

# The Sparkle Fairy

Professional Mobile Dental Hygiene Services

## Frequently Asked Questions

### Questions from Residents & Families

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#### **Is this a replacement for my dentist?**

No. We are dental hygienists, not dentists. We provide professional cleaning and preventive care. If we identify anything that requires a dentist's attention, we will document our findings and let the care home team and your family know so appropriate follow-up can be arranged.

#### **Does it hurt?**

We work gently and at your pace. If at any point you feel uncomfortable, just let us know and we will stop. Most residents find the treatment very comfortable.

#### **Where is the appointment carried out?**

We set up in a suitable private room within the care home. If you are in a wheelchair we can treat you in your chair. If you are bedbound we can come to your room and carry out the appointment there.

#### **I have dentures. Can I still be seen?**

Yes. We can clean and check your dentures as well as caring for your gums and any remaining natural teeth.

#### **I or my family member have dementia, is that a problem?**

Not at all. We have extensive experience working with residents who have dementia and Alzheimer's disease. We use adapted, gentle techniques and work entirely at your pace in your familiar environment.

#### **Will my family be told about my appointment?**

Only if you would like them to be. We provide a written summary to the care home after every appointment, and we are happy to share findings with family members or next of kin if you give your consent.

#### **Can a family member be present during the appointment?**

We are more than happy for family members to be present during the appointment.

#### **Will it be the same hygienist every visit?**

Yes, it will be the same hygienist each time we visit.

#### **Do I need a referral from a dentist?**

No, you can see a hygienist without seeing a dentist first under Direct Access rules.

#### **What if I change my mind on the day?**

That is absolutely fine.

#### **Is the service available at weekends?**

We do not work on weekends.

#### **How do we pay for the service?**

After the appointment has been carried out we will send you an invoice to do a bank transfer. Alternatively if your relative has an account with the care home we can send the invoice to them directly.