

Oral Health

Frequently Asked Questions

Question 1

Do Nurses earn any Continuing Nurse Education (CNE) points for attending this training?

Answer 1

Yes, the Royal College of Nursing Australia (RCNA) have endorsed the train the trainer program to allow for all nurses who attend to receive 6 CNE points for this, as part of RCNA's Life Long Learning Plan (3LP). This endorsement was granted retrospectively, so all attendees will be notified about this.

Question 2

What is the list of recommended oral care products?

Answer 2

This is a list of oral care products used in the workshop demonstrations:

Care of Natural Teeth

- Gloves
- High Fluoride Toothpaste 5000ppm
- Soft Toothbrush
- Modified Toothbrush – for retracting cheek
- Interproximal Brush
- Tongue Cleaner/Scraper

Care of Dentures

- Gloves
- Denture Container
- Denture Brush
- Soap or Denture Paste
- Chlorhexidine or Non-Corrosive Denture Tablet
- Denture Adhesive (paste, powder or strips)
- White Vinegar – for removing tartar build-up on denture

Accompanying Oral Care

- Curasept (0.12%) ADS 712 Gel – daily use
- Curasept (0.50%) ADS 350 Gel – treatment of Gingivitis
- Curasept (0.20%) ADS 220 Mouth Rinse – treatment of Gingivitis
- Water based lip moisturizer e.g. KY Jelly
- Dry Mouth Spray
- Dry Mouth Gel
- GC Tooth Mousse

These products are listed as a general guide, and do not replace any advice given to you by the residents' Dentist.

Question 3

Where can I purchase the products used in the demonstrations?

Answer 3

The products used in demonstration are available from most pharmacies and other private suppliers. You will need to contact the residents' own dentist to access GC Tooth Mousse.

Question 4

Do I need to wear Personal Protective Equipment (PPE) when brushing someone else's teeth?

Answer 4

It is recommended that standard precautions are applied to any personal care support, including brushing someone else's teeth. This includes the use of gloves and may include the use of eye protection if there are concerns about resident behaviour such as spitting.

Question 5

Are there any government funded dental services available?

Answer 5

There is currently a "Dental Services Under Medicare" scheme for people with chronic and complex conditions. This scheme is available across all states and territories in Australia. The Enhanced Primary Care items for dental care were ceased in December 2007. Here is a link to the fact sheet developed by the Department of Health & Ageing regarding this scheme.

[http://www.health.gov.au/internet/main/publishing.nsf/Content/7533542E67ED8B39CA2573720007E9E9/\\$File/Patient_fact_sheet_on_dental_items_March_2010.pdf](http://www.health.gov.au/internet/main/publishing.nsf/Content/7533542E67ED8B39CA2573720007E9E9/$File/Patient_fact_sheet_on_dental_items_March_2010.pdf)

Question 6

How do I find my local public oral health service?

Answer 6

Each state or territory has a website with contacts for each area health service which provides public oral health services. Listed below are these websites:

NSW <http://www.health.nsw.gov.au/cohs/contacts.asp>
 VIC <http://www.health.vic.gov.au/dentistry/locations.htm>
 QLD http://www.health.qld.gov.au/oralhealth/documents/hsd_contacts_0710.pdf
 SA <http://www.sadental.sa.gov.au/Portals/57ad7180-c5e7-49f5-b282-c6475cdb7ee7/CRU-clinic-lists-08-04-10.pdf>
 WA http://www.health.wa.gov.au/services/category.cfm?Topic_ID=9
 TAS http://www.dhhs.tas.gov.au/service_information/services_files/dental_and_oral_health_services_-_adults
 ACT <http://www.health.act.gov.au/c/health?a=sp&pid=1059632514>
 NT http://www.health.nt.gov.au/Service_Locator/Dental_Services/index.aspx

You will need to contact your local centre to discuss the relevant eligibility criteria required in order to receive this service. Some services require the patient to make a co-payment in order to receive services.

Question 7

Some of our residents cannot access a local dentist. Are there any services which will visit our facility?

Answer 7

Yes. There are some dental services, as well as private dentists, which will visit residential aged care facilities. Some services may be 'fee for service'. You will need to contact each service directly for more detailed information.

VIC - Alpha Dental

Alpha Dental provides on-site dental services to residents living in residential aged care facilities, their immediate family members and staff. DVA, EPC and Private Health Insurance patients are all eligible to receive this service. Alpha Dental does not charge a gap payment. Alpha provides the following services:

- Dental Assessments and Treatments
- Oral Hygiene care plans
- Preventative dental procedures
- Restorative work such as fillings
- Denture- relines and repairs
- Denture Identification
- Remakes of complete dentures

Question 8

How do I refer people to a dentist?

Answer 8

In order to refer a resident to a dentist, you will first need to discuss with the resident and their family to see if the resident has their own dentist. If the resident has their own private dentist, you will need to contact the dental surgery directly to make an appointment. Prior to making the appointment, ensure that you have made arrangements for settling the account with the dentist.

If your resident is accessing public oral health services, you will need to contact the relevant service to make an appointment. Generally, appointments are not able to be made at the time of the phone call. The service will allocate an appointment based on priority and notify you in writing within a nominated period of time. You will need to notify the call centre staff if you consider the residents' condition to be requiring urgent attention.

Question 9

What can I do if a resident won't open their mouth?

Answer 9

The following strategies have been promoted as a part of this program:

Bridging – this strategy aims to trigger the residents' memory by using sight and touch. This may involve placing a toothbrush in the residents' hand, then mimic brushing your own teeth. The resident may mirror your behavior and commence brushing.

Chaining – if bridging is not effective, place your hand over theirs and bring the toothbrush to their mouth. Ensure that you are communicating with the resident about what you want them to do. Once the resident commences brushing, you can pull your hand away and allow them to complete the task independently.

Hand over Hand – If chaining does not seem to be working, place your hand over the residents hand and commence brushing their teeth. Ensure that you are communicating with the resident about what you are doing. This strategy may also be useful for residents who do not have the strength to hold the toothbrush on their own, or for the period of time required to complete the task.

Distraction – this strategy may involve giving the resident something to hold or look at to distract them from what you are doing. An example would be to give the resident a toothbrush to hold whilst you commence brushing their teeth with another toothbrush.

Rescuing – If the resident is becoming agitated, it would be best to stop the activity, and either come back at a later time or ask a different staff member to take over. Residents may respond differently with different staff. In some cases, the resident may only allow family members to support them with this activity.

These strategies are suggestions only, and do not replace any suggestions provided by your residents' medical practitioner.

Question 10

Where can I access resources for this program?

Answer 10

You can preview and download the following resources from the Department of Health & Ageing website:

- Staff Portfolio
- Professional Portfolio
- Facilitator Portfolio
- Team Approach Poster
- Best Ways Poster
- Healthy Mouth Blue Poster
- Healthy Mouth Pink Poster

<http://www.health.gov.au/internet/main/publishing.nsf/Content/ageing-better-oral-health.htm>

All resources are available in pdf format only.
