Top Tips for Health & Social Care Professionals

1. Deliver excellent CARE by:
   - Always aiming to promote continence
   - Ensuring each patient is offered a comprehensive continence assessment
   - Supporting individualised toileting programmes
   - Where treatment has been proved effective, managing incontinence effectively and with dignity

2. Act with COMPASSION by:
   - Respecting privacy and dignity when discussing continence problems
   - Discussing with patients how their continence affects them
   - Understanding how they feel if they wet/soil
   - Discuss treatment options
   - Promote a comfortable, clean, private toilet environment and allow time to use the toilet effectively

3. Evidence your COMPETENCE by:
   - Completing accurate bladder diaries and charts
   - Support individualised treatment/toileting programmes
   - Ensure the correct use of toilet aids/urinals/pads
   - Assess skincare when toileting and report concerns

4. Uphold excellent COMMUNICATIONS by:
   - Discussing with the patient and their family about their continence needs
   - Complete the relevant documentation and bladder/bowel charts
   - Report changes in continence status

5. Show your COURAGE by:
   - Reporting/challenging poor practice with toileting and continence care
   - Reporting any concerns about fluid intake or nutrition
   - Challenge negative attitudes to continence
Demonstrate your **COMMITMENT** by:

- Promoting a conducive toilet environment – clearly signed, easily accessible, clean
- Ensuring staff have access to continence training/education/updates
- Ensure where continence products are prescribed they are used for the individual they prescribed for
- Evaluate care delivered, updating toileting programmes to meet the needs of the individual

Develop the **CULTURE** in your organisation by:

- Think "continence promotion" first
- Toilet/support the patient to use the toilet
  A pad should not be used as an alternative to toileting
- Share good practice

Ensure **CONSISTENCY** for all people you care for by:

- Promote continence for all patients
- Support the philosophy that “continence promotion is everyone’s business” ensuring equality of all

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