

Job Description

1. JOB DETAILS

Job title: Mouth Care Matters Lead

Accountable to: Clinical Director, Cumbria Special Care Dental Service

Reports to: Specialist Hygienist/Oral Health Improvement Lead

Location: Cumberland Infirmary, Carlisle

2. JOB SUMMARY

All staff are expected to work to the Trust values:



Kindness – Kindness and compassion cost nothing, yet accomplish a great deal.



Respect - We are respectful to everyone and are open, honest and fair – respect behaviours.



Ambition – We set goals to achieve the best for our patients, teams, organisations and our partners.



Collaboration – We are stronger and better working together with and for our patients.

The main purpose of the job is to be the trust lead for Mouth Care Matters (MCM), to provide training and support to staff to improve the oral health of patients of North Cumbria Integrated Care Acute Trust. The lead will actively participate in service improvement, audits and liaise with senior management to ensure sustainable improvements in oral care.

3. ROLE OF DEPARTMENT

The department is part of North Cumbria Integrated Care NHS Foundation Trust.

The purpose of the Cumbria Community and Special Care Dental Service is to provide specialist dental care to patients referred to the service including special care dentistry, conscious sedation, specialist-led orthodontic services, general dental care under anaesthesia and consultant-led restorative dentistry services. The service is also engaged in the provision of access to emergency dental care.

Other essential services provided include oral health improvement, national dental epidemiology surveys and the Mouth Care Matters Programme

4. ORGANISATIONAL CHART



5. KEY WORKING RELATIONSHIPS

The post holder will be expected to have a high level of communication skills and regularly communicate with professionals specific to the role:

- Training Programme Director for Oral Health Improvement and Dental Care Professionals at Health Education England
- Clinical Director
- Dental Nurse Manager/ Oral Health Improvement Lead/ Specialist Hygienist
- Dental Public Health Consultant
- Dentists
- Healthcare Assistants
- Nurses
- Matrons
- NCIC Quality and Safety Lead
- Chief Nurse/Deputy Chief Nurse
- Dietitians/Occupational Therapists and other Allied Health Professionals (AHPs)

There will also be regular communication with patients and their families, patient groups and the wider public.

6. DUTIES AND RESPONSIBILITIES OF THE POST

Main tasks and overview of responsibilities:

- Provide training and support for hospital staff involved in the provision of mouth care for patients. This would be modified according to the ward patient base, for example intensive care, coronary care, geriatric, chemotherapy, palliative care etc.
- Training – delivery of interactive training sessions (ward based, classroom based and virtually) to groups of healthcare assistants, nurses and other staff involved in the provision of mouth care (dietitians, speech and language therapists, occupational therapists etc.)
- Mouth care risk assessments and recording – train and assist staff where

necessary to complete mouth care assessments and mouth care plans.

- Actively participate in service improvement, including staff/patient surveys, focus groups, case studies/patient stories and audits. Liaise with senior management to ensure sustainable improvements in oral care and identify future training needs.
- Ensure that a Trust mouth care policy is written and accepted by the Trust Board and implemented across all inpatient sites.
- Ensure that the commissioned contract and key performance indicators are achieved and reported to Health Education England.
- Provide oral health advice and instruction to specific client groups with complex needs
- Additional support to assess patients identified by hospital staff that have additional mouth care needs and liaise with medical/dental clinicians where necessary. For example, reviewing an inpatient with dementia who is refusing oral health care.
- Mouth Care Matters Champions – establish a regular champions forum for staff to attend for the purpose of sharing patient stories, group problem solving and shared learning.
- Work closely with other MCM trust leads to contribute to continuous improvement of the mouth care matters initiative.

Communications and Relationships

- Provide and receive complex information requiring tact and persuasive skills; overcome barriers to understanding.
- Communicate condition related information; deal with complex patients.
- Ensure essential information on the patient's condition and progress is accurately recorded.
- Establish clear, positive and credible leadership within the clinical team.
- Assist in the development of clinical policies, protocols and clinical pathways and evaluate patient outcomes.
- Actively participate in departmental meetings.

Analytical and Judgement Skills

- Selection and adaptation of appropriate complex techniques for oral health treatment to patients with specific needs; interpret patient conditions.
- Confidently deliver didactic training to groups of health professionals using PowerPoint presentations and practical interactive demonstrations.
- Adapt training sessions to the group of people being trained.
- Work closely with ward staff to plan and action the amount of ward based training required.
- Deliver training in busy ward environments where nurses have high workloads.
- Understand that mouth care may not always be a priority for patients in hospitals, have empathy and be sensitive to their needs.
- Understand that hospital staff will have different attitudes and beliefs to provide mouth care and be sensitive to their needs.

Planning and Organisational Skills

- Liaise and plan visits to wards to deliver ward-based training sessions.
- Organise and evaluate classroom based training sessions and promote across the organisation.
- Create and manage systems to enable administrative/reporting responsibilities to be carried out effectively.
- Evaluate training sessions and look at ways of improving training delivery.

Physical Skills

- Work in an environment where there is exposure to unpleasant working conditions and hazards; blood, saliva, vomit, mouth odour, oral and facial lesions and oral trauma.
- Assist physically compromised patients to undertake personal oral hygiene.
- Excellent keyboard skills to input data electronically.

Responsibility for Patient Care

- Provide specialist advice to patients and staff regarding oral care and conditions.
- Be aware of the links between oral health and general health, including hospital acquired pneumonia, ventilator assisted pneumonia, diabetes control, cardio

vascular disease and dementia.

- Understand the causes and treatment of dry mouth and its effect on oral health.
- Be aware of the signs of mouth care related problems and be able to advise staff to seek medical advice/escalate as necessary.
- Be aware that mouth care is an essential component of general care for patients.
- Understand the causes, signs, symptoms and treatment of dental diseases including dental caries, periodontal disease and tooth surface loss.
- Have a good knowledge about denture care.

Responsibility for Policy/Service Development

- Work with senior management to develop a trust mouth care policy and ensure that it gains approval by the Trust Board and is implemented across the organisation.

Responsibilities for Financial and Physical Resources

- Order/advise ward staff on ordering of oral care products.
- Responsible for IT equipment and resources that support oral care training.

Responsibilities for Information Resources

- Maintain accurate and contemporaneous patient records.
- Maintain records and management information to enable a monthly activity report to be produced for HEE based on Quality Performance measures.

Responsibility for Research and Development

- Undertake and interpret results from audits, focus group activity and surveys/questionnaires:
 - Trust baseline questionnaire
 - Audit of mouth care recording for inpatients
 - Staff survey on mouth care and training
 - Inpatient questionnaire on mouth care experience
 - Mouth care products audit
 - Audit on denture loss

7. WORK SETTING AND REVIEW

The post holder will work with minimum supervision and will plan their own workload.

They will have the support of the Clinical Director and their direct line manager. Additionally they will also have support from senior nursing staff including NCIC Chief Nurse and Deputy Chief Nurse.

They will also have the support of HEE Training Programme Director for Oral Health Improvement and Dental Care Professionals.

8. INDIVIDUAL RESPONSIBILITIES

The post holder is expected to

- adhere to Trust policies and procedures and relevant legislation including the requirements of the any professional bodies
- attend mandatory training as identified by the Trust
- adhere to Trust infection prevention policies, procedures, audits in line with the Health Act 2006, to actively reduce Health Care Associated Infections

9. CONFIDENTIALITY

The post holder must maintain the confidentiality of information about patients' staff and Trust business in accordance with the General Data Protection Regulations (GDPR), Data Protection Act 2018 and Caldicott principles.

10. HEALTH AND SAFETY

Employees must be aware of the responsibilities placed upon them under the Health & Safety at work Act (1974), to ensure that the agreed safety procedures are carried out to maintain a safe environment for employees and visitors.

11. RISK MANAGEMENT

All staff have a responsibility to report all clinical and non-clinical accidents, incidents or near-misses promptly and when requested to co-operate with any investigations undertaken.

12. EQUALITY AND DIVERSITY

All employees of the Trust have responsibility to:

- Act in ways that support equality and value diversity.
- Treat everyone with whom they come into contact with dignity and respect.
- Act in ways that are in accordance with Trust's Single Equality Scheme, Equality and Diversity policy, and Dignity in the Workplace policy.

13. SAFEGUARDING

All employees have a duty for safeguarding and promoting the welfare of children and adults at risk. Staff must be familiar with the trusts Safeguarding Policy and the process for raising concerns about the welfare of anyone with whom they have contact. Staff must also ensure they receive the appropriate level of safeguarding children and adult training depending on their role in the Trust.

Staff are expected to access supervision and support from their line managers and/or the locality based safeguarding team when managing complex cases where applicable to their role.

14. INFORMATION GOVERNANCE

The post holder must keep up to date with the requirements of information governance; undertake mandatory training and follow Trust policies and procedures to ensure that trust information is dealt with legally, securely, efficiently and effectively.

It is important that the post holder processes personal identifiable information only in accordance with the Trust Data Protection Act notification to the Information Commissioner. The post holder must check with the Data Protection Officer before creating new systems to process person identifiable information to ensure that this is carried out within the scope of the Data Protection Act 2018 notification.

The post holder must manage the records they create or hold during the course of their employment with the Trust in an appropriate way, making the records available for sharing in a controlled manner subject to statutory requirements and agreed security and confidentiality policies, procedures and guidelines e.g. Data Protection Act 2018, Freedom of Information Act 2000, General Data Protection Regulations, Caldicott Guidelines NHS Confidentiality Code of Conduct 2003, and professional codes of conduct on confidentiality.

The post holder must maintain the confidentiality of information about service user staff and organisational business in accordance with the new Data Protection Act 2018 and Caldicott principles.

It is likely that the post holder will be in contact at some time with a form of information system, and therefore is responsible for implementing and maintaining data quality. The post holder, when making entries into records, must ensure that these are legible and attributable and that the record keeping is contemporaneous. It is essential that information recorded within records either on paper, in an electronic format or both paper and electronic is accurate, complete and relevant.

PERSON SPECIFICATION

POST TITLE: Mouth Care Matters Lead

Factor	Essential	Desirable
Qualifications	<p>Registration with the General Dental Council</p> <p>National Examination for Dental Nurses (or equivalent)</p> <p>Oral Health Education Diploma + significant experience</p>	<p>A qualification in management/ leadership/teaching</p>
Knowledge	<p>Knowledge of oral diseases; symptoms and treatment options</p> <p>Experience of providing healthcare preventive advice</p> <p>Ability to lead an area with sound clinical judgement</p> <p>Able to meet the challenges and health issues facing vulnerable patient groups in hospital</p>	<p>Experience of clinical audit</p> <p>Knowledge of carrying out mouth care assessments and mouth care plans</p>
Skills and Aptitudes	<p>Negotiation, persuasion, motivation, reassurance and influencing skills</p> <p>Understand and overcome barriers to communication</p> <p>Able to give and receive feedback</p> <p>Able to manage time effectively and work to a deadline</p> <p>Presentation skills</p> <p>Work within a multidisciplinary team</p> <p>IT literate</p> <p>Empathy and understanding towards patients and other staff members.</p>	<p>Ability to coach others</p> <p>Experience of teaching/training</p>
Personal	Able to work flexibly to cover the	

Circumstances	<p>requirements of the post</p> <p>Able to travel to all North Cumbria Integrated Care Trust sites</p> <p>Able to work at a VDU for prolonged periods of time with prolonged concentration to produce detailed reports and input data</p> <p>Able to lift health improvement materials and equipment</p>	
Other requirements	Promote equality and value diversity (Level 3) and develop a culture that promotes equality and values diversity (Level 4)	