

Supplementary Material S2. Participant responses

Social and psychosocial characteristics	
Quote 1	<i>"My grandfather had such perfect teeth, so a small gene must have got bogged [or passed] on" (R3).</i>
Quote 2	<i>Daily mouth care practices, such as toothbrushing, "wouldn't be taught at home" (R2).</i>
Quote 3	<i>"The [public health nurse] came in the 50s," and she worked in "the schools, and she went around and taught them oral health, and taught them how to clean themselves" (R2).</i>
Quote 4	<i>"Nobody in my family had their own teeth.... I had dentures since I was a teenager... I grew up in a family of 15, and we lived in a rural area; we had no dental care... I know darn well they wouldn't have been able to afford it...Growing up in a rural area, we didn't see dentists" (R1).</i>
Quote 5	<i>"In a rural area, we have the well water" (R1).</i>
Quote 6	<i>"At a certain age, the residents, or the patients, mouth care is no longer a priority; they are not requesting it" (P22).</i>
Quote 7	<i>A decline in residents' oral health is "a matter of staff practices" (P33).</i>
Quote 8	<i>"Their own beliefs and where they came from. Because, keep in mind, our staff is from all over; we're not just talking about here; we're talking about from other countries and what their experiences are with oral health. So, depending on where they are, were they able to brush their teeth every day?" (P33).</i>
Quote 9	<i>"I feel the floors are changing as a whole as well...now we are getting more long-term care patients that require more care, a lot heavier on the call bells" (P34).</i>
Perceived susceptibility	
Quote 10	<i>"If they're cognitively well, it's (OH) good. Once their cognition declines, then you'll see a decrease in oral health" (P32).</i>
Quote 11	<i>"By the time we eventually notice that there's an issue, it's already too late for their teeth" (P21).</i>
Quote 12	<i>"I don't believe that it's just inevitable. But we can only help them with what they want" (P35).</i>
Quote 13	<i>"I think that a lot of the time it's not that they're not asking, it's that they're forgetting, or they don't want to be a bother to care providers" (P33).</i>
Quote 14	<i>"I clean mine [teeth] every day, and I use [name brand] mouthwash every day, and I look after them well. I get a cleaning twice a year" (R1).</i>
Quote 15	<i>"Good oral health, to me, means that my teeth are clean, and I still have my [natural] teeth" (R3).</i>
Quote 16	<i>"I don't have any teeth, so I guess I don't have oral health" (R4).</i>
Perceived severity	
Quote 17	<i>"If their [resident] tooth is hurting, they're not eating, they're losing weight, they're getting sick" (P35).</i>
Quote 18	<i>"Even with dementia, we will know if you have pain. We all know that we all have expertise here" (P3).</i>
Quote 19	<i>"It's like balancing dementia here...if we do this [mouth care] right now, and it's first in the morning, they might be so upset about it that they're not gonna eat breakfast, and you have to balance...is breakfast more important right now or is brushing their teeth" (P35).</i>
Self-efficacy	
Quote 20	<i>"If we had a culture where we know that we need to do oral care and we are oriented to that, it would be different. It's not on the individual, it's at the institutional level," specifically through "a program [that] would change things" (P27).</i>
Quote 21	<i>"You do it to yourself, why can't you do it for others? I mean, you have to watch for signs and everything; if there's bleeding in the gums, you have to report it; if they complain about pain, you report it; you be careful; you take it one step at a time; they say no, you step back, you retry. But to say, 'I was never oriented towards it,' I have a problem with that statement." (P33).</i>
Quote 22	<i>"We're not trained in dentistry...We're trained how to brush their teeth" (P3).</i>
Quote 23	<i>"The doctors are like 'I'm not a dentist. They should go to the dentist'" (P33).</i>
Quote 24	<i>The physician will "...treat certain circumstances, like if there's pain, they'll treat for the pain. But they still recommend for them to go to the dentist to address that root cause" (P35).</i>
Quote 25	<i>"I can do it myself. I have been doing this for 50 years" (R5).</i>
Quote 26	<i>"I wash myself, I clean myself, I dress myself" (R3).</i>
Quote 27	<i>"Sometimes, if I am having a bad day, they (staff) will ask if I need help, but I tell them no. I can do it on my own. It might not be good, but it's better than nothing" (R6).</i>
Quote 28	<i>"Generally, I can convince him if he's resistant... I have ways that I can kind of coax him, I guess, like I'll say to him, 'ok [name], this is important, we want to keep everything healthy,' and those types of things" (P36).</i>
Quote 29	<i>"Most times he [resident] will do it himself. And I think it's important to still let him do what he can" (P36).</i>
Quote 30	<i>These independent efforts can "depend on his day [and] depend on his mood... sometimes he will "be like 'nope, not happening, and I don't argue with him because it's like, well, at least it happened once today. And if it doesn't happen tonight, it will happen tomorrow, and I have to be ok with that" (P36).</i>

Continued...

Quote 31 *"I do notice differences in maybe the attention to detail when there's someone who is temporary rather than someone who is a little more regular... Something I have noticed is that it's more of an 'oh well.' Like, he'll say 'well, I don't want to brush my teeth today,' and they'll just say 'ok' and walk away, and then maybe it doesn't get done" (P36).*

Perceived barriers

Quote 32 *"When we are getting everybody up in the morning, and we are trying to do it in an efficient, quick way, I think that's where it gets hard" (P32).*

Quote 33 *The ultrasonic denture cleaners were described as "not very practical... If you're putting that in there [dentures in the cleaner] and there's 500 bells going on, you're going to leave them, and when you come back you might be like 'whose dentures are these?'" (P34).*

Quote 34 *As one CN described, "you'll hear staff saying 'oh, his mouth is a mess' like, it's full of debris and stuff like that. So, then it's like, well, how long has it been left like that?" When staff have the opportunity to do mouth care, "the person that's left focusing in on the mouth care is left with a lot more than if it was done consistently," and in turn, "it becomes a bit more of a time suck, the more time that goes on" (P32).*

Quote 35 *"No matter how [you] try it, you can't just go and stick the toothbrush in because that's abuse" (P33).*

Quote 36 *"Because you're close to them, and you can get hurt, or bit, or anything else" (P11).*

Quote 37 *"People are very protective over their mouth, especially if they're more confused, that a very private, personal part. It's like a safeguard, like why would I want someone's hands in my mouth?" (P34).*

Quote 38 *"If they're [residents] cognitively well, it's [oral health] good. Once their cognition declines, then you'll see a decrease in oral health" (P29).*

Quote 39 *"To me that's a little bit of a dangerous statement. Because I feel like if behaviours are stopping you from doing something, then the behaviours should be addressed. And there should be some kind of care coming in, around how to care plan around that. My question would be, "how hard are you trying," are you trying once, or are you coming back an hour later and trying again? Or do you just stop trying?" (P33).*

Quote 40 *"It's just a matter of staff practices and their own beliefs and where they came from, because keep it mind our staff is from all over. We're not just talking about here; we're talking about from other countries and what their experiences are with oral health. So, depending on where they are [from], were they able to brush their teeth every day? Or do they have to use something else? I know this sounds weird, but some places don't use a toothbrush; they use a sugar cane to brush their teeth, as an example. So, you do what you have to do, what is appropriate to where you are living or where you come from" (P34).*

Perceived facilitators

Quote 41 *"One [resident]... recognizes the toothbrush. You show him the toothbrush and tell him what you're gonna do. Sometimes just giving that little bit of a visual helps" (P30).*

Quote 42 *"This one fella we couldn't get his teeth out...and finally after 3 days we got them out" (P30).*

Quote 43 *"Sometimes, I will roll up a soft facecloth because I know that they want to bite on something, so I will get them to bite on the facecloth so that way I can pull their cheek and get in there and clean their mouth while they're biting on something. You have to kind of be creative. So, then it's not like they're going to bite down on your finger or something hard that could break their teeth" (P34).*

Quote 44 *"Even though it's [mouth care] gonna be done again, I still try to do it because I know that it's all in prevention" "I want to keep [loved one] on a regular maintenance routine as prevention, I want to prevent any oral health issues, decay, or pain, or anything like that" (P36).*

Perceived benefits (presence of a dental hygienist)

Quote 45 *"It is, without a doubt, one of the most important things. Obviously, I am a little bit biased, but it was one of the things going into long-term care and thinking, 'Ok, how are we going to manage all these things,' and that's a big one because we know how quickly things can break down in the mouth, and how quickly someone can get decay and end up with dental pain. It is absolutely so critical and important" (P36).*

Perceived benefits (oral health)

Quote 46 *"Oral health [mouth care] [is] the most challenging... sometimes it's the last thing that might get done, and I'll be honest, sometimes it gets missed" (P2).*

Cues to action

Quote 47 *"If their family is calling and saying, 'Hey, I came in, and I saw Mom's teeth weren't done.' If a person doesn't have that kind of family support, advocating on their behalf...They're not going to get as good of care as a person whose family is calling, checking in, wondering, questioning" (P34).*

Quote 48 *"That's the only way we check it for those who do it completely on their own. Like I said, we're not going to ask you if you brushed your teeth; we're past that stage" (P34).*

CITATION

Hachey SM, Crouse HA, Affoo RH, D'Souza V, Huntley MM, Symes-Osmond NL, Wade AWL, Wright TL. Oral health assessment and care practices in long-term care: a convergent mixed methods study. *Can J Dent Hyg.* 2026;60(2):91-102.