

Shaping Our Future Wellbeing

Draft model of care for Dental and Eye Care

Prevention: by 2025....

- People living in Cardiff and the Vale of Glamorgan will be supported to take opportunities that improve their health and wellbeing.
- We will have effective methods of identifying those at risk of developing dental and/or eye conditions and we will actively manage those risks, working to reduce healthcare inequities.
- We will build on the success of existing prevention programmes (Designed to Smile, Diabetic Retinopathy Screening Service for Wales) to support the dental, eye and general health of our population. This will begin in the early years, through school and into adult life, in a manner best suited to the needs of each community.
- We will develop an eye health public awareness and education campaign to encourage people to have regular sight tests. Raising awareness of the importance of eye health and the need to use eye care services is essential to preventing sight loss and improving eye health.
- We will have effective methods for ensuring the early detection of dental and eye conditions, which are accessible to our whole population and thus aim to reduce inequity of access to healthcare.
- All health professionals will take an active, 'Making Every Contact Count' approach to the prevention and early recognition of dental and eye conditions.
- Effective oral and eye care will be provided to all Health Board in-patient admissions and to all residential and care home residents.

- The Health Board will support employees to adopt healthy lifestyles both in and outside of work, encouraging a positive work/life balance.

Planned Care: by 2025...

- All people with dental or eye conditions will be considered as the primary health care partner and will be central to the planning and delivery of their own care.
- Anyone with a dental and/or eye condition will be supported to monitor and self-manage their condition to a level they are comfortable with, agreed in partnership with their health care professional, resulting in an individualised care plan available 24 hours a day to support their care.
- Dental and eye care will be equally accessible and accommodating to all, and suited to an individual's cultural or social needs.
- Everyone will have equal access to care and information when affected by a sensory loss.
- Everyone will receive co-ordinated dental and eye care which is delivered predominantly in the community, by a multidisciplinary team from both primary and secondary care.
- Anyone who is diagnosed with a dental or eye condition will receive clinical, psychological, and social support when needed, at any point in their care in order to enable their best possible health and wellbeing. Available services will be clearly signposted and will include services and support offered by our Partners in the community.
- Dental and eye care will be evidence based and delivered according to current national standards, causing the least possible harm and ensuring minimum waste.

- Anyone who is diagnosed with dental or eye cancer will receive care that fulfils the UHB's 10 year vision of care for cancer.
- Anyone receiving dental and eye care will be fully informed of the potential complications of their treatment and underlying condition and be able to access advice 24 hours a day.
- Young people transferring from children's to adult dental or eye services will have a transition that is purposeful, planned and supported.
- A carer for someone with a dental or eye condition will be considered a healthcare partner who is vital to the planning and delivery of care. They will be empowered to access advice 24 hours a day. Their needs will be acknowledged and respite care offered accordingly.
- Anyone who has experienced dental and eye services in Cardiff and Vale UHB will be encouraged to offer feedback about their experiences and to contribute to the development of future services, paying particular attention to sensory losses.

Unplanned Care: by 2025...

- Everyone will have access to predominantly community based services for dental and eye conditions, supported by a co-ordinated hospital based service.
- There will be 24 hour access to advice and assessment if indicated.
- Anyone with a dental or eye condition who is admitted to hospital will be cared for in an environment that supports and empowers them to remain independent.
- Anyone admitted to hospital will receive care for their dental or eye condition alongside their additional medical problem(s)

End of Life Care: by 2025...

- Anyone with less than 6 months to live will be supported to write an Advance Care plan that includes their dental and/or eye care needs. This plan may evolve over time, but will always have the needs/desires of the patient and their family/carers at its core.
- An Advance Care plan of a person with a dental or eye condition will be acknowledged and respected.
- Everyone with a dental or eye condition will have a dignified end to life, in a location of their choosing, with all treatment decisions focussed on the individual's goals/aspirations.
- End of life symptoms will be managed at home, if so desired, by appropriately trained health care professionals.