

Domiciliary Dental Care

Coventry Community Dental Service is a specialised service providing dental treatment for children, adults and older people who are unable to access general practice dental care.

Domiciliary dental care (home visits) is one of the specialised services we offer to people who are housebound, or who have a medical condition such as severe dementia.

Dental treatment delivered at a person's home, instead of at a clinic, may be limited. It is only undertaken if no other options are available. It may be that with appropriate support some people will be able to access care in our Special Care clinic based at City of Coventry Health Centre, or at a general dental practitioner.

All patients referred to this service are triaged to assess whether treatment in the home is appropriate to their circumstances and needs. Service capacity is limited and care will be prioritised according to need.

NHS charges apply unless individuals are in receipt of certain benefits including: Pension credit guarantee credit, a HC2 or HC3 certificate.

Am I eligible for a home visit?

You will not be considered housebound, and will therefore not be eligible for a home visit, if you are able to go out either by taxi, private car, motorised scooter, bus or use the Ring and Ride service to visit any of the following:

- GP
- Shops / chemist
- Relatives / social events
- Pick up your pension
- Hairdresser / barber
- Optician

If any of these circumstances apply, you will be asked to attend your local clinic or health centre for your dental appointment.

If you are not eligible for a home visit you may wish to consider the following options to help you get to a clinic:

- Friends or relatives may be willing to bring you to clinic. We have patient parking close to the clinic.
- Taxi firms can be found in Yellow Pages/Thompson Local.
- If you receive the high rate mobility component of the Disability Living Allowance or War Pensioners Mobility Supplement you could use this to pay for your transport costs to clinic.

Eligibility for ambulance transport

You may be entitled to attend a clinic via the patient ambulance service.

The Department of Health's eligibility criteria for patient transport services is as follows: 'If your medical condition impacts your mobility to such an extent that you would be unable to access healthcare and/or it would be detrimental to your condition or recovery to travel by other means.'

Looking after our staff

An environmental assessment of your home will be undertaken to check it is suitable to provide you with safe and effective home dental treatment. Areas of assessment will include:

- Adequate lighting.
- Pet / pet hair free room.
- Adequate treatment space and positioning available to ensure safety of our staff and yourself, and minimise the risk of strain and injury to either.
- Access to washroom with sink and soap.

If you smoke please ensure the room is well ventilated, and please refrain from smoking whilst being treated.

Treatment information

You will be given either a morning or an afternoon appointment. Unfortunately we are unable to give a specific time.

You will be notified of your visit either the day before or on the morning of the visit.

Benefits of attending your local clinic

- Our clinics are equipped with specialist treatment and diagnostic equipment that is not always available at home visits, such as x-ray equipment.
- We are able to use our dental chair with a light which means treatment can be undertaken more comfortably and effectively.
- You will be able to choose a clinic and an appointment time to suit your needs.

How to arrange a domiciliary appointment

Referrals are normally accepted from your general dentist or GP.

Carers / care homes can also ring to request a referral care pack.

Information for carers / care homes

In order to provide care for residents safely and efficiently we need:

- Privacy for the resident - their own room or a quiet private place with good lighting.
- Access to washroom, soap and paper towels.
- All residents with dementia or communication problems to be accompanied by a familiar staff member or family member.
- To be informed if the resident is unwell or distressed at the time of the visit.
- To be given the resident's care plan to record our findings in the professional visit section of their notes.
- For the first appointment we require the completed referral form, the medical history form and NHS Patient declaration form (blue).
- For residents who do not have the capacity to consent, their next of kin or person with Power of Attorney needs to be informed of the visit in case they wish to attend.

Service location and contact details

We have domiciliary teams working from our City of Coventry Health Centre Clinic and, if eligible, you will be seen by this team.

For any queries about the service, please contact the dental office on: 024 7696 1374.