



WELCOME!

TDC are a husband and wife team with over 20 years experience working together in dentistry.

We have long been aware that domiciliary dental services have been sadly lacking and many people are struggling with unmet dental problems in their residential or care homes. Accessing a traditional high street practice is often impossible due to mobility or medical/cognitive problems. Our aim is to break down this barrier and provide a patient focused dental service directly to people in their homes where they feel safe and secure.

TREATMENT PLANNING

Working in a residential environment does impose some limitations and this means that the full scope of treatment options available in a dental practice may not be available. In some cases a surgery or hospital environment is necessary to preserve the safety of the patient. We will however be able to do examinations, denture work, simple fillings and extractions, teeth cleanings and also make hospital referrals if appropriate.

Each patient's case is individually assessed and a decision made with the patient about treatment options and how to proceed with the dental care required.

NEW PATIENTS

We are happy to welcome calls from new patients on 01782 486138, but prefer emails to contact@tomkinsondomiciliarycare.com. If you would like an appointment please do get in touch and we will be happy to schedule a suitable time and date for you. Prior to our first visit, we will be in touch and will require:

- A Medical History including a full list of medications being taken and any allergies.
- Name and Address of the Patient's Doctor
- Nature of physical or mental disabilities (if applicable)
- Details of any legal arrangements for the patient (if applicable)

We will send a medical history form to be completed by email prior to the first appointment.

MARTIN TOMKINSON BDS L'POOL 2000 (DENTIST)
HAYLEY TOMKINSON (DENTAL NURSE/MANAGER)



We work on a private basis and take charges preferably by card at each appointment. We will discuss each treatment plan with the patient explaining any costings and leave the patient with a written copy of the treatment plan. Payment for treatments which take several visits (e.g. the manufacture of dentures) are broken down and paid for by instalments at each visit. Please understand that as we are a mobile service we sometimes cannot answer the phone right away. We do have an answering machine and will return any missed calls as soon as possible. A full list of treatment charges can be provided separately on request.

EMERGENCY AND OUT OF HOURS CARE

We do not operate an emergency "on-call service". We do however leave details on our outgoing answer machine message giving information about how to seek emergency care whilst we are closed. It is possible to leave a message explaining the nature of any dental emergencies in order that we can get back in touch as soon as possible the following working day.

ENVIRONMENT

In order to assist us on the day of a visit it is important that we have a location available to work in that is safe where treatment can be provided with privacy and dignity. We will need access to electricity and water. It is important that any large pets are kept safely away in a separate room whilst we visit.

CARE & TREATMENT

We aim to provide our patients with a personal patient focused service. We involve our patients at all stages throughout their treatment and are mindful that wants and needs may change and will react and be flexible as required. If the patient requires assistance from another family member or carer please ensure that they can be present at this appointment. If a patient suffers from a mental disability and is unable to consent to their own treatment we will require information as to who can legally sign on the patient's behalf. If the patient does not have a next of kin/power of attorney/family member or solicitor dealing with their care please let us know prior to the first visit.



PRIVACY

Patient confidentiality is taken very seriously and all information about our patients is treated with the strictest confidence in accordance with our practice policy. Our practice complies with the 1998 Data Protection Act and our Data Protection Code of Practice for Patients Policy. This describes our procedures for ensuring that personal information about patients is processed fairly and lawfully.

If you would like a copy of our practice Confidentiality Policy we would be happy to provide you with one either on paper or via email if preferred.

FEEDBACK

We greatly value feedback from our patients, their families and staff involved working at the residential homes we visit. We see each suggestion as an opportunity to grow and improve our service. Any feedback will be gladly received either directly or via email.

We hope our patients are entirely satisfied with their dental care and treatment and would be happy to recommend our services to others. If this is not the case we prefer to know so that we can rectify the cause for dissatisfaction and improve our service. In the unfortunate circumstance of things not meeting expectations please get in touch and we can explain how a complaint can be made. We follow a robust complaints procedure, a copy of which is available on request. This explains how complaints can be made and how we follow these up; learning, growing and improving.



**TOMKINSON
DOMICILIARY CARE
DOMICILIARY DENTISTRY**

OPENING HOURS:

MONDAY-THURSDAY 9:00-16:00

01782 486138

CONTACT@TOMKINSONDOMICILIARYCARE.COM