Access to dental services for care home residents in Lancashire

A report summarising feedback from care home staff regarding their experiences of accessing dental services for residents.

November 2016
Access to dental services for care

Introduction

Healthwatch Lancashire is committed to listening to patients and members of the public in Lancashire and making sure their views and experiences are heard by those who run, plan and regulate health and social care services.

This report summarises the experiences of staff working in care homes within Lancashire regarding access to dental services for care home residents. The purpose of the study is to evaluate if care home residents experience any difficulties in accessing dental services and if there are any differences in access for residents across Lancashire.

The rationale for this project is that Healthwatch Lancashire identified a trend in intelligence gathered from Healthwatch Lancashire’s programme of Enter and View visits to care homes across Lancashire. Between October 2015 and September 2016, 31 visits were undertaken to care home services and access to dental services was a recurrent theme.

This report will be published, available online at www.healthwatchlancashire.co.uk and shared with health and social care providers and commissioners in Lancashire.

Methodology

Healthwatch Lancashire undertook a study which involved contacting staff members from a representative sample of care homes within each of Lancashire’s clinical commissioning group’s footprints. Contact was made either through email or telephone conversation to record answers to five questions regarding their experience of accessing dental services for their care home residents.

These five questions were asked to care homes during August and September 2016. The results of the feedback from care home staff was analysed and are summarised in this report.

62 care homes gave their feedback and the number of responses from care homes within each clinical commissioning group area of Lancashire is given below:

- **NHS Lancashire North Clinical Commissioning Group—10 responses**
  - The Mayfair Residential Home
  - Woodhill House Home for Older People
  - Morecambe Bay Care Home
  - Primrose House
  - Eric Morecambe House
  - Holywell Home
  - Whitelow House Nursing and Residential Home
  - Dolphinlee House Home for Older People
  - Chirnside House
  - St Wilfrid’s Hall Nursing Home
• **NHS Chorley and South Ribble Clinical Commissioning Group – 9 responses**
  - Calvert House
  - Croston Park Nursing Home
  - Coniston House Care Home
  - Gillibrand Hall Nursing Care Home
  - Old Mill House
  - Westwood Residential Care Home
  - Adelphi Care Home
  - Longton Nursing and Residential Home
  - Aarondale Care Home

• **NHS East Lancashire Clinical Commissioning Group – 9 responses**
  - Highfield Hall
  - Turfcote Care Home with Nursing
  - Church View Residential Home
  - McAuley Mount Residential Care Home
  - Brook House Residential Home
  - Addison Court
  - Springhill Care Home
  - Abbeycroft Nursing Home
  - Willowbank Nursing Home

• **NHS West Lancashire Clinical Commissioning Group – 14 responses**
  - Stocks Hall Nursing Home - Burscough
  - Stocks Hall Nursing Home - Skelmersdale
  - Aaron Crest Care Home
  - Beacon View Home for Older People
  - The Spinney Nursing Home
  - Abbey Wood Lodge Care Home
  - Springfield Court Nursing Home
  - Asmall Hall Care Home
  - Aughton Park Care Home
  - Silver Birch Lodge
  - Lindsay House
  - Willow Lodge
  - Courtfield Lodge
  - Arranmore Park Care Home
• **NHS Fylde and Wyre Clinical Commissioning Group – 12 responses**
  • Guy’s Court Nursing Home
  • Fairhaven Lodge
  • Breck Lodge Care Home
  • Victoria House
  • Lytham Court Nursing Care Home
  • Redlands Care Home
  • Westwards House Residential Care Home
  • Mariners Court Care Home
  • Merwood Rest Home
  • Rathmore Care Home
  • Hedges House Care Home
  • Sea Bank House Care Home

• **NHS Greater Preston Clinical Commissioning Group – 8 responses**
  • Abraham House
  • Thistleton Lodge
  • Catterall House Residential Care Home
  • Oxford House Residential Home
  • Southview Lodge Residential Care Home
  • Cornmill Nursing and Residential Care Home
  • Dovedale Court
  • Walton House Nursing Home
Results

We spoke to members of staff from 62 care homes across Lancashire who gave their feedback on access to dental services for their residents. The results are summarised below for each question we asked. The average result for all responses is shown, as well as the average for responses from each clinical commissioning group area.

1. We asked “Do your residents have access to effective dental services?”

   This question aimed to establish feedback from care home representatives about their views of whether they feel overall that residents from their home are able to access effective dental services.

   | Average for all respondents: 86% said Yes | 14% said No |
   | North Lancashire: 100% said Yes | 0% said No |
   | Chorley and South Ribble: 89% said Yes | 11% said No |
   | East Lancashire: 87.5% said Yes | 12.5% said No |
   | West Lancashire: 83% said Yes | 17% said No |
   | Fylde and Wyre: 91% said Yes | 9% said No |
   | Greater Preston: 62.5% said Yes | 37.5% said No |

   The results are shown in the graph below:

   ![Graph showing access to dental services](image-url)
The following comments were shared and have been separated by clinical commissioning group area:

**NHS Lancashire North CCG:**

- “We refer the residents to a community dentist if they don’t have their own dentist.”
- “They attend their own dentist.”
- “It is only done through a referral when there is something wrong. The residents don’t get regular checks, they are only seen when there is a problem.”
- “Some will have access and some will not. Around 80% of our residents don’t. Some have to go through a referral to Queen Victoria Hospital. We used to have domiciliary visits but we don’t anymore.”
- “Residents only have access to dental services when they have got a problem.”

**NHS Chorley and South Ribble CCG:**

- “Only the residents that are mobile have access to effective dental services.”
- “The residents have access to dental treatment, however there is currently an 18 week waiting list.”

**NHS East Lancashire CCG:**

- “The resident’s family would have to book appointments and take them to the dentist.”
- “If they can go out in the community, there is no problem accessing dental services.”
- “Residents can’t always access effective dental services.”
- “Many residents have their own dentist. When we have gone through the referral process it often takes forever so now we ring around and we see which dentist can see the resident in the quickest time, NHS or private.”
- “The residents have access when they need it.”
- “For non-dementia residents; yes, they have access to dental services as there are two NHS dental services nearby. For my residents who have dementia or who are cognitively impaired it is difficult especially if there are some challenging behaviours or poor mobility such as hoisted clients; then no they have no access.”
NHS West Lancashire CCG:

• “Residents have their own dentist and we take them out by a taxi or their family take them. At the moment we have a private dentist and the appointments are always quite quick.”
• “If they have their own dentist, we take them out to be seen. We cannot get a dentist to come and visit anymore, we have tried to no avail.”
• “When residents require dental treatment they can access one, but we do not have a dentist who comes regularly. We call the hospital for dental treatment.”
• “Only private dental care is accessible for our residents and it is the family’s responsibility to organise this.”
• “No the residents don’t have access - some of our residents suffer with dementia and have capacity issues. We explain to dental services that even if we can get upwardly mobile residents to the surgery they may not comply. Dentists are reluctant to accept the appointment. We have a local, very understanding surgery, but capacity is also an issue as if they cannot agree to treatment there and then, attitudes change.”
• “Some residents who can leave the home and attend a dental surgery do. However, those who are unable to go out do not have access to a dentist.”

NHS Fylde and Wyre CCG:

• “Only if the family keep the resident registered with their local dentist.”
• “It depends on whether residents have their own dentist they can access. For those who haven’t, we have to contact a dentist through FCMS Health Services Provider and then the resident sometimes has quite a wait.”
• “Residents that are able bodied have no trouble but residents that are bed bound have difficulty finding a dentist.”
• “If the residents need a dentist we go through the Dental Access team at Whitegate Drive. It is good for emergencies but for domiciliary visits it is very timely.”
• “We use the emergency dentist unless the resident has their own dentist they can go out to.”
• “All residents at the Merwood have been able to access a dentist, when they have needed one.”
• “Our service users have access to dental services in the local area, to which they have to access outside of the home. At times some of the dental surgeries have been difficult to access for the elderly or those whom require a wheelchair.”
• “Two of my residents see a dentist due to them having family that can take them to the appointments.”
NHS Greater Preston CCG:

- “The residents do not always have access to a dentist, it can be very difficult to get. Most don’t have a dentist and if they do they are often out of the area. We are in a very remote area.”
- “The residents do have access now; we couldn’t get dental services in the past. We had a dentist ring up recently and offer their services for our use.”
- “We ring for the residents and get them registered with a dentist who is an NHS dentist.”
- “Only the residents that have relatives who take them to the dentist have access.”
- “If residents have mobility problems, they don’t have access to a dentist. There are private and NHS dentists in Garstang but they don’t come out for domiciliary visits and there is a problem with disabled access to the surgeries. If the resident requires a normal wheelchair they can be taken by staff or family but if they require a wide wheelchair or electric chair, then they have no access.”
- “Dental services are provided by Bamber Bridge Clinic.”
2. We asked “Can residents access emergency dental services?”
This question specifically captured feedback from care home representatives in relation to their views on the availability of emergency dental services for their residents.

<table>
<thead>
<tr>
<th>Average for all respondents</th>
<th>88% said Yes</th>
<th>12% said No</th>
</tr>
</thead>
<tbody>
<tr>
<td>North Lancashire</td>
<td>100% said Yes</td>
<td>0% said No</td>
</tr>
<tr>
<td>Chorley and South Ribble</td>
<td>87.5% said Yes</td>
<td>12.5% said No</td>
</tr>
<tr>
<td>East Lancashire</td>
<td>87.5% said Yes</td>
<td>12.5% said No</td>
</tr>
<tr>
<td>West Lancashire</td>
<td>73% said Yes</td>
<td>27% said No</td>
</tr>
<tr>
<td>Fylde and Wyre</td>
<td>91% said Yes</td>
<td>9% said No</td>
</tr>
<tr>
<td>Greater Preston</td>
<td>87.5% said Yes</td>
<td>12.5% said No</td>
</tr>
</tbody>
</table>

The results are shown in the graph below:
The following comments were shared and have been separated by clinical commissioning group area:

**NHS Lancashire North CCG:**

- “I would refer through the community dentist again. I have never had an emergency. We have the option of the Queen Victoria Hospital as well for an emergency.”
- “We contact the Queen Victoria walk-in-centre.”
- “Yes we can access emergency dental care, but we have to take them out for this service.”
- “The residents can get emergency appointments through the Queen Victoria Hospital.”

**NHS Chorley and South Ribble CCG:**

- “If emergency services are required, we are able to contact a dental practice otherwise we take the residents to Chorley & South Ribble Hospital.”
- “Some residents can access emergency services.”
- “We have never had an emergency.”
- “Residents can access NHS treatment urgently through the NHS 111 service.”

**NHS East Lancashire CCG:**

- “We can access emergency dental services for our residents by dialling NHS 111.”
- “If emergency services are required, we have a telephone number for contacting a dental service.”
- “I think we can access emergency dental services. I would ring NHS 111.”
- “As before, we call around and see who can see the resident in the quickest time.”
- “We struggle with emergency dental services.”
- “We have to take the residents out for emergency dental services.”

**NHS West Lancashire CCG:**

- “I am not sure that we could get emergency dental services, I have no experience of this.”
- “I have not come across this need yet.”
- “We call the out-of-hours service at the hospital.”
- “It is very difficult to get emergency dental services.”
- “Again this is only privately and it would be the family responsibility to organise this.”
- “It depends how urgent.”
• “No, we cannot access emergency dental services - most of our residents are home bound due to cognitive and physical impairment, emergency home visits are not available, the lead in time for home visits can be approximately six weeks.”
• “Residents can access emergency dental services as long as they can leave the home by taxi.”

Fylde and Wyre:
• “The resident would have a family member or carer go with them to the local dentist.”
• “We can access emergency dental services through the Care Home Support team.”
• “If they are able bodied and can get out they are fine but if they are bedbound then there is a large wait and difficulty getting a dentist.”
• “We get a good service for emergencies, our residents can get appointments within two to three days.”
• “We find it difficult to get access to emergency dental services for our residents. It is particularly hard when we aren’t sure how the resident pays and what type of monetary help they are entitled to.”
• “The emergency dentist service has been very good.”
• “Emergency dental services are only accessible for the able bodied, it is the house bound residents who are unable to get treatment.”
• “If we had a denture emergency, we could speak to the emergency dentist but we would have to arrange transport to get them the resident there which is sometimes an issue.”

Greater Preston:
• “Again access can be very difficult because the home is so remote. Transport can be a problem to find. Our residents will go to the Blackpool Walk-in Centre. If the resident is bed bound it is impossible to get them to an emergency appointment at the walk-in-centre.”
• “We have a local dentist we can ring and they are usually pretty good but we have to wait for families to take the residents. It is very difficult to arrange transport for residents who don’t have families available to take them.”
• “We can get emergency dental services for our residents by contacting primary care.”
• “We can get residents emergency dental services if needed via Primary Care (NHS 111).”
• “We would take the residents to Chorley and South Ribble Hospital.”
3. **We asked “Can residents obtain a visit from a dentist at the home if they have difficulty leaving the home?”**

This question specifically captured feedback from care home representatives in relation to their experiences of dentists visiting their care home.

<table>
<thead>
<tr>
<th>Area</th>
<th>Percentage Yes</th>
<th>Percentage No</th>
</tr>
</thead>
<tbody>
<tr>
<td>Average for all respondents</td>
<td>69%</td>
<td>31%</td>
</tr>
<tr>
<td>North Lancashire</td>
<td>69%</td>
<td>31%</td>
</tr>
<tr>
<td>Chorley and South Ribble</td>
<td>78%</td>
<td>22%</td>
</tr>
<tr>
<td>East Lancashire</td>
<td>75%</td>
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</tr>
<tr>
<td>West Lancashire</td>
<td>64%</td>
<td>36%</td>
</tr>
<tr>
<td>Fylde and Wyre</td>
<td>70%</td>
<td>30%</td>
</tr>
<tr>
<td>Greater Preston</td>
<td>57%</td>
<td>43%</td>
</tr>
</tbody>
</table>

The results are shown in the graph below:
The following comments were shared and have been separated by clinical commissioning group area:

**NHS Lancashire North CCG:**

- “A community dentist will come in to the home to sort any problems with dentures. If there is a problem of any other kind, we have to take the resident in to the dentist.”
- “We cannot really obtain visits from dentists. There is a dentist who does domiciliary checks in Carnforth however I think she only deals with dentures. She did come over once for a filling, I think.”
- “We have a dentist in Carnforth who will do domiciliary visits.”
- “Only one resident has access to this as they pay privately.”
- “There is only one team that do domiciliary visits so sometimes the resident has to wait a long time to be seen. Up to two to three weeks.”

**NHS Chorley and South Ribble:**

- “The residents have in the past been able to get dental care visits and we have one resident who has a dentist that visits her as she pays privately. We find it a bit difficult for the others but we can get it.”
- “We can get visits from dentists if the residents need to but we don’t require this at the moment.”
- “Unless they pay privately, residents cannot get a visit from the dentist to the home.”
- “Yes, we can get dental visits. However, there is a long waiting list, currently around 18 weeks.”

**NHS East Lancashire CCG:**

- “We can get emergency services by contacting NHS 111.”
- “With great difficulty, we have to have a GP referral to the dentist for a visit to the home and then we have to wait. Last time the GP was not happy that this was the process.”
- “I am not sure if we can access domiciliary visits.”
- “We find this more difficult to access than emergency services.”
- “The resident has to pay when there is a visit to the home.”
- “No, unfortunately we have no access to domiciliary visits.”
NHS West Lancashire CCG:

- “I’m sure we could arrange this if we needed it.”
- “This is not something I have ever come across. We usually take residents out to the dentist.”
- “Generally, we have to take residents out to see the dentist.”
- “Only 90% of the time can we get visits to the home.”
- “It has proven difficult to get a dentist to visit the home.”
- “It is dependent on the dentistry service required.”
- “The lead in time for home visits can be up to six weeks.”

NHS Fylde and Wyre CCG:

- “I have never known a dental practice offer a home dental service.”
- “For domiciliary visits there is a referral process to go through and the visits can have about a two to three week waiting time.”
- “The residents can get a visit to the home but there is a long wait and a large cost involved as we usually have to pay privately for a dentist to come out and visit.”
- “We can get domiciliary visits through the dental access team – the waiting time is a few months if there is not an emergency.”
- “We have never had a visit from a dentist to the home.”
- “Sometimes we can get the dentist to visit, it depends which dentist they are with.”
- “I haven’t experienced this in the last five to six years, we have always had to take the residents out.”
- “We have been able to access a local dentist or a home visit has been arranged when this was required.”
- “We are unable to get a dentist to visit for the very frail or house bound.”
- “We really struggle to get home visits. Dentists around the Wyre area are not obliging with this.”

NHS Greater Preston CCG:

- “I am unsure, I have never known a dentist to visit the home.”
- “This is only recent, we have been struggling for five and a half years to get a dentist who will visit the home before a dentist rang up recently.”
- “Our residents don’t have access to home visits anymore, I haven’t experienced this in the last six to seven years. It is generally not available anymore.”
- “Not at the moment in this area.”
4. We asked “Have you on behalf of your residents experienced issues in gaining access to dental services?”

This question aimed to gather feedback from care home representatives in relation to issues they have personally experienced with gaining access to dental services for residents in care homes.

<table>
<thead>
<tr>
<th>Area</th>
<th>Percentage who said Yes</th>
<th>Percentage who said No</th>
</tr>
</thead>
<tbody>
<tr>
<td>Average for all respondents</td>
<td>54%</td>
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</tr>
<tr>
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<td>50%</td>
<td>50%</td>
</tr>
<tr>
<td>Chorley and South Ribble</td>
<td>44%</td>
<td>56%</td>
</tr>
<tr>
<td>East Lancashire</td>
<td>67%</td>
<td>33%</td>
</tr>
<tr>
<td>West Lancashire</td>
<td>79%</td>
<td>21%</td>
</tr>
<tr>
<td>Fylde and Wyre</td>
<td>10%</td>
<td>90%</td>
</tr>
<tr>
<td>Greater Preston</td>
<td>71%</td>
<td>29%</td>
</tr>
</tbody>
</table>

These results are shown in Figure 4 below:
The following comments were shared and have been separated by clinical commissioning group area:

**NHS Lancashire North CCG:**

- “It takes a long time for the residents to be seen and if it is classed as an emergency there needs to be a really good reason. It can take up to three weeks to be seen.”
- “Only in emergencies and this is because there is usually a long waiting time.”
- “It can be very difficult to get and urgent appointments are not possible.”

**NHS Chorley and South Ribble CCG:**

- “A gentleman had to wait to register with a dentist during the summer holidays as the practice wasn’t registering new clients at that time. This became an issue when the resident required treatment.”
- “NHS dentists do have waiting lists.”
- “Gaining access to domiciliary visits has proved to be very difficult.”

**NHS East Lancashire CCG:**

- “Previously, before the NHS 111 service, we had difficulty gaining access to dental services, but it’s better now that we have that service to contact.”
- “We only experience issues with home visits and the lengthy process that is required.”
- “We have had no difficulties that I am aware of.”
- “In the past we have gone through The Hub for NHS dentists but this takes far too long and now we just ring around for dental care.”
- “Yes, we do sometimes.”
- “In the past I have had many issues accessing dental services for residents so there are obviously communication problems.”

**NHS West Lancashire CCG:**

- “The dentists we use are very good and they are contactable to come around.”
- “We used to have great difficulty but now we have managed to find a dentist we can rely on. It is a local NHS dentist; it has taken a while to get hold of a regular one.”
- “90% of the time we have difficulty getting dental services for residents. There is only one dentist who works in the area and they cancel appointments. Sometimes it can be up to six weeks wait for an appointment.”
- “I know we have had difficulty with access and our dental practice has only just changed over so I am not sure how it will be from now on either.”
Access to dental services for care

• “There are massive issues in this area.”
• “Reasonably timed appointments are difficult to get; dentists usually want to make an appointment at a time that doesn’t suit.”
• “Yes I have experienced difficulty accessing dental services for residents, there is a reluctance for dentists to take on board any NHS, over 65 clients, especially those with dementia and capacity issues.”

NHS Fylde and Wyre CCG:

• “We haven’t experienced any particular difficulties.”
• “We have some difficulties but we have always managed to sort dental care for our residents.”
• “We have not found any difficulties accessing dental services for emergencies. The problem is the length of time waiting for routine visits.”
• “Unless they already have their own dentist we have to go to the emergency dentist.”
• “We have always found a practice that takes on new patients.”
• “All issues are dealt with by me, the home manager.”

NHS Greater Preston CCG:

• “We have always managed to get them treatment but it can be difficult.”
• “Up until now dentists were only available if the residents could go to them.”
• “Sometimes appointments can be a bit of a wait after the referral but we chase them up and when we contact them they are usually good.”
• “Sometimes it is a while getting an appointment, generally about a week. Families have to sort the transport arrangements to take the resident to the dentist otherwise it is very hard to find transport.”
• “We have particular difficulties accessing dental services if the resident is living with dementia.”
5. We asked “Do you have any other comments?”

We captured additional comments regarding access to dental services for care home residents from care home representatives. The following comments are segmented by clinical commissioning footprint:

**NHS Lancashire North CCG:**

- “I don’t see it as a problem. People will go to their own dentist with their family. It depends on the situation. The dentists are limited with what they can do in the home.”
- “It would be very useful if there was someone to check them regularly. Residents can have problems with weight loss and other things because their dentures aren’t fitting properly or their teeth are causing them pain. Sometimes the wait for dental services has a big impact on their health.”
- “We really need a domiciliary service for check-ups and for services such as checking dentures fit etc.”
- “Regular check-up services are not available in this area. We would benefit greatly if this service was available. I hear that in other areas it is available.”

**NHS Chorley and South Ribble CCG:**

- “The emergency dental service at Chorley and South Ribble Hospital is amazing.”
- “We have to ring around and see who has an appointment and where there is access for wheelchairs.”
- “Gaining access to dental treatment for residents has been a long standing issue. For people with dementia it’s almost impossible and GPs have, when necessary, had to prescribe antibiotics for urgent treatment. The other problem we have is with dentures we have one resident who has broken hers and cannot be seen for 18 weeks to get them replaced.”

**NHS East Lancashire CCG:**

- “Going through a referral with the GP for a dental visit is lengthy.”

**NHS West Lancashire CCG:**

- “We could benefit from knowing out-of-hours contact details as I am not sure what we would do if we had a resident in agony and it was out-of-hours.”
- “It would be ideal if we could get a dentist to come regularly, especially because we are a dementia unit and the residents can’t always show pain and let us know if there are dental problems. It would be good to have check-ups every couple of months or so.”
• “We have an optician who comes annually to do check-ups. I think we should be able to access a similar dentistry service for our residents, it would be very beneficial.”
• “Residents have to pay now, where they used to get help with payments.”
• “It can be hard to find a dentist that’s accepting NHS patients, to find a dentist that will do domiciliary visits, to find a dentist that is wheelchair / disability friendly and a dentist that will treat patients with dementia.”

NHS Fylde and Wyre CCG:

• “The home did pilot dental access a few years ago but nothing ever came of it.”
• “I am glad that dental access for care home residents is being looked into as it could certainly be improved.”
• “One of our residents had a very bad experience with a receptionist recently when we took her to the dentist. The receptionist didn't understand the resident’s dementia and she was very rude and the resident was very distressed.”
• “For new false teeth, we have not really experienced any problems.”

NHS Greater Preston CCG:

• “We use Ashton Dental Services and they are really good with the residents.”
• “Residents are not entitled to Patient Transport for dental services which makes things difficult. Transport to dental services for care home residents is paid for by the resident or by the home. Because of our remote location it can be a large cost to get to Preston or Blackpool from here.”
• “My experience has been good overall.”
• “Dentistry access has always been a big problem for residents.”
• “We are aware we can go with residents to Whitegate Drive in Blackpool for the dentist if the resident has mobility problems, but because of transport issues and appointment issues I have no experience of us ever being able to access this service for our residents.”
Summary of findings

• Overall, most respondents (86%) said that their residents have access to effective dental services, however there was considerable variation across the clinical commissioning group footprints.

• When asked to comment further most respondents said that there are difficulties with access to dental services for care home residents, especially for those who have poor mobility or dementia.

• It was found that most of the respondents (88%) could access emergency dental services for their residents. West Lancashire recorded the highest numbers for staff who said they cannot access emergency dental services.

• Almost a third of respondents (31%) could not access a visit from a dentist at their care home if the resident has difficulty leaving the home. These figures were relatively consistent across all areas with Greater Preston, West Lancashire and North Lancashire being the poorest for access.

• Over half of the respondents (54%) stated that they have individually had difficulty gaining access to dental services for their residents in the past.

• A number of care home representatives said that they use NHS 111 for emergency appointments which they feel works well, however, some said that they are unsure who to contact when there is an emergency.

• A large number of care home representatives said that they need to do a lot of searching and contacting different services in order to gain access for their residents and this is a time consuming and inconsistent process.

• Transport to dental services was a key theme with many care home representatives stating that it is difficult to get transport for residents without relatives who can provide the transport.