

CONTINENCE SERVICE

HOURS: Tuesday – Friday 8.30am – 4.00pm

CONTACT DETAILS:

Telephone: 06 878 8109 extn 5725

Press 1 for information on continence supplies and orders

Press 2 for information on referrals to the service

Press 3 for the Continence Clinical Nurse Specialist

You will be connected to an answer phone. Please leave your name, phone number and a brief message. A member of the Continence Service will return your call as soon as they can.

WELCOME TO THE SERVICE

This pamphlet aims to help you understand what services we can provide. If you are unsure about anything please ask any of our staff – we are there to help. If required, we have an interpreter service available, this can be arranged, through your nurse.

The objective of the Continence Service is to maximise self-management, independence and quality of life and to minimise the health complications which could arise from incontinence.

The Continence Service provides a professional nursing service to patients who live within Hawke's Bay. Access to this service is by referral from a health professional for example your doctor or practice nurse.

Nursing care is provided by a team of Registered Nurses who offer assessment, clinical treatment, support and education for patients and their families.

HOW THE SERVICE IS PROVIDED

Care is provided in either a clinic setting or at home. By completing a nursing assessment the nurse will identify your health needs and the goals you wish to achieve. You will be asked questions about your health and how you manage on a day-to-day basis.

A nursing plan of care will be developed with you outlining your treatment. There will be follow up and yearly assessment appointments to ensure your plan of care remains suitable for your needs.

If a need for involvement of another health professional is identified e.g. Clinical Nurse Specialist, Nurse Practitioner, Physiotherapist, Occupational Therapist, Social Worker or Dietician, the nurse will discuss this with you before referrals are made.

We also work in cooperation with your General Practitioner (GP), specialist doctors and other agencies involved in your care. From time to time student nurses are assigned to the service and will work with nurses in the community.

HOME VISITS

If the Nurse is visiting you at home, it is your responsibility to ensure safe access to the property and that dogs are tied up/locked away. We also require a smoke free atmosphere when visiting.

ELIGIBILITY FOR CONTINENCE PRODUCTS

Products *may be* prescribed following an assessment and individualised treatment plan. The amount of product provided will be based on individual needs and the Ministry of Health Service Specifications for Continence Services and Hawke's Bay District Health Board Continence Service Guidelines.

People with primary nocturnal enuresis (has wet the bed since they were a baby) do not meet the criteria for the supply of continence products.

Please note – adult pull-up products are only considered for those patients who have advanced cognitive impairment.

CANCELLATION OF CONTINENCE NURSE VISITS

Please notify your Continence Nurse as soon as possible if you need to cancel an appointment. In circumstances where an appointment is made for either a clinic or home visit and you are unable to attend, the nurse will attempt to contact you twice more. If unsuccessful, a letter will be sent to you and your GP asking you to contact the service within four weeks to arrange an appointment. If further contact has not been made within this time, you will be discharged from the service. Both you and your GP will be notified.

DISCHARGE FROM THE SERVICE

You will be discharged when you have been assessed as no longer requiring the service. A letter will be sent to your GP about the care you have received from this service and notifying them of your discharge.