Standard operating procedure (SOP) · DEN-SOP-008 · Version 1.0 · Approved by the ASF Expert Committee

Supports: 31.23

At a glance

- Care is planned for the age, weight, communication and support needs of the patient.
- A carer or support is recorded and involved where needed.
- Staff who see these patients are trained for them.
- Any adaptation of care is recorded.
- Stop and get help straight away if: a child or a person with special needs is treated with no planning, no adaptation and no carer where one is needed.

1. Purpose

To make sure children and people with special needs receive safe, planned dental care (31.23).

2. Scope

Applies to	Clinical and support staff in the hospital
Locations	All wards, clinics and departments of the facility
When	Whenever the activity described is carried out
Does not apply to	Activities covered by another document listed in section 15

3. Definitions

Term	Meaning
Clinical lead	The doctor or nurse in charge of the area at the time

4. Background

Children, and people with a disability or other needs, may need more time, a different approach or a different setting. Care provided by staff trained for them is safer and more humane.

5. Responsibilities

Role	Responsibility	Competence
Clinician	Plans and gives the care	Clinical director
Clinical director	Owns the adaptations and the staff training	Medical director

6. Materials and equipment

Item	Requirement	Condition
Records and forms named in this document	Current version	Checked before use

7. Safety

- Stop and call for help if a patient is at immediate risk. Do not delay urgent care to complete paperwork.

8. Before you start

- Confirm the forms and equipment named in this document are available and current.

9. Procedure

Step 1. Plan.

- Plan the visit for the age, weight, communication and support needs.

Key point: Planned.

Step 2. Involve the carer.

- Record the carer or support and agree the plan with them.

Key point: Agreed.

Step 3. Give and record.

- Give the care with the agreed adaptations and record them.

Key point: Recorded.

10. Decision points

- No decision points in this procedure.

11. Special situations

Situation	Action
Out of hours	Follow the same steps. Use the on-call contact on the wall of the area.

12. Escalation

- Any serious problem goes to the duty clinical lead at once and to the clinical director the same day.

13. Monitoring

Measure	Target	Frequency	Owner	If not met
Visits with the plan and carer recorded	100%	Quarterly	Clinical director	Escalate to the medical director

14. Records

Record	Kept in	Retention
Record named in this document	Patient record or the area file	the period set by the facility’s records policy years

15. Training

- Staff are trained in this document at induction and refreshed each year, with a recorded competency check.

16. Related documents

ID	Title	Use
WRK-SOP-001	Annual competency assessment procedure (existing, reused)	Procedure

17. Evidence

Reference	Note
E-009	
E-006	ASF Policy Framework v1.2. Adapted.
E-009	ASF Expert Committee consensus.

18. Change history

Version	Date	What changed	Approval
1.0	the date of approval	First version	set Expert Committee approval

E-learning for this document

- **Pediatric Ambulatory Care** (AMB-23)

References

- Accréditation Sans Frontières (2026). ASF Policy Framework v1.2. (E-006)
- Accréditation Sans Frontières (2026). ASF Expert Committee consensus on Standard 1. (E-009)

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