

Reference: FOI.ICB-2425/226

Subject: Adult Continence Care Products Policy/Complaints/Cost

I can confirm that the ICB does hold some of the information requested; please see responses below:

QUESTION	RESPONSE
1. Your ICB's full policy on providing adult containment products for patients suffering with incontinence	Please contact the provider, Sirona care & health CIC sirona.hello@nhs.net
2. If your ICB has a prescription limit (I.e three absorption pads per day) and if so, details of that limit	The number of continence aids prescribed is determined by the assessment conducted by the specialist continence service delivered by Sirona care & health CIC. The 3 per day figure is the standard limit for adults, however, where there is a clearly defined clinical need, this limit may be flexible following assessment by a specialist clinician.
3. The total cost spent by the ICB on containment products for 2023/2024 (April 1 – March 31)	This forms part of a wider block contract and as such the individual service value is not available.
4. How many complaints you have had regarding adult containment products/prescriptions since January 1 2023. For each complaint, please disclose a detailed summary of that complaint (I.e 'A relative complaint that her elderly	1 complaint received relating to a patient who encountered delays in obtaining containment products. 2 MP enquiries were received in the time period specified: • Patient concerns regarding the amount of products provided

father has not been given enough absorption pads and has since soiled himself) – please redact anything such as names/addresses that would prohibit disclosure.

- Patient concerns regarding lack of incontinence products in care home

The information provided in this response is accurate as of 24 September 2024 and has been approved for release by Sarah Truelove, Deputy Chief Executive and Chief Finance Officer for NHS Bristol, North Somerset and South Gloucestershire ICB.