



## Dorothy's story

**Name of service:** Continence Advisory Service

**Main purpose of 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:** Dorothy is 90 years old and believes, ***“Us old ’uns were brought up to be tough as old boots!”*** She has a pacemaker, a colostomy and has had 1 kidney removed. She was being visited three times a week by District Nurses to change her catheter. She has recently been taught self-catheterisation by the Continence Advisory team.

**Kindness and patience:** Dorothy says, ***“Because I have 1 kidney, I have to drink a lot which means I urinate a lot.”*** However, she explains that she is unable to pass water unless a catheter is inserted on each occasion. Dorothy continues, ***“the nurses are very good. So kind and patient. I can’t complain about anyone! Sarah came twice a week and taught me what to do. She didn’t embarrass me in anyway - eventually I learnt how to do it myself.”*** Dorothy adds that when a mix up at her surgery meant her prescription of catheters had gone to the wrong address, the Continence Nurses helped. ***“I would have had no catheters over the Christmas period but Anita made sure I got some.”***

**Independence:** Dorothy is rightly proud of her newly learnt skill to self-catheterise and says, ***“I really appreciate the service. They’ve shown nothing but kindness and a lot of patience with me. I’ve found a special way and I’m now competent.”***

*Being able to self-catheterise has given Dorothy her independence back and means she no longer needs 3 visits a week from the DN team and has been removed from the caseload. She remains on the Continence caseload as an ‘advice only’ patient.*

Dorothy spoke with Joanne Vaughan from Locala’s Engagement Team on 12<sup>th</sup> February 2021 and gives full consent to share her patient story.