

# Products for incontinence

## Helpful information for patients, relatives and carers

You/your relative would benefit from incontinence products – this may be a temporary measure or more long-term. This leaflet explains the different types available and tells you where to obtain them.

### What is incontinence?

Incontinence is generally used to describe the involuntary leakage of urine or faeces, or both (known as 'double incontinence'). While it may happen to anyone, urinary incontinence is more common in older people and in those who are unwell.

### What products are available to help with incontinence?

A wide range of products and devices are available to help patients deal with and feel more comfortable with bladder and bowel incontinence.

They include:

- Pads and pants - slip in pads are perfect for people with moderate to heavy incontinence. This pad is also ideal for the less mobile or bed bound person.
- Bed and chair protection - these are ideal for use on beds and chairs. They are perfect for people with light incontinence and they act as a barrier for people less mobile or who are confined to a bed or chair.
- Skin care and hygiene products - wipes can be very useful for washing, cleansing and toileting. You can get dry and wet wipes that are especially gentle on the skin. Standard toilet or wet wipes can also be used.

The most popular incontinence products are pads that are worn inside underwear to absorb urine leaks. There is a wide choice of absorbent pads and pull-ups for men and women with all types of incontinence.

If you need any advice on what product is the right one to choose for either yourself or a relative/friend, then please speak to the continence service or contact your GP.

### What product is best for you and where to find them

Incontinence products can be purchased online and in-store of all supermarkets and pharmacies/chemists.

- **The Continence Product Advisor** is an excellent website that gives independent and evidence-based advice on how to choose and use suitable incontinence products.  
Website: [www.continenceproductadvisor.org](http://www.continenceproductadvisor.org)
- **Online chemist/supermarket:**  
Prices can vary and be significantly cheaper depending on where you shop.

## Online references

- The NHS website - NHS  
[www.nhs.uk](http://www.nhs.uk)
- NHS advice on urinary incontinence  
[www.nhs.uk/conditions/urinary-incontinence/](http://www.nhs.uk/conditions/urinary-incontinence/)
- NHS advice on bowel incontinence  
[www.nhs.uk/conditions/bowel-incontinence/](http://www.nhs.uk/conditions/bowel-incontinence/)

## How to manage symptoms

- **Bladder & Bowel UK**  
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 or visit the Bladder & Bowel UK website.  
Website: [www.bbuk.org.uk](http://www.bbuk.org.uk)  
Helpline: 0161 607 8219  
Email: [bbuk@disabledliving.co.uk](mailto:bbuk@disabledliving.co.uk)

## Further help and advice

### Social care

Local Authority Adult Social Care in Leicestershire  
Leicestershire County Council  
Website: [www.leicestershire.gov.uk](http://www.leicestershire.gov.uk)  
Adult Social Care Customer Service Centre:  
0116 305 0004  
Out of hours Emergency Duty Team:  
0116 255 1606.  
Safeguarding issues: 0116 305 0004

**If you have immediate concerns regarding a risk to someone's health or safety, please call the emergency services directly on 999.**

**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.**

## Telephone helplines and forums

- **Age UK** – 0800 055 6112  
- for older people, their families, friends and carers Helpline
- **Independent Age** – 0800 3197689  
Email: [advice@independentage.org](mailto:advice@independentage.org)  
older people, including advice about care, money and health
- **The Silver Line** – for older people  
Call 0800 4 70 80 90 Helpline open: every day of the year, 24 hours a day
- **Money and benefits The Money Advice Service** – for advice about money and benefits Call 0800 138 7777 Helpline open: Monday to Friday, 8am - 6pm
- **Citizens Advice** – for advice about money and benefits Call 03444 111 444 Helpline open: Monday to Friday, 9am - 5pm  
Citizens Advice will not charge you to call it's national phone service or helpline, however your service provider may do
- **Else Carers Direct If you care for someone** – for carers Call 0300 123 1053  
Ask your question using webchat  
Helpline and webchat open: Monday to Friday, 9am - 8pm and weekends, 11am - 4pm  
Get help by email  
Ask if you need a translator
- **Carers UK** – for carers Call 0800 808 7777  
Helpline open: Monday to Friday, 9am - 6pm
- **If you care for a child Family Action** – support for parents and carers  
Call 0808 802 6666  
Text 07537 404 282  
Helpline open: Monday to Friday, 9am - 9pm  
Email: [familyline@family-action.org.uk](mailto:familyline@family-action.org.uk)