

# A guide to hospital and community continence services

## Adult Continence Service

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Information for Patients

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### Introduction

Problems with leaking pee or poo can be really embarrassing. It can affect your quality of life. Continence services for Leicester, Leicestershire and Rutland, have a holistic and sensitive service. They will help to assess and treat you. They will also give you self-advice to use. This may include lifestyle advice, pelvic floor assessment and exercises, bladder retraining, intermittent catheterisation, food/ fluid and toileting advice, and medication if needed. Continence services will try to help you have confidence to self manage your symptoms. They do this by teaching behavioural and lifestyle changes that can promote bladder and bowel health.

Continence services are delivered in both the community (patient's home, care home or in clinic), and in Leicester's hospitals (for inpatients and outpatients). This leaflet tells you about the differences between both services, how to get referred, and what to expect.

- If you are an **inpatient** at one of Leicester's hospitals, the Adult Continence Service covers Leicester Royal Infirmary, Leicester General and Glenfield Hospital.
- If you have been referred as an **outpatient** you will be seen at the Adult Continence Service Clinic which is called the **Castleden Bladder and Bowel Clinic**, located at Leicester General Hospital. There are 2 clinics:
  1. **Consultant led** clinic (with specialist nurse support) for bladder and bowel problems in adults with complex medical conditions, or people over 65 years of age who are frail or have more than one medical condition.
  2. **Nurse led** clinic for patients with neurological conditions like multiple sclerosis or Parkinson's disease.
- The **Community Continence Service Team** see patients in their home, care home or in clinic. Phone and online video assessments are available. If you are an inpatient at one of the community hospitals/ wards you will be assessed in relation to your symptoms and referred to the Community Continence Team if needed.



**Health information and support is available at [www.nhs.uk](http://www.nhs.uk)  
 or call 111 for non-emergency medical advice**

Visit [www.uhleicester.nhs.uk](http://www.uhleicester.nhs.uk) for maps and information about visiting Leicester's Hospitals  
 To give feedback about this information sheet, contact [uhl-tr.informationforpatientsmailbox@nhs.net](mailto:uhl-tr.informationforpatientsmailbox@nhs.net)

## What are the differences between the community and hospital continence services?

	<b>Hospital inpatient</b>	<b>Hospital outpatient</b>	<b>Community Continence Service</b>
	Adult Continence Service covers the 3 sites of Leicester's hospitals	Adult Continence Service, Castleden Bladder and Bowel Clinic, Leicester General Hospital	See patients in their home, care home or in clinic. Telephone and online assessments available.
<b>Can I self-refer?</b>	No	No	No (unless for pad reassessment, see page 4).
<b>Who can refer me?</b>	Healthcare professional in hospital, like nurse or doctor	GP, Specialist Nurse, Healthcare professional in hospital	GP, Care home for residential residents, Hospital/ Community, Healthcare professional, Social Services
<b>Once referred, when can I expect an appointment?</b>	To be seen within 1 working day from referral (Monday to Friday, 8.30am to 4pm)	Within 18 weeks of referral date.	Within 18 weeks of referral date.
<b>What happens next?</b>	A Continence Nurse Specialist will see on the hospital ward for an assessment.	We will send you a letter in the post and text message with the details of your clinic appointment.	We will send a referral acceptance letter to confirm you are on waiting list. You can call to book a clinic appointment.  The triage nurse will contact high priority patients and book a phone assessment.
<b>Type of continence assessment – Level 1 or Level 2 (see page 5 for explanation)</b>	All patients are offered a Level 1 and 2 assessment.	All patients are offered a Level 2 assessment.	- Level 1 assessment for new patients. - Level 2 assessment if needed after a Level 1 assessment. - Reassessment (patients on pads). - 12 week review (if needed).

	<b>Hospital inpatient</b>	<b>Hospital outpatient</b>	<b>Community Continence Service</b>
	<p>Adult Continence Service covers the 3 sites of Leicester's hospitals</p>	<p>Adult Continence Service - Castleden Bladder and Bowel Clinic, Leicester General Hospital</p>	<p>See patients in their home, care home or in clinic. Telephone and online assessments available.</p>
<b>Clinic criteria</b> (see page 5 for explanation of Level 1 or Level 2 assessments)	<p>No inpatient clinic.</p> <p>If you are referred by a healthcare professional in hospital you will be assessed by a Continence Nurse Specialist.</p> <p>Or you may be seen in the Emergency Department by a member of the Continence Service.</p> <p>After the assessment you may need a follow-up in the outpatient clinic.</p>	<p>Outpatient clinics:</p> <ul style="list-style-type: none"> <li>- Consultant led clinic for patients aged 65 years and over.</li> <li>- Nurse led clinic for patients aged 18 to 65 years, with neurological conditions like multiple sclerosis, Parkinson's disease.</li> </ul> <p>Referrals accepted from patients living in and outside of Leicester City, Leicestershire and Rutland.</p>	<p>Anyone aged 18 years and older.</p> <p>You must be registered with a GP either in Leicester City, Leicestershire or Rutland</p>
<b>Who provides continence pads?</b>	<p>Continence pads will be provided for all inpatients if needed by the ward areas.</p> <p>A 24 hour supply of pads will be provided on discharge if needed, if not currently prescribed by NHS (up to 3 pads).</p>	<p>The Castleden Clinic is not able to prescribe continence pads.</p>	<p>Community Continence Team <b>only</b> prescribes pads if all other treatment has failed.</p> <p>You will need to buy pads until assessed and treatment plan in place. For pad suppliers go to: <a href="https://www.leicspart.nhs.uk/wp-content/uploads/2022/01/569-Continence-service-information-sheet-2.pdf">https://www.leicspart.nhs.uk/wp-content/uploads/2022/01/569-Continence-service-information-sheet-2.pdf</a></p>

	<b>Hospital inpatient</b>	<b>Hospital outpatient</b>	<b>Community Continence Service</b>
	Adult Continence Service covers the 3 sites of Leicester's hospitals	Adult Continence Service - Castleden Bladder and Bowel Clinic, Leicester General Hospital	See patients in their home, care home or in clinic. Telephone and online assessments available.
<b>What do I do if pads are no longer suitable?</b>	Not applicable	Not applicable	You can self refer through SPA (Single Point of Access) on 0300 300 7777 and request a community continence reassessment. We will contact you within 12 weeks of referral (waiting time may be longer when the service is under pressure).
<b>What happens if I was prescribed pads by the Children's Continence Team and am now an adult?</b>	Not applicable	Not applicable	Your pad prescription will continue. If pads are no longer suitable for you, we will reassess you (see description above).
<b>If I have an NHS prescription for pads, how do I activate a delivery?</b>	Not applicable	Not applicable	Contact the Home Delivery Service on 0800 030 4466.
<b>What if I cannot understand or read English very well?</b>	Interpreter service available. Patient information leaflets are also available in other languages on request.	Interpreter service available. Patient information leaflets are also available in other languages on request.	Interpreter service available. Patient information leaflets are also available in other languages on request.

## What will my assessment involve?

The table below tells you what examinations to expect in a Level 1 and Level 2 assessment. Examinations are an important tool for diagnosing and treating bladder and bowel problems.

All hospital inpatients are offered a Level 1 and 2 assessment by the Continence Nurse Specialist. If you are an outpatient at the Castleden Clinic you will have a Level 2 assessment.

Patients seen by the community service will initially get a Level 1 assessment, and be referred for a Level 2 assessment with a Continence Lead Nurse in the community if needed.

Level 1 assessment	Level 2 assessment
Bladder and bowel assessment	Bladder and bowel assessment
Bladder scanning	Bladder scanning
Digital rectal examination. We insert a lubricated gloved finger into the rectum to assess for constipation, muscle tone and other abnormalities.	Digital rectal examination. We insert a lubricated gloved finger into the rectum to assess for constipation, muscle tone and other abnormalities.
Urine test (urinalysis)	Prostate examination (only in hospital as inpatient or in outpatient clinic). We insert a lubricated gloved finger into the rectum to assess the prostate.
	Pelvic floor examination. We insert a lubricated, gloved finger into the vagina to assess the pelvic floor muscle.
	Urine test (urinalysis)

اگر آپ کو یہ معلومات کسی اور زبان میں درکار ہیں، تو براہ کرم مندرجہ ذیل نمبر پر ٹیلی فون کریں۔  
على هذه المعلومات بلغة أخرى، الرجاء الاتصال على رقم الهاتف الذي يظهر في الأسفل  
જો તમને અન્ય ભાષામાં આ માહિતી જોઈતી હોય, તો નીચે આપેલ નંબર પર કૃપા કરી ટેલિફોન કરો

ਜੇ ਤੁਸੀਂ ਇਹ ਜਾਣਕਾਰੀ ਕਿਸੇ ਹੋਰ ਭਾਸ਼ਾ ਵਿਚ ਚਾਹੁੰਦੇ ਹੋ, ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ ਹੇਠਾਂ ਦਿੱਤੇ ਗਏ ਨੰਬਰ 'ਤੇ ਟੈਲੀਫੋਨ ਕਰੋ।  
Aby uzyskać informacje w innym języku, proszę zadzwonić pod podany niżej numer telefonu

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