

Reference: FOI.ICB-2324/212

Subject: Continence Products

I can confirm that the ICB does hold the information requested; please see responses below:

QUESTION	RESPONSE
<p>1. Process required to access Continence Products 2. The entitlement per resident 3. Frequency the products can be accessed.</p> <p>Clarification received 04/09/23: The enquiry is regarding Adult Social Care. The enquiry is not about a specific provider but is to obtain information as to what is the process to access continence products i.e. How are they ordered, what is the entitlement for each resident and how often can they be ordered.</p>	<p>Access to Continence Products:</p> <ul style="list-style-type: none"> • Housebound patient All referrals for housebound patients should be referred via Single Point of Access (SPA) on 03001256789. A continence assessment is undertaken. If continence products are required, a prescription will be set up. • Care Homes/Residential Homes Assessment form completed. If continence products are required, a prescription will be set up. • Non-Housebound patient Referrals need to be made via a healthcare professional. A continence assessment is completed, a prescription will be set up if required. • The entitlement per resident The number of continence aids prescribed is determined by the assessment conducted by the specialist continence service delivered by Sirona care and health CIC. The 3 per day figure is the standard limit for adults, however, where

	<p>there is a clearly defined clinical need, this limit may be flexible following assessment by a specialist clinician.</p> <p>Frequency the products can be accessed:</p> <ul style="list-style-type: none">• Usual delivery cycles are 3 monthly and should be activated 10 days prior to the delivery date.
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The information provided in this response is accurate as of 28 September 2023 and has been approved for release by Jon Lund, Deputy Chief Finance Officer for NHS Bristol, North Somerset and South Gloucestershire ICB.