

WNB-AAR Adults at risk PURPLE PATHWAY

Clinicians should use their judgement when deciding which patients should follow this pathway

An adult at risk is any person who is aged 18 years or over and at risk of abuse or neglect because of their needs for care and or support

Receptionist to:

- Telephone patient/carer/care provider within 24 hrs
- Ask if any special reason why was not brought
- Offer new appointment
- Listen and document if any obvious worries about the planned treatment, offer
- Further discussion with dental nurse or dentist if necessary.

WNB1

Phone contact made and appointment rebooked

Send letter **WNB_AAR_letter1_rebooked** to residential address

Use template note **WNB1-AAR** to document actions taken

WNB2

No reply to phone call after 2 attempts at different times

Send **WNB_ARR_letter2_to patient/carer/care provider** to residential address

Use template note **WNB2-AAR** to document actions taken

AWAIT RESPONSE

WNB3

Patient/carer/care provider contacts within 3 weeks:

- Ask if any special reason why not brought
- Offer new appointment
- Listen and document if any obvious worries about the planned treatment, offer further discussion with dental nurse or dentist if necessary

Send letter **WNB_AAR_letter3_rebooked** to residential address

Use template note **WNB3-AAR** to document actions taken

WNB4

No response within 3 weeks:

- Inform clinician
- Clinician to review records and assess risk of harm
- Consider sharing information with referring dentist, other health professional¹ or social worker, and GP

Send letter to GP (**WNB_AAR_letter4_concerns to GP**), first completing the concerns and **adding information on any other known needs for care and support**, copying in others as decided

- Archive record or decide on further action required

Use template note **WNB4-AAR** to document actions taken

Multiple cancellations or repeated WNBs with rebooking or no response to recall letter

Treat as WNB4

Use template note **WNB4-AAR** to document actions

¹ Includes disability team, specialist nurses

WITH THANKS TO