

Discharge From the Continence Service and Prescribed Pads ...

What you need to know!

This leaflet explains what you need to do to ensure you receive and maintain your supply of incontinence pads.

The Home Delivery Service (NHS Supply Chain) will contact you with your first delivery date. There may be a delay of up to 2 weeks in which time you will be expected to buy your own pads. You can purchase these at supermarkets, chemists and on the internet.

You **MUST** be at the specified delivery address on the agreed delivery date unless you have given an alternative safe delivery location for example; the shed, porch.

Your Nurse will inform you of your delivery cycle; 12, 16 weeks; this will dependent on the number of pads prescribed per 24 hours. Your delivery form will state the date that the next delivery will be due. This will not happen automatically and it is up to you/a carer to contact the Home Delivery Service on 0800 030 4466 (Monday to Friday 09.00 to 17.00).

This MUST be done 10 days prior to the next delivery date.

You will be asked for your name, address, telephone number and any special delivery instructions (eg leave in shed).

If you still have a large supply of pads left do not ring to initiate your next delivery. Only ring 10 days before you will run out of pads.

If you run out of pads because you have not initiated a delivery; you will need to purchase pads until you receive your next delivery. These will not be provided by the Continence Service.

If you do not activate a delivery for more than 6 months you will automatically be discharged from the Home Delivery Service. To prevent this from happening you can suspend your delivery if you are not going to initiate a delivery for more than 6 months.

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

If you are concerned with any changes to your skin; becoming red, moist, broken please refer yourself to the Community Nursing Service via the Single Point Of Access on 0300 300 7777.

If your pads are no longer suitable; you can refer yourself 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 you change your address, move out of area; if patient is deceased or to arrange a collection of unwanted pads on 0800 030 4466.

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**