

Enter & View Care Report

Name of Setting: Amber House

Address: Amber House, 12 Scawby Road, Broughton, Brigg DN20 0AF

Date of visits: 09.10.2024

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HWNL Representatives: Keri-Leigh Vessey (HW NL Project Officer), Linda Robinson (HW NL Enter & View Representative and Volunteer).

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. Healthwatch wanted to repeat the “getting to the root of the problem project” that took part in 2019 to see if oral health care in care homes had improved over time.

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.

The care home was given prior notification of the visit one week before it took place.

As well as this short individual report, the information will form part of a larger thematic report from all 11 care settings we visited. Our overall aim is to determine the best practice for promoting good oral health in care homes with a view to sharing this with all providers to encourage an overall raising of standards.

Background

Amber House is a residential home which also offers respite care and short breaks for individuals aged between 18-65 with learning disabilities and complex behaviours.

The home has 11 permanent beds and 2 respite beds.

The CQC inspected this setting on 1st November 2023 and rated the facility as good. Healthwatch were welcomed into the home by the Director and the Registered Manager, another registered manager for the service was also available within the building.

The aim of our visit was to speak with residents, management, staff and relatives regarding their views and experiences of accessing dental health services in North Lincolnshire.

Summary of Manager's questionnaire

The manager stated that she had been a Registered Manager at Amber House since 2021. Their rating with CQC was Good. Amber House caters for thirteen residents aged 18 to 65 years old. They have eleven permanent

residents and keep two bedrooms free for emergency admissions and respite.

There are a minimum of 10 staff are on shift at one time. The home also employs kitchen and laundry staff.

The manager stated that she was fully aware of the NICE guidelines for Oral Health in Care homes and that the guidelines were fully implemented into the home.

All residents visit the community dentist at The Ironstone Centre for regular checkups and treatment. One resident attends a private dentist in Grimsby. If a resident required emergency treatment the home would ring and attempt and get a same day appointment. In the past year there have been two incidents of residents requiring emergency treatment. There has not been an issue with getting appointments if there was the home would ring 111.

Residents are encouraged and supported by staff to buy their own toothbrushes and toothpaste. Some residents use medicated toothpaste and mouthwash that are provided via a prescription.

Amber House has an Oral health policy in place. The policy was shared with Healthwatch and was found to be thorough and included the provision of training, education and awareness of oral hygiene, the completion of oral assessments, oral care plans and referrals to healthcare services in a timely manner. All of the homes policies are available via an online system.

Oral health is assessed on a resident's admission, during care plan reviews and regularly during resident's daily support with their personal care.

The following information is documented for a resident:

- Name of dentist
- Eligibility for free NHS treatment,
- Support that is required to maintain good oral hygiene,
- A log of any recent or ongoing dental issues to be aware of
- Which products the resident likes to use.

The residents pay for their own oral hygiene products using their own personal funds. Staff support residents who need help to buy products.

Staff at Amber House receive training in oral health through their online learning system. The training is in depth and covers

- Recognising the impact of poor oral health care
- Be aware of the statistics of oral care in care homes
- Understanding the roles of responsibilities of all colleagues regarding oral health
- Recognise the importance of the mouth and teeth
- Recognise common mouth problems and how they are treated
- Know how to support residents with their oral hygiene
- Know correct methods for cleaning teeth
- Understand how certain medical conditions can complicate oral hygiene
- Recognise the importance of well-fitting dentures
- Understand how to support residents with their dentures.

If a resident requires urgent treatment, then the home would call the community dentist at the Ironstone Centre and request an appointment. The manager was aware of the 111 service to contact the emergency dental service.

The manager felt that residents' access to dental services over the last two years has improved since covid restrictions have lifted.

What did residents say about their oral health?

Healthwatch spoke to two residents on their visit to Amber House.

Resident 1: Male who had lived at Amber House for over 5 years. He had all his own teeth, hadn't had any problems with his mouth in the last year and did not wear dentures.

The resident informed us he enjoyed the food, and his favourite foods were roast chicken and corned beef hash. There were no foods that he couldn't eat.

The resident advised he had a regular dentist, and it was Mr. Stansfield, the community dentist at The Ironstone Centre. He was very happy with the treatment he received. Staff supported him to attend his appointments at The Ironstone the dentist does not visit the home.

He had recently moved onto using an electric toothbrush and found this to be beneficial and easier to use. He advised he cleaned his teeth morning and night, and he managed this himself, he also advised that if he needed help the staff would help him.

When we asked if there was anything else that he wanted to tell us he advised *"I'm happy living at Amber House and enjoy being here"*.

Resident 2: Female who had lived at Amber House for over 5 years. She advised she had all her own teeth and hadn't had any problems with her teeth or mouth in the past year.

The resident advised the food was good and that her favourite meal was a Sunday dinner, there wasn't any food she couldn't eat.

She advised that she had a regular dentist at The Ironstone Centre and that she was happy with her treatment.

The resident advised that she cleaned her teeth first and then her support staff goes over them to make sure she has cleaned all areas. This is completed in the morning and evening with staff support.

When we asked if there was anything else the resident would like to tell us she advised *"I like living here and I get on with the staff"*

What did the staff say?

Staff we spoke to were aware of the homes oral health policy

Staff advised residents oral health was assessed on admission to the home, if there was a problem and as part of their daily personal care routine.

All staff felt confident to assess oral health – one stated *“there’s nothing worse than toothache”*

Staff are aware of the oral assessment tool that is used, this is a tool they have developed themselves.

All the staff we spoke too had completed online training in Oral health.

Staff felt that if a resident was experiencing dental pain, they would present with symptoms such as a change in behaviour, mood dips, non-verbal body language. Holding their ears, face or possibly have affected balance.

Most residents are compliant with their oral health. We have one resident that doesn’t like to engage but with time and reassurance they will sometimes allow us to support.

Some residents require hand over hand support to clean their teeth and time so that they are not rushed.

Residents are registered with the community dentist at The Ironstone Centre.

Some residents have electric toothbrushes, and one uses a baby toothbrush as it is smaller and softer.

Oral health is recorded in the daily yellow notes, the care plan and oral health assessment.

Residents are supported with dentures if they have them, this includes taking them in and out and cleaning them.

Staff advised they have plenty of time to spend with residents around their oral health, one staff member advised *“it’s the important part”*

Access to dental services is excellent- "Just last week we rang and got an appointment straight away and a follow up the next week it was brilliant"

Observations

We were met at the door by a member of staff and asked to sign in. We were introduced to the Registered Manager/Director of Operations. We were then taken into the family lounge where Healthwatch explained what would happen during our visit.

We had a tour of the communal areas before we started the questionnaire, which was agreed. The manager stated there was 1 resident who enjoyed giving people tours so he showed us around with the help of the manager and we were later joined by another registered manager from the service

As we passed through the building, we went into the first lounge where a resident was enjoying some quiet time watching TV with a staff member, the room was clean, tidy and decorated in a fresh neutral theme which ran through the whole building. The TV was protected by a Perspex safety box. The decor throughout the building was pleasant and modern smelt fresh and homely.

The second lounge we entered was brighter with a few residents watching tv with staff members, most residents prefer to use this lounge although it is smaller than the other. Again, the TV was covered in Perspex for safety.

Staff were observed throughout the building engaging with residents and supporting each person's individual needs.

All staff were wearing smart uniforms and name badges. Kitchen staff were observed wearing the correct PPE for their tasks.

With resident permission we viewed two bedrooms, they were clean and tidy and tailored to the needs of the individuals. One bedroom we entered was set up for the resident to access water in a kitchen setting as they enjoyed the sensation of water play. Another bedroom had additional soundproofing as

the resident is sensitive to noise and had their own entrance doorway to their bedroom without having to walk through the whole building.

We were advised that the staff encourage and support residents to complete a weekly tidy up and a monthly deep clean to support independence skills. The home was very homely and comfortable.

Healthwatch observed residents enjoying 1-1 time with staff in their bedrooms and engaging in social activities such as puzzles. Staff were responsive to residents' needs providing a caring and friendly response.

There was a sensory room for residents to access.

Conclusion

Amber House demonstrates a positive and proactive approach to ensuring quality dental services for its residents, aligning with NICE NG48 guidelines.

Most residents accessed the Community Dentist at The Ironstone Centre with the support of their staff.

Residents were happy with the treatment that they received.

Members of staff were confident in supporting residents with their oral health and felt confident enough to spot signs and symptoms of dental and oral issues.

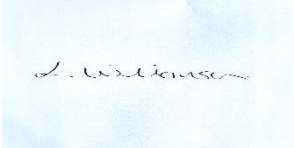
Staff have all completed e-learning in oral health care

The home was able to access emergency treatment for residents if required and had had little problem accessing oral health services.

In comparison to the 2019 report "getting to the root of the problem" Amber House continues to support residents to maintain good oral hygiene standards. Staff training has improved, and all staff are up to date with their training. The home has implemented an oral health policy which sets out plans and actions to protect oral health. All staff were aware of the policy.

Recommendations

- Amber House to continue to work within the NICE NG48 guidelines and support their residents to continue to maintain good oral hygiene.

Signed on behalf of Healthwatch North Lincolnshire:	Date:08.11.2024
	

Provider response

The Enter & View report provided is factually accurate and I consider it to be ready to be published by Healthwatch North Lincolnshire.

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

We are very pleased with the positive feedback we have received. It shows the high quality of care the staff are providing, and most importantly, the people we support are receiving.

Thank you