SPECIAL CARE DENTISTRY in WALES

PROGRESS REPORT

July 2016
Special Care Dentistry Strategic Advisory Forum: 2016 Progress Report

Background

1. The former Minister for Health and Social Services, Edwina Hart MBE CSJ AM, asked the Welsh Dental Committee (WDC) to review the provision of Special Care Dentistry (SCD) in Wales. The WDC established a SCD group to consider the key issues and their findings are set out in the Special Care Dentistry in Wales Review and Recommendations Report, published in June 2010: http://gov.wales/topics/health/professionals/dental/publication/information/specialcare/?lang=en

2. To progress the findings of this Report, an Implementation Working Group was established and in November 2011 the Group published a SCD in Wales Implementation Plan. This document contains a number of recommendations for Welsh Government (WG), Health Boards (HBs) and the dental profession to consider and progress in support of SCD in Wales: http://gov.wales/topics/health/professionals/dental/publication/information/dentistry/?lang=en

3. To assist in the practical delivery of the Report's recommendations, the Chief Dental Officer for Wales (CDO) established a Strategic Advisory Forum (SAF) comprising key specialists and practitioners from across Wales. The first meeting of the Forum took place in May 2012.

4. The SAF Terms of Reference and current membership are outlined in Annex 1.

5. Where we are:

   - the SAF continues to meet biannually;
   - three sub-regional Managed Clinical Networks (MCNs) have also been established and meet at least twice a year. WG provided generic Terms of Reference (TOR) (Annex 1 refers) to support the work of the MCNs and to ensure a ‘joined up’ and consistent approach across Wales;
each recommendation emanating from the SCD Implementation Plan has been addressed with progress reviewed and monitored as part of the remit of the SAF and the MCNs;

a Record of Activity has been developed. This is a permanent record of the actions required/completed in delivering the SCD Implementation Plan recommendations. The document is updated twice yearly following each meeting of the SAF and published on the CDO web site: http://gov.wales/topics/health/professionals/dental/publication/information/advisory/?lang=en

it is a challenging task to deliver all the recommendations of the ‘SCD in Wales Implementation Plan’. This is due in part to the complex history and structure of existing service provision, together with the diverse geography and demographics of Wales. However, it has also become clear that a number of the recommendations will continue to develop and evolve as systems are scrutinised and patient needs addressed. While progress has been made on all of the recommendations it will be necessary to keep them under review to ensure they remain relevant and appropriate;

paragraph 6 below summarises the ‘SCD in Wales Implementation Plan’ recommendations and progress to date:

6. Progress in delivery of the Special Care Dentistry in Wales Implementation Plan:

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<thead>
<tr>
<th>RECOMMENDATION</th>
<th>COMMENT/CURRENT POSITION (May 2016)</th>
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<tr>
<td>(i) Establishment of a Strategic Advisory Group for SCD (paragraph 6.1 of Implementation Plan)</td>
<td>(i) Action Complete</td>
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<td>&quot;Group membership would evolve from the current SCD working group. The Group’s remit would be to monitor progress and outcomes and identify operational issues managed and implemented by regional managed clinical networks. This group would report on an annual basis to the Chief Dental Officer for Wales.&quot;</td>
<td>A Strategic Advisory Forum has been established with membership, terms of reference, objectives and timescales agreed. The Forum is chaired by the CDO Wales.</td>
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<td>(ii) Development of a Workforce for Special Care Dentistry in Wales (Specialty development) – paragraph 6.4 and 6.4.1 of Implementation Plan</td>
<td>(ii) Action Continuing</td>
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“Working with the Welsh Government, Postgraduate Deanery and those responsible for commissioning and delivering multi professional health care education and training, the Strategic Advisory Group should ensure that the national dental workforce review (currently being carried out by NLIAH) contains robust information about the specialty, and, the group works to implement any relevant finding. North Wales will naturally look to North West England in relation to links for SCD and education providers, as well as to those in Wales”.

“The implementation group recommends that the Workforce strategy must consider how to establish and fund additional SCD specialty training programmes based in North and South West Wales. The Implementation group supports the retention of existing training posts in South East Wales.”

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<tr>
<th>North and Mid Wales</th>
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<tr>
<td>A new StR post in SCD for North Wales has been established and it is anticipated an appointment will be made June 2016.</td>
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<th>South West Wales</th>
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<tr>
<td>Two specialist trainees in SCD have been appointed via the Deanery. These trainees will be hosted by ABMU HB, Cardiff and Vale UHB and AB UHB. They will provide clinical care as part of their 3 years training and experience of SCD in the University Dental Hospital and the CDS in each HB area.</td>
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<tr>
<td>A new consultant in SCD has been appointed in the dental hospital and will lead the examination and emergency clinic.</td>
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Two new specialty trainees in SCD started on 1 June across ABM UHB, Cardiff and Vale UHB, AB UHB and the dental hospital. One specialty trainee in SCD is just finishing her second year of training.

A training day for clinical and educational supervisors has been arranged to support the new trainers in SCD linking to the new training programmes.

A new specialist in SCD has been appointed in ABMU HB, implementing Welsh Health Circular (WHC(15)02) which will enhance the SCD training capability.

(iii) Establish regional Managed Clinical Networks (MCNs) for Special Care Dentistry - paragraph 6.2 of Implementation Plan

“Proposed networks would cover:
• North and Mid Wales (Betsi Cadwaladr and Powys)
• South West Wales (ABMU and Hwyl Dda)
• South East Wales (Cardiff and Vale, Cwm Taf and Aneurin Bevan) |

(iii) Action Complete

MCNs have been established in:
North & Mid Wales;
South West Wales; and
South East Wales.
The networks will be developed with common defined membership, remit and accountabilities and clearly defined boundaries."

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<tr>
<th>(iv) Establish MCN work programmes - paragraphs 6.3 of Implementation Plan</th>
<th>WG provided generic TOR and these have been enhanced locally and adopted by each of the MCNs.</th>
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| (iv) Action Complete  
Each MCN has identified key areas to focus /lead on - details as follows:  
**North and Mid Wales**  
- Transfer of dental GAs from Royal Alexandra Hospital, Rhyl to Glan Clwyd Hospital and monitoring waiting times for this service;  
- Prioritising treatment for very ill patients in relation to waiting times;  
- Dentists with Enhanced Skills (DES) role.  
**South West Wales**  
- Clarifying the services currently provided in Hywel Dda (completed).  
- Enhancing SCD service provision in ABMU HB and HD HBs.  
- Developing SCD referral pathways.  
- Reducing the distances people have to travel for SCD services (especially in rural Hywel Dda)  
- Developing a SCD web page.  
**South East Wales**  
- Developing SCD referral pathways  
- MCN web pages have been developed and joint working with PHW has improved ease of website use |
| The network regularly considers the following work with health boards:  
- Local Oral Health Plans in relation to SCD  
- Improving oral health for older people in care homes (WHC 2015/001). |
Each MCN will review/develop a pragmatic dental referral and treatment pathway for people requiring special care dental service in their area – paragraph 6.3.1 of Implementation Plan

In consultation with relevant stakeholders, identify levels of need and appropriate limits of complexity to be delivered by:
- DCPs
- GDS/CDS/DWSIs
- Specialists and Consultants in Special Care Dentistry
- Joint multi-professional specialist teams

Initially, exact arrangements are likely to vary across Wales, depending on available and accessible facilities and workforce skills. Existing specialist services (e.g. restorative dentistry, oral and maxillofacial surgery (OMFS)) may already provide some elements of special care dentistry in some areas and will need to be embraced in the future development of services, both for workforce training and supervision and on going service delivery. The pathways should be reviewed frequently and as the workforce and facilities are developed and improved, a common approach should be introduced in all MCNs.

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<tr>
<td><strong>North and Mid Wales</strong></td>
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<tr>
<td>- A care pathway for people who need bariatric services has been developed and disseminated to CDS staff.</td>
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<tr>
<td>- A referral and care pathway for people with oral cancer has been established involving liaison between all members of the BCU HB head and neck MDT; specialists in SCD; dental officers; GDPs; dental therapists; and dental hygienists.</td>
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<tr>
<td>- A referral and care pathway for people after a stroke. This is a working document involving liaison between the stroke wards; stroke association; and dental professionals via a CDS central referral point, with referral to specialists in SCD; dental officers; GDPs; dental therapists; and dental hygienists as appropriate.</td>
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<td>- A care pathway for people with dementia is currently being piloted.</td>
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<td>- Work in progress includes pathways for renal patients; people with mental health needs; people with severe cardiovascular disease; people who are homeless; and local adaptation of haematological disorders.</td>
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<tr>
<td>- A referral pathway for SCD patients in ABMU and HD HBs has been completed. Patients will initially be referred to the CDS in each HB. If unable to treat, patients will subsequently be referred to a specialist in SCD for treatment which may include treatment under GA. The pathway will be implemented in Hywel Dda once the appointed specialist in SCD takes up his post in September 2016. The specialist will be responsible for leading and developing SCD services in HD CDS.</td>
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<tr>
<td>- A dedicated SCD Treatment Centre has been established in 2015 in Port Talbot for more complex SCD patients. Facilities for dental bariatric patients and wheelchair platforms are available in Port Talbot and Pontardawe Clinic. The CDS in Hywel Dda now has a wheelchair platform to provide services at WGH and also to allow bariatric dental patients to be seen in Haverfordwest.</td>
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<tr>
<td>- Conscious sedation services are being developed in Haverfordwest and Llanelli.</td>
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These services will be enhanced once the specialist in SCD takes up post in September 2016.

- A referral pathway for patients requiring conscious sedation has been established in ABMU HB. The CDS has acquired additional inhalation sedation equipment to enable all of its fixed clinics to provide inhalation sedation services.

- Referral pathways have been established for:
  - the management of patients about to undergo ARONJ therapy across ABMU and HDda HBs
  - the dental management of homeless people and people with substance abuse problems in ABMU HB
  - patients with inherited blood clotting
  - adults who have mental health problems at Caswell Clinic (secure unit) in Glanrhyd Hospital, Bridgend. This service has been enhanced to provide cover for Angelton Clinic (EMI ward) and Taith Newydd Clinic (low secure ward) in Glanrhyd Hospital.
  - adults with substance abuse who have dental problems. It is planned to expand this programme into Neath Port Talbot and Bridgend in 2016. Patients will be referred to the CDS by Mental Health and Community Drug and Alcohol teams.
  - adolescents who have SCD requirements in Ysgol Crug Glas special school in Swansea and in Heronsbridge special school in Bridgend.

- A plan to reduce the number of children treated under general anaesthesia was implemented in 2015 and a referral pathway for dental SCD patients was introduced. The availability of conscious sedation as an alternative to GA has been completed in ABMU HB and is in progress in Hywel Dda.

- The Hywel Dda SCD GA list and assessment clinic at WGH was re-introduced in May 2015.

- A Specialist in SCD has been appointed in Hywel Dda CDS who will lead and develop SCD services in the area.
The provision of SCD GA services in SWW will continue to be audited.

**South East Wales**

The following pathways have been implemented or are very close to completion:
- Bariatric care pathway – complete.
- SCD care pathway in AB UHB – complete.
- SCD care pathway in Cardiff and Vale is being finalised.
- Sedation pathway is complete but awaiting final advice re national guidance before implementation.
- Pathway for patients with inherited bleeding disorders is being finalised.
- Pathways for patients requiring cardiology and oncology being finalised.

In AB UHB all referrals are sent for central triage through Llanfrechfa Grange CDS Headquarters. In 2016 so far there have been 175 new referrals from GDPs. Many of these are anxious people requiring sedation and could be seen in GDS if services were available.

A new specialist in SCD was appointed in AB UHB following WHC(15)02 funding from WG.

In Cardiff and Vale there are no GDS sedation services available at present.

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<th>(v) Provision of regional and relevant local information for patients and clinicians – paragraph 6.3.2 of Implementation Plan</th>
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<td>MCNs working with all relevant local stakeholders will publish specific information to allow clinicians to ensure that patients receive care at the most appropriate time and place. In addition information will be made available to patients and carers about facilities, resources and infrastructure to enable and facilitate easy access to services. MCNs will ensure that the information is provided using reliable and appropriate communication methods and media.</td>
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<th>(v) Action Continuing</th>
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<td><strong>North and Mid Wales</strong></td>
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<td>• The North Wales SCD MCN is in the final stages of setting up a page on HOWIS.</td>
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<tr>
<td>• The availability of SCD services in SWW is improving and it is important to inform potential service users about the availability of these services. The SWW web</td>
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page is in development and work is also in progress with patient support groups. It is hoped to develop links within ABM UHB via the HB intranet.

**South East Wales**

- MCN web pages developed on HOWIS, but there is a need to improve the link to make it more accessible before advertising to dental and other health professionals. Once this is done steps will be taken to develop public facing pages.
- SEW services are all advertised through HB web sites. Continuing to develop the mapping package to identify various services across the MCN area and further.

| (vi) **Continuing Training and Education**  
  – paragraph 6.4.2 of Implementation Plan |
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<td>- “Training programmes for Dental Nurses leading to the award of Certificates in Special Care Dentistry and in Conscious Sedation should be regularly provided in all areas of Wales.</td>
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<td>- Annual CPD programmes for the dental team should regularly include special care dentistry, care of older patients and domiciliary care in a format that is acceptable and accessible to participants.</td>
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<tr>
<td>- Training programmes and continuing professional development courses for trainee and practising general nurses (both in hospitals and primary care) in Wales should include a module on oral health care for vulnerable adults. There should be a particular focus on those caring for vulnerable and older people in hospitals, care homes and in their own home.</td>
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<tr>
<td>- Development of distance and blended learning packages for special care dentistry, especially using web based and IT packages should be considered.”</td>
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**North and Mid Wales**

- Dental therapists are undergoing direct access training to provide dental care for patients up to 16. It is anticipated this training will be extended to include patients who need special care dentistry e.g. older people in care homes. This training will include developing pathways of care where patients with increasingly complex dental needs will be referred across seamless boundaries to dentists and specialists as per treatment need.
- Special care dental nurse training continues in North Wales with 9 nurses preparing to sit the NEBDN Certificate in Special Care Dental Nursing (SCDN) in June 2016.
- The next SCD dental nurse course is starting in September 2016 This course will run in Llandrindod Wells to open up Special Care Dental Nursing across Wales and will be run by the North Wales NEBDN accredited course in partnership with SIG. In addition to face to face presentations this course will have a distance learning element.
• Training in Inhalation Sedation is planned for September 2016 aimed primarily at new members of staff who have not been previously trained.

• Accreditation is currently being sought from the NEBDN for the Conscious Sedation Certificate Course scheduled to run in late 2016.

• The Gwên am Byth Programme continues to provide training to staff in care homes, complemented by the identification of care home ‘Champions’ who ensure compliance with individualised care plans. Patients with treatment needs are signposted to the appropriate dental services. The programme is being rolled out across North Wales as resources permit, according to 1000 Lives principles and utilising the new national funding for improving oral health in care homes.

South West Wales

• Specialists in SCD in ABM UHB will continue to provide CPD courses in SCD for dentists and dental nurses. These CPD courses have been provided in ABMU HB and Hywel Dda UHB in 2015 and 2016.

• It is planned to introduce an accredited course in conscious sedation training within the CDS and possibly the HDS in SWW in 2016.

South East Wales

• Continuation of the Special Interest Group study days for those with a special interest in SCD.

• Future development should include liaison with dental post graduate tutors to establish CPD for GDPs and their teams. At present this training is on an ad hoc basis.

• There has been no local SCD training for dental nurses for some years and the NEBDN accreditation had lapsed. Similarly, the sedation training at the dental hospital has recently stopped. Two options for training DCPs are being
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<td>- Linking with the North Wales established training programme to create all-Wales training, since the numbers of individuals available to train in Wales is limited;</td>
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<tr>
<td>- Courses for DCPs recently advertised by the post graduate department in Cardiff to start in Autumn 2016.</td>
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(vii) Identify core data collection requirements for special care dentistry - *paragraph 6.1 of Implementation Plan.*

The Nov 2011 SCD Implementation Plan (page 3) clarifies: “A common approach to data collection and defined processes to enable the transfer of essential information between organisations should be established to ensure patient needs are met.”

“The Group in consultation with MCNs will identify a core data set. Clinical IT systems that are capable of collecting and transferring core data should be introduced to all services. All dental services should be required to routinely collect and share data in a transferable format relating to the oral health care needs and treatment of vulnerable adults. Where feasible this data should be capable of being shared with medical, nursing and social care systems.”

(vii) Action Complete

This has now been integrated into the CDS data collection system.

North and Mid Wales

The SCD MCN is currently piloting two database systems: one for the stroke pathway and one for the oral cancer pathway. Access is currently limited to clinicians involved in the pathway administration but there is potential for quality and safety, audit and other monitoring.

(viii) Develop a national communication plan regarding Special Care Dentistry – *paragraph 6.1.2 of Implementation Plan*

“The Strategic Advisory group in consultation with MCNs will advise and facilitate the development of guidance by Welsh Government. This will include both interim and substantial guidance regarding network and specialty development. It is expected that the process used could mirror that used recently by the WG to implement the findings of a national review into Orthodontics.”

(viii) Action Complete

WG provided a draft Communication Plan in Nov 2012 and the Plan has been adopted by all MCNs. The Communication Plan was refreshed in late 2015.

The Orthodontic Strategic Advisory Forum and the SCD Forum operate independently. However, both groups have established MCNs and a programme of activity to support progress and delivery of Implementation Plans. Both forums publish a ‘Record of Activity’ on the CDO website and the CDO Dental Digest, a biannual publication is used to highlight topical issues.
7. Where we need to be:

A great deal of excellent work is already taking place across Wales to provide timely and effective care for people who need special care dental services. This is complemented by innovative developments by Community Dental Services across Wales. However, there is more to do to ensure the most vulnerable people have timely access to specialised dental care in all parts of Wales. The SAF, MCNs, HBs and wider dental profession will continue to work together, and to work with the wider group of stakeholders in health and social care as well as the Third sector. As part of this the SAF and Welsh Government have agreed to revisit the SCD Implementation Plan alongside the work to refresh the National Oral Health Plan.

Lisa Howells
Deputy Chief Dental Officer
Welsh Government
Annex 1

Special Care Dentistry Advisory Forum (SAF) – Membership

Chair

Lisa Howells
Deputy Chief Dental Officer, Welsh Government

Members

Sandra Sandham
Specialist in Dental Public Health and Special Care Dentistry
Clinical Director, Betsi Cadwaladr CDS

Ilona Johnson
Senior Lecturer in Dental Public Health, Public Health Wales
Applied Clinical and Public Health Research, School of Dentistry, Cardiff University

David Davies
Dental Service Manager, Abertawe Bro Morgannwg UHB

Dr Sue Greening
Consultant in Special Care Dentistry and Specialist in Paediatric Dentistry
Clinical Director, Community Dental Service, Aneurin Bevan UHB

Mr James Owens
Consultant in Restorative Dentistry & Oral Rehabilitation
Abertawe Bro Morgannwg UHB
Morriston Hospital
Professor Barbara Chadwick
Professor of Paediatric Dentistry, Vice-Dean for Education & Students, Dental Clinical Board R & D Lead, School of Dentistry, College of Biomedical and Life Sciences, Cardiff University

Helen Symmons
CDS Senior Dental Nurse, Abertawe Bro Morgannwg UHB

Sue Hilton
Dental Therapist, Betsi Cadwaladr UHB

David Oliver
Primary Care Support Manager (Dental and Optometry), Cardiff & Vale UHB
SAF Terms of Reference

Purpose
To oversee delivery of the ‘Special Care Dentistry in Wales Implementation Plan’ by:
- Identifying operational issues to be managed and implemented;
- Monitoring progress and outcomes within the specified timescales.

The forum will:
- Consider implications from the service planner, patient and provider perspective;
- Have regard to shared best practice in terms of national and local implementation;
- Consider funding implementations, both short and long term;
- Keep the Minister informed of progress.

Managed Clinical Network (MCN) Terms of Reference

Purpose
In accordance with the Special Care Dentistry in Wales Implementation Plan (November 2011), each Local Health Board will establish a Managed Clinical Network (MCN) to promote and develop Special Care Dentistry (SCD) across Wales.

Terms of Reference
Each MCN will:
- Provide a forum for key stakeholders to identify, discuss and advise on issues relating to the delivery of an integrated service approach to SCD;
- Ensure that membership includes a consultant or specialist in SCD;
- Work across Local Health Board boundaries and provider organisations to develop workforce capacity and capability needs in all three areas of SCD (general dental practice, community and hospitals);
- Address the need to utilise skill mix to optimise effective team working and best use of resources;
- Identify good practice to enable shared care between and within dental teams, allowing non specialists to contribute effectively to the delivery of specialist care;
• Facilitate the need for Dental Care Professionals with additional skills to provide support to dentists in all sectors, enabling better quality care and greater access and efficiency.
• Work proactively with Welsh Government, the Special Care Dentistry Advisory Forum and the Postgraduate deanery to deliver the aims of the Special Care Dentistry in Wales Implementation Plan (November 2011).

Frequency of meetings
Each MCN will;
• Meet, at a minimum, twice a year - timing to be linked to the Special Care Dentistry Advisory Forum meetings.