

Specialist and Special Care Dental Service



Happier | Healthier | Hopeful

Dental services for children and adults in Cumbria who have specialist or special care needs

Who can use this service?

We care for people with specific needs that make it difficult for them to access 'high street' dental practice. For example:

- People with complex medical problems that may affect their dental health
- People with learning difficulties or behavioural problems who find it difficult to cope with routine dentistry
- Wheelchair users who find it difficult to access general dental practices
- People who are housebound and have mobility problems
- Children Looked After
- Children and adults with a dental phobia who need sedation for routine dental treatment

Dentists may also refer patients who require specialist care such as treatment under general anaesthesia.

Referral

Patients can only access our services by referral from a health or social care professional, for example:

- Dentist
- GP
- Health visitor
- School nurse
- Social worker
- Learning disability practitioner

Emergency dental care

We provide emergency evening and weekend dental care for all patients registered with a dentist and also those who are not registered. Weekday emergency dental care is also available at some of our clinics for unregistered patients. Contact Dental Direct, who will complete a telephone assessment and, if appropriate, arrange for an appointment.

Dental Direct

North Cumbria – **01228 603900**

Open: Mon–Fri 9.00am– 9.00pm, Sat & Sun 9.00am–12noon and 6.00pm– 9.00pm

South Cumbria – **01539 716822**

Open: Mon–Fri 8.30am–12.15 pm and 1.15pm–5.00pm, Sat & Sun 8.30am–12.30pm



Your rights and responsibilities

You are entitled to:

- an appropriate examination of your mouth, teeth and gums.
- an explanation of your treatment options.
- a written treatment plan (including costs) for band 2 and 3 treatments. For more information on current NHS charges, see information displayed in the waiting room.
- know your dental records will remain confidential and secure.

You are responsible for:

- giving at least 24 hours' notice if you have to cancel or change an appointment. We will not charge you for missed appointments, but may no longer be able to offer you treatment.
- following your dentist's advice to prevent tooth decay and gum disease.
- following any instructions given regarding your treatment.
- paying your bill promptly or providing proof of your exemption when asked.
- treating staff and fellow patients with courtesy and respect

Where to find Specialist and Special Care Dental Services

Carlisle

Carlisle Dental Centre
Infirmary Street
Carlisle CA2 7HY

Penrith

Dental Clinic
Penrith Health Centre
Bridge Lane
Penrith CA11 8HS

Wigton

Wigton Group Medical Practice
Southend Low Moor Road
Wigton CA7 9QD

Workington

Workington Community Hospital
Park Lane
Workington CA14 2RW

Cleator Moor

Cleator Moor Health Centre
Birks Road
Cleator Moor
Cumbria CA25 5HP

Whitehaven

Dental Outpatients Department
West Cumberland Hospital
Whitehaven CA28 8JG

Flatt Walks Health Centre
3 Castle Meadows
Whitehaven CA28 7QE

Kendal

Dental Department
Westmorland General Hospital
Burton Road
Kendal LA9 7RG

Barrow-in-Furness

Barrow Dental Centre
Abbey Road
Barrow-in-Furness LA14 1XH

Ulverston

Dental Department
Ulverston Health Centre
Stanley Street
Ulverston LA12 7BT

Confidentiality

'The Trust's vision is to keep your information safe in our hands'.

We promise to use your information fairly and legally, and in-line with local and national policies. You have a right to understand how your information is used and you can request a copy of the information we hold about you at any time.

For further information contact the Information Governance Team on 01228 608998 or email Information.Governance@cumbria.nhs.uk

Feedback

We appreciate and encourage feedback, which helps us to improve our services. If you have any comments, compliments or complaints to make about your care, please contact the Patient Experience Team.

Email: PET@cumbria.nhs.uk Tel: 01228 602128 Freephone: 0800 633 5547

If you would like this factsheet in another language or format, for example Braille, large print or audio, please call: **01228 603890**
E: communications.helpdesk@cumbria.nhs.uk

Or write to Engagement and Communications
Voreda House | Portland Place | Penrith | CA11 7QQ



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