

Additional file 3 – Interview guide – Cleaning aides

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| Introduction | <ul style="list-style-type: none"> - Welcome participants - Presentation of the interviewer: I am Natalie Hoste, at this moment, I work as a researcher and PhD student for Ghent University. I am a trained speech therapist and subsequently obtained a master's degree in healthcare management and policy. Driven by my passion for care processes and my fondness for elderly care, I wanted to take part in this project. - Explanation of the study and its purpose - Explanation of several concepts (e.g. what we mean by frail home-dwelling older people) - Explanation of the informed consent form and the demographic data collection sheet. |
| Start recording | |
| Importance of Oral health | <p>How important do you feel your own oral health is?</p> <ul style="list-style-type: none"> - What makes this important or less important? - Has this always been the case? What has contributed to any changes? <p>How do you perceive the oral health of FHOP you visit at home?</p> <ul style="list-style-type: none"> - Do you believe this client group considers their oral health important? - Has this always been the case? What has contributed to any changes? - Who can you turn to if you have any concerns about the (oral) health of your clients? |
| Possible role of cleaning aides | <p>Do you think you could play a role in the oral health of FHOP?</p> <ul style="list-style-type: none"> - If so, how do you envisage this? |

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| | <ul style="list-style-type: none"> - Who do you think is responsible for the daily oral care of FHOP <ul style="list-style-type: none"> ▪ What are your experiences in this matter? |
| Professional behaviour | <p>To what extent do older clients (or their family members) discuss their oral health / daily oral hygiene / dental visits with you?</p> <ul style="list-style-type: none"> ▪ Is this different from other problems experienced by this client group? What makes this different? <p>Do you sometimes take the initiative to talk about oral health yourselves?</p> <ul style="list-style-type: none"> ▪ If yes: What prompts you to do so? ▪ Which aspects do you cover: the importance of daily oral hygiene, dental visits, brushing instructions, etc.? <p>Are there times when you notice signals indicating that an older person's oral health is not good? (e.g. worn toothbrush, dental prosthesis kept in dirty water,...)</p> <ul style="list-style-type: none"> ○ What do you do about this? Do you talk to them about it? ○ No action: What would make it easier to address this? ○ In case of action: Do clients take action based on your actions? <p>Do you follow up on it during your next contact with the client?</p> <ul style="list-style-type: none"> - In what way does oral health come up during client visits now? <ul style="list-style-type: none"> ○ Do you sometimes help clients with their oral health (e.g. arranging dental appointments / cleaning storage containers ...) ○ Do older people sometimes ask you to help them with tasks related to their oral health? How do you experience this? Is this feasible for you? What could help you? |

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| Self-efficacy | <p>To what extent would you feel capable of giving FHOP oral health advice / assisting them with dental appointments/ ...?</p> <ul style="list-style-type: none"> - What factors play a role in this? - Where do you obtain the necessary information on this topic? - Who can you turn to with questions? |
| Reactions of FHOP | <p>When you aim to help FHOP address their oral health (in the broad sense, such as giving advice, referring to a dentist, etc.), what reactions do you receive from them?</p> <ul style="list-style-type: none"> - How do you react in that case? - What do you believe makes them prefer not to be helped (or, conversely, makes them more willing to accept help)? - What do you think is needed to encourage FHOP to take an active role in their oral health? |
| Signal | <p>Do you sometimes discuss it with a family caregiver / supervisor / other healthcare professional when you notice oral health problems in FHOP?</p> <ul style="list-style-type: none"> - If yes: How does this work? What prompts you to do so? What reactions do you receive? - If no: Is this different for other health problems? What makes this difficult for you? What could help you? <p>Is there any collaboration with other disciplines regarding the (oral) health for FHOP?</p> |
| Collaboration | <p>Does it happen that you collaborate with primary care professionals or home care workers who also visit the client?</p> |

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| Information exchange | <p>Does it happen that you exchange information with primary care professionals of older clients?</p> <ul style="list-style-type: none"> - How does this happen? With whom? What information do you find relevant to exchange? |
| Needs and barriers | <p>What could motivate you as a cleaning aide to play a role in the oral health of older people?</p> <p>What could encourage professional caregivers from other disciplines to collaborate effectively on oral health for this client group?</p> |
| Micro level | |
| Meso level | <p>Are there organisational-level factors within the setting you work in that make it difficult to pay attention to the oral health of TKO? (e.g., lack of regular channels for signalling, time constraints, absence of organisational guidelines...)</p> |
| Macro level | <p>What barriers do you see at the policy level that hinder effective collaboration on this?</p> <ul style="list-style-type: none"> - What is needed at the level of our healthcare system? - Do you see potential initiatives to optimise interprofessional collaboration on this issue? |
| Ideal organisation | <p>One final question to conclude: How should oral health care for frail home-dwelling older people ideally be organised, in your opinion?</p> |
| End | <p>Thanking the participants for their involvement and inquiring whether they know of other potential participants themselves.</p> |