

## Enter and View Report

The Mount Barrow upon Humber

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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
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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. Our aim was to compare the results to the same survey that was completed in 2019 to see if there had been any improvement in oral care in care homes. The Mount was not included in the original project but was chosen to replace a home that had closed due to its similarities and client base.

### **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.

## **Care Home – background**

The Mount is a residential home for people with physical and learning disabilities. The home has 17 bedrooms and at the time of the visit was full with permanent residents and respite. The Mount has a current CQC rating of Good.

The home also had purpose-built bungalows in the grounds to support independent living, as well as bedrooms in the main house. The home is staffed with between 5 and 9 staff per day dependent on the allocation of one-to-one hours allocated. The

home does not have a cook or cleaner these tasks are completed by the support staff.

The Mount has had a recent infection control inspection and scored 94%.

## **Summary of the Manager's questionnaire**

On our arrival at The Mount, it appears that the email that had been sent with Healthwatch's intention to enter, and view had not been seen. We introduced ourselves and explained the role of Healthwatch North Lincolnshire and the purpose of our visit. The manager was not in work on the day of the visit but the senior support worker on shift was happy for the visit to go ahead. She had worked at The Mount for 5 years and had been a senior for 1 year.

Their rating with CQC was Good their last inspection was in May 2020. The Mount plus the bungalows catered for seventeen residents. They were at full capacity.

The senior support worker stated that she was aware of the NICE guidelines for Oral Health in Care homes.

The home had an oral health policy which was printed off and shared with Healthwatch. The policy was in depth and covered responsibilities, Oral Health assessment and the care plan, Care staff knowledge and skills, daily mouth care and local dental services, emergency and out of hours dental treatment.

Residents are encouraged and supported to buy their own toothbrushes and toothpaste.

The Mount advised residents have a monthly mouth check and an annual review and that they use the NICE oral health assessment tool.

The following information is documented for a resident in their care plan: Name of dentist, eligibility for free NHS treatment, any support needed to maintain good oral hygiene, log of any recent or ongoing dental issues to be aware of.

The senior support worker was aware of resident's eligibility for free NHS treatment.

Staff at the Mount have available training in oral health through Prime Lives Learning Pool.

The senior support worker advised that approximately 6 residents visited a dentist on a regular basis. This was either to the community dentist at The Ironstone or Barton Dental Practice. The community dentist will visit the home if required.

If a resident needed urgent treatment, then they would go through the Single Point of Access. Staff were aware of the 111 service to contact the emergency dental service and felt that resident's access to dental services over the last two years has improved.

## **What did residents say about their oral care?**

Healthwatch spoke with six residents at the Mount. Four residents had lived there for over five years. Four residents had most of their own teeth. One had two false teeth. One had problems with their mouth which had resulted in two fillings. One resident had decayed teeth but advised he didn't like going to see the dentist and they weren't causing him any pain. One advised they had a denture for the top, but it was upstairs and they didn't wear it because it didn't fit very well.

Three residents advised they regularly see a dentist either at the Ironstone Centre or the dentist in Thorne.

One resident had lost their false teeth whilst eating food, they have it on a metal plate now, which can be uncomfortable sometimes.

All residents enjoyed the food provided at the Mount. They have all sorts to eat, BBQ's, take-aways and celebrate people's birthdays. One resident stated they enjoyed Sunday dinner another said fish and chips. Another resident said the food is brilliant ! One said they could always chew hard meat.

Residents advised they had received advice on how to keep their mouth healthy, they clean their own teeth/dentures without support from staff.

When asked if there was anything else that they would like to tell us about living at The Mount. One resident said that it was all right, and they liked the day-trips. One said they prefer The Mount to the home they lived in previously. One advised I am happy, and I've made friends.

## **What did staff say?**

Healthwatch spoke with five members of staff, two were bank staff. All staff were aware of The Mount's Oral Health policy. They stated that the oral health needs of a resident were assessed monthly. Three staff members felt very confident with assessing residents' oral health needs. Two were quite confident. The assessment tool used is the NICE recommended one. Two weren't sure if they had received any training and would find it helpful to receive some. Three stated they had received training on line and they also got information from their manager and from group discussions. One said they preferred face to face training and liked to write things down.

All staff felt very able to spot the signs and symptoms of dental pain or disease as the residents would struggle to eat and would show it in their face. Some residents would come to tell staff if they had any problems. They would offer reassurance and encourage residents to brush their teeth. Help is given for those who cannot manage it themselves. Dentures are cleaned very regularly and are soaked with a tablet overnight. A resident's oral hygiene routine would be written in their daily notes and would be asked if they have brushed their teeth.

Spare toothbrushes and toothpaste are available if a resident hasn't got a toothbrush.

Two didn't know if residents regularly access a dentist as this would be done by the Manager.

Three staff said there were no problems with oral health, the care is spot on. The dentist comes regularly and if there was a problem we would ensure it was sorted out quickly.

## **Observations**

We were welcomed into the Mount, after waiting for the gate to be unlocked, and then taken to the Office. They weren't expecting our visit, but we were given a tour of the buildings and introduced to residents as we walked around.

Staff didn't wear a uniform or have name badges.

The Mount had a homely feel to it and residents were finishing off their breakfasts in the kitchen/dining area when we arrived.

There were a variety of boards in the corridors showing what events had happened and were happening.



The residents advised there are always plenty of activities going on. A visual activity planner was available to see on the wall.



## Conclusion

The team at The Mount appeared to be attentive to the needs of the residents who all appear happy in their environment.

The care home implements the NICE ng48 guidelines into the home.

Staff have available training in Oral health.

Residents were assessed for oral health on a regular basis, using the NICE recommended assessment tool.

The Mount has an Oral Health Policy in place provided by their company Prime life.

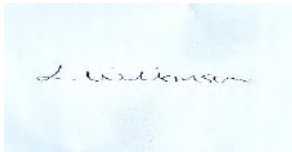
Residents were registered with the community dentist, and some had a private dentist.

Staff new how to access emergency treatment for a resident if required.

## Recommendations

The Mount was able to demonstrate that they have implemented the NICE ng48 guidelines into their care home with effect.

- The manager should ensure that staff receive Oral health training via the available platform and that staff receive regular refreshers as required.

Signed on behalf of HWNL		Date: 22.11.2024
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## Provider response



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

The management team at The Mount are working with the staff team to complete the Oral Health training that is available for all staff on Primelife's Learning Pool.