

Service Summary - Continence Team

The team

1 Service Manager

4 Specialist Nurses

1 staff nurse

2 Assistant Practitioners

Admin support based in an admin hub

We have bases at Eccleshill Clinic and Keighley Health Centre but have fully embraced agile working

Continence assessments

We receive 900-1000 new referrals a year to the continence service, for male or female patients aged over 16 years, predominantly via our female referral pathway. Specialist nurses see patients at clinics around the Bradford and Airedale area, and we have recently been commissioned to provide continence services into the Craven area. Home visits are available for less mobile clients, and we offer joint visits with District Nurses to provide specialist support.

An hour is allowed for a comprehensive assessment that includes history taking, a physical examination, urinalysis and an ultrasound bladder scan. Conservative treatment is offered according to NICE guidance and the two nurse prescribers in the team can prescribe medication if necessary. We dovetail into the wider multi-disciplinary team and referral pathways enable further investigations and consultant referral where indicated.

Reviews are now done by phone where possible, but we can offer a face to face review if appropriate at any of our clinics.

We are a paper-light team, who fully embrace the use of SystemOne and the task functionality

Audit and feedback

Clinical audit has demonstrated our clinical effectiveness.

We triage all referrals within 24 hours of receipt and regularly see 95% of new patients within 4 weeks of receipt of referral in line with our key performance indicator.

We have fully embraced the family and friends test, and are consistently receiving excellent feedback. We regularly receive positive comments from patients, when we have helped to improve their quality of life

Around 60% of patients seen by the continence nurses are cured or improved with conservative advice and/or oral medication.

We are currently working on CQUIN 6 (putting people at the centre of care) for Airedale Wharfedale and Craven, which is a pilot to create a framework to

measure quality of care with the patient being central to setting their goal at the outset of treatment.

We will present 3 case studies to representatives from the CCGs at the end of November.

Containment products

Containment products (pads) are supplied to around 7000 individuals living in their own homes and care homes at an annual cost of around £1.5 million. Such products enable people to continue their daily activities free of embarrassment, worry and shame, but in line with NICE guidance are not prescribed without an individual having had a comprehensive continence assessment.

Education and professional development

The team works closely with District Nurses to provide support and education around continence issues, both by supporting them with home visits and also by providing formal education.

Regular study days are run throughout the year for both district nurses and care home staff, and we teach the assessment and management of incontinence, and also catheterisation. We also offer bespoke training in the form of 1 hour sessions which we can deliver to district nurses at their base at a mutually convenient time.

Fresh thinking

Nationally, the demand for containment products increases by an average of 8% each year. To address this increasing demand proactively, we have introduced two pilot schemes to improve the way in which patients are assessed and reassessed. In the 12 months these pilots have been running, we have saved an estimated £13,000 in the 24 of our 140 care homes that have been audited. While the work in the community with our second project is on-going, savings are consistently being made, and the projected annual savings in the 2 areas completed are around £6000

The work that has been done on these projects also demonstrates quality care, and the team have received excellent feedback.