

**Name of service:** Contenance Advisory Service

**Contenance Advisory Service** - a team of specialist clinicians who assess and advise on bladder, bowel, pelvic floor and vaginal health. The team supports other health professionals giving them advice about continence care and catheter management.

**About the person:** Mark had been experiencing bladder problems for several months following surgery. He was referred to Locala's Contenance Advisory Service by his GP and was seen by Chantelle, one of Locala's Contenance Nurse Advisor

**Hopeful:** Mark explains how he felt, **"I was a bit desperate. I'm only 60. I was proper upset. When I went to see Chantelle, I was very nervous."** The first appointment went well. Mark says, **"Chantelle met me with a lovely big smile! We got on like a house on fire. She was kind and thoughtful. She told me how she could help. I had a feeling that I could move to being more knowledgeable. It felt hopeful."**

**Family:** Mark feels that the impact of incontinence can't be underestimated. **"It affects everything. I couldn't even let my young son come into bed for a hug in the morning, because I'd be wet, the bed would be wet."** Mark says that he and Chantelle talked about family matters during their second appointment, **"She has a very caring nature."**

**Catheterisation:** Mark continues with his story, **"I had to learn about intermittent catheterisation. It was very nerve wracking, but Chantelle put me at ease."** Mark feels Chantelle was very thorough **"She scanned my bladder and then told me to go for a wee. She then scanned me again and could see that my bladder wasn't empty. She then catheterised me and more wee came out. My bladder wasn't emptying like it should be. She advised me that some of my medication was irritating my bladder and suggested stopping some of the medication. I got control back! No dribbles, working as normal. Amazeballs!"** Mark explains that this change wasn't permanent and that he currently has a catheter inserted with a 'leg bag' attached, whilst he awaits further treatment for his prostate. He is happy that at least whilst he awaits further treatment under the Urology Department, his catheter is hygienic and allows him to work and enjoy those morning cuddles with his son again! He is confident that in 12 months his health problems will be sorted.

**Letter:** Chantelle hand wrote a detailed letter to the Urology Department on behalf of Mark about her findings. **"She could have just said, Urology will take it from here, but she didn't. Sharing information was important – the IT systems don't speak to each other – so the detail she put in the letter really mattered."** Chantelle told him all about what would happen at the hospital. **"The procedures are intrusive – she prepared me for them. She is such a good communicator."** The Urology Department found that urine was backing up to Mark's kidneys.

**Final word:** Mark says, **"It was a big deal going to the Contenance Service. Chantelle provided expertise and reassurance. It was like my Guardian Angel had landed!"**

**Chantelle adds:** **"Some medication that is used for the bladder can have a negative impact, if a person is already retaining urine (meaning the bladder isn't emptying sufficiently). If this happens, we would advise to stop the medication, as this may worsen the retention and increase the risk of infection and incontinence."**