

January 19th 2021

Policy Aim

To inform care staff and service users of the correct ways in which to deal with incontinence to maintain dignity and maintain infection control standards.

Policy

Our care may extend to those who are incontinent and we must help to preserve both their dignity and comfort. The person's cleanliness, hygiene and therefore dignity and comfort can be affected in many ways, which includes:

- Monitoring of liquid intake (particularly before bed time)
- The type of clothing worn
- Frequency and speed of toileting
- Changing clothing
- Suitable chair coverings
- Suitable bedding
- Changing bedding

It is essential that you be vigilant for sores and appropriate preventative and remedial action is taken.

Managing the consequences of incontinence is also very important:

1. Making the person comfortable is a priority
2. Work swiftly, sensitively and discreetly
3. Maintain good infection control practices
4. Use disposable gloves and apron
5. Ensure disinfectant is used
6. Wash hands thoroughly before next task

How incontinence affects people:

Many people find it difficult to come to terms and cope with their incontinence. Therefore, it needs to be handled with consideration and sensitivity.

Some of the ways people respond to their incontinence include:

- Discomfort
- Embarrassment
- Humiliation
- Isolation

Causes of Incontinence:

A range of factors can cause incontinence which includes:

- Too much to drink
- Confusion
- Illness
- Medication

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- Mobility problems
- Carers not responding quickly enough to request for help
- Physical changes in person

It is essential to:

1. Maintain dignity at all times
2. Avoid embarrassment
3. Deal with matters quickly
4. Maintain the person's hygiene
5. Maintain your hygiene

Helping a person who is incontinent:

1. Monitor fluid intake
2. Learn to identify the warning signs
3. Be proactive, ask them if they need the toilet
4. Respond promptly to requests for help
5. Improve their mobility
6. Use suitable pads and aids
7. Ensure sufficient easy access to the toilet/commode
8. Discuss medication issues with the GP
9. Liaise with continence specialists

Fitting sanitary pads, incontinence pads etc:

1. Do so in private
2. Unwrap the pad in advance to save time
3. Reassure the person
4. Lift or move safely
5. Use gloves, apron etc
6. Remember your personal hygiene afterwards

Disposing of pads etc

1. Do so in private
2. Remove carefully from client

TRAINING

All staff will be fully trained to assist service users who have incontinence issues through induction training, shadowing experienced staff and gaining a qualification to **National Occupational Standards**.