

FOI REF: 25/690

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1st October 2025

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FREEDOM OF INFORMATION ACT

I am responding to your request for information under the Freedom of Information Act. The answers to your specific questions are as follows:

Continence FOI questions – Applies to Adult and Children's Products:

- 1) **Do you provide continence products to patients in the community? By products, we are referring to pads, pull up pants and bed protection sheets NOT stoma products or catheters.**

Yes, but not bed protection. Disposable bed protection can cause skin damage related to sweating and a change in skin pH.

- 2) **Do you have a criteria that patients need to meet in order to be allocated continence products? If so please can you include this in your response.**

Every patient is assessed individually and a care plan agreed wherever possible. Pad provision is only one part of the care plan. The team support patients with moderate to heavy urinary incontinence, aiming to reduce and manage this as effectively as possible. For patients with minimal urinary incontinence, the aim is to achieve full continence again, thus improving quality of life and avoiding the need for disposable products. Supporting information is included in the Bowel & Bladder Team Service Guidelines, which are currently under review.

- 3) **What products do you supply?**

Product	Core list	Non-core list
Pads – low absorbency such as Always		No
Net knickers	Yes	
Pull up pants	Yes	
Disposable bed covers		No
Slips / high absorbency pads	Yes	
Reusable / washable pads		No

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- 4) **Do you have a set number of products you will supply, for example, 3 pads per day? Is there any criteria that determine this or is it a set rule for all patients?**

There is a general service guideline of 3 pads per patient per day, but this is determined according to individual patient assessment and clinical need. On this basis some flexibility is possible, also noting that the service encourages toileting and tries to avoid reliance on pads whenever possible.

- 5) **Do you operate a “contribution” system at all? If the answer is yes, please specify the criteria.**

Some patients choose to use more products and change more frequently than is recommended for product need, or they may prefer a different style. In these circumstances the patient could make a contribution and purchase more, but it is their choice.

- 6) **How many Serious incidents have you had in the past 12 months relating to continence products?**

None.

- 7) **For children’s products, at what age do you start your provision?**

Adult continence services start at age 18yrs, children from 4 – 17.

How many upheld complaints have you had related to continence product provision have you had in the past 12 months?

None.

If I can be of any further assistance, please do not hesitate to contact me.

Should you be dissatisfied with the Trust’s response to your request, you have the right to request an internal review. Please write to the Freedom of Information Department (esh-tr.foi@nhs.net), quoting the above reference, within 40 working days. The Trust is not obliged to accept an internal review after this date.

Should you still be dissatisfied with your FOI request, you have the right of complaint to the Information Commissioner at the following address:

The Information Commissioner’s Office
Wycliffe House
Water Lane
Wilmslow
Cheshire SK9 5AF

Telephone: 0303 123 1113

Yours sincerely

Freedom of Information Department
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