

8 Top Tips for Health & Social Care Professionals

1

Deliver excellent **CARE** by:

- Always aiming to promote continence
- Ensuring each patient is offered a comprehensive continence assessment
- Supporting Individualised toileting programmes
- Where treatment has been proved effective, managing incontinence effectively and with dignity

2

Act with **COMPASSION** by:

- Respecting privacy and dignity when discussing continence problems
- Discussing with patients how their continence affects them
- Understanding how they feel if they wet/soil
- Discuss treatment options
- Promote a comfortable, clean, private toilet environment and allow time to use the toilet effectively

3

Evidence your **COMPETENCE** by:

- Completing accurate bladder diaries and charts
- Support individualised treatment/toileting programmes
- Ensure the correct use of toilet aids/urinals/pads
- Assess skincare when toileting and report concerns

4

Uphold excellent **COMMUNICATIONS** by:

- Discussing with the patient and their family about their continence needs
- Complete the relevant documentation and bladder /bowel charts
- Report changes in continence status

5

Show your **COURAGE** by:

- Reporting/challenging poor practice with toileting and continence care
- Reporting any concerns about fluid intake or nutrition
- Challenge negative attitudes to continence

6

Demonstrate your **COMMITMENT** by:

- Promoting a conducive toilet environment – clearly signed, easily accessible, clean
- Ensuring staff have access to continence training /education /updates
- Ensure where continence products are prescribed they are used for the individual they prescribed for
- Evaluate care delivered, updating toileting programmes to meet the needs of the individual

7

Develop the **CULTURE** in your organisation by:

- Think “continence promotion” first
- Toilet/support the patient to use the toilet
A pad should not be used as an alternative to toileting
- Share good practice

8

Ensure **CONSISTENCY** for all people you care for by:

- Promote continence for all patients
- Support the philosophy that “continence promotion is everyone’s business” ensuring equality of all

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