

OH2.2025 Provide information and support to individuals on oral health

OVERVIEW

This standard is about providing information and support on dental services to help individuals to improve and maintain their oral health. This includes the importance of effective communication in ways that demonstrate equality, respect and dignity and providing advice, information and support to individuals. Dental procedures may be carried out in general dental practices, public dental services, hospital settings, domiciliary or other non-standard environments. Users of this standard will need to ensure their practice reflects up to date information and policies.

KNOWLEDGE AND UNDERSTANDING

1. Principles, practice and procedures associated with informed consent
2. Different methods of communication and how to apply these
3. The importance of taking account of individuals preferences, needs and values during communication
4. Barriers to effective communication and how to overcome these
5. The main types and causes of oral disease and how to prevent them
6. The causes of non-carious tooth surface loss and methods of controlling it
7. How dental plaque develops and methods of controlling this
8. Ways in which dental caries and periodontal disease can be prevented and minimised including effective oral hygiene techniques
9. Different sources, types and the optimum levels of fluoride in preventing dental disease
10. Ways in which general health can affect oral health
11. Methods, techniques, agents or materials to prevent dental caries
12. The nature and progression of dental and oral disease
13. Social, cultural, psychological, and environmental factors which contribute to inequalities in oral and general health
14. Key oral health messages and associated evidence-based guidance and how to apply these when providing information and support to individuals
15. How individual behaviours impact on oral and general health
16. Methods of caring for fixed and removable prostheses and orthodontic appliances
17. Systems and processes available to support wellbeing and safe care for self and others
18. Scope and limitations of your competence, responsibilities and accountability within your job role
19. The reasons why individuals may be referred to relevant others, including appropriate

use of primary and secondary care networks

20. Why it is important to update documentation and store individuals records safely and securely

PERFORMANCE CRITERIA

1. Obtain valid, informed consent from individuals in accordance with professional standards and workplace procedures
2. Communicate with individuals in ways that meet their needs and demonstrate equality, respect and dignity
3. Provide information and support, as prescribed, to individuals on factors which may lead to poor oral health, in accordance with evidence-based guidance
4. Provide information and support, as prescribed, to individuals on key oral health messages to prevent dental caries and periodontal disease in accordance with evidence-based guidance
5. Prepare and apply oral health education aids for individuals to promote behavioural change in accordance with workplace procedures
6. Demonstrate oral hygiene techniques to individuals as prescribed by clinical operators, including:
 - toothbrushing and interdental cleaning
 - disclosing agents
 - care of prostheses/orthodontic appliances
7. Provide individuals opportunities to discuss and seek clarification on all aspects of oral health care in accordance with workplace procedures
8. 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. Complete and store all documentation in accordance with relevant legislation, guidelines, and workplace procedures

ADDITIONAL INFORMATION

This National Occupational Standard was developed by Skills for Health. Final version approved February 2025.