

## Policy Objective

To guide staff and service users on how to manage incontinence respectfully and effectively, ensuring dignity is preserved and infection risks are minimised.

## Policy Overview

At TruComfort Homecare, we are committed to supporting individuals experiencing incontinence by maintaining their hygiene, dignity and overall comfort. Incontinence can affect an individual's well-being in various ways, which may include:

- Managing fluid intake, particularly in the evening
- Using appropriate clothing
- Prompt and regular toilet visits
- Assisting with clothing and bedding changes
- Ensuring appropriate hygiene supplies and bed covers are used

Being attentive to changes in the skin and preventing sores or infections is critical. Timely action and custom care help in reducing discomfort and preserving quality of life.

## Key Care Practices

When addressing incontinence, staff must:

1. Prioritise the comfort and dignity of the service user
2. Respond discreetly and efficiently
3. Uphold strong hygiene and infection control protocols
4. Always use protective gloves and aprons
5. Ensure proper cleaning agents are used
6. Wash hands thoroughly between tasks

## Understanding the Impact

Incontinence can lead to emotional distress including:

- Shame
- Discomfort
- Social withdrawal
- Feelings of isolation

It is vital to approach such situations with empathy, patience and respect.

## Possible Causes

Incontinence may result from:

- Excessive fluid intake
- Any Illness
- Severe Infection
- Side effects
- Confusion or cognitive issues
- Decreased activity exercise or mobility
- Delayed caregiver response

## **Best Practices for Care**

### **Essential Guidelines:**

1. Preserve dignity everytime
2. Prevent embarrassing situations
3. Address all situations timely
4. Support personal hygiene
5. Maintain caregiver hygiene

### **Supporting the individual:**

1. Track fluid intake
2. Coordinate with continence specialists
3. Recognise signs of help needed timely
4. Respond quickly when help is requested
5. Use aids if and when required
6. Provide and offer regular opportunities to use the toilet and commode
7. Communicate any medicinal concerns with healthcare providers

## **Using Sanitary Products**

### **Application:**

1. Always assist in private
2. Prepare pads ahead to avoid delay or inconvenience
3. Offer reassurance
4. Lift or support the individual correctly

5. Use gloves and aprons
6. Make sure personal hygiene is maintained after

**Disposal:**

1. Dispose of pads privately
2. Remove them with care and respect

**Training Commitment**

**All TruComfort staff will undergo training on incontinence care during induction, which includes shadowing hands on supervision & certification in accordance with National Occupational Standards (NOS).**

TruComfort Homecare