

Dental Service provision - Sefton Care Homes

Healthwatch Sefton Survey Report



Provider: NHS England

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Key Points

- Only a small sample of care homes (12) responded to the dental survey despite reminders being sent and the closing date being extended.
- 8 of the 12 respondents stated that not all the residents were registered with a dentist.
- Within the 12 month period 7 of the 12 respondents stated that they had residents requiring a dental home visit.
- None of the respondents were aware of any local dementia friendly dentists.

Introduction

Healthwatch Sefton attended the Sefton Dementia Provider Forum meeting held on 29th November 2017 at the Sefton Corporate Learning Centre, Ainsdale.

Healthwatch Sefton had previously attended a forum meeting earlier in the year where issues around the dental services delivered across Sefton were raised.

During the meeting Healthwatch Sefton asked members about their experiences of the dental service and from the initial verbal feedback a decision was made by Healthwatch Sefton to carry out a wider survey to determine 'What worked well' with the dental service and 'What improvements could be made'.

What is the Dementia Provider Forum?

The Dementia Provider Forum was set up so that providers and other interested parties could discuss issues and best practice. It is attended by residential, nursing and domiciliary providers as well as colleagues from Health, DoLS team (Deprivation of Liberty Safeguards), Safeguarding, Infection Control along with guest speakers. The Quality and Compliance Team from Sefton Council currently chair and co-ordinate the Forum.

The Forum aims to meet on a quarterly basis.

Healthwatch Sefton

Healthwatch Sefton exists to make health and social care services work for the people who live in Sefton or use services based in Sefton.

Everything we say and do is informed by our connections to local people. Our main aim is understanding the feedback and concerns of people of all ages who use services, and to speak out on their behalf.

Our role is to ensure that local decision makers and health and social care services put the experiences of local people at the heart of their work. We believe that asking people more about their experiences and encouraging them to feedback can identify issues that, if addressed, will make services better.

Healthwatch Sefton is set up as a company limited by guarantee, a subsidiary company of Sefton Council for Voluntary Service (Sefton CVS). There is a small staff team and a large team of volunteers who work together to ensure the organisation works towards its strategic and local priorities.

We are uniquely placed as we have a national body, Healthwatch England. Both organisations have significant statutory powers to ensure that the voice of people who want to have a say about health and social care services is strengthened and heard by those who commission, deliver and regulate health and social care services.

Healthwatch Sefton works with Healthwatch England to ensure the voice of Sefton residents is represented at a national level. Healthwatch England picks up national issues and works with Healthwatch Sefton to help provide a national picture. We also work as part of a regional North West Healthwatch Network.

NHS England - Dental

NHS England's role in dental commissioning is to ultimately achieve excellence and consistency in the commissioning of dental specialties in England to reduce inequalities, improve care for patients to ensure they are receiving the highest quality dental care in the most appropriate setting, delivered by professionals with the required skill set, resulting in improved outcomes and ensuring value for money for the taxpayer.

The Dental team led by the Chief Dental Officer has a cross system role, providing professional and clinical leadership to Public Health England (PHE), Department of Health (DH), Health Education England (HEE), Care Quality Commission (CQC) and other departmental bodies. Key responsibilities include providing:

- professional and clinical leadership on all matters relating to dental education;
- clinical input into areas of legislation that define how primary care dental services are provided and any changes to legislation need to be managed through DH;
- clinical input into NHS England's direct commissioning of all dental services.

The team supports the development of policy and guidance and more generally they manage the interface with PHE, DH, HEE, CQC, dental societies and colleges on the wider work on behaviour change. They work with Dental Leads, Heads of Primary Care and Directors of Commissioning to develop a view on how and which vital services should be commissioned across the country.

<https://www.england.nhs.uk/commissioning/primary-care/dental/> (accessed 06/06/18)

Why a survey was carried out?

Concerns were highlighted at the Dementia Provider Forum meeting in terms of access to dentists for residents including:

- Residents who were not registered with a dentist and there being no NHS dentists near the vicinity taking on.
- Residents who were home bound and no facility for home visits.
- Residents diagnosed with dementia and the difficulties this presented when accessing dental services.

From listening to the concerns during the November 2017 meeting the issues were taken forward to the Healthwatch Steering Group. Steering Group members discussed options and it was agreed for an on-line survey to be carried out. The survey was circulated via Sefton Council to all care homes across Sefton.

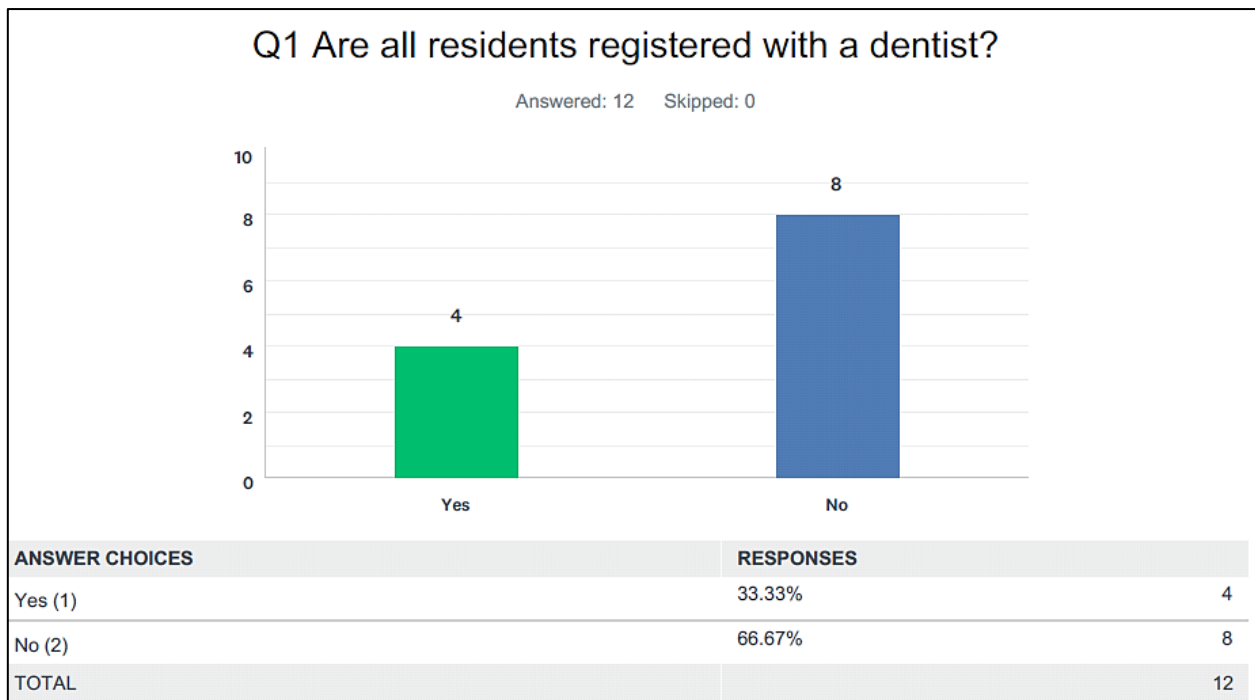
- The survey was circulated to **102** email contacts (To note: possible duplication of contacts within same care home).
- **12** completed surveys returned.
- The survey was open during January 2018. Due to a low response received this was extended to May 2018.

To note: Although the survey was extended to May 2018, unfortunately there was still only a small return rate to the survey.

Findings from the Dental Service survey

A total of 12 care home providers completed the dental survey. The questions with results can be found below.

Q1.



As can be seen from the above graph all **12** respondents answered the question with **4** (33.33%) stating yes and **8** (66.67%) stating no to residents being registered with a dentist.

Q2.

This is a follow on question to Q1. If no, can you provide the reasons why?

Some of the comments received are detailed below:

‘Most can not go out bed bound etc. dentists will not make home visits’.

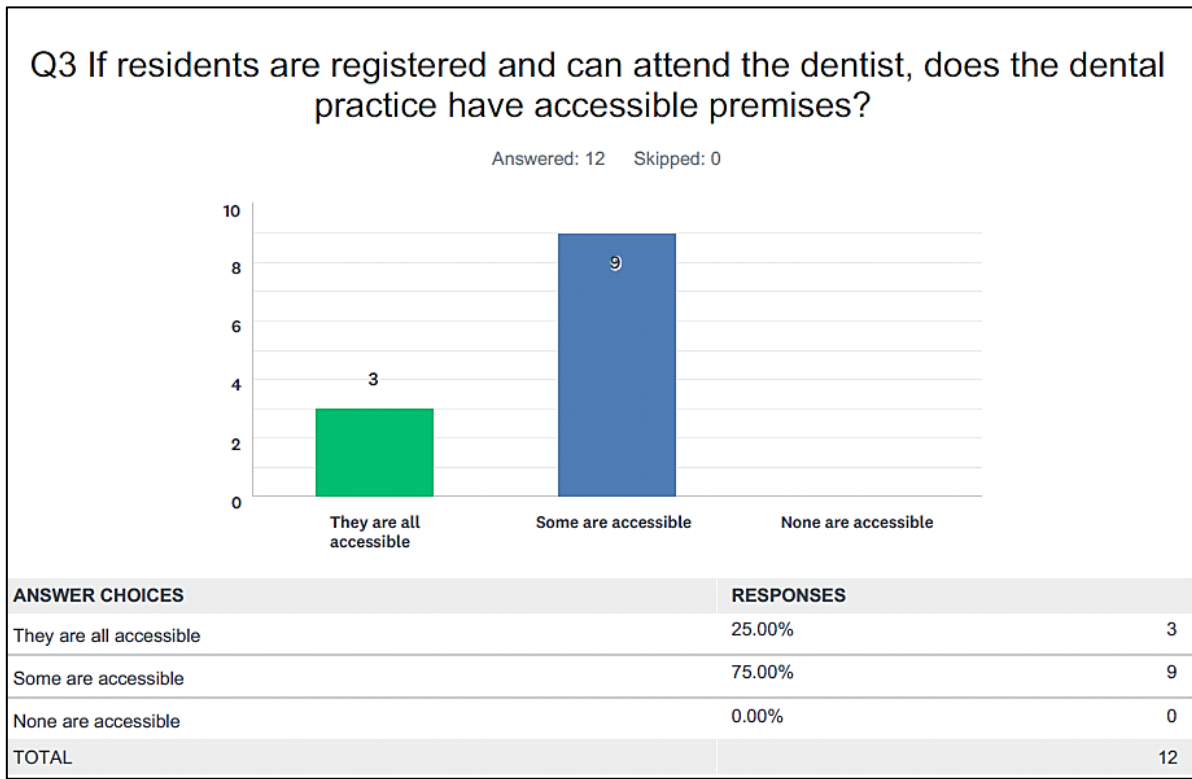
‘Most can not travel to a dentist.

Some can not access any that have places available NHS.

Some can not afford to even pay the NHS costs’.

For all responses please refer to ‘Survey written responses’ section.

Q3.



As can be seen from the above graph all **12** respondents stated that the dental practices that residents are registered with are either all accessible or some are accessible.

Q4.

This is a follow on to Q3. If only some or none are accessible can you provide further information on how the residents can access a dentist when needed?

Some of the comments received are detailed below:

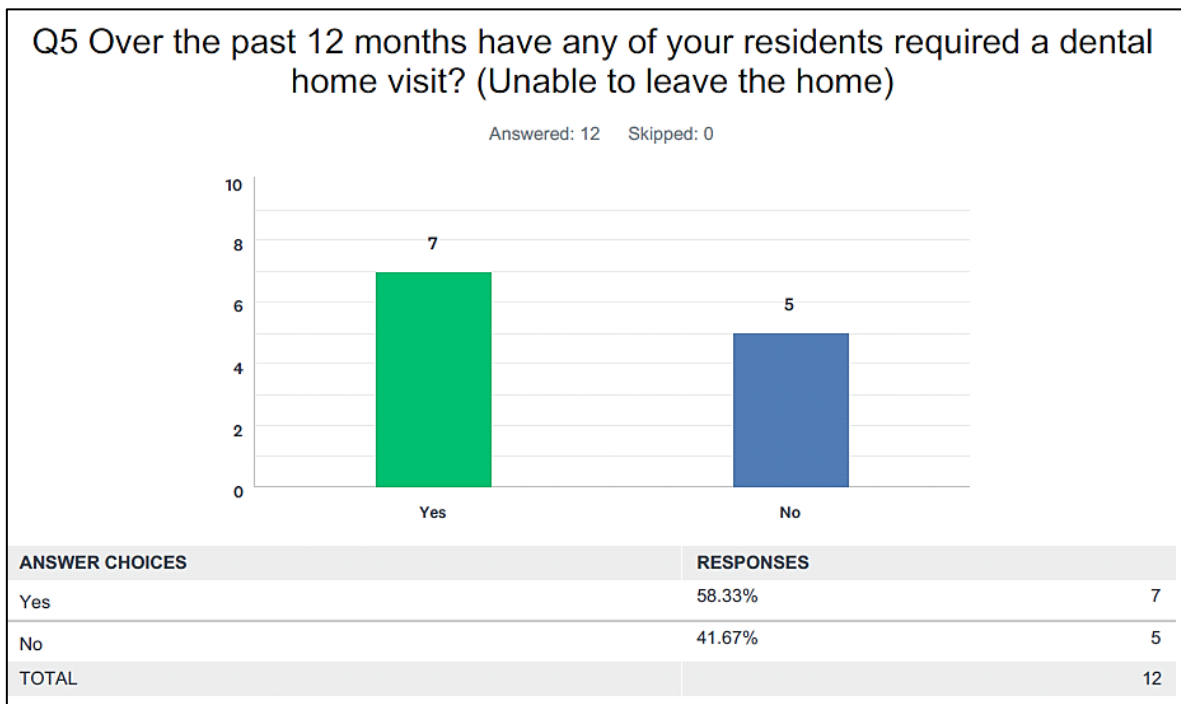
‘They can’t get NHS dentist only some private may attend the home at a cost to the client’.

‘They all have facility for disabled people to access the dentist. Problem is some of our service users do not like to leave the home and this can cause a lot of distress’.

‘We have to go through 111 and seek alternatives’.

For all responses please refer to ‘Survey written responses’ section.

Q5.



As can be seen from the above graph 7 (58.33%) of the respondents stated yes to a resident requiring a dental home visit over the past 12 months with 5 (41.67%) stating no.

Q6.

If a resident could not get a home visit, can you provide examples on what the issues have been and what the outcome was for the resident with regards to being seen by a dentist?

Some of the comments received are detailed below:

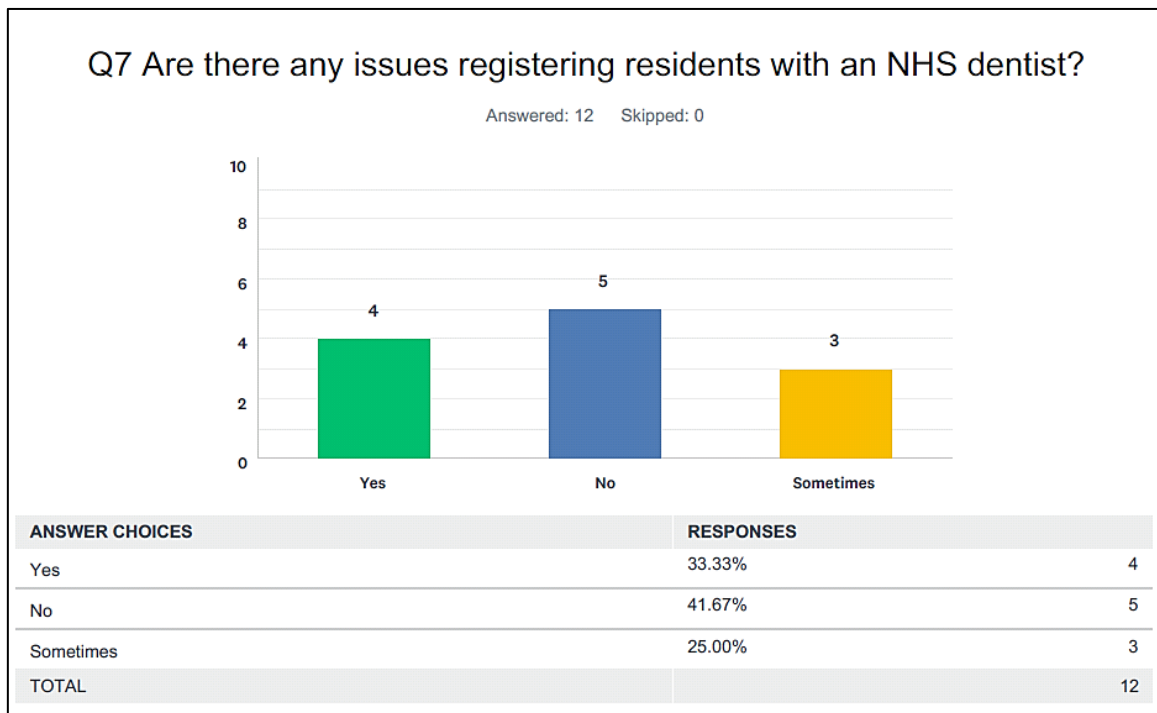
‘Some refused to attend dentist if they would not come to them and have decided to put up with the pain’.

‘Dental abscess treated by GP. Dental pain addressed by GP. Or dental problems left untreated’.

‘We have had to take the resident to the dental hospital, causing distress to the resident, resident would not let dentist examine them’.

For all responses please refer to ‘Survey written responses’ section.

Q7



As can be seen from the above graph all **12** respondents answered this question. There is a mixed response with **4** (33.33%) stating there were issues registering residents with an NHS Dentist, **3** (25%) stating sometimes there is and **5** (41.67%) stating there were no issues.

Q8

If you experience issues registering residents with an NHS dentist can you say what the issues are and provide any examples below:

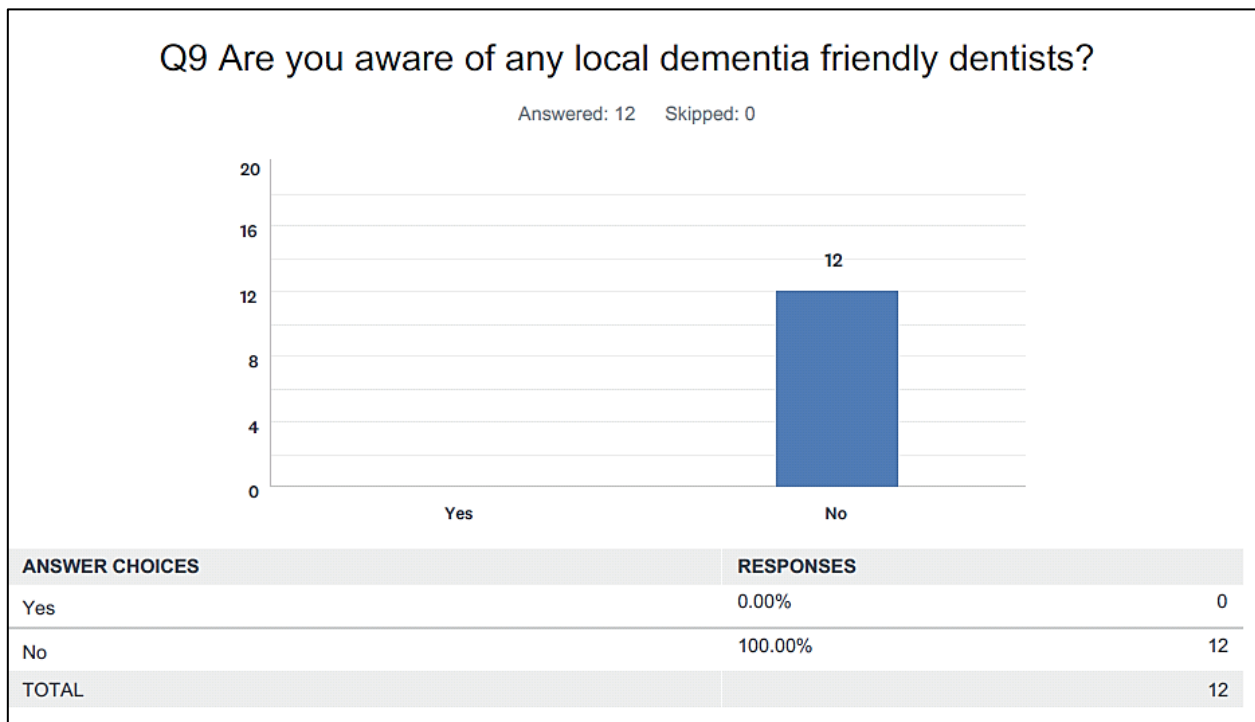
Some of the comments received are detailed below:

‘Not enough dentists with capacity, we have to go through 111’.

‘Many dentists are full to capacity so can’t take on any new clients. The dentist needs to be near to the care home - travel etc. if they don’t do domiciliary visits’.
‘It appears to be a lengthy process and waiting times can be up to 6 to 8 weeks. This becomes difficult for our service users that suffer with dementia and we are unaware if their dental issues are causing nutritional problems and weight loss’.

For all responses please refer to ‘Survey written responses’ section.

Q9



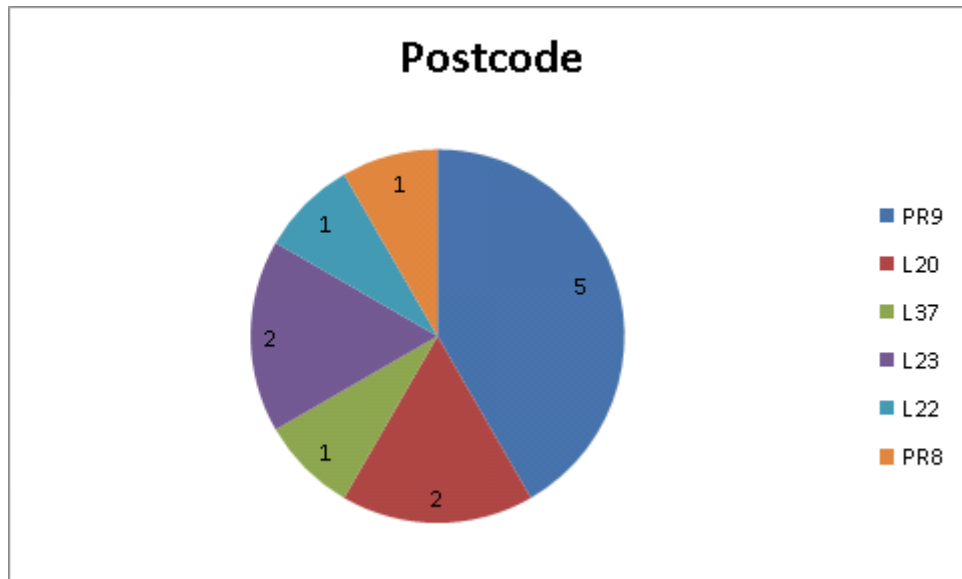
As can be seen from the above graph none of the respondents stated they were aware of any local dementia friendly dentists.

Q10.

Can you please name any of these dementia friendly dentists (if applicable)?

- No dementia friendly dentists were identified.

Q11.



As can be seen from the above graph all **12** respondents provided the postcode. **6** of the respondents were based in north Sefton and **6** were based in south Sefton.

Q2. This is a follow on question to Q1. If no can you provide the reasons why?	
Respondents	Responses
1	Some clients come without a dentist e.g. out of area transfers.
2	n/a
3	Most can not go out bed bound etc. dentists will not make home visits.
4	Registration has lapsed or they are now placed out of area of their dentist.
5	Most can not travel to dentist. Some can not access any that have places available NHS. Some can not afford to even pay the NHS costs.
6	Some don't need as have no teeth.
7	It's very hard to find a dentist in this area.
8	Many are unable to go to the dentist, some dentists have poor access, most dentists will not do community visits
9	Some are, we were with Mrs Cope until she retired. She used to see all our residents and full awareness of dementia. There doesn't seem to be a dentist within the area that will do home visits due to distress, it can cause some residents leaving the home.

Q4. If only some or none are accessible can you provide further information on how the residents can access a dentist when needed?	
Respondents	Responses
1	They can't get NHS dentist only some private may attend the home at a cost to the client.
2	At times a dentist may visit the home, usually if treatment is needed the resident is referred to the dental hospital.
3	They can't!!
4	We have to go through 111 and seek alternatives.
5	Some have no access to a dentist. Some have limited mobility but struggle to use stairs as a necessity.
6	They can't or we have to find one with accessibility.
7	Have to try and see if a dentist will do a home visit or try and register with a dentist which is near to the care home and is accessible.
8	We try to register residents with accessible practices.
9	They all have facility for disabled people to access the dentist. Problem is some of our service users do not like to leave the home and this can cause a lot of distress.

Q6.
If a resident could not get a home visit, can you provide examples on what the issues have been and what the outcome was for the resident with regards to being seen by a dentist?

Respondents	Responses
1	We could not get the client to the dentist appointment as she had fractured her leg and we could not access the service as she was fully splinted. She has missed her appointments as the dentist could not visit here.
2	We have had to take the resident to the dental hospital, causing distress to the resident, resident would not let dentist examine them.
3	Dental abscess treated by GP. Dental pain addressed by GP. Or dental problems left untreated.
4	No service or client's needed seeing in hospital due to multifaceted physical issues.
5	Some refused to attend dentist if they would not come to them and have decided to put up with the pain.
6	There are no home visits available.
7	It's very difficult to get a home visit as many dentists do not do it. Luckily though we were able to get a home visit and the resident was treated and put on anti-biotics.
8	Usually falls back on the GP to provide analgesia and antibiotics.
9	We have not been able to get any home visits from the dental practices and there has been some difficulties, due to the service users unsettled when in a different environment. So treatment has not been completed and extra appointments have had to be made.

Q8. If you experience issues registering residents with an NHS dentist can you say what the issues are and provide any examples below:

Respondents	Responses
1	n/a
2	Not enough dentists with capacity, we have to go through 111.
3	Places available not accessible.
4	Not always a dentist in the area taking on new patients.
5	Many dentists are full to capacity so can't take on any new clients. The dentist needs to be near to the care home - travel etc. if they don't do domiciliary visits.
6	Individual practices not wanting to take on or keep a resident therefore having to transfer to different surgery.
7	It appears to be a lengthy process and waiting times can be up to 6 to 8 weeks. This becomes difficult for our service users that suffer with dementia and we are unaware if their dental issues are causing nutritional problems and weight loss.

Acknowledgements

Healthwatch Sefton would like to thank Robert Anglesea, Quality and Compliance Officer, Sefton Council for working in partnership with Healthwatch Sefton and facilitating the roll-out of the survey to all the Care Homes across Sefton.

Healthwatch Sefton would like to thank all the Representatives who attended the Dementia Provider Forum and provided feedback on the dental services.

Healthwatch Sefton would like to thank all who took part in completing the survey on-line.

Conclusion & Recommendations

The on-line survey was initially open for care homes to complete during January 2018. Due to a low response rate reminders were sent out and the survey was extended until May 2018.

It is unfortunate that despite the survey being extended to May 2018 there was still only a small number of respondents who completed the on-line survey therefore making it difficult to assess the impact of dental services on care homes and their residents across Sefton.

From attending the Dementia Provider Forum meeting it was clear that there were some issues for residents including:

- Dental home visits
- Registration with an NHS dentist
- Residents diagnosed with dementia and the difficulties this presented when accessing dental services

The on-line survey results also confirmed the above difficulties.

Following on from the survey Healthwatch Sefton would like to make the following recommendations:

- The report to be shared with NHS England (Cheshire & Merseyside) to ensure they have access to this information.
- NHS England to share with Healthwatch Sefton, information on current Dementia Friendly Practices / future plans for Dementia Friendly Practices in Sefton.
- NHS England to share protocol for home visits.
- NHS England to share information on NHS dentists located in Sefton who have accessible facilities (including disability access and hoists).
- The report to be shared with the Dementia Provider Forum members.
- Healthwatch Sefton to continue to attend the Dementia Provider Forum meetings to monitor further issues or concerns raised by members.
- Care homes to continue to provide any feedback on dental services to Healthwatch Sefton.

Response from NHS England



Dental Service Provision – Sefton Care Homes

Healthwatch Sefton Survey Report

NHS England Response

Thank you for allowing NHS England North (Cheshire & Merseyside) the opportunity to provide a response to the issues raised within the Healthwatch Sefton Survey Report.

Access to NHS Dental Treatment

Since the introduction of the current NHS Dental Contract in 2006 everyone should be able to access an NHS Dentist. Patients no longer need to be 'registered' with a dentist in the same way as with a GP because you are not bound to a catchment area.

There are 35 NHS Dental Practices in Sefton and a recent needs assessment has not highlighted an access issue in the area. In support of managing patients with Dementia the Local Dental Network had produced and shared a dementia friendly dentistry toolkit with all NHS dental practices and Sefton Alzheimer's Society has proactively engaged with dental practices resulting in 28 of the 35 practices in Sefton having completed dementia awareness training.

Oral Health for Adults in Care Homes

The UK faces changes as the number of older people increase, and the oral health status of this group changes. The number and proportion of the population in the older age ranges is increasing, while at the same time the number of older people retaining at least some of their own teeth is rising the adult dental health survey (2009) reported that in England two thirds of adults aged over 75 years have some natural teeth. However the same survey also reported that whilst retaining natural teeth is positive, particularly for older patients there was a significant amount of untreated tooth decay and gum disease.

(link: <https://digital.nhs.uk/data-and-information/publications/statistical/adult-dental-health-survey/adult-dental-health-survey-2009-summary-report-and-thematic-series#related-links>)

The combination of an increasing ageing population and the changing picture of dental health has serious implications for the provision of dentistry particularly for those living at home with additional support and in residential care homes.

The first important consideration is that risk assessments for the provision of a safe and good quality service, indicate that Dental Treatment should, wherever possible, be carried out in fully staffed and equipped surgeries. The only exception would be where the risk was justified because of the Patients condition making it inadvisable that they are moved, when the treatment would be limited to palliative care.

NICE guidance (which can be accessed by following the link: <https://www.nice.org.uk/guidance/NG48>) , published in July 2016, supports care homes with the provision of oral health to residents.

Daily mouth care and monitoring dental health within the care home

The NICE guidance recommends that care home staff should ensure that they check for any dental problems regularly, and have in place a routine for daily mouth care. They may require training for this and a number of areas now include this in their quality indicators for nursing and residential care homes. Regular checking of the mouth and a well-established mouth care routine should reduce the risk of a frail older person developing an urgent dental problem. Patients on special diets (to boost calorie intake) and with dry mouths are at particular risk of developing tooth decay. Furthermore there is a growing body of evidence demonstrating the link between poor oral hygiene and pneumonia – hence the importance of effective daily mouth care (British Dental Journal 2017), <https://www.ncbi.nlm.nih.gov/pubmed/28387268>).

Routine Dental Care

Where possible, Nursing Homes are recommended to form close relationships with local Dental Practices who can provide help in assessing patient's needs and arranging suitable appointment times when the patient can be seen in a properly equipped surgery ensuring the full diagnostic procedure can be undertaken. Some patients may have a local dentist who they have seen regularly for many years and it may require the nursing home staff and family members to work together to ensure that dental checks in a familiar environment can continue.

Special Care Dentistry

NHS England North (Cheshire & Merseyside) commission a specialist service from Mersey Care (formerly Liverpool Community Health) for patients in the Sefton area who require special care including those with:

- Complex medical condition
- Learning disability
- Physical disability
- Mental health condition
- Who are socially excluded

The service is provided from Special care dentistry clinics in accessible locations across Merseyside. Patients will be treated on referral from general dental practitioners, or other health care professional including GP's/nursing staff.

A domiciliary assessment service is only provided to patients who have a physical, medical or mental health requirement which requires this assessment to take place in a non-clinical setting, as has previously been mentioned, treatment options within the nursing home environment are very limited. Where possible all necessary adjustments should be made to support patients to attend an appropriate clinical setting for assessment. All clinical treatment is to be provided in an appropriate clinical setting.

Urgent Dental Care

There is an area wide service commissioned by NHS England North (Cheshire and Merseyside) for patients unable to access a Dentist who have an urgent problem. Anyone, including nursing homes unable to find a local Dentist for urgent treatment both in and out of hours are required to phone this number **0161 476 9651** (local rate applies). The Nursing Home will be required to arrange suitable transport for their

residents to attend the designated Dental surgery or in certain circumstances the service may provide a Dentist to attend to assess and support the patient although very limited treatment will be provided. (It should be noted that Dentists cannot sanction NHS transport as this is based on the patients' general medical condition not their oral health).

Moving forward

It is clear from the report produced following the survey into Dental service provision in care homes that there is misunderstanding and lack of information to support Sefton Care homes in the provision of oral health, including dental health and daily mouth care to residents.

Both NHS England and Public Health England would welcome the opportunity to engage with Healthwatch Sefton and the Dementia Provider Forum to advise and support where required the improvements and recommendations highlighted in the report

In response to the report NHS England conducted a data mapping exercise across Sefton. Areas covered included:

- Do you have disability access with sufficient wheelchair width access?
- Is access through the front or back of the building?
- Is access along a smooth surface?
- Is access with a permanent ramp or portable?
- Do you have a hoist?
- Do you have a chair for bariatric patients?
- Dementia Friendly practice?

All the above information is available from Healthwatch Sefton via the Signposting and Information service contactable on 0800 206 1304 or via info@healthwatchsefton.co.uk

In addition the information can be found in the table below:

For the purpose of this report information relating to disability access, dementia friendly and availability of hoists within dentists across Sefton are listed in the below table. All information is relevant as of November 2018.

Practice	Postcode	Tel No.	Do you have disability access with sufficient wheelchair width access	Is access through the front or back of the building	Is access along a smooth surface (not cobbled or uneven surface)	Is access with a permanent ramp or portable	Do you have a hoist	Do you have a chair for bariatric patients	Dementia Friendly Dental Practice
Care (Lancashire) Ltd	L20 3EF	0151 944 2556	Yes	Front	Yes	Permanent	No	No although chair is calibrated on a regular basis	Yes
Ventre & Ventre	L20 3EF	0151 922 8939	Yes	Front	Smooth	Permanent	No	No	Yes
Family Dental	L21 3TX	0151 928 9400	Yes	Front	Smooth	No ramp	No	No	Yes

MR KH TSAO	L21 5HE	0151 928 4993	Yes	Front	Yes	Permanent	No	No patients will be seen from their wheelchair	Dementia Friends training - Alz Society
PJ Burrige Ltd (IDH)	L21 9JN	0151 475 4766	Yes	Front`	Yes	Yes	No	Yes	Dementia Friends training - Alz Society
MR AJ JONES	L22 4QF	0151 928 5555	Yes	Front	Yes	Permanent	No	No	Dementia Friends training - Alz Society
KDP Care Ltd	L22 4RG	0151 928 3836	Yes	Front	Yes	Permanent	No	No	Dementia Friends training - Alz Society
St Johns Rd Dental Practice	L22 9QD	0151 920 4857	Yes	Front	Yes	Permanent	No	No	Dementia Friends training - Alz Society

MR PA DOYLE	L23 2SF	0151 286 0330	Yes	Front	Smooth	Permanent	No	Yes	Dementia Friends training - Alz Society
OASIS DENTAL CARE LTD	L23 8SN	0151 924 1934	Yes	Front	Smooth	Portable	No	No	Dementia Friends training - Alz Society
Chantastic Limited	L30 0QG	0151 924 7111	Yes	Both	Yes	Permanent	No	No	Yes
MR M MCGOVERN	L31 6BR	0151 526 7090	No	Front	Yes	Permanent	No	Yes	No
Oak Dental Care Limited	L31 7BN	0844 5769 393	Yes	Front	Yes	Permanent	No	No	Dementia Friends training - Alz Society
MR PA KNIGHT	L31 7DQ	0151 526 2548	No	No	No	No	No	No	Dementia Friends training - Alz Society
Lynwood Dental Surgery Partnership	L38 0BN	0151 929 2324	Yes	Front	Yes	Permanent	No	No	Dementia Friends training - Alz Society

Petrie Tucker & Partners Ltd (IDH)	L20 3EN	0151 922 1652	Yes	Front	Yes	Permenant	No	No	Dementia Friends training - Alz Society
Petrie Tucker & Partners Ltd (IDH)	L22 1RG	0151 928 2420	Yes	Back	Yes	No ramp - flat surface	No	?	Dementia Friends training - Alz Society
Thornton Dental Practice	L23 4TA	0151 931 4147	slightly restricted access	front	smooth	portable	no	no	Dementia Friends training - Alz Society
Northway Dental Ltd	L31 5LJ	0151 526 2701	Yes	Front	Yes	Permanant	No	No	Dementia Friends training - Alz Society
Oak Dental Care Limited	L31 7BN	08445 769393	Yes	Front	Yes	Permanant	No	No	Dementia Friends training - Alz Society
MR DJ GARMORY	PR8 6PY	017045 40250	Yes	Yes	Yes	Yes	No	No, we have standard dental chairs	Dementia Friends training - Alz Society

MR S ORME	PR8 3QF	01704 579306	Yes	Front	Yes	Portable	No	No	Dementia Friends training - Alz Society
MRS JC DUNNING S	PR8 4PL	01704 563548	Yes	Front	Yes	No ramp low slope	No	No	Dementia Friends training - Alz Society
J Hyslop	PR9 0LE	01704 536003	No	No	No	No	No	No	No
Hoghton Street Dental Care Limited	PR9 0PA	01704 532134	Yes	Back	Yes	Permanent	No	No	Dementia Friends training - Alz Society
MR WW LEE	PR9 0PA	01704 531038	Yes	Back	Yes	Permanent	No	Yes	Dementia Friends training - Alz Society
Steven Williams & Bernard Moroney	PR9 7PW	01704 227041	There is access it is tight access patients have to move the wheelchair around more	Front	Yes	Portable	No	No	Dementia Friends training - Alz Society

MR P VOLYNCH OOK (IDH)	L37 3PF	01704 871270	Unable to get through constantly in a que that wasn't going down.						Dementia Friends training - Alz Society
J Powell & D Collins	L37 4AB	01704 876846	No	Both	Yes	Yes	No	No	Dementia Friends training - Alz Society
MR P SMITH	PR8 3HS	01704 573466	Yes	Front	Yes	Portable	No	No	Dementia Friends training - Alz Society
Fairfield Dental Practice	PR8 3LH	01704 575718	Yes	Side	Yes	Permanent	No	No	Dementia Friends training - Alz Society
MR JN LEA	PR8 6LF	01704 532346	Yes	Front	Yes	Portable	No	No	Dementia Friends training - Alz Society
MR AP AYRES	PR8 6RG	01704 537799	Yes	Front	Yes	Yes	No	No	No

OASIS DENTAL CARE LTD	PR9 0QT	01704 542342	Yes	Front	Yes	Permanent ramp	No	We have 2 types of chairs in waiting room. All dental chairs are standard.	Dementia Friends training - Alz Society
Churchtown Dental Practice (Oasis Dental)	PR9 9SD	01704 220717	Yes	Side	Yes	Permanent	No	No	No
Mersey Care Community Dental Service	PR9 0PQ	0151 300 8222	Yes & Lift	Front	yes	Permanent	Yes	No	Yes
Mersey Care Community Dental	L31 0DJ	0151 300 8222	yes	front & side	yes	Permanent	Yes	No	Yes

Service									
Mersey Care Community Dental Service	L20 3RF	0151 300 8222	Yes	Front	Yes	Permanent	Yes	No	Yes

As can be seen from the above table:

Dementia friendly

- 4 dentists available south Sefton
 - Additional 2 - Mersey Care Community Dental service
- 0 dentists available north Sefton
 - 1 available- Mersey Care Community Dental service

Hoist availability

- 0 dentists available with a hoist
 - 2 dentists available south Sefton via referral to Mersey Care Community Dental service
 - 1 dentist available north Sefton via referral To Mersey Care Community Dental service

How to refer to the Mersey Care Community Dental service

Mersey Care NHS Foundation Trust has confirmed that a patient cannot be referred into the Community Dental service on the grounds of dementia but can be referred in if they have complex medical conditions that can include dementia. The Community Dental service is for patients who require special care including those with:

- Complex medical condition
- Learning disability
- Physical disability
- Mental health condition
- Who are socially excluded

The Trust has confirmed they have highlighted the issue that there is a commissioning need for dental care within Care Homes and for Domiciliary visits which have been flagged with the Commissioners at NHS England.

Healthwatch Sefton will continue to monitor the outcomes from this and report any findings into the Dementia Provider forum.

Contact us

Address: Healthwatch Sefton, Sefton Council for Voluntary Service (Sefton CVS),
3rd Floor, Suite 3B, North Wing, Burlington House, Crosby Road North,
Waterloo, Liverpool L22 0LG

Phone number: 0151 920 0726 (ext 240)

Freephone: 0800 206 1304

Text: 07434 810438

Email: info@healthwatchsefton.co.uk

Website: www.healthwatchsefton.co.uk



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