<table>
<thead>
<tr>
<th>Title</th>
<th>Mouthcare Policy</th>
</tr>
</thead>
<tbody>
<tr>
<td>Document Type</td>
<td>Policy</td>
</tr>
<tr>
<td>Issue no</td>
<td>CG001/02</td>
</tr>
<tr>
<td>Issue date</td>
<td>January 2010</td>
</tr>
<tr>
<td>Review date</td>
<td>January 2012</td>
</tr>
<tr>
<td>Distribution</td>
<td>Clinical Boards for</td>
</tr>
<tr>
<td>Prepared by</td>
<td>Anne Palmer, Clinical Governance Facilitator</td>
</tr>
<tr>
<td>Developed by</td>
<td>Oral Health Group 2007</td>
</tr>
<tr>
<td></td>
<td>Oral Health Reference Group 2010</td>
</tr>
<tr>
<td>Equality &amp; Diversity Impact Assessed</td>
<td>October 2009</td>
</tr>
</tbody>
</table>
Statement of Intent

NHS Borders is committed to the delivery of safe and effective clinical care to all its patients. This Policy provides the framework so that all dependent people in NHS Borders care will have their needs in relation to mouth care addressed. The aims of the Mouth Care Policy are to set standards for:-

- ensuring nursing staff are aware of the importance of good oral health
- staff training in the use of the mouth care assessment tool
- assessment of oral health needs of dependent people
- recording the needs and the dependent person’s wishes in relation to his/her oral health care
- provision of evidence based oral health education and training for nursing staff

Introduction

It is the responsibility of all nursing staff providing care to dependent people to ensure an assessment of the individual’s oral health is undertaken within 48 hours of the person’s admission to hospital. If for any reason the assessment is not completed within this time, the reason for this exception is recorded in the health record.

Both local and national drivers highlight the importance of good oral health care.

- National Guidance e.g. Best Practice Statement – Working with Dependent Older People to Achieve Good Oral Health, NHS QIS May 2005
- Local Clinical Audit e.g. Working with Dependent Older People to Achieve Good Oral Health July 2006 and 2008

The dependent person’s wishes in relation to his/her oral care will be recorded and taken account of.

Up to date evidence based training in oral care will be available for all nursing staff.

The assessment of the dependent person’s oral health will be carried out using the appropriate tool.

The assessment of the dependent person’s oral health will be conducted by a member of the nursing team trained in the use of the mouth care assessment tool.

The assessment tool will be completed and appropriate action taken following the recommended procedure.
Standards

1. Staff awareness of the importance of the need to promote good oral health as an essential component of the maintenance of general health and nutritional status will be raised.1,2,3
   - A nominated member of the nursing staff in each ward/unit will be identified to ensure all staff in that area are aware of the mouth care training pack, mouth care policy and the oral hygiene procedure
   - Staff will be supported to promote good oral health

2. With the consent of the dependent person, an assessment of his/her oral health will be undertaken by a member of staff trained in the use of the mouth care assessment tool within 48 hours of admission.1,2,3
   - The assessment tool will be held within the patient health record
   - The assessment will be undertaken by a member of nursing staff trained in the use of the mouth care assessment tool
   - If assessment is not completed within 48 hours, the reason for this will be documented in the patient’s health record and assessment completed as soon as possible after this period
   - Reassessment will be undertaken regularly at monthly intervals or sooner if the person’s condition changes1,4
   - The person’s attitudes and feelings about his/her own mouth and teeth will as far as possible be sought and these will be recorded
   - Referral to a dentist will be made as required and this will be noted in the patient’s health record

3. The dependent person will be assisted by nursing staff to attend to his/her oral hygiene using equipment, cleansing agents and oral care techniques appropriate to his/her needs.1,2,3
   - The dependent person where appropriate is provided with equipment to help and encourage him/her to be as independent as possible in attending to his/her mouth care
   - The dependent person unless on restricted fluid intake, is encouraged and assisted to drink at least 1.5 litres of fluid per day
   - Family/other carers with the permission of the dependent person are involved in supportive care
   - The optimum level of mouth care is achieved with minimum upset and stress to the dependent person
   - Oral hygiene procedure will be carried out a minimum of twice daily unless inappropriate to do so

4. Up to date and evidence based oral care education will be provided for nursing staff by those trained in the scientific basis of oral care
• Training of one hour duration in the use of the mouth care assessment tool will be provided for nursing staff in a number of locations across NHS Borders.
• A mouth care training pack will be available in all wards/areas across NHS Borders.
• Education on the importance of good oral health will be provided for all nursing staff.
• Nursing staff are encouraged to attend a refresher course in oral health awareness every two years.

5. Where appropriate and with the permission of the dependent person, information will be provided to his/her relatives/carers in relation to his/her oral health needs at the point of discharge from hospital.
   • Information regarding the dependent person's mouth care regime will be given to his/her relative/carer on discharge.

6. The dental service will be informed when the dependent person is discharged from hospital and arrangements made to ensure that if further dental care is required arrangements will be made for this to be provided.
   • Where a referral has been made to the dental service during the dependent person's hospital admission, nursing staff will inform the dental service.
   • The dental service when notified that the dependent person has been discharged from hospital, will arrange follow-up in his/her own home or other care setting.
References

1. NHS Quality Improvement Scotland (2005), Best Practice Statement Working with Dependent Older People to Achieve Good Oral Health

2.a NHS Borders Clinical Audit (2006), Working with Dependent Older People to Achieve Good Oral Health

2.b NHS Borders Clinical Audit (2008), Working with Dependent Older People to Achieve Good Oral Health


Appendix 1
NHS Borders Mouthcare Policy 2010
MOUTH CARE ASSESSMENT TOOL

<table>
<thead>
<tr>
<th>Feature</th>
<th>U/A</th>
<th>Y</th>
<th>N</th>
<th>Suggested Intervention</th>
</tr>
</thead>
<tbody>
<tr>
<td>Lips - dry/cracked</td>
<td></td>
<td></td>
<td></td>
<td>Apply soft paraffin</td>
</tr>
<tr>
<td>Tongue - dry/coated</td>
<td></td>
<td></td>
<td></td>
<td>Clean with a soft toothbrush &amp; toothpaste. Offer frequent fluids</td>
</tr>
<tr>
<td>Evidence of ulceration/soreness</td>
<td></td>
<td></td>
<td></td>
<td>Refer to doctor/dentist</td>
</tr>
<tr>
<td>Thrush</td>
<td></td>
<td></td>
<td></td>
<td>Refer to doctor/dentist</td>
</tr>
<tr>
<td>Dry mouth - dry/coated</td>
<td></td>
<td></td>
<td></td>
<td>Swab/brush/rinse regularly. Offer iced water/fluids.</td>
</tr>
<tr>
<td>Teeth - own</td>
<td></td>
<td></td>
<td></td>
<td>Clean with a soft toothbrush &amp; toothpaste. Offer frequent fluids</td>
</tr>
<tr>
<td>Teeth - decayed/broken</td>
<td></td>
<td></td>
<td></td>
<td>Arrange dental care.</td>
</tr>
<tr>
<td>Teeth - plaque/debris evident</td>
<td></td>
<td></td>
<td></td>
<td>Supervise oral care.</td>
</tr>
<tr>
<td>Dentures - top</td>
<td></td>
<td></td>
<td></td>
<td>Clean night &amp; morning with soap and water. Rinse after meals.</td>
</tr>
<tr>
<td>Dentures - lower</td>
<td></td>
<td></td>
<td></td>
<td>Remember with partial dentures.</td>
</tr>
<tr>
<td>Dentures - partial</td>
<td></td>
<td></td>
<td></td>
<td>Natural teeth need to be cleaned.</td>
</tr>
<tr>
<td>Dentures - not worn</td>
<td></td>
<td></td>
<td></td>
<td>Remove overnight.</td>
</tr>
<tr>
<td>Dentures - ill-fitting</td>
<td></td>
<td></td>
<td></td>
<td>Ill-fitting/not worn - refer to dentist.</td>
</tr>
<tr>
<td>Pain - teeth/soft tissue/denture</td>
<td></td>
<td></td>
<td></td>
<td>Refer to doctor/dentist</td>
</tr>
<tr>
<td>Soreness/ulceration</td>
<td></td>
<td></td>
<td></td>
<td>Refer to doctor/dentist</td>
</tr>
<tr>
<td>Independent with oral hygiene self care</td>
<td></td>
<td></td>
<td></td>
<td>Provide toothbrush/paste. Provide supervision, support, refer to OT.</td>
</tr>
</tbody>
</table>

*U/A = unable to assess | Y = yes | N = no*

<table>
<thead>
<tr>
<th>Date assessed</th>
<th>Assessor Signature</th>
<th>Print name</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Comment: (note referral to dentist, OT, other)

Responsibilities
<table>
<thead>
<tr>
<th>Role</th>
<th>Responsibilities</th>
</tr>
</thead>
<tbody>
<tr>
<td>Medical Director and Director of Nursing and Midwifery</td>
<td>Will secure agreement on the use of the mouthcare assessment tool.</td>
</tr>
</tbody>
</table>
| Lead Nurses, Clinical Service Managers and Clinical Development Managers | Will oversee implementation of the policy thus improving the standard of care.  
Will introduce and incorporate metrics to measure compliance with the policy.  
Will collate results across areas of responsibility and report to Clinical Boards as part of the performance review process. |
| Clinical Audit Support Team                      | Will support compliance with the policy through clinical audits.                 |
| Dental Services Oral Health Department           | Will support compliance with the policy through the delivery of evidence based training for all levels of health staff delivering care to dependent people.  
Ensure a pathway is in place to enable staff to refer any patient identified as requiring dental services. |
| Ward/Departmental Managers                       | Must supervise compliance with the policy, and to organise ongoing audits.       
Must ensure that implementation of the policy is part of the performance appraisal and personal development plan of all individual staff. |
| Individual Clinicians                            | Must deliver care in compliance with the policy.                                |
Implementation Plan

1. Professional responsibilities
   a. Professional Leads/Partnership Forum/Public Representatives
      • Disseminate the policy
   b. Clinical Governance Department
      • Support compliance with the Policy and Audit of compliance
   c. Clinical Executive
      • Agree and sign off the updated Policy by
   d. Clinical Managers
      • Implement the Policy into their area
      • Supervise compliance with the Policy, organise audits as per standard
      • Respond to audit results and take corrective action when required
   e. Clinicians
      • Ensure that their practice complies with this Policy.
      • Participate in regular audit and engage in training and development as necessary

2. Audit
   The standards will be audited:
   • Annually
   • Charge nurses will be responsible for auditing their clinical area
   • The Clinical Audit Support Team will provide technical advice in relation to audit
   • The Clinical Audit Support Team will offer support with data collection
   • The Clinical Audit Support Team will assist with analysis and reporting of results

3. Review
   • A multi-disciplinary group with public involvement will review the Policy.
   • The review will take place two years after issue or following any change in National Standards
   • The results of Clinical Audits of records will be used to inform this review
Working Groups and Membership Lists

Development Group (2007)

Frances Black - Staff Nurse, Poynder View
Graham Eadie - Senior Dental Officer
David Henderson - Charge Nurse, DME
Tracy Johnson - Staff Nurse, Poynder View
Cath Kelly - Sister, Knoll Hospital
Margaret Lawson - Public Representative
Anne Palmer - Clinical Effectiveness Facilitator
Aileen Richardson - Senior Oral Health Promoter

Reference Group (2009)

Aileen Richardson - Senior Oral Health Promoter
Margaret Lawson - Public Representative

Nursing And Midwifery Strategy And Policy (NAMSAP) Group