Improving Continence Services for Older People with Long Term Conditions and Disability

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Emily

Emily is doubly incontinent. She is totally dependent on her carers and often seeks attention during the night. Her communication skills are limited and she always requires assistance with feeding and dressing.

I’m sure many of you have looked after someone like Emily?
Emily – Age 6 months..
Do we understand?

“understanding the older person’s difficulties and working with them can prevent a person becoming incontinent and make a huge difference to a persons physical and mental wellbeing”

(Narzarko 2013)

• Frances Report
• Hard Truths Report
Tip of the Iceberg?

- In UK over 14 million adults have bladder problems
- 6.5 million have bowel control problems
- We have an increasing ageing population
Are we making a difference?

Questions to ask

• What’s been done previously?
• Have we moved forward?
• What’s happening today, in 2016

• Pressures on current NHS services / loss of valuable skills.
• Reported continued gaps in the services / education and training offered.
• Reports of failings in care e.g. Frances Report
National Work

• A number national continence documents have been published over the years – are they making a difference?

Examples include
– Nice Guidance
– HQIP and RCP (2010)
– Continence care services England (2013)

• Organisations have worked tirelessly to champion the needs of continence patients

Examples include
ACA, RCN, APPC, RCP, ICS, Charities

Guidance provides a framework to enable commissioners to work in collaboration with providers and others

- many continence problems can be cured or managed better
- people have the right to be heard
- They have the right to receive the right treatment at the right time.
- Improving continence care provision through integrated services has many benefits
What does having a bladder or bowel problem mean to those who are affected?

I  INCONVENIENCE
N  NUISANCE
C  CATASTROPHE
O  ODOUR OBVIOUS
N  NEVER RELAXING
T  TOILETING NEEDS
I  INDEPENDENCE LOSS
N  NOT SOCIALLY ACCEPTABLE
E  EMBARRASSMENT
N  NEGATIVE ATTITUDES
C  CHANGE OF UNDERWARE/USING PRODUCST
E  EXPENSE
Carers questions

I don’t understand why he is wet, I only toileted him half an hour ago-why does this keep happening?

There’s nothing you can do at her age - it’s inevitable you know

I feel helpless, she seems so miserable all the time, I do try to jolly her along

Which pad should I use?
How may patients/clients feel

- I can never go out unless I know where the toilets are.
- I'm frightened I will be put in a home.
- I don't go out anymore in case someone notices.
- This incontinence is really getting me down. There must be someone who can help.
- I'm not incontinent, I just have a little accident once in a while.
Right to Assessment

- Patients with Bladder & Bowel problems entitled to an assessment.
- Some think nothing can be done to treat or manage their problem better.
- Much can be done to improve symptoms.
- Need to help people self manage their condition.
- When continence is not achievable the aim is to manage incontinence appropriately.
- Guide HCP’s and others involved with care in the various management options.
- To ensure a better quality of life.

What about other organisations, how can we / they help?
PromoCon

• Provides a bladder and bowel national (and sometimes international) service to all adults and children, working within the wider organisation of Disabled Living, which is based in Manchester.

• Helpline 0161 607 8219 - Monday – Friday 9.00am – 4.00pm

• Offering impartial product information,
• Giving advice and practical solutions
• Signposting people to other services / organisations
• Service available to both professionals and the general public
• Training events
• Newsletter
• Permanent Display of over 2,500 products
The PromoCon service has a team of multidisciplinary professionals.

- **Specialist Nurses**
  - Adults, Children and Young People
  - Bladder, Bowel, Stoma Care

- **Occupational Therapists**

- **Information Co-ordinator /Product Specialist**
Disabled Living

• Registered charity
• History spanning 119 years
• Provide impartial information and advice relating to equipment and services to people needing help and advice their relatives, carers and the professionals who support them, regarding equipment, adaption's
• DL based in the North West – providing services both locally and nationally
• Charity works to a business model
Signposting people to other useful places

- Signpost to other useful organisations
  e.g. continence product advisor

Bladder and bowel charities
  e.g. Prostate Cancer UK, COB Foundation

- Other Charities e.g.
  Alzheimer’s Society, MS Society

Social services
Disability organisations
A unique position for identification of un-met clinical needs & gaps in product availability ....
Website contains a range of free downloadable resources

PromoCon
Promoting confidence and product awareness

Understanding Ano-Rectal Malformations (ARM’s)
A Guide for Carers

Understanding Bowel Problems in Schools
Information Regarding Anorectal Malformations (ARMs)
and Hirschsprung’s Disease

Understanding Bowel Training for Children with Hirschsprung’s Disease and Other Ano-Rectal Malformations
A Guide for Parents and Carers

PromoCon
Promoting confidence and product awareness

Discussions about having a Supra pubic catheter

Male and Female Urinals available on prescription
Mirrors and leg supports for people who self catheterise

Suppliers of Swimwear
Suppliers of washable underwear
Examples of areas of work:

Involved in strategic service discussion / influence at local, regional & national level to raise awareness and improve service provision
• Only products that have launched since the last ACA conference are eligible
• Products can be diagnostic as well as a treatment or a containment product
• The impact on quality of life is the driving factor for the award.
Thankyou

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Useful links to our services

http://www.disabledliving.co.uk/promocon/about

http://www.disabledliving.co.uk/Home