

# Discharge From the Continence Service and Prescribed Pads ...

## Care Homes - What you need to know!

This leaflet explains what the care home needs to do to ensure your resident receives their supply of incontinence pads.

The resident's pads will be delivered on your next delivery. There may be a delay of up to 4 weeks during this time the resident will be expected to buy his/her own pads. These can be purchased at supermarkets, chemists and on the internet.

The resident's pads will be delivered according to your delivery cycle. You will receive a checklist around 10 days prior to your next delivery date. You must check the list carefully, approve or amend the orders listed and return the list to NHSSC HDS in order to activate the delivery. For any queries you can contact the Home Delivery Service on 0800 141 2255 (Option 1) (Monday to Friday 09.00 to 17.00).

If your resident is running out of pads before their next delivery he/she will need to be referred back to the Continence Service for a reassessment. The resident will need to purchase pads until you receive your next delivery as these will not be provided by the Continence Service.

A resident's prescribed pads should be used by the individual they are prescribed for and not other residents.

**REMEMBER** your resident needs to continue with the advice given by your Continence Nurse to promote a healthy bladder/bowel.

If you are concerned with any changes to the resident's skin; becoming red, moist, broken please refer him/her to the Community Nursing Service via the Single Point Of Access on 0300 300 7777.

If the resident's pads are no longer suitable; please refer him/her back to the Continence Service for a reassessment by telephoning the Single Point Of Access on 0300 300 7777.

Please inform the Home Delivery Service if the resident is deceased or no longer resides in your home on 0800 141 2255 (Option 1).

**If you need help to understand this leaflet or would like it in a different language or format such as large print, Braille or audio, please ask a member of staff.**

**If you have any queries, please call the Single Point of Access for Community Health Services:  
0300 300 7777**