



Bladder and Bowel Service

Continence products

Information for patients



Contacting local health services

If you want to make a comment about this service or need some advice or information about this or any other local NHS service, please contact:

NSCP Patient Advice & Liaison Service (PALS)

Freephone: **0800 389 5260**

Email: **nscp.pals@nsomersetcp-cic.nhs.uk**

Care Quality Commission (CQC)

The quality of our service provision is monitored by the Care Quality Commission (CQC). For further information please visit:

www.cqc.org.uk

Dignity in Care Campaign

The Dignity in Care Campaign aims to put dignity at the heart of care services in North Somerset. For further information please visit:

www.northsomerset.nhs.uk/dignity

NHS Direct

If you are concerned your child is unwell, please telephone NHS Direct on **111**.

Social Care

If you are concerned a child is being harmed or is at risk of abuse or neglect, please telephone Social Care on **01275 888266**.

NSCP services may occasionally be unavoidably unavailable due to severe weather, staff sickness or other events outside of NSCP control.

Introduction

You have been assessed as needing continence pads. These will be provided by the Bladder and Bowel Service, from Paul HARTMANN Ltd, via a delivery company called Interlink Express.

You will receive either eight, 12 or 16 weeks' worth of products (dependent upon what has been arranged and how much storage space you have).

Your dispatch note

The dispatch note can be found in the plastic sleeve on one of the boxes and is marked "documents included".

The following information is included:

- Your next expected delivery date
- The 'call back' telephone number
- Your patient identification number
- Your pass code.

You will need this information to phone to order your next delivery.

How the call back system works

Contact the call back service by calling **01706 363343** (This is an automated system but if you experience any difficulty in using this service, you will be given the option to leave your details on the answer machine and your next delivery will be activated for you).

You will be asked to press the "star" (*) key on your telephone. (If your phone does not have a star key, don't worry. Hold on the line and you will be put through to the operator, or the answer phone if out of office hours).

Using your telephone keypad, you will be asked to key in your patient identification number followed by your pass code. (Remember always to keep your last dispatch note handy with this information). You will then be told the date to expect your next delivery.

Points to remember

Please contact the 'Call Back' service seven working days before you require your next delivery.

Do not let your supply of pads run out completely before you "Call-Back". You cannot bring forward the next delivery date by using the activation service.

If you delay in "Calling Back" for another delivery, your order will not be cancelled. You will be able to call at any time within one year to obtain a delivery. After this you will need to be reassessed by your nursing team.

If your delivery is due on a Bank Holiday the date will be adjusted. When calling in for a delivery, remember to allow seven working days.

If you wish to change your products you must talk to your assessing team, or the Bladder and Bowel Service.

If you are not going to be in

Products cannot be left, unless this has been previously arranged with the Bladder and Bowel Service.

If you know you are going to be out, please delay your delivery until a day when you know you will be in.

Please do not

- Ask the driver to remove products you have already signed for
- Tip the driver
- Ask the driver to alter your delivery
- Ask the driver to put your delivery away for you.

Inform your nurse if:

- You no longer need pads
- You are changing your address
- Your needs change.

The number of products you receive

You have been allocated a specific number of products per day. This number cannot be exceeded. If you run out of products before your delivery is due, you will need to make your own arrangements to buy additional products.

If you have too many pads you can simply delay your next delivery by not phoning the "Call-Back" service until seven working days before you need more pads.

If your condition alters and your products no longer suit your needs please contact your assessing team to discuss this.

The small print

Your assessing nurse has recommended a pad supply for you. But this needs to be approved by the Bladder and Bowel Service. Occasionally the supply will not be authorised, or will be amended. This is based upon the expert clinical opinion of the

Continence Specialist Nurses and the information provided through your assessment documentation, and whether you fit the eligibility criteria for products.

How to use your pads

Do not use creams or talc under your pad unless specifically prescribed. If you have to apply a cream to an affected area, apply sparingly. Thick application may prevent the pad absorbing urine. Talcum powder forms a paste when wet, which clings to the skin and can clog up the absorbent product, making it difficult for urine to be absorbed. Both of these situations are likely to cause leakage.

Do not use one pad inside another unless the pad is "strampelpeter" and you have specifically been told to do so by your assessing nurse.

Do not store opened packets of pads in humid areas for example, the bathroom.

When you take the pad out of the packet, hold the product at each end and gently fold it over lengthwise before you put it on. This will help it stay in the correct shape. Please read the information on the packaging which shows how to fit the pad.

If you have any problems or concerns with pad fitting please contact your nursing team.

When a pad has been removed it should be “double bagged” i.e. wrapped inside two plastic bags and disposed of in the normal rubbish, unless your nursing team has made specific disposal arrangements for you.

For changes to your product requirements ask your assessing nursing team.

Your contacts for advice:

For changes of address, contact: Paul Hartmann or your assessing nursing team (see contact list, opposite).

To request a delivery: Call back phone number (see contact list, opposite).

Other delivery information: Paul Hartman (see contact list, opposite).

Contact the Bladder and Bowel Service

Write to: Pill Clinic, 3 Station Road, Pill, BS20 0AB.

Enquiries and appointments:

01275 813995

Clinical team (answer phone):

01275 373104

Fax: **01275 375687**

email:

bladderandbowel.nscp@nhs.net

Contact list

Pad Supply Per Day (Please copy this from your dispatch note)	
Assessing team contact (name and address)	
Assessing team phone number:	
Paul Hartmann Ltd:	01706 694 711
Call back phone number:	01706 363 343
Your identification number (Please copy this from your dispatch note)	
Your Pass Code (Please copy this from your dispatch note)	

You may wish to use this space to write down when your deliveries are due:



North Somerset Community Partnership,
Castlewood, PO Box 237, Tickenham Road,
Clevedon, North Somerset BS21 9AX.

www.nscphealth.co.uk



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