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# Gwên am Byth Programme Annual report 2022-2023

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**Purpose and Summary of Document:** This document collates reports of activity related to the Gwên am Byth programme, undertaken by the Community Dental Services in the seven Local Health Boards in Wales. The reporting period is from 1 April 2022 to 31 March 2023.

**Acknowledgements:** Thank you to the Gwên am Byth staff who submitted the local reports.



## 1. Introduction

Gwên am Byth is a national oral health improvement programme delivered by the Community Dental Services (CDS) in Wales with the primary aim of improving oral health and hygiene for older people living in care homes. It is delivered in partnership with care and nursing home staff and wider social care and health care professionals. It is underpinned by Welsh Health Circular 2015/001 and NICE guidance [NG48].

The aims of the programme are to ensure:

- an up-to-date mouth care policy is in place in each care home;
- staff are trained in mouth care (including at induction) and the home keeps a register of training;
- residents have a mouth care assessment at appropriate intervals to identify any changes that will impact on their oral health;
- the assessment leads to an individual care plan, designed to support routine good oral hygiene that is reviewed on a regular basis; and
- care homes are aware of how to ensure timely access to appropriate dental care and treatment when required.

An example mouth care policy, and the recommended mouth care assessment and mouth care plan are available at: <https://phw.nhs.wales/services-and-teams/dental-public-health/gwen-am-byth/>

A Gwên am Byth Essential alternative package was developed in 2021 to enable a simplified approach to offer and achieve the aims of the programme to all care homes and other care providers, such as domiciliary care services.

**In 2022-23, 404 older adult care and nursing homes participated in Gwên am Byth. The Community Dental Services provided 1,168 training sessions and conducted 594 quality assurance visits.**

## 2. Coverage

Care Homes eligible to participate in Gwên am Byth are primarily nursing and residential homes for older people (including those for people living with dementia). However it is recognised that older people may live in homes that care for mixed age groups. Local CDS teams may decide to include these homes if they have capacity and resources to do so.

Local Health Board	Number of homes involved as at March 2023	Total number of eligible care homes in the region as at 31st March 2023	Percentage of homes participating in Gwên am Byth
Aneurin Bevan	85	92	92%
Bae Abertawe/ Swansea Bay	80	80	100%
Betsi Cadwaladr	109	170	64%
Cwm Taf Morgannwg	56	65	86%
Caerdydd a'r Fro/ Cardiff and Vale	17	62	27%
Hywel Dda	44	89	49%
Powys	13	31	42%

Local Health Boards report that many homes have closed down within this reporting period. This has been attributed to financial and service delivery pressures. However, compared to 2021/22, there is improved enthusiasm for the programme and greater engagement from existing homes.

The Aneurin Bevan team reported that Gwên am Byth does appear to be embedded within the care homes that are participating in the programme, despite high turnover of care staff and care home managers.

The Cardiff and Vale team explained that the year has been difficult and it has been hard to re-engage with care homes after the COVID-19 pandemic and redeployment, and this is reflected in their activity figures. They have re-organised and started a new approach from April 2023, which is already showing success.

The Hywel Dda team have endeavoured to acknowledge and respect the difficulties faced by care home managers. This has helped foster better collaborative relationships and genuine re-engagement, with a steady return to the Gwên am Byth programme.

The Powys team reported that the Gwên am Byth Essential Package has proven invaluable in gaining participation from homes that felt the full Gwên am Byth package would be too much for them. They regularly review care homes' progress and are proud to have supported two care

homes in progressing from Gwên am Byth Essentials on to the full Gwên am Byth package. They have also been approached by two care homes who had previously declined, wishing to start participating.

### 3. Training

Training is primarily designed to ensure care home staff understand:

- the fundamental reasons for mouthcare
- the risks associated with poor mouthcare
- the value of risk assessment (and how to do the assessment if they are trained and registered)
- the importance of a care plan
- the need to deliver the care plan as directed and using the correct resources
- the importance of documenting delivery of care plans and any reasons for not doing so.

Training is arranged with the local Gwên am Byth dental team. They may train all staff delivering personal care in a care home, or they may train nominated mouthcare champions within a care home, who will be supported to train colleagues.

<b>Table 2: Training provision</b>		
Local Health Board	Total number of training sessions delivered by Community Dental Services	Number of care home staff who have attended training delivered by Community Dental Services
Aneurin Bevan	240	912
Bae Abertawe/ Swansea Bay	92	412
Betsi Cadwaladr	574	2217
Cwm Taf Morgannwg	23	119
Caerdydd a'r Fro/ Cardiff and Vale	72	158
Hywel Dda	126	568
Powys	41	250

#### Aneurin Bevan

Late cancellations of training sessions by care homes are challenging. There has been high staff turnover in all sectors including: loss of many care home staff that had been trained in mouthcare; loss of a number of mouthcare champions that had been trained by Gwên am Byth team; loss of established and experienced care home managers who had taken Gwên am Byth on board within their care homes.

#### Bae Abertawe/ Swansea Bay

There has been a high number of cancelled training sessions (57 by care homes and 15 by the Gwên am Byth CDS team). Of the 412 care home staff trained this period, 106 received mouthcare champion training. This has resulted in 131 staff having been trained at induction by champions. Of the homes participating in Gwên am Byth, 23 care homes utilise electronic risk assessments and care plans.

#### Betsi Cadwaladr

Since the COVID-19 pandemic, care homes have been more receptive to changes in programme delivery. They are happy to adapt to online training for staff that cannot attend traditional face to face sessions due to night shifts or holidays. The issue of staffing has been highlighted as a key issue for, which has meant more acceptance of a key worker approach for champions training. This means the home is more robust with their own staff turnover and helps them remain compliant compared to the older format where one nominated member of staff would hold champion responsibility. The programme training package has been revised to ensure it is more interactive. New pictures and stories have been added to refresh the PowerPoint. Homes that have been participating in Gwên am Byth for many years have appreciated the refresh to improve engagement.

#### Cwm Taf Morgannwg

There have been frequent cancellation of training sessions across the year due to staffing issues within care homes, caused by high levels of sickness and staff turnover. The team has delivered a mix of champion and core training sessions, with reduced uptake of champion training compared to previous years. Feedback revealed that staff did not want to commit to becoming champions, with a lack of time to dedicate to the role and not being paid to carry out the additional responsibility.

#### Hywel Dda

Following the COVID-19 pandemic, care homes have had difficulty retaining staff, resulting in high staff turnover. Mouthcare champions have been lost, therefore in-house training for new members of staff has not been possible. Workload for the remaining staff impacts on their availability to attend training sessions. It also results in Gwên am Byth training being cancelled at the last moment. Care homes often appear to prioritise other training. The Gwên am Byth CDS team have worked closely with Long-Term Care teams and were invited speakers at a care home event at the National Botanical Gardens, alongside other disciplines. Following the event, there were enquiries resulting in some care homes engaging for the first time.

#### Powys

The team continue to face many barriers due to significant care staff shortages, high staff turnover (including regular manager changes), temporary home closures due to sickness outbreaks and limited 'Champion' volunteers due to concerns with lack of time and no extra pay. Frustratingly, these barriers have contributed to 39 late cancellation training sessions.

## 4. Quality Assurance

Gwên am Byth staff should visit participating care homes twice a year to ensure the aims of the programme (as described in the introduction) are being met.

<b>Table 3: Record of Quality Assurance visits</b>			
Local Health Board	Number of care homes that have received only 1 QA visit within the year	Number of care homes that have received 2 QA visits within the year	Number of care homes eligible (involved in Gwên Am Byth)
Aneurin Bevan	34	51	85
Bae Abertawe/ Swansea Bay	0	80	80
Betsi Cadwaladr	0	103	109
Cwm Taf Morgannwg	44	5	56
Caerdydd a'r Fro/ Cardiff and Vale	0	0	17
Hywel Dda	14	0	44
Powys	2	11	13

Local teams reported that the new Quality Assurance proforma introduced this year had made the process much simpler when identifying training needs for care homes and provided more opportunity to chat with care home managers/ champions about mouthcare in more detail.

## 5. Beyond care homes

### Aneurin Bevan

Since April 2022, the team has been rolling out the Gwên am Byth Essential programme. They have been targeting and delivering mouthcare training aimed at older adults supported whilst living at home. New partnership links have been developed within three community hospitals (based in Monmouthshire, Torfaen and Blaenau Gwent), and with domiciliary care providers within private and local council health and social care sectors. All care sectors have welcomed the training, and highlighted the need for this. Feedback received has been extremely positive with some private care providers now adapting their electronic care plans to include a mouthcare assessment and mouthcare plan, and incorporating mouthcare training as part of their induction for new staff members. As part of this work, the Gwên am Byth lead has been involved in training to highlight mouthcare for older people, for example mouthcare for adults in hospital including palliative care, older person mental health teams, dementia care, assistant nurse practitioner induction days, Journey of Excellence study days and speech and language multidisciplinary study days.

### Bae Abertawe/Swansea Bay

The team conducted a pilot to determine if the Gwên am Byth Essential training package meets the training requirements for domiciliary care providers. The pilot involved six providers, and 85 domiciliary care staff. Positive feedback was received, with great appreciation for the training (particularly face-to-face training) and a recognition that mouthcare is an integral part of personal care. Many care providers began incorporating the mouthcare risk assessment within the 3 monthly generic personal care updates and using mouthcare plans for service users. An evaluation report and supporting information resource was produced. Additionally, training is provided for District Nurses on a monthly basis. Hospital preceptorship training is provided for registered general nurses and Health Care Support Workers, other healthcare professionals and the 1st and 2nd year student nurses at Swansea University.

### Caerdydd a'r Fro/ Cardiff and Vale

The team delivered training to a domiciliary care provider, who was very keen and grateful for our input, and 100 Healthcare support workers have been trained.

### Cwm Taf Morgannwg

The team delivered Essential Gwên am Byth for the domiciliary sector. Training was offered to many domiciliary services across the health board, with varying degrees of uptake over a six month period. Ongoing work with this sector is planned. Mouthcare training was regularly provided for the Newly Qualified Nurses programme/ International Nurses programme and ward based mouthcare training was delivered across all hospital sites within Cwm Taf Morgannwg.

## Hywel Dda

The local Gwên am Byth team leads, in collaboration with the Learning and Development team and the Improvement Cymru mouthcare lead, have been working to develop an All-Wales Electronic Staff Record mouthcare training resource. NHS care staff will be able to complete this as part of their mandatory E- learning. The Gwên am Byth team also support training to hospital care staff in the following ways: Skills to Care: 2-hour slot on induction programme for all new healthcare support workers; training provided to preceptorship staff; All-Wales Induction Framework programme targeting all those seeking a qualification in care for the elderly and vulnerable. Oral Health Practitioners deliver the hourly training face to face at the three counties on a monthly basis. The team lead and senior oral health promotion officer both successfully completed their Improving Quality Together Silver award. Our team lead focused her project on “end of life” packs for those being discharged from hospital to either their own homes or a care home. This was well received and benefited those most in need. This was a collaborative piece of work, involving professional practice development nurses and Public Health Wales.

## 6. Budget and Workforce in the Community Dental Services

<b>Table 4: Budget</b>		
Local Health Board	Annual budget allocated	Annual expenditure of the programme: Staff costs and non-staff expenses
Aneurin Bevan	70,000	96,402
Bae Abertawe/ Swansea Bay	70,000	70,375
Betsi Cadwaladr	157,704	154,568
Cwm Taf Morgannwg	64,961	64,961
Caerdydd a'r Fro/ Cardiff and Vale	48,000	48,532
Hywel Dda	75,000	75,000
Powys	28,000	28,000

All the local teams reported issues with staffing within their small Gwên am Byth teams within the CDS. This include long-term sickness absence, staff resignations, recruitment delays, and the need for mentoring phases with new staff members. Some teams reported that expanding staff capacity and coverage of provision is due to the programme being supplemented by local funding.

<b>Table 5: Workforce</b>		
Local Health Board	Total WTE workforce allocated	Average number of sessions (half-days) per week allocated
Aneurin Bevan	2.7*	36.5
Bae Abertawe/ Swansea Bay	1.6	16
Betsi Cadwaladr	6.2	31
Cwm Taf Morgannwg	1.16	12
Caerdydd a'r Fro/ Cardiff and Vale	1.36	14
Hywel Dda	2.4	14
Powys	0.6	6

\*2.0WTE funded by the ring-fenced GAB budget, 0.7WTE funded by the wider CDS budget