

FOI REF: 26/048

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3rd February 2026

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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:

1. Does your Trust currently provide an adult continence assessment service for individuals aged 18 years and over?

Yes.

If No, please provide the name of the provider that delivers continence assessments for this age group in your area.

Not applicable.

If Yes, please provide:

- The name of the service (if applicable).**

Community Bladder and Bowel Service.

- The age range it covers.**

18 years plus.

- The staff roles or disciplines included in the service (e.g. nurse, physiotherapist, occupational therapist).**

Registered Nurses and Health Care Assistants.

- The number of staff in each role, expressed as whole-time equivalent (WTE).

BAND	Budgeted FTE	FTE(Current)
7	1	1
6	4.65	3.65
5	6.34	4.84
3	3.16	3.16

- The service's referral pathway (e.g. GP, , self-referral).

Referrals can be made by telephone, secure e-mail, the Trust's clinical system, via HSCC or in writing. GP referrals should be via HSCC, electronic referral or Self-referrals

2. Does your Trust currently provide an adult continence product provision service (e.g. absorbent pads or continence products) for individuals aged 18 years and over?

Yes.

If No, please provide the name of the provider responsible for product provision for this age group.

Not applicable.

If Yes, please provide the following information:

- The name of the service (if applicable).

Community Bladder and Bowel Service.

- The age range it covers.

18 years plus.

- The staff roles or disciplines included in the service (e.g. nurse, physiotherapist, occupational therapist).

Registered Nurses and Health Care Assistants.

- The number of staff in each role, expressed as whole-time equivalent (WTE).

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3. Has your Trust closed, reduced or restructured any part of its adult continence and/or bladder and bowel service since October 2022?

Yes.

If yes, please provide:

- The date of closure or reduction.

There has been no service reduction.

- A brief description of what changed (e.g. staffing, eligibility criteria, service capacity).

The service has expanded to include housebound patients, Antegrade Continence Enema (ACE) procedures, and ambulant catheter clinics.

4. What is the average waiting time (in weeks) on the waiting list for this service for:

- An initial assessment within the adult continence service

The average current wait for initial assessment is 9 weeks, as per our latest CHS SitRep Submission.

National reporting can be accessed via the following link:

[Statistics » Community health services waiting lists](#)

- Access to continence products through the adult continence service

Access to continence products via the Adult Continence Service currently has an average routine waiting time of 16 weeks. Urgent housebound patients are seen within 4 weeks.

5. What is the current number of adults on the waiting list for this service for:

- **An initial assessment within the adult continence service**

Current number waiting for initial assessment is 571, as per our latest CHS SitRep Submission

- **Access to continence products through the adult continence service**

Patients are assessed for continence products at their initial assessment to prevent backlog and avoid delays to further treatment. The number of patients receiving products varies, as provision is based solely on clinical need. Not all patients awaiting initial assessment will require continence products.

6. What is the number of adults on your caseload that have faecal incontinence? If this data is not captured, please state “Not captured” in your response.

This information is not captured for reporting purposes. However, for patients assessed with faecal incontinence, continence status is recorded within the shared patient care record.

7. Does your Trust follow or implement the following national guidance and professional standards for continence care and management? Please indicate Yes or No for each

- **Lower urinary tract symptoms in men: management (NICE), with particular reference to clause 1.3.3, which focuses on the idea of providing a choice of containment products to manage storage LUTS (particularly urinary incontinence) based on individual circumstances and in consultation with the man.**

Yes.

- **Lower urinary tract symptoms in men (NICE)**

Yes.

- **Faecal incontinence in adults (NICE), with particular reference to the “Appropriate products” section, on pg. 18, which states:**

These are continence or bowel management products that are appropriate to the person's circumstances, taking into account their preferences. These may include:

- o **disposable body-worn pads in a choice of styles and designs, and disposable bed pads if needed**

Yes.

- o pads in quantities sufficient for the person's continence needs (it is inappropriate to limit the number of pads given)

Yes - based on clinical need.

- **Recommendations | Urinary incontinence and pelvic organ prolapse in women: management | Guidance | NICE**

Yes - based on clinical need.

- **Guidance for the provision of absorbent products for adult incontinence, produced by the Association for Continence Professionals and the Royal College of Nursing (2019), with particular reference to Sections 4.1, 10, which states:**

"The number of absorbent products issued per 24 hours must meet assessed clinical need, although some localities apply restrictions. As part of the continence assessment process a validated scoring system might be used to objectively measure 'clinical need' in continence care. Products must be provided to meet patients' fundamental care needs, including maintaining independence." (Murphy et al., 2019)

Yes.

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
esh-tr.foi@nhs.net