

Lost/Damaged Denture Listing Report - April 2020-February 2026

Date incident reported	Date of incident	Ref	Time of incident	L9 Team	L6 Service	Location (ward/building)	Category	Sub category	Description of incident	Action taken at time of incident	Action taken as a result of review	Lessons learned	Overall severity	Organisation responsible	Approval status
07/11/2021	07/11/2021	GHC25999	14:00	Ciren Hosp- Coln Ward	Cirencester & Fairfrd Hospital	Ciren Hosp- Coln Ward	Communication and handover	Communication failure - within team / ward	Lost top denture since 5/11/2021. Patient was looking for his denture this morning but he is not sure when he has lost his top denture.	Team tried to check and look for the denture but no where to find, check all the cupboard and drawers and under the bed mattress, still not able to locate and find the missing denture. Team to continue looking for the lost denture Next of Kin informed and aware. Patient property disclaimer / List signed by the patient	checked property disclaimer informed NOK 30/12 21. for submitted to matron for finance review 23 rd march, closed claim to be paid, cheque to be sent to NOK to process for patient	This person has top denture set listed on Trust Property Disclaimer, which was signed on admission to the ward. Next of Kin has been informed. Patients belongings and pockets have been checked. Room has been searched. lost property form completed to be given to matron	None (no harm caused by the incident)		Closed
03/07/2023	03/07/2023	GHC53972	11:00	Dental Specialist Service	Dental	St Pauls Medical Centre (dental service)	Communication and handover	Incomplete / inadequate handover	Lost denture - patient brought denture for repair, but when attended for appointment, denture could not be found. No record of it being sent to lab and when lab phoned, they also had no record of it. Dental nurse remembers patient bringing denture in, so takes responsibility for loss. Short staffed and no-one in decon room that day, nurse cannot recall if denture was packed and sent.	Patient informed by dental nurse and dentist agreed to make new lower denture. Patient happy to have replacement as denture did not fit well.	Investigated how the denture had been misplaced. Broken denture procedure not followed.	To remind all staff of the broken denture procedure process.	None (no harm caused by the incident)	Gloucestershire Health and Care NHS FT (GHC)	Closed
04/02/2024	04/02/2024	GHC65072	14:30	Ciren Hosp- Windrush Ward	Cirencester & Fairfrd Hospital	Ciren Hosp- Windrush Ward	Equipment and medical devices	Non-medical equipment - damaged, broken or failed	patients son advised HCA that patients has lost his bottom dentures, HCA checked property sheet patient was admitted with bottom dentures all property checked	Band 6 Nurse EV spoke to Patients son and apologised Patients son stated he wanted to take no further action advised patient to be careful when eating will offer manageable diet	Apology was given to Son, who wishes to take no further action in this matter.	The ward staff are encouraged to check bedding, etc, when assisting the patient and making beds - to try and minimise risk of dentures and other small items getting mixed up with laundry. Also to be mindful that sometimes patients will put items in their rubbish bags.	None (no harm caused by the incident)	Gloucestershire Health and Care NHS FT (GHC)	Closed
18/02/2023	18/02/2023	GHC47471	11:30	Ciren Hosp- Coln Ward	Cirencester & Fairfrd Hospital	Ciren Hosp- Coln Ward	Equipment and medical devices	Non-medical equipment - unavailable or not stocked	Patient reported to a staff member that she is unable to find her dentures. Patient states she had wrapped them in tissue the previous evening and left them on her table and now they are no longer there.	Patients locker and bed space checked Tissues on patients table checked Wash bag checked Denture pot checked Bins checked but they had already been emptied and changed.	spoke to patient, she says she takes full responsibility and does not want to make a claim, she did have a denture pot on the locker	no lessons learned	None (no harm caused by the incident)	Gloucestershire Health and Care NHS FT (GHC)	Closed
06/11/2024	04/11/2024	GHC78891	09:00	Ciren Hosp- Windrush Ward	Cirencester & Fairfrd Hospital	Ciren Hosp- Windrush Ward	Security	Lost property	Patient discharged to respite care home on 30 Oct 2024. Daughter telephoned ward to inform missing dentures x 1 on discharge. No record of property form scanned onto SystemOne. Patient had full mental capacity. Property disclaimer notice clearly displayed on patient's bedside locker. Daughter is claiming a replacement will be approximately £700 and is expecting the ward to meet this cost. Daughter states that he had 2 x dentures throughout his admission, and multiple family members will support this.	We have documented evidence that a property form came with patient on transfer from acute trust. so have requested a recall of notes so that this can be checked. Staff on ward do not recall seeing 2 x dentures. Patient persisted in not wearing and keeping a denture pot on his bedside locker.	Notes obtained from Health Records - discharging property form from GHFT prior to transfer to GHC clearly show upper and lower dentures present with patient. Patient did not have property form disclaimer signed whilst inpatient in GHC, and family confirmed they were not given a copy. Have explored with family if an alternative insurance, ie home and contents, could be used, but they have declined this as are not happy to accept resulting increase in premium cost. Have confirmed with family that GHC will not be able to cover cost of taxi transport to dental appointments, and will only be covering the cost of the missing denture, not a complete new set. Have apologised to son in law, and have explained process. Awaiting invoice so that claim can be processed.	All patients bedside notes to be checked at the beginning of each shift. to ensure that all relevant paperwork is in situ. If property form missing, or not signed, to rectify this immediately. This has been cascaded to the Ward Team via Team Brief and via written update which is emailed out to all staff.	None (no harm caused by the incident)	Gloucestershire Health and Care NHS FT (GHC)	Closed
14/11/2025	14/11/2025	GHC100119	13:30	Ciren Hosp- Coln Ward	Cirencester & Fairfrd Hospital	Ciren Hosp- Coln Ward	Property damage, burglary and theft	Theft - patient property (inc. alleged)	Patient said she is missing her Top dentures since yesterday. Patient said she has taken to bathroom yesterday, had her wash, washed her dentures, then can't remember what happened, may be left it in the bathroom. Today only patient reported.	Looked all her property and could not find, Daughter was with her and she is aware of the missing dentures.	the property form is signed by the patient of keeping her belonging and disclaimer clear on the form and the lockers. no further action from the ward	staff followed correct process of property form, explained to patient we are not liable for the loss. the patient think she left them in the bathroom and nurse took them in her pocket., explained that the nurse would not have taken dentures and taken them home she would have brought them back if she did, there is no dentures in the ward as "lost"	Low (minor harm, e.g. takes up to 1 month to rectify)	Gloucestershire Health and Care NHS FT (GHC)	Closed
15/11/2020	15/11/2020	GHC10342	16:30	Dilke Hosp- Forest Ward	Dilke Hospital	Dilke Hosp- Forest Ward	Accidents and injuries (not falls or sharps)	Collision or contact with an object	Patient was ringing her bell and as i attended to patient, her bottom dentures were on the floor beside her bed. They were not in view as they were slightly under the bed so i could not see them. As i approached her bed side i heard a snap and when i looked under the bed i saw her broken dentures in 2 pieces. i had stood on them without knowing they were there	Reported to ward sister on duty who advised i do a datix	Patient Property Disclaimer list completed on admission by staff but not signed by patient. Deemed to have capacity on admission, although periods of confusion noted during the nights prior to incident occurring. No evidence that patient had previously discarded her dentures or misplaced them	Patient property disclaimer lists should be signed by patient once completed by staff	None (no harm caused by the incident)		Closed
16/11/2023	16/11/2023	GHC61393	11:00	Vale Hosp- Peak View Ward	The Vale Hospital	Vale Hosp- other inside	Accidents and injuries (not falls or sharps)	Collision or contact with an object	Patients top plate dentures found on table in half. Asked patient what had happened able to explain that dentures broke when eating a ginger nut biscuit. Patient also explained this had happened before and her son had to get them repaired.	Explained to patient that the ward would inform son when visiting of the broken teeth. The son will need to arrange for teeth to be repaired or replaced. Advised staff to offer easy to eat/soft food to maintain good nutrition	Incident reviewed. Patient on normal diet so able to eat freely what she wishes. Patient states that dentures have broken before and staff have advised a softer option whilst dentures are repaired.	No further learning as patient was able to eat freely prior to incident.	None (no harm caused by the incident)		Closed

Date incident reported	Date of incident	Ref	Time of incident	L9 Team	L6 Service	Location (ward/building)	Category	Sub category	Description of incident	Action taken at time of incident	Action taken as a result of review	Lessons learned	Overall severity	Organisation responsible	Approval status
21/03/2022	11/03/2022	GHC32163	14:40	Ciren Hosp- Coln Ward	Cirencester & Fairfrd Hospital	Ciren Hosp- Coln Ward	Equipment and medical devices	Non-medical equipment - damaged, broken or failed	HCA had reported to registered nurse that he had accidentally dropped a set of dentures whilst cleaning them and they had broken in half	son called and informed, verbal apology had been given over the phone. incident had been documented on system 1.	daughter has had the teeth fixed and given invoice to claim the money back 23rd march, ward manager to complete claims form claim form completed and sent to senior management for review process	simple accident from a substantive member of staff whilst cleaning the dentures	None (no harm caused by the incident)	Gloucestershire Health and Care NHS FT (GHC)	Closed
02/10/2023	30/09/2023	GHC58855	08:00	Stroud Hosp- Cashes Green Ward	Stroud Hospital	Stroud Hosp- Cashes Green Ward	Clinical care, treatments and procedures	Patient dissatisfied with treatment	During the morning drug round, I introduced myself to patient - this was the first time I had met her. She told me she had lost her dentures overnight.	Bed space searched including bins, no dentures found. I asked patient when she thought they were lost - she said she could not remember removing them, but had vomited overnight - she thought they could have come out then. Dentures not found - it is likely they were unintentionally discarded. Family notified and apologies made. Losses and special payments form to be completed. Referred to community dentists.	Unfortunately no property form or disclaimer complete on admission. However we have no reason to doubt the patient when she said she had the dentures with her. Unfortunately, we do not know the exact cause of loss but it would appear it was probably when she was very sick. Not only did she vomit into the vomit bowl, but also down herself and in the bed. At the time the nurses would not have thought to look through the vomit in the bowl as the patient at the time did not say anything. this was probably as she was so distressed due to her vomiting. While cleaning and tidying up, and trying to comfort and reassure the patient, the vomit bowl and it's contents were discarded directly into a clinical waste bag. This was then disposed of appropriately. It wasn't until a little later on that the patient said she had lost her bottom set of dentures. Apologies given to the patient and her family. They were given information regarding claiming for the loss and a referral was made to the community dental services.	Thanks you for submitting this Datix Unfortunately no property form or disclaimer complete on admission. However we have no reason to doubt the patient when she said she had the dentures with her. Unfortunately, we do not know the exact cause of loss but it would appear it was probably when she was very sick. Not only did she vomit into the vomit bowl, but also down herself and in the bed. At the time the nurses would not have thought to look through the vomit in the bowl as the patient at the time did not say anything. this was probably as she was so distressed due to her vomiting. While cleaning and tidying up, and trying to comfort and reassure the patient, the vomit bowl and it's contents were discarded directly into a clinical waste bag. This was then disposed of appropriately. It wasn't until a little later on that the patient said she had lost her bottom set of dentures. Apologies given to the patient and her family. They were given information regarding claiming for the loss and a referral was made to the community dental services. Staff to be reminded to complete the property list and disclaimer on admission, however this would not have prevented the loss, other than confirming the dentures existence.	Low (minor harm, e.g. takes up to 1 month to rectify)		Closed
04/02/2021	05/02/2020	GHC14027	21:10	MIIU- Stroud Hosp	MIIUs	Stroud Hosp- MIIU	Clinical care, treatments and procedures	Assessment - lack of clinical assessment	** inputting on behalf of Patient Safety Team** 87-year-old male patient on the anticoagulant rivaroxaban presented to Stroud minor injuries unit (MIU) following a trip at home. He landed on a stone floor in the kitchen and presented with damage to denture. loss of upper right molar and laceration of the lip. A set of observations were taken and he was referred to the oral maxilla-facial surgery (OMFS) team at Gloucestershire Royal Hospital. He was triaged in the emergency department and seen directly by OMFS. His dental injury was treated and he was discharged. He did not undergo a CT head during this attendance. An ambulance was phoned 12 days later on 18/2/20 due to a reduced level of consciousness. CT head revealed a subdural haemorrhage, his clinical condition was such that surgical intervention was not appropriate, and he passed away.	GHFT informed family on the night of attendance that an incident report would be filed and that it would likely be further investigated.	This incident came to the attention of Patient Safety Team via correspondence from GRH safety Team on 14/10/20. Forwarded the datix report (in attached document) for comment/review. This was opened and forwarded on to MIIU Matrons for further comment. Further comments made and sent back to GHFT. Contacted again on 2/2/21 by GHFT Safety Team seeking assurance that incident had been discussed at Governance. Subsequently discovered that this has been investigated as a moderate clinical incident at GHFT with significant findings for review by GHC which was not passed to PST at the time.	multiple? pending investigation	Severe (permanent or long term harm caused)	Gloucestershire Health and Care NHS FT (GHC)	Closed
14/02/2024	13/02/2024	GHC65534	16:00	NC Hosp- Cotswold View Ward	North Cotswolds Hospital & GMC	NC Hosp- Cotswold View Ward	Property damage, burglary and theft	Property damage - patient property	inpatient property form reports top set of dentures on the ward however these could not be found after searching linen and bedroom. claims form requested by daughter.	bed room searched. linen also search. daughter requested a claims form.	Claims form completed by ward. Required extra information from family - whether dentures were NHS or privately funded, family unsure and unable to find this information out. Haver left it with family to get information required to submit claim.	Property form appropriately filled in on admission. Policy followed when dentures reported missing.	None (no harm caused by the incident)	Gloucestershire Health and Care NHS FT (GHC)	Closed
01/09/2022	23/08/2022	GHC39784	07:15	Ciren Hosp- Coln Ward	Cirencester & Fairfrd Hospital	Ciren Hosp- Coln Ward	Equipment and medical devices	Non-medical equipment - unavailable or not stocked	Patient has reported that his top denture has gone missing which has not been listed on the property checklist.	Searched patient's premises and on the property checklist, which is not listed at the time of admission. Family aware about the incident.	have checked the property form and no evidence on the form that patient brought dentures in with him however, when looking on system one there is an entry 21/8/22 on care and comfort that he independently brushed his denture and on the 22/8/22 it was documented that the patient had said they had gone missing. staff checked patients surroundings and could not find them, wife called and did not have them and wanted to know where they were. Patient has been assessed since looking his dentures and seems to be managing a normal diet and fluid and we will continue to assess this and change to an appropriate diet if needed. claims form to be completed by ward manager and sent to matron	staff to make sure they are putting when patients have dentures on the property form when a patient is admitted 28th dec a payment of £250 was sent tot he family	None (no harm caused by the incident)	Gloucestershire Health and Care NHS FT (GHC)	Closed

Date incident reported	Date of incident	Ref	Time of incident	L9 Team	L6 Service	Location (ward/building)	Category	Sub category	Description of incident	Action taken at time of incident	Action taken as a result of review	Lessons learned	Overall severity	Organisation responsible	Approval status
26/08/2025	26/08/2025	GHC95657	10:30	Ciren Hosp- Coln Ward	Cirencester & Fairfrd Hospital	Ciren Hosp- Coln Ward	Property damage, burglary and theft	Property damage - patient property	While assisting with mouth care bottom dentures accidentally fell down and broken. Patient stated that it was cracked before and repaired by village dentist.	Apology given to patient and family.	pure accident	no outcoem from family or requests for payment of damage so datix closed	None (no harm caused by the incident)	Gloucestershire Health and Care NHS FT (GHC)	Closed
24/02/2024	24/02/2024	GHC65956	15:33	Ciren Hosp- Coln Ward	Cirencester & Fairfrd Hospital	Ciren Hosp- Coln Ward	Property damage, burglary and theft	Property damage - patient property	Care for the patient took over from the previous shift staff . got the handover that Patient's Top Denture is been missing. Talked to patient's daughter . Daughter said she like to Claim the missing denture HCA reported that the Denture is been missing for more than 3 days.	Verbal apology given to both patient and Daughter. searched in patient's properties couldn't find it. The top Denture is listed on Patient's property Check list. Looked into system one entry's to find out when it got lost. No entry's on System one that the patient Denture is missing.	the family have not requested to have any compensation or funding to replace , so closed	unable to state where the dentures went	Low (minor harm, e.g. takes up to 1 month to rectify)	Gloucestershire Health and Care NHS FT (GHC)	Closed
15/02/2025	15/02/2025	GHC84720	15:00	Ciren Hosp- Coln Ward	Cirencester & Fairfrd Hospital	Ciren Hosp- Coln Ward	Property damage, burglary and theft	Theft - patient property (inc. alleged)	patient reported she lost her top set dentures on the 12th of February after it was cleaned by a staff	reassured the patient Asked to ensure she had the dentures in with her Confirmed with the property checklist that patient had brought dentures into the hospital. Looked around patients room if denture was lost in the room but could not find	patient has seen her dentist and ordered new dentures	patient had signed the property form to say she would take care of her property	None (no harm caused by the incident)	Gloucestershire Health and Care NHS FT (GHC)	Closed
26/01/2022	26/01/2022	GHC29566	09:30	Charlton Lane- Chestnut Ward	Charlton Lane Hospital	Charlton Lane- Chestnut Ward	Equipment and medical devices	Medical device - damaged, broken or failed	Patient shown broken dentures which they were holding.	Checked for injury and none evident in their mouth. Informed the family and they are making an appointment in couple of weeks time and let the ward know. Attempting to put broken dentures in her locker as they are refusing currently. Inform the duty Doctor. Updated to the patient the above outcome.	Informed family of this as had been trying to get them to return to family.	NA	None (no harm caused by the incident)	Gloucestershire Health and Care NHS FT (GHC)	Closed
13/06/2022	13/06/2022	GHC36124	11:00	Charlton Lane- Chestnut Ward	Charlton Lane Hospital	Charlton Lane- Chestnut Ward	Equipment and medical devices	Non-medical equipment - unavailable or not stocked	Patient's dentures appear to have been disposed of by another patient on the ward in the bin before staff realised	Staff have tried to find the dentures to no avail and are looking to support the family to make a claim for reimbursement on behalf of the patient for a new set	Reviewer will take forward the details from this datix as the patient noted in the datix was not admitted to chestnut ward at this time (discharged on 4/5/22) and there are no notes pertaining to dentures on her record in this time frame (last record was in 2020 from SLT).	Staff to be sure that the correct person was documented in Datix.	None (no harm caused by the incident)	Gloucestershire Health and Care NHS FT (GHC)	Closed
15/06/2020	15/06/2020	GHC3145	10:00	Lydney Hosp- Lydney Ward	Lydney Hospital	Lydney Hosp- Lydney Ward	Property damage, burglary and theft	Property damage - patient property	Note patient property not damaged but lost, no other appropriate select down menu available. Patient stated to the Health Care Assistant that his bottom dentures have gone missing since the weekend.	Patients bed space and belongings checked, dirty laundry and bed sheets checked this morning, no bottom dentures found. HCA checked original paperwork completed on the ward when patient was admitted and confirmed that patient arrived on ward with complete set. Patient assisted with meal choice will bottom dentures are missing.	bed space, cupboards , surrounding area and linen skips searched - not found. property sheet checked and patient definitely had both sets of dentures on admission. patient and relative advised they can submit claim should they want to details of how to do this given	na	None (no harm caused by the incident)		Closed
01/10/2021	29/09/2021	GHC24486	09:00	Ciren Hosp- Coln Ward	Cirencester & Fairfrd Hospital	Ciren Hosp- Coln Ward	Security	Lost property	patient had been to endoscopy 28/9/21. when she came back her grand daughter had visited. patient had dentures whilst grand daughter was here. property form has been checked and dentures were here on admission. grand daughter has been called and the family do not have them, patient still had dentures once grand daughter had left 28/9/21. ward staff have searched the ward and called endoscopy, unable to find them. family have been informed.	called endoscopy to check, dentures not there. all lockers and bags in bay 1 have been checked and have not found them. grand daughter was called. no family member have taken them home. property list was checked and documented. apologised to family. ward staff have been informed and documented for patient to have a soft and easy to eat diet at present.	diet needs changed so the patient can still eat and drink, await if family wish to put a claim in, the property check list was completed on admission and signed but he patient to keep her belongings with her	await to see if the family wish to put a claim in 28/10/20 no further updates that family wish to claim, close datix	None (no harm caused by the incident)		Closed
08/07/2020	08/07/2020	GHC4172	12:08	Charlton Lane- Mulberry Ward	Charlton Lane Hospital	Charlton Lane- Mulberry Ward	Accidents and injuries (not falls or sharps)	Unwitnessed injury (not falls, sharps or suspected self-harm)	Patient was eating lunch, fish and chips, had nearly finished eating when she broke her denture on a hard chip	Part of denture put into pot and advised either her or her husband make an appointment with her dentist. Patient asked for the phone number of dentist in Cheltenham Patient said her dentures cost over £500 and she would be suing the trust	Patient was reviewed for any further injury- none observed Supported to phone dentist	No lessons learnt, actions taken were in line with trust policy	Low (minor harm, e.g. takes up to 1 month to rectify)		Closed