

Advice following your Community Continence Assessment



Patient
Information

How to organise ordering and delivery of your continence products

Following your Community Continence Assessment, your nurse will advise you once your pads are ready to order. Please telephone Medequip to 'activate' your order and discuss your first delivery date. Deliveries are best organised for every 8 weeks (if required). Please ensure you reorder two weeks prior to your next delivery due date.

Medequip telephone number: 0800 988 5461

Storage

The correct storage of your pads is important to ensure they work to their maximum potential. Store the pads in their packets at room temperature. Do not store the pads in the bathroom as damp environments affect their absorbency.

Protecting your skin

Skin problems are more likely to occur if you suffer with both urinary and faecal incontinence. Often, maintaining good hygiene using a mild cleanser and drying thoroughly will be sufficient. Occasionally, applying a suitable barrier cream may be appropriate, a nurse is available to recommend the intervention should you wish. *Please note; skin barrier creams and talcum powder can reduce pad absorbency.*

- **Moisture lesions:** occur when episodes of incontinence create increased moisture in sacral/buttock areas, sometimes leading to the breakdown of vulnerable skin.
- **Incontinence Associated Dermatitis (IAD):** occurs in some people when episodes of incontinence lead to red, inflamed, excoriated, infected and damaged skin that causes pain, discomfort and increases the risk of pressure ulcers.

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Application of your continence product/s.

Always wash your hands before and after changing your pad.

During assessment you would have been advised for pad suitability, size and absorbency. To ensure you have a good fit and improve absorbency you should apply the pad according to the product fitting guide. This will be delivered with your first order.

Each pad will come folded; you should open it up to smooth it flat, release the elastic sides and then bend the pad into a 'banana' shape, this helps collect urine in the absorbent core.

Pad absorbency

Continence pads are designed to ensure urine is held away from the skin to protect it. On the outside of the pad there are two wetness indicator lines to show the presence of urine. These are a guide to when you need to change your pad. The yellow line will turn blue and the blue line/writing will fade. When the majority of the wetness indicator lines have changed colour then the pad is ready to be changed. If there has been any faecal soiling then the pad needs to be changed.

If able, you should still use the toilet. You are not encouraged to use the pad in place of toileting if your mobility allows. This ensures improved dignity, protecting your skin from damage by changing position and a more natural seated position for eliminating your bowels if needed.

How do I dispose of my continence pad?

Please dispose of your pad into a small bag, in the normal household refuse. Do not flush products down the toilet.

Who should I contact if I have any concerns following my Continence Assessment?

If your continence needs change, for example, your pads are too big or small or not absorbent enough. Or you feel you need to discuss any concerns about your skin then please contact your community team.

If your query is regarding your continence pad order, then please contact Medequip on the number above.

Safeguarding

Wiltshire Health and Care (WHC) are committed to safeguarding and promoting the welfare of children, young people and adults at risk of abuse, including victims and survivors of domestic abuse. We expect all WHC staff to share this commitment and promote safeguarding by implementing WHC policies and procedures, act promptly on concerns and share information appropriately.

If you or your carer have any concerns regarding a child or adult's safety, please phone Wiltshire Safeguarding Team on 0300 456 0111 (Adult) or 0300 456 0108 (Child) (9am – 5pm Monday - Friday) or please call 999 if you feel they are in immediate danger.

Patient Advice and Liaison Service (PALS)

If you have any questions, or concerns, suggestions or compliments about our service, please speak to a member of staff.

This information sheet is available in other languages and formats. If you would like a copy, please contact us on 0300 123 7797 and whc.pals@nhs.net

Patient and Public Involvement

We value your opinions which will help us to further develop our services.

If you wish to provide feedback or get involved in our patient participation groups, please email the Patient and Public Involvement Officer at ask.wiltshirehealthandcare@nhs.net or telephone 01249 454386.