Wisdom Teeth

Oral Health Services to support older people living in residential care
Promoters.
Dr Rebecca Wassall, Community Dentist, Northumberland NHS Healthcare Trust,

Funders.
Northumberland NHS Healthcare Trust, Newcastle University and Northumbria University.

Aknowledgements.
Special thanks to those families who shared their own stories of looking after older relatives in residential care during the research phase of the project.
Context.

Poor oral health negatively impacts on dignity, quality of life and wellbeing. It adversely affects general health in terms of nutrition and gum disease, which can significantly exacerbate systemic diseases, such as Diabetes.

When an older person moves from home into a residential care setting their dental and oral health can decline very rapidly – affected by:

- loss of contact with their high-street dentist,
- disruption to personal hygiene habits,
- increased sugar/biscuit intake.
The project.

To explore the role of Design in creating person-centred dentistry provision for older people living in residential care.

Research for Design: Observational research of existing services, interviews with family carers and stakeholder professionals.

Research through Design: Visualisation of the services: resources, user-journeys, and concepts, to discuss with staff delivering the service.
The design process.

Understanding Families and informal carers – Interviews into Personas and user-journeys to identify experiential issues.

Understanding professional provision - Interviews and shadowing to map current service resources and identify structural issues for providers.

Create prototypical design objects to stimulate debate across multi-agency stakeholders.
What Person Centred implies in terms of Governance and Policy Making
What Person Centred implies in terms of Governance and Policy Making
Social Interactions and Relationships

for the Older Person and their loved ones

for healthcare professionals

for the wider care team
Social Interactions and Relationships

for the Older Person and their loved ones

First Sunday

for the wider care team

for healthcare professionals

data
Social Interactions and Relationships

for the Older Person and their loved ones

First Sunday
First Sunday – Storyboard (inner loop)

Nurse sends out placemats via post.

Tables set in social setting.

Care home residents eat as normal.

Carer records information on back of placemat.

Information is then sent back to dental service.

Nurse/Therapist shortlists individuals with issues.

Nurse books several appointments, preferably on same day.

Dentist visits care home and carries out treatment/evaluations.
In Health and Social Care, being Person-Centred can mean Designing across organisational and policy boundaries.
Wisdom Teeth

matthew.lievesley@northumbria.ac.uk
rebecca.wassall@ncl.ac.uk

Northumbria University
Northumbria DESIS Lab
(nDESISlab) UK

Project Team: Matthew Lievesley, Dr Rebecca Wassall, Harry Maguire, Nathan Sterling