

OH2.2012 Offer information and support to individuals about dental services and the protection of oral health

OVERVIEW

This standard is concerned with providing information on dental services and helping individuals to improve and maintain their oral health. To provide information about dental services, you will need to have overview of the wider healthcare systems including health policy and organisation and the role of health promotion, as well as the ethical, legal and financial issues associated with your organisation and managing a dental practice. This standard involves communicating with the patient to provide information on improving and maintaining oral health and the demonstration of methods of caring for implant supported restorations and prostheses as prescribed directly by the dentist. Whilst promoting oral health you will need to acknowledge the individual's right to make choices in the context of their own lives, and the reasons why people may not choose to promote their oral health as best they could. Users of this standard will need to ensure that practice reflects up to date information and policies. Version No 2

KNOWLEDGE AND UNDERSTANDING

You will need to know and understand:

- 1.the main types and causes of oral disease and how to prevent them
- 2.the development of dental plaque and methods of controlling it
- 3.the ways in which general health can affect oral health
- 4.the methods by which the oral health care can be planned and delivered to meet the requirements of individuals in communities and address inequalities
- 5.the methods of measuring oral health in the UK and internationally and the changes due to demographic and social trends
- 6.the evaluation of health promotion to deliver health gain
- 7.the importance of evidence based prevention to improve oral health
- 8.the social, cultural, psychological, and environmental factors which contribute to health and illness
- 9.the role and mechanisms of fluoride in dental health and its sources
- 10.the behaviours in individuals which may benefit or endanger oral health, including the frequency of sugar or acid content in diet, smoking, alcohol and substance misuse
- 11.methods of caring for dentures, orthodontic appliances and implants
- 12.the methods and importance of communicating information clearly and effectively
- 13.the importance of the individual's right to make choices in the context of their own lives, and the reasons why people may not choose to promote their oral health as best

they could

14. how to modify information and communication methods for individuals, including patients with special needs, patients from diverse social and ethnic backgrounds, children and the elderly and where necessary, provide representation for them
15. the systems and processes to support safe patient care
16. how to recognise the signs of injury, abuse or neglect and how to raise concerns with the appropriate person or agency
17. the reasons for, and circumstances in which, individuals should be referred to another team member
18. the organisations that have responsibilities for the ethical, legal and financial issues associated with managing a dental practice
19. the procedures for handling complaints in the organisation in which you work
20. how to recognise and act within the dental regulator's standards and other legislation related to your role

PERFORMANCE CRITERIA

You must be able to:

1. communicate with individuals and answer any questions:
 1. clearly, accurately and concisely
 2. in a way which is likely to maximise their understanding and confidence and minimise their fear and anxiety
 3. referring promptly to the appropriate member of the team, questions or issues that are beyond your role to answer
 4. in a way that demonstrates equality, respect and dignity
2. provide information, as prescribed by the dentist, to individuals on factors which may lead to poor oral health, which is clearly related to the individual's personal practices and circumstances
3. prepare and use oral health education aids which are appropriate to the individual patient and promote behavioural change
4. advise individuals on the use of disclosing agents and how this may aid the individual to improve their oral hygiene
5. demonstrate to individuals oral hygiene techniques that have been prescribed by the dentist
6. demonstrate to individuals methods of caring for prostheses and implant supported restorations
7. give individuals the opportunity to discuss and seek clarification on any particular points
8. act and provide advice, information and support to individuals in ways that are consistent with other members of the oral health care team and within your scope of practice
9. provide advice and information to individuals about dental services within your scope of practice and refer on to the appropriate person or agency any issues outside of your scope of practice

ADDITIONAL INFORMATION

This standard links with the following dimension within the NHS Knowledge and Skills Framework (October 2004): Dimension: HWB1 Promotion of health and wellbeing and prevention of adverse effects on health and wellbeing