



## Solihull Community Bladder & Bowel Service

### Who we are

The Solihull Community Nursing Service is part of University Hospitals Birmingham NHS Foundation Trust. The team includes district nurses, community nurses, Frailty Nurses, Urgent Community Response nurses and specialist teams including Bladder & Bowel Services

We provide nursing care to house-bound adults requiring support.

This may be due to long term disease or an acute episode of ill health. We want to help you live independently, promoting self-care wherever possible. Our home service is for you if your medical condition means you cannot attend a clinic, or if it is more appropriate to provide your treatment at home.

The service hours for the Bladder and Bowel Service are 09:00 – 17:00 Monday – Friday. The service is closed on Weekends and Bank Holidays. We are unable to offer timed visits unless your treatment needs to be provided at specific times.

We work closely with other agencies and GP surgeries, to promote maximum independence. This also enables us to ensure an easy transition of your care to other services, as you become more independent or require a greater level of care.

If you will not be home, as you have a hospital appointment that you need to attend or you are expecting a home visit from another professional, please let us know at the earliest opportunity by calling **0121 704 2381**

### What do the Bladder & Bowel Service do?

The Bladder and Bowel (Continence) Service assesses, investigates and treats adults who are experiencing bladder problems or bowel dysfunction.

We offer a compassionate, caring service that supports patients to preserve their independence and respect their dignity.

The Bladder and Bowel Service comprises of a team of Specialist nurses and HCA's who can provide patients with support and guidance to treat and manage their condition.

Whilst patients may be referred to the service for containment products, this is not the only service we provide, and it is important that patients understand that the service's objectives are to treat, improve or manage a patient's condition. We will look at all treatment options before providing patients with containment products.

## **What happens at your first appointment?**

Upon referral to the Bladder & Bowel Service, we will offer a home visit/clinic appointment dependent on your circumstances in order to complete a full assessment of your needs. We will ask you several questions about any medical conditions, past surgeries and medications as well as your current bladder/bowel routine and your perception of any problems. You may be asked to complete a bladder/bowel diary prior to being seen.

Patients may benefit from support during this initial appointment. We are happy for you to arrange a convenient time for an advocate, relative or carer to be present at this appointment with you.

We will offer you a bladder scan and where necessary we may recommend an intimate examination. Some patients may find this more comfortable in the presence of a chaperone. When we have completed our assessment and investigation one of our Bladder & Bowel Specialist will provide you with a clinically guided treatment plan. The treatment plan may consist of:

1. Bladder/Bowel Diaries
2. Lifestyle Changes/advice
3. Bladder/Bowel Re-training
4. Pelvic Floor Training
5. Trial of containment products
6. Support continence management with regular prescription of containment products (where applicable)
7. Teaching – self catheterisation
8. Signposting to other services
9. Management of Constipation/faecal incontinence
10. Implementation of bowel care regimes including rectal irrigation

This treatment plan will be reviewed regularly, to ensure our service is meeting your needs or to offer further support & guidance.

## **Product provision**

The Bladder & Bowel Service are commissioned to provide products for patients who suffer with moderate to severe incontinence. For patients with mild incontinence please see page 5 for further advice and Support

The Bladder & Bowel service where necessary may recommend containment products, it is important to note that this may be different to the products you are currently using. Being referred to the service does not guarantee we will prescribe the same products for you.

It is important to note that any containment products we recommend will be limited to 4 products per patient in any 24-hour period (2 products per day where a catheter is in situ).

- Products will only be issued following completion of a full assessment.
- Individuals must self-source absorbent products until such time as a clinical assessment has taken place and the ordering process is completed which can be as long as 8 – 12 weeks.
- Product prescriptions are issued 12 weekly for patients at home and are delivered by courier. Storage of products is the responsibility of the recipient.
- Information on the correct fitting and storage of products will be provided during the

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assessment process.

- Absorbent containment products are prescription items individual to the patient and as such must be returned if no longer required for any reason. Please contact the Bladder and Bowel Service to arrange collection/return of these items.
- All containment products provided are non-gender specific and are suitable for all.
- We only provide body worn products
- Patients will be advised where necessary to purchase products to support the management of their condition if they feel their needs are greater (further guidance and support is available on page 5) Any recommendations made will be based on a full assessment of needs and on a case-by-case basis.

## **How to recognise a member of your community nursing team**

All members of the Solihull Community Nursing team wear a uniform and an identification badge; it is recommended that you ask to see this before they enter your home. In order to gain their nurse qualification all student nurses must undertake training in the community; therefore, our nurses may have a student with them.

## **What you can expect from us**

- A professional, compassionate service treating you with dignity and respect
- A proactive approach to treat, improve and/or manage your needs
- Support for you, your family and carers
- Work with other agencies to provide your care
- Prevention of unnecessary hospital admissions where possible
- Care delivered in the most appropriate place
- Support & Guidance to manage your condition
- Support & Guidance on how to manage light incontinence
- If appropriate, an ongoing supply of containment products

## **What we expect from you in return**

**Our safety:** We expect to work in an environment that is safe:

abuse to community staff, either verbally or physically, by patients, carers, or family will not be tolerated and may lead to services being withdrawn.

**Hand washing:** If you can, please give our nurses access to warm running water, liquid soap and paper towels or clean towels. The nurse may use their own hand gel to disinfect their hands.

**Pets:** Where possible, please remove all pets from the room where your care is to be provided, and at all times during a clinical procedure.

**Smoking:** To protect our staff from second-hand smoke, we ask patients and other people not to smoke whilst staff are visiting.

**Moving and handling:** To promote safety for patients and staff we do not lift patients manually. If your movement is restricted, we will help you move using a hoist or other moving and handling equipment.

**The appropriate use of products** – the style and quantity of products are supplied are based upon the clinical need of the individual and should be used as directed by the healthcare

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professional.

## **Sharing information**

Your medical record held by your GP: To provide you with a better service, we may ask for your consent to view your medical record. This will enable the nurse to see what medication you are currently taking, see details of any recent relevant medical problems and see the results of any recent blood tests.

Once your treatment has been completed and you are discharged from the Community Nursing service, we will no longer be able to access your medical records.

## **Translation services**

Interpreters are available for non-English speaking patients and we can arrange for British Sign Language interpreters for patients who are deaf or hard of hearing. Please ask your community nurse for further information.

## **Supporting Information**

Bladder & Bowel UK – offer a wide range of support, guidance and information for patients who are impacted by Bladder & Bowel issues. Bladder & Bowel UK have an online shop for patient who wish to purchase products.

Bladder & Bowel UK – <https://www.bbuk.org.uk>

## **NRS Complete Care Shop on 01772 675 048**

NRS HealthCare are partnered with Bladder and Bowel UK and whilst stocks last (maximum of 2 orders per household) have £150,000 worth of donated products to support patients who are affected by the cost-of-living crisis and allow them access to essential incontinence products. To access products, call on the number above.

## **Benefits**

If you have a physical or mental disability and have difficulty getting about or need supervision or help when carrying out personal care tasks, you might be eligible for the Disability Living Allowance (DLA) or Attendance Allowance (AA). These are non-means tested benefits, so you can claim them regardless of what income and savings you have.

To qualify for DLA, you must be under 65, and to qualify for AA you must be 65 or over. DLA has two components, care and mobility. You can claim one or both depending on your disability. AA does not have a mobility component, and you will only get it if you need help with personal care or supervision.

Having incontinence issues will not necessarily mean you can get AA or DLA, but you may be eligible if you need help with tasks such as getting to and from and using the toilet, changing your continence pads, or you need to be reminded to go to the toilet.

You can get a claim form for DLA or AA by calling the enquiry line on 0800 731 0122 or 0800 731 0122

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**Personal Independence Payment (PIP)** is a benefit in the UK designed to help individuals with the extra costs associated with long-term health conditions and disabilities, **including incontinence**. PIP is available to those aged 16 to state pension age and is not means-tested, so it does not depend on income or savings.

### **Eligibility Criteria for PIP – Helpline 0800 121 4433**

To qualify for PIP, an individual must have a health condition or disability that has affected their ability to perform daily living tasks or mobility for at least three months and is expected to continue for at least nine months. PIP is assessed based on how the condition impacts a person's ability to manage everyday activities, rather than the condition itself.

#### **Assessment of Incontinence for PIP**

The PIP assessment involves two main components: Daily Living and Mobility. Incontinence can impact the Daily Living component, which assesses activities like:

- **Managing Toilet Needs:** Difficulty getting to the toilet in time, needing assistance to clean oneself, or requiring special aids.
- **Washing and Bathing:** Needing help to clean up after accidents or managing hygiene due to incontinence.
- **Dressing and Undressing:** Challenges in changing clothes frequently due to accidents.
- **Managing Therapy or Monitoring a Health Condition:** Regular use of medication, continence pads, catheters, or other medical devices.

The assessment is carried out by a healthcare professional who will consider the frequency, severity, and impact of incontinence on daily living. The scoring system is points-based, and the total score determines eligibility for PIP and the level of benefit awarded.

### **Impact of Incontinence on PIP Points**

Points are awarded based on the level of assistance needed. For example, if incontinence requires regular help with toileting or managing accidents, this may score enough points to qualify for the daily living component of PIP. Even if incontinence is managed independently with aids, the need for these aids is still recognized in the scoring.

## **Product Information/Recommendations**

### **Where to buy incontinence products**

The charity Bladder & Bowel UK gives independent advice on products that can help manage bladder and bowel problems.

For more information on products and how to order them, call its helpline on 0161 214 4591 or visit the Bladder & Bowel UK <https://www.bbuk.org.uk>

The Continence product advisor <https://www.continenceproductadvisor.org> gives independent and

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evidence-based advice on how to choose and use suitable incontinence products.

## **Useful telephone numbers**

Essity ordering number – 08000854907

## **How to contact the Community Nursing team**

If you would like to contact a community nurse, please phone the relevant numbers listed below. These phone lines can be very busy at times, and you may be asked to leave a message on the answer phone. Please remember to leave your name and telephone number and a brief message so that the staff can return your call as soon as possible.

**Solihull Community Nursing Teams 0121 717 4333** (24 hours per day)

**[solihullcommunitynursing@uhb.nhs.uk](mailto:solihullcommunitynursing@uhb.nhs.uk)**

### **Bladder and Bowel Service**

**0121 704 2381** (Monday–Friday, 09:00–17:00 hours)

**[Solihullcontinenceservices2@uhb.nhs.uk](mailto:Solihullcontinenceservices2@uhb.nhs.uk)**

### **Palliative Care Team**

**0121 424 4626** (Monday–Friday, 09:00–17:00 hours)

For non-urgent clinical care please contact your GP Surgery.

For life threatening emergencies dial **999** You may also contact NHS **111** for further health advice, information and support.

## **Compliments and complaints**

We appreciate and encourage feedback, which helps us to improve our services. If you have any comments, compliments or complaints to make about your care please speak to the nurse responsible for your care in the first instance. Alternatively, you may contact The Patient Advice and Liaison Service (PALS) provide confidential support, guidance and information on health-related issues. PALS act as a friendly point of contact for patients, families and carers

Telephone: **0121 424 0808** (Monday–Friday, 09:00–15.30 hours)

Email: [pals@uhb.nhs.uk](mailto:pals@uhb.nhs.uk)

At University Hospitals Birmingham NHS Foundation Trust (UHB) we value and respect everyone's views. If you're unhappy with any aspect of our services, we'd like to know about it so we can take action and improve on things that may have gone wrong.

Please note that making a complaint will not affect your current or future treatment

Email - [complaints@uhb.nhs.uk](mailto:complaints@uhb.nhs.uk)

If you wish to share your positive experiences about your care and the district nurse service you can contact the compliments team on the email below

Email – [compliments@uhb.nhs.uk](mailto:compliments@uhb.nhs.uk)

Please use the space below to write down any questions you may have and bring this with you to your next appointment.

## **Solihull Community Nursing**

Friars Gate  
Startford Road  
Solihull, B90 4BN  
Telephone: 0121 717 4333

## Accessibility

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How did we do?   



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