 'traffic light' system to help people identify high levels of sugars in foodstuffs, and gave information on what to expect when visiting a dentist.

An Easy Read leaflet "Going to the Dentist" was distributed. Healthwatch led a discussion about accessing dental services, and the feedback received is outlined below;



Feedback South Gloucestershire

Commenter stated they felt more comfortable to go in to a dental appointment with a family member or support worker.

FEEDBACK, FEEDFORWARD

All of the feedback
gather at the workshop
will be used by
Healthwatch South
Gloucestershire and
Healthwatch Bristol to
inform the local
authorities and Clinical
Commissioning
Groups to improve
services.....

Commenter stated they use a neck support pillow when in the dentist chair, "My mum explained to the dentist I don't like having the chair all the way back, the dentist allowed my mum to support my head with her hands which stopped me feeling shaky".

Commenter attends Oasis Dental surgery in Downend, "The dentist allows my parents to attend appointments with me".

Feedback Bristol

Commenter was advised by Oasis Dentist Surgery on Gloucester Road to go to another practice as there were many stairs to get into the practice. They also said "My dentist did not tell me when they were putting the chair back which surprised me". But aside from that they explained everything in an easy way and made me feel at ease".

Commentator told us their dentist allows carers or support workers to come in on appointments with them which helps them to not feel nervous.

Workshop Feedback

Attendees were asked to fill out evaluation forms of the oral hygiene workshop. Of the 13 people who completed the form, 12 said they really enjoyed it, and one said it was okay. Below are the responses:

What did you like most?

- How to check your teeth
- All of it!
- Everything
- Cleaning the model teeth
- The different facts about sugar and how to look after your teeth really well!
- The pictures of the damage sugar can do to your teeth
- Everyone was really nice and easy to understand
- Information
- Learning about our teeth

What did you like the least?

- Nothing
- Showing the damage sugar can do in the pictures of teeth
- The truth about chocolate!



About how much sugar is in coke!
I liked it all

Tell us something new you've learnt?

Spit don't rinse when cleaning your teeth
How to clean your teeth properly
About the sugar in food and drink
Brush your teeth for two minutes
To see a dentist regularly
Spit not rinse
How much sugar is in food
How to clean my teeth
To drink with straws more!

Is there anything you would like to know more about?

Asking the dentist for better understanding of how an appointment works
It covered everything
Sugar in my wider diet
How do you keep your teeth clean

How can we make the workshop better?

All brilliant!
You can't it was great
More leaflets and accessible information
More financial information

What would you tell a friend about the workshop?

Good in life training learnt
It's good!
Would tell them all about it
Yes get involved!
Very nice
Quite good
Would encourage them to come along next time
Have a look, it's interesting
Come along
How helpful the workshops were
Next time come to the workshop



Key themes

Services included in this report: Bishopston Oasis Dental Surgery, Oasis Dentist Surgery on Gloucester Road, Oasis Dental surgery in Downend

Key themes:

1. Lack of access for those with physical disabilities to dental services with many steps.
2. Communication from dental staff so that patients are fully aware of the procedures that will take place during the visit.

Healthwatch will.....

- Healthwatch South Gloucestershire will contact the providers named in the report and ask for feedback about the comments made by participants.
- This report will be available in an Easy Read format.

Feedback Healthwatch South Gloucestershire gathers is used to inform Healthwatch Feedback Feedforward quarterly reports which are shared with Healthwatch South Gloucestershire partners including South Gloucestershire Clinical Commissioning Group, South Gloucestershire Health and Wellbeing Board, South Gloucestershire Council, the Care Quality Commission, NHS England and Healthwatch England.

The quarterly report is also presented to the Healthwatch South Gloucestershire Advisory Group to propose further uptake of the issues identified in the report. The report will be available on the Healthwatch South Gloucestershire website www.healthwatchsouthglos.co.uk and Healthwatch Bristol website (www.healthwatchbristol.co.uk) and circulated to our mailing lists via the monthly e-bulletin.

Commented [CL1]: Can we add something about it being shared with Bristol partners as well.

Looking forward

Plans for future work between Healthwatch South Gloucestershire and the Hive.

Healthwatch South Gloucestershire, with Healthwatch Champions from the Hive will undertake a visit to the Specialist Dental services based in Southmead Health Centre. The visit will focus on

- the accessibility of the service for those with physical and learning disabilities,
- to assess progress made following the implementation of the Accessible Information Standard.

The visit will take place on 28 March 2017.

Tell Us Your Story...

Healthwatch South Gloucestershire wants to hear from you about your experiences so that we can tell services your needs to create the best local services.



Text us - text SG followed by your message to 07860 021 603



Email us at info@healthwatchesouthglos.co.uk



Call us: 01454 543 402



Write to us at: Healthwatch South Gloucestershire,
The Care Forum, The Vassall Centre,
Gill Ave, Fishponds, Bristol, BS16 2QQ

Or visit our website to see more at: www.healthwatchesouthglos.co.uk

