NHS Tayside

Continence Advisory and Treatment Service (C.A.T.S.)

Referral / Treatment & Continence Aid Provision Guidelines

Guidelines Manager	Guidelines Group
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Guidelines Established	Guidelines Review Period/Expiry
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Contents

1. Introduction 3

2. The Continence Advisory and Treatment Service (CATS)

3. Referring to the Continence Advisory and Treatment Service (CATS)

4. Provision of Continence Products

   4.1 Eligibility to Receive Products
   4.2 Availability of Products
   4.3 Supply to Patients
   4.4 Supply to Hospital
   4.5 Discharge from Hospital
   4.6 Supply to Care Homes

5. Children and Young Peoples Service

6. Education and Support

References

1. Introduction

The aim of this Referral/Treatment & Continence Aid provision Guidelines is to clarify the referral criteria and the provision of incontinence products by NHS Tayside Continence Advisory & Treatment Service C.A.T.S.

Urinary incontinence occurs in 30% of women and 5% of men (Berghmans et al 1998) and faecal incontinence is experienced by 1-2% of adults (Norton 1997). Urinary incontinence is estimated to cost the National Health Service about £423,000,000 per annum (Best Practice Statement 2005).

The primary aim of the NHS Tayside CATS is to promote continence by offering advice, treatment and management options where possible prior to products being issued.
The cause of the incontinence must be identified and onward referral for specialist investigations should be considered.

Whenever appropriate conservative interventions such as pelvic floor exercises, bladder retraining, intermittent self catheterisation and anti-cholinergic medication should be considered as options for the patient.

NHS Tayside CATS aim to meet the needs of all individuals, respecting culture, diversity, ethnicity and sexuality.
Patient choice will be taken into consideration but cannot always be acted upon.

2. The Continence Service

NHS Tayside CATS provides the following services:

A. Continence clinics for adults and children at various locations within the NHS Tayside area. These clinics may be either led by a continence physiotherapist or a continence specialist nurse who offers patient's assessment of their continence issues. Specialist interventions and treatment programmes are then discussed with the patient to assess which options are most suitable for the individual.

B. Education and training on Continence Care will be offered to all health and social care staff.
Continence Promotion can be arranged specifically to meet the needs of interested groups e.g. health professionals and the voluntary sector.

C. Acts as a resource for information and advice on continence related issues.

D. Management and facilitation of the provision of continence products to client's homes, hospitals, care homes.

Tayside Continence Service works out of three bases-
Whitehills HCCC, Station Rd, Forfar, DD8 3DY. Tel: 01307 468383
Wallacetown HC, Lyon St, Dundee, DD4 6RB. Tel: 01382 443528
Drumhar HC, North Methven St, Perth, PH1 5PD. Tel 01738 564258

3. Referring to the Continence Service

An electronic referral management system RMS/SCI Gateway is available for use by GP's, consultants and other health care professionals.

Referrals will be accepted from the following sources:

GP
Hospitals
Nurses and other health care professionals
Social services
Care homes
Self referral – generally advised to consult with health care professionals/GP to request electronic referral to CATS, special circumstances will be taken into consideration

Patients must be assessed using the NHS Tayside Continence Assessment Form on EMIS electronic referral system.
Or Paper version of EMIS (For Care Home assessments only)

****All sections must be completed and a frequency volume chart (Appendix B)* ***MUST*** *accompany each assessment for products above a 625 ml absorbency e.g. above a ID form plus*

If the patient is unable to complete this, the reason or reasons must be clearly marked on the assessment to prevent the assessment being returned as requiring further information.

*If an assessment is not fully completed the assessment will be returned to the assessor. There will be exceptions to this e.g. patients with dementia or Alzheimer's and these Continence Assessment Forms will need to be clearly marked on the form. ****

Patients who are experiencing more complex needs, who are able to attend a clinic, will be invited to attend a specialist continence clinic. The continence specialist may be either a continence physiotherapist or a continence specialist nurse. The specialist will offer an in depth assessment and will initiate an appropriate treatment programme which may include advice re medication being requested from their GP. (SIGN 79 2004).
Clinics are held throughout Tayside and appointments will be offered in the patient's local area first and then any available appointment in Tayside offered if this is suitable.

4. Provision of Continence Products

Products for the containment of incontinence will only be supplied following a Continence Assessment using the MiDIS assessment or Continence Assessment Form for Care Homes which must be sent to the Continence Service.

On receipt of the fully completed assessment and frequency volume chart the specialist continence nurse will review the continence assessment, prescribe the appropriate products and/or amend the products if this is a reassessment. (Appendix D)

Products may be issued in exceptional circumstances without an assessment being carried out e.g. in palliative or terminally ill patients. This will be at the discretion of the Continence Service.

All patients and or carers must be offered instruction on how to use the product and how to re-order products. (Appendix C)

A full re-assessment of each patient receiving continence products must be carried out every 12 months to ensure the patient's clinical needs have not changed. This assessment should be carried out by the healthcare professional or member of their team which carried out the initial assessment wherever possible.

Continence Clinic patients who fail to respond to clinic invitation letters or do not attend an appointment will be removed from the supplier data base and will no longer receive a supply of products until they attend or contact the service.

A **maximum of 4** pads per 24 hours will be supplied to patients up to a maximum total absorbency level of 3.5 litres.

Patients who wish to purchase extra supplies will be given information which will allow them to do so.
The Continence Service will respond to the patient's clinical need wherever possible.
Patient choice will be taken into consideration but cannot always be acted upon.

Emergency and or a Trial Supply of Products

Community Nurses can phone their local CATS Nurse office to arrange for an emergency and/ or a trial supply of products, if these are not available in their DN Buffer Stock. These requests require to be organised in advance to ensure that the products are available and ready for the carers or relatives to pick up.

Excess stock

Unopened packs of pads can be re issued by DN or returned to the local CATS base.

4.1 Eligibility to Receive Products

Adults

To qualify to receive pads the patient must have incontinence problems and live within the NHS Tayside area and be registered with a Tayside GP.

Children

A child must be at least age **4 years old**, have a physical or learning disability in order to be eligible to receive products. There will be exceptions to this and these must be discussed with the Tayside Children and Young People Support Nurse (Continence) at the service.

- **Nappies a maximum of 4 nappies per 24 hours will be provided to children who meet the criteria.**

Children aged over 16 who are not in full time education will be transferred to the adult service.

4.2 Availability of products

The Continence Service provides a range of both re-usable and disposable products.

a) **Disposable Pads a maximum of 4 per 24 hours. Up to a maximum total absorbency of 3.5 litres.**

b) **All in one pads a maximum of 4 per 24 hours.** These will only be provided to new patients who have a severe physical or mental impairment. Existing patients will continue to receive their current allocation.

Palliative patients may also be considered for these products after discussion with the Continence Service before being formally requested.

c) **Net Pants, 5 pairs are issued twice a year** to patients receiving non adhesive products.

d) **Washable Pants 6 pairs will be supplied annually**. A trial of 1 pair of washable pants will be supplied initially by CATS to assess if this is a suitable form of continence management for the patient.

e) **Washable, absorbent bed sheets,** (hydrophilic bed sheets) will only be provided after discussion with the Continence Service.
These requests must be discussed individually with the CATS nurses.

If appropriate a combination of disposable and reusable products for day and night may be provided at the discretion of the Continence Service.

Non-Core Products

Disposable Adult Pull-up pants are not Core List products. Also Washable pants may also be an alternative and can be provided at the discretion of the Continence Service for these patients.

Disposable Children Pull-up pants may be provided to children with a severe physical or learning disability to facilitate toilet training. Washable pants may also be an alternative and can be provided at the discretion of the Continence Service for these patients.

The Continence Advisory & Treatment Service Nurses are responsible for managing resources effectively, efficiently and economically.

If the patient requests more than the maximum supply of pads, they can be supplied with the information to enable them to purchase extra products themselves.
If the Continence Service assess that there is a clinical need for additional products e.g. faecal incontinence, these can be issued following discussion between the assessing nurse and CATS nursing staff.

Male Products
Male patients with mild/moderate urinary incontinence will be issued with containment products to meet their continence needs giving consideration to specific male products as appropriate.

Alternative Management
Advice regarding other forms of continence management may be given where appropriate e.g. sheaths and intermittent self catheterisation.

4.3 Supply of incontinence products to Patients

The responsibility for continence product supply lies with the Continence Service. Products provided by NHS Tayside will be those of the current contracted supplier, working within the national contracts framework.

Once an assessment is received it will be checked over by a Continence Nurse and the prescription for products will be signed and allocated.

The order will then be processed and forwarded to the supplier via their data base. This triggers a letter to be sent to the patient advising them of the date of their product delivery.
The order will automatically be delivered, direct to the patient's home address 3 working days after the order is placed.
The parcel can only be left at an Alternative Delivery Point, ADP, e.g. in the garage or with a neighbour if the patient has specifically requested this – is strongly encouraged to be given to prevent failed delivery.
If delivery is not possible and the patient has not specified an alternative delivery point, a card will be left and the courier firm requesting the patient is required to call to reactivate a 2nd delivery.

Patients will receive a delivery note with their first order explaining how to re- order. Patients are asked to phone the supply company and place their order 7 days before they are due to run out. Any orders received more than 7 days before the patient is due to re-order will be referred back to the CATS office for confirmation.

If a patient requests a change to their product allocation, either in number or absorbency, the Continence Service will inform the healthcare professional involved in their care in order to initiate a reassessment.

4.4 Supply to Hospitals

Products will be ordered by the ward via Pecos and supplied by the National Distribution Centre, (NDC).
Wards have an agreed product stock level which should be adhered to.
Product out with the CATS Core List will require to be ordered as Non Catalogue items.
Continence Assessment forms or via EMIS should be sent to CATS and will be reviewed by the continence nurses and products allocated on the form.

4.5 Discharge from Hospital

The ward must assess the patient prior to discharge using the NHS Tayside Continence Assessment Form or via MiDIS. This will enable the service to continue to provide the patient with appropriate products after discharge.

Completed forms must be sent to the Continence Service.
On discharge patients must be supplied with a 5 days supply of product unless the continence service has been contacted and an alternative arrangement agreed.

4.6 Supply to Care Homes

Care homes will receive a 4 week supply. A schedule of the 13 delivery dates per year will be sent annually to the care home.

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In order to receive continence products from NHS Tayside, residential care home patients will be assessed by an NHS Tayside Continence Nurse.
Care Homes who employ registered nurses can assess their own patients using the Tayside Continence Assessment form.

Care Home nursing staff should complete a continence assessment form and a frequency volume chart for any of their incontinent residents and send these to the Continence Service. If both are not received the assessment will be returned to the care home. If staff are unable to complete a frequency chart the reason for this must be clearly stated on the assessment sheet.

On receipt of the fully completed assessment and frequency volume chart the continence nurse will review the assessment and prescribe suitable products to meet the patient's needs.

All residents receiving products should have their continence requirements re-assessed by the care home nursing staff or CATS nurses on an annual basis or sooner if their continence needs change.

Residents will receive a 4 week supply, delivered direct to the care home. The delivery must be checked immediately and the product supply company informed of any discrepancies within 24 hours of receipt of the delivery. Any notification of mistakes reported after 24hours cannot be guaranteed to be rectified until the next month delivery.

The products allocated are the property of the resident registered to receive them and must not be used for any other person. All pads belonging to a resident must be transferred with them to hospital or another unit.

It is the care homes legal responsibility to contact the Continence Service regarding any deaths or transfers of any clients receiving products. This must be done each month, prior to the care home order being processed. The Continence Service must be contacted 7 days before the delivery date to notify CATS Administrative staff of any changes or over stocking.

It is illegal to continue to falsely order continence products for a patient who is deceased or no longer resident in the care home. CATS must be advised re deceased and transferred patients as soon as possible after a change in their circumstances.

5. Children and Young Peoples Service

The Specialist Nurse for Children and Young People offers continence advice and support to parents, carers and children from the age of 3.5 years of age.
Toilet training advice is offered to support special needs children and children who are delayed in attaining toilet skills.
Advice and support is given on how to manage constipation and soiling as well as daytime wetting.
Clinics are run throughout Tayside. Appointments for the patients local area will be offered but earlier appointment may be offered at other Tayside venues if appropriate.

6. Education and Support

The Continence Service and the continence products supplier will be responsible for providing the education and training of staff on continence issues e.g. promoting continence, conservative management options and product information.

Training dates will be agreed with the care home and as many members of staff as possible should be encouraged to attend.

Student nurse training sessions are planned throughout the year and take place at each CATS base in Tayside.

Social Work department, Health Care Assistants, Induction Training Programmes and Continence Promotion training are scheduled as required.

7. Reference List

Berghmans, L.C.M. et al (1998) Conservative treatment of stress urinary incontinence in women: a systemic review of randomised controlled trials. British Journal of Urology, 82(2), pp 181-191.

Norton, C.,(1997) Faecal incontinence in adults 2: treatment and management. British Journal of nursing, 6(1), pp.23-26.

NHS Quality Improvement Scotland (2005) Best Practice Statement, Continence-adults with urinary dysfunction.

Royal College of Physicians. (1994) Management of urinary incontinence. Scottish Intercollegiate Guidelines Network, 79, Edinburgh

APPENDIX A – Continence Assessment & Order Process

NEW CONTINENCE ASSESSMENTS & CONTINENCE REVIEWS ORDER PROCESS

Continence Assessment/EMIS & Frequency Volume Charts are received at the Continence service.

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Assessment is reviewed by Continence Nurse and products are prescribed or if necessary products are amended.

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The product(s) will be delivered on the next available delivery date which is usually 3-5 working days.

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Despatch note will be included in each delivery with patient ID & customer service number for ordering

FREQUENCY VOLUME CHART

Week Commencing .....

Name .....

CHI No .....

In order to help me to understand the cause of your bladder symptoms, I would like you to keep a careful record of all the times you pass urine during the day and night over a period of five days. Whenever possible you should measure the amount (volume in mls) that you pass on each occasion. Any measuring jug will do.

If you are unable to measure the amount (for instance if you are out of the house) then please still record the time and put a dash (——) instead of the volume. If you wet either your clothes or the bed at all then record the time and put a "W" instead of the volume. If you do pass urine at the same time please record the volume. See example opposite.

If you are using pads please record when these are changed by marking a "P" in the column provided at the appropriate time. The total number of pads used within 24 hours can then be recorded in the "PADS" box.

Each time your bowels move please record the time and put an "X" in the column provided.

Keep a note of how much you have to drink and put a total at the bottom of the chart.

Person to contact:

Name ..... Tel. No. .....

THB MR 557 (REV.2001)

EXAMPLES

DAY: Monday		
TIME	W/X/P	VOLUME
7.30am	P	150
9.00am		200
9.30am		175
11.50am		——
12.50am	P	60
1.00pm		150
3.00pm		250
7.00pm	X	150
9.30pm		175
11.00pm		
TIME TO BED: 11.05pm		
1.00am	W	
1.05am		120
TIME OF RISING: 7.20am		
TOTAL OUTPUT: 1430		
PADS: 2		
TOTAL INTAKE:		

DAY: Tuesday		
TIME	W/X/P	VOLUME
7.10am	P	150
8.00am		195
11.45am		185
1.15pm	X	70
2.20pm		——
4.35pm		160
9.30pm		240
11.10pm		150
TIME TO BED: 11.15pm		
2.10am	W	
2.15am		100
TIME OF RISING: 7.00am		
TOTAL OUTPUT: 1230		
PADS: 1		
TOTAL INTAKE:		

DAY:		
TIME	W/X/P	VOLUME
TIME TO BED:		
TIME OF RISING:		
TOTAL OUTPUT:		
PADS:		
TOTAL INTAKE:		

DAY:		
TIME	W/X/P	VOLUME
TIME TO BED:		
TIME OF RISING:		
TOTAL OUTPUT:		
PADS:		
TOTAL INTAKE:		

DAY:		
TIME	W/X/P	VOLUME
TIME TO BED:		
TIME OF RISING:		
TOTAL OUTPUT:		
PADS:		
TOTAL INTAKE:		

DAY:		
TIME	W/X/P	VOLUME
TIME TO BED:		
TIME OF RISING:		
TOTAL OUTPUT:		
PADS:		
TOTAL INTAKE:		

DAY:		
TIME	W/X/P	VOLUME
TIME TO BED:		
TIME OF RISING:		
TOTAL OUTPUT:		
PADS:		
TOTAL INTAKE:		

APPENDIX B – Community Patient – 3 Day Frequency Volume Chart

NHS Tayside

3 Day Frequency Volume Chart

Continence Group

Developed by Tayside Continence Group and has been reviewed by staff and patients

Developed: 01/2013 Review: 01/2015 LN0518

Week Commencing .....

Name .....

Date of Birth .....

In order to help me to understand the cause of your bladder symptoms, I would like you to keep a careful record of all the times you pass urine during the day and night over a period of **three** days. Whenever possible you should measure the amount (volume in mls) that you pass on each occasion. Any measuring jug will do.

If you are unable to measure the amount (for instance if you are out of the house) then please still record the time and put a dash **(---)** instead of the volume. If you wet either your clothes or bedclothes at all then record the time and put a **W** instead of the volume. If you do pass urine at the same time please record the volume. See example opposite.

If you are using pads please record when these are changed by marking a **P** in the column provided at the appropriate time. The total number of pads used within 24 hours can then be recorded in the "PADS' box.

Each time your bowels move please record the time and put an **X** in the column provided.

Keep a note of how much you have to drink and put a total at the bottom of the chart.

Example:

Day: Monday				Day: Tuesday		
Time	W/X/P	Volume		Time	W/X/P	Volume
7.30am	P	150		7.10am	P	150
9.00am		200		8.00am		195
9.30am		175		11.45am		185
11.50am		---		1.15pm	X	70
12.50am	P	60		2.20pm		---
1.00pm		150		4.35pm		160
3.00pm		250		9.40pm		240
7.00pm	X	150		11.10pm		150
9.30pm		175				
11.00pm						
Time to bed: 11.05pm				Time to bed: 11.15pm		
1.00am	W			2.10am	W	
1.05am		120		2.15am		100
Time of rising: 7.20am				Time of rising: 7.00am		
Total Output: 1430				Total Output: 1230		
Pads: 2				Pads: 1		
Total Intake:				Total Intake:		

Name:

CHI:

Day:			Day:			Day:		
Time	W/X/P	Volume	Time	W/X/P	Volume	Time	W/X/P	Volume
Time to bed:			Time to bed:			Time to bed:		
Time of rising:			Time of rising:			Time of rising:		
Total Output:			Total Output:			Total Output:		
Pads:			Pads:			Pads:		
Total Intake:			Total Intake:			Total Intake:		

APPENDIX C – Ordering Information

HOSPITAL ORDER PROCESS

Ninewells Hospital wards have a top up service.
Charge Nurse can order any of the products available on the acute wards core list (see list below)

The remaining Hospitals throughout Tayside order the products for their patients via Pecos (See Pecos code list below)

Pecos SKU Code	SCA Tena Product Name	Ontex code
188260	iD Expert Light Extra	5160040280
188277	iD Expert Light Maxi	5160050280
188291	iD Expert Form Normal	5310155280
211975	iD Expert Form Plus –size 2	5310260420
213290	iD Expert Form Extra Plus – size 3	5310370210
180837	iD Expert Fixation pants Ultra Medium	5400200250
180844	iD Expert Fixation pants Ultra Large	5400300250
180851	iD Expert Fixation pants Ultra Xlarge	5400400250
180868	iD Expert Fixation pants Ultra XXLarge	5400500250

ORDER PROCESS FOR COMMUNITY PATIENTS

Automated Order Line Phone Number: **0345 216 0038**

Patient/carer must enter personal ID Number
(ID Number provided on despatch notes)

Date of Birth must be entered as DD/MM/YEAR e.g. 25/03/1978

Or

Order via website: id-direct.com

Enter: ID Number
Date of Birth
& E-mail address
Confirmation will be emailed once order placed.

APPENDIX C – Continence Core Product (available from NHS)

NHS TAYSIDE
Continence Product Formulary
ADULT HOSPITAL FORMULARY

iD Code	iD PRODUCT NAME	SIZE	WORKING ABSORBENCY	SKU CODE	IMAGE	TENA EQUIVALENT
iD Expert Light - Shaped Pad with adhesive strip for mild to moderate urinary incontinence - must be worn with close fitting underwear						
5160040280	Light Extra	35 x 12.5	150-200ml	188260		Comfort Mini Extra
5160050280	Light Maxi	40.5 x 15.5	250-350ml	188277		Comfort Mini Super
iD Expert Form - Shaped pad - for moderate to severe urinary incontinence - Must be worn with the correct size stretch pants						
5310155280	Form Normal (no strip)	53 x 26/24	up to 500mls	188291		Comfort Normal
5310260420	Form Plus - Size 2	64 x 33/31	500-625mls	211975		Comfort Plus
5310370210	Form Extra Plus - Size 3	74 x 377/36	700-1000mls	213290		Comfort Extra/Super
iD Expert Fixation Pants - Measure waist to ensure correct size is prescribed						
5400200250	Ultra - Medium	80-120cm	N/A	180837		TENA Fix
5400300250	Ultra - Large	100-130cm	N/A	180844		TENA Fix
5400400250	Ultra - XLarge	120-150cm	N/A	180851		TENA Fix
5400500250	Ultra - XXLarge	140-175cm	N/A	180868		TENA Fix
iD Expert Protect - Procedure Pad only **Not to be used for incontinence Follow NHS Tayside procedure bed pad guidline & skincare guidelines**						
5800660300	Protect - Plus	60 x 60cm	N/A	188543		TENA Bed Plus

iD August 2017

APPENDIX D – How to Use Products

- To access the fitting guides, click on the link below & enter password: UKhub1234

Ontex fitting Guides

Washable Products available from C.A.T.S. - 1pair will be supplied for trial prior to these products being allocated

Product Name	Illustration	Absorbency Range/Size		Tena Article Code
Men's Y-fronts		Small 76-82cm Medium 83-92cm Large 93-102cm Lge 103-112cm XX Lge 113-122cm 3XL 123-133cm 4XL 134-143cm 5XL 144-153cm	200mls	949178 949179 949180 949181 949182 949231 949232 949233
Unisex Brief		Small 76-82cm Medium 83-92cm Large 93-102cm Lge 103-112cm XX Lge 113-122cm	500mls	949173 949174 949175 949176 949177
Ladies Cotton Comfy		Small 76-82cm Medium 83-92cm Large 93-102cm Lge 103-112cm XX Lge 113-122cm	100mls	949194 949195 949196 949197 949198
****Pants not suitable for patients in acute wards***				