

A guide to hospital and community continence services

DRAFT - Do not use

Adult Continence Service

Information for Patients

Introduction

Problems with leaking urine or faeces can be really embarrassing and affect a person's quality of life. Continence services for Leicester, Leicestershire and Rutland, provide a holistic and sensitive service which aims to assess, treat and educate patients with self-help advice to improve bladder or bowel symptoms. This may include lifestyle advice, pelvic floor assessment and exercises, bladder retraining, intermittent catheterisation, food/ fluid and toileting advice, as well as medication when indicated. Continence services aim to give you the confidence to self manage your symptoms by teaching behavioural and lifestyle changes that can promote bladder and bowel health.

Continence services are delivered in both the community (patient's home, care home or in clinic), and in Leicester's hospitals (for inpatients and outpatients). This leaflet explains the differences between both services, how to get referred, and what to expect.

- If you are an **inpatient** at one of Leicester's hospitals, the Adult Continence Service covers Leicester Royal Infirmary, Leicester General and Glenfield Hospital.
- If you have been referred as an **outpatient** you will be seen at the Adult Continence Service Clinic which is called the **Castleden Bladder & Bowel Clinic**, located at Leicester General Hospital. There are 2 clinics:
 - a consultant led clinic (with specialist nurse support) for bladder and bowel problems in adults with complex medical conditions, or people over 65 years of age who are frail or have more than 1 medical condition.
 - a nurse led clinic for patients with neurological conditions e.g. Multiple Sclerosis or Parkinson's disease.



The **Community Continence Service Team** see patients in their home, care home or in clinic. Telephone and video assessments are available. If you are an **inpatient** at one of Community Hospitals/Wards you will be assessed in relation to your symptoms and referred to the Community Continence Team if required.

**Health information and support is available at www.nhs.uk
or call 111 for non-emergency medical advice**

Visit www.leicestershospitals.nhs.uk for maps and information about visiting Leicester's Hospitals
To give feedback about this information sheet, contact InformationForPatients@uhl-tr.nhs.uk

What are the differences between the community and hospital continence services?

	Hospital inpatient	Hospital outpatient	Community Continence Service
	Adult Continence Service covers the 3 sites of Leicester's hospitals	Adult Continence Service - Castleden Bladder & Bowel Clinic, Leicester General Hospital	See patients in their home, care home or in clinic. Telephone assessments available.
Can I self-refer?	No	No	No (unless for pad reassessment - see page 4).
Who can refer?	Healthcare professional in hospital, e.g. nurse or doctor	GP, Specialist Nurse, Healthcare professional in hospital	GP Care home for residential residents Hospital/ Community Healthcare professional, Social Services
Once referred, when can I expect an appointment?	To be seen within 1 working day from referral (Monday to Friday, 8.30am to 4pm)	Within 18 weeks of referral date	Current waiting times are over 45 weeks. Patients assessed as high priority are seen within 4 weeks.
What happens next?	You will be seen by a Continence Nurse Specialist on the hospital ward for an assessment.	You will get a letter in the post with the details of your clinic appointment.	Referral acceptance letter sent to confirm on waiting list. You can telephone to book a clinic appointment. High priority patients are contacted by the triage nurse and booked a telephone assessment.
Type of continence assessment – Level 1 or Level 2 (see page 5 for explanation)	All patients are offered a Level 1 and 2 assessment.	All patients are offered a Level 2 assessment	- Level 1 assessment for new patients. - Level 2 assessment if appropriate after a Level 1 assessment - Reassessment (patients on pads) - 12 week review (if needed)

	Hospital inpatient	Hospital outpatient	Community Continence Service
	<p>Adult Continence Service covers the 3 sites of Leicester's hospitals</p>	<p>Adult Continence Service - Castleden Bladder & Bowel Clinic, Leicester General Hospital</p>	<p>See patients in their home, care home or in clinic. Telephone assessments available.</p>
<p>Clinic criteria (see page 5 for explanation of Level 1 or Level 2 assessments)</p>	<p>No inpatient clinic.</p> <p>If you are referred by a healthcare professional in hospital you will be assessed by a Continence Nurse Specialist.</p> <p>Or you may be seen in the Emergency Department by a member of the Continence Service.</p> <p>Following the assessment you may need follow-up in outpatient Castleden Clinic.</p>	<p>Outpatient clinics:</p> <ul style="list-style-type: none"> - Consultant led clinic for patients aged 65 years and over. - Nurse led clinic for patients aged 18 to 65 years, with neurological conditions e.g. multiple sclerosis, Parkinson's. <p>Referrals accepted from patients living in and outside of Leicester City, Leicestershire and Rutland.</p>	<p>Anyone aged 18 years and older.</p> <p>You must be registered with a GP either in Leicester City, Leicestershire or Rutland</p>
<p>Who provides continence pads?</p>	<p>Continence pads will be provided for all inpatients if needed by the ward areas.</p> <p>A 24 hour supply of pads will be provided on discharge if needed, if not currently prescribed pads by NHS (up to 3 pads).</p>	<p>The Castleden Clinic does not have the ability to prescribe continence pads.</p>	<p>Community Continence Team only prescribes pads if all other treatment has failed.</p> <p>You will need to purchase pads until assessed and treatment plan in place. For pad suppliers go to: https://www.leicspart.nhs.uk/wp-content/uploads/2022/01/569-Continence-service-information-sheet-2.pdf</p>

	Hospital inpatient Adult Continence Service covers the 3 sites of Leicester's hospitals	Hospital outpatient Adult Continence Service - Castleden Bladder & Bowel Clinic, Leicester General Hospital	Community Continence Service See patients in their home, care home or in clinic. Telephone assessments available.
What do I do if pads are no longer suitable?	Not applicable	Not applicable	You can self refer via SPA (Single Point of Access) on 0300 300 7777 and request a community continence reassessment. You will be contacted within 12 weeks of referral (waiting time may be longer when the service is under pressure).
What happens if I was prescribed pads by the Children's Continence Team and am now an adult?	Not applicable	Not applicable	Your pad prescription will continue. If pads are no longer suitable for you, you will need to be reassessed (see description above).
If I have an NHS prescription for pads, how do I activate a delivery?	Not applicable	Not applicable	Contact the Home Delivery Service on 0800 030 4466.
What if I can't understand or read English very well?	Interpreter service available. Patient information leaflets are also available in other languages on request.	Interpreter service available. Patient information leaflets are also available in other languages on request.	Interpreter service available. Patient information leaflets are also available in other languages on request.

What will my assessment involve?

The table below explains what examinations to expect in a Level 1 and Level 2 assessment.

Examinations are an important tool for diagnosing and treating bladder and bowel problems.

All patients are offered a Level 1 and 2 assessment in hospital as an inpatient by the Continence Nurse Specialist. The outpatient assessment in the Castleden Clinic is a Level 2 assessment.

Patients seen by the community service will initially receive a Level 1 assessment, and be referred for a Level 2 assessment with a continence lead nurse in the community if needed.

Level 1 assessment	Level 2 assessment
Bladder and bowel assessment	Bladder and bowel assessment
Bladder scanning	Bladder scanning
Digital Rectal examination	Digital Rectal examination
Urinalysis	Prostate examination (only in Hospital as inpatient or in outpatient clinic)
	Pelvic Floor Examination
	Urinalysis

Types of Examinations:-

- Digital Rectal Examination - a lubricated, gloved finger is inserted into the rectum to assess for constipation, muscle tone and other abnormalities.
- Prostate Examination - a lubricated, gloved finger is inserted into the rectum to assess the prostate.
- Pelvic Floor Examination - a lubricated, gloved finger is inserted in to the vagina to assess the pelvic floor muscle.

اگر آپ کو یہ معلومات کسی اور زبان میں درکار ہیں، تو براہ کرم مندرجہ ذیل نمبر پر ٹیلی فون کریں۔
على هذه المعلومات بلغة أخرى، الرجاء الاتصال على رقم الهاتف الذي يظهر في الأسفل
જો તમને અન્ય ભાષામાં આ માહિતી જોઈતી હોય, તો નીચે આપેલ નંબર પર કૃપા કરી ટેલિફોન કરો

ਜੇ ਤੁਸੀਂ ਇਹ ਜਾਣਕਾਰੀ ਕਿਸੇ ਹੋਰ ਭਾਸ਼ਾ ਵਿੱਚ ਚਾਹੁੰਦੇ ਹੋ, ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ ਹੇਠਾਂ ਦਿੱਤੇ ਗਏ ਨੰਬਰ 'ਤੇ ਟੈਲੀਫੋਨ ਕਰੋ।
Aby uzyskać informacje w innym języku, proszę zadzwonić pod podany niżej numer telefonu

If you would like this information in another language or format such as EasyRead or Braille, please telephone 0116 250 2959 or email equality@uhl-tr.nhs.uk