



Lucy's story

Name of service/s:

Continence Advisory Service
Community Nursing

Continence 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.

Community Nursing – part of Locala's Integrated Community Care Teams (ICCTs). These teams also have community matrons and therapists. Team members work closely together to improve or maintain the health of mostly housebound people.

About the person: Lucy is 91 years old and has two daughters who live locally and visit every day. Lucy also has visits 4 times a day from her carers who use manual handling equipment to help her move between the bed and commode. Lucy's daughter Andrea spoke with Joanne Vaughan, Engagement Co-ordinator on February 12th 2021.

Professional: Andrea describes how her Mum was visited by Rebecca from the Continence Advisory service. *"She was brilliant. Very professional."* Andrea particularly liked Rebecca's approach, *"She spoke to my mum, not me."* The service have sent samples of continence products for Lucy to try. Andrea continues, *"They've kept in touch. Anita is very good at explaining – what she says makes sense."* The Continence Advisory service have worked closely with the Community Nursing team who check Lucy's bowel and skin health regularly, providing treatment when required such as wound care. Andrea feels the community nurses have been *"very good"*.

Ongoing assessment: Andrea explains that her Mum's mobility is now very limited and that despite recent visits, physiotherapy was unable to change this. The council's 'Manual Handling' team are currently assessing the safest and most comfortable way forward for Lucy and her carers. The Continence Advisory team's work is also ongoing to find the most suitable product for Lucy.