

**FREEDOM OF INFORMATION REQUEST:
THE QUALITY OF CONTINENCE CARE COMMISSIONED BY THE LOCAL
AUTHORITY AMONGST ITS PROVIDERS OF NURSING, RESIDENTIAL AND
DOMICILIARY CARE AND SUPPORT**

ASSESSING AND PRIORITISING CONTINENCE NEEDS IN CARE SETTINGS

- 1. Has the local authority undertaken an assessment of the number of people with diagnosed and undiagnosed continence problems within the last three years:**

(please mark the appropriate answer with an X)

	Yes	No
Within the total local authority population?		X
Within the population currently receiving care and support commissioned by the local authority?		X

If yes, please detail:

- 2. Please detail whether the local authority has cited high quality continence care as a measure or principle of the following social care priorities, within its current strategic or planning framework for social care for the area:**

(please mark the appropriate answer with an X)

	Yes – please detail	No
Enhancing quality of life for people with care and support needs (in line with domain one of the Adult Social Care Outcomes Framework)?		X
Delaying and reducing the need for care and support (in line with domain two of the Adult Social Care Outcomes Framework)?		X
Ensuring that people have a positive experience of care (in line with domain three of the Adult Social Care Outcomes Framework)?		X
Safeguarding adults whose circumstances make them vulnerable and protecting them from avoidable harm (in line with domain four of the Adult Social Care Outcomes Framework)?		X

Framework)?		
Maintaining independence of people receiving social care?		X
Promoting dignity of those people receiving social care?		X
Supporting privacy of those people receiving social care?		X
Other (please detail)		

PLANNING HIGH QUALITY, PERSONALISED AND INTEGRATED CONTINENCE CARE WITHIN SOCIAL CARE

3. In ensuring that social care users with continence needs have access to high quality continence healthcare, has the local authority:

(please mark the appropriate answer with an X)

	Yes	No
Had regard to the joint strategic needs assessment (JSNA) to estimate local need?		X
Had regard to the joint health and wellbeing strategy (JHWS)?		X
Worked with the health and wellbeing board to ensure social care settings form part of an integrated continence service?		X
Worked with the local clinical commissioning group(s) (CCGs) to ensure appropriate medical and nursing advice and support is available?		X

If yes, please detail:

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4. Does the local authority have regard to any national or professional guidance on continence care when outlining the principles of high quality continence care to be delivered by providers?

(please mark the appropriate answer with an X)

Yes	
No	X

If yes, please detail:

5. Does the local authority provide, or signpost, guidance to providers about high quality continence care?

(please mark the appropriate answer with an X)

Yes	
No	X

If yes, please detail:

COMMISSIONING FOR HIGH QUALITY CONTINENCE CARE

6. Please indicate whether the local authority has contracts in place with care providers which stipulate that effective continence care must be provided to residents/individuals they care for:

Yes	X
No	X

The core contract for nursing and residential care does not explicitly refer to continence care. However, this would be covered by a general clause which requires the provision of essential services to residents including comprehensive care by staff.

The specification to the contract for Domiciliary Care explicitly mentions continence care on two occasions.

In addition, where a requirement for continence care is assessed prior to placement, then this would be stated in Leicester City Council's support plan, which forms part of the contract with the provider.

Providers are subject to the Quality Assurance Framework (QAF), which monitors both contractual compliance and the quality of the service being provided. Whilst continence care is not referred to

explicitly in the QAF, we would expect providers to evidence how they provide residents' essential care needs, including continence care where appropriate.

7. Please indicate whether the local authority's contracts with care providers explicitly require the following measures of high quality continence care to be met:

(please mark the appropriate answer with an X)

	Yes	No
Privacy around the toilet area (within care residencies)?		X
Easily accessible and identifiable toilet facilities (within care residencies)?		X
Appropriate aids to toileting, eg frames/rails (within care residencies)?		X
Ensuring dignity of individuals in managing their continence needs (within care residencies and at home)?		X
Personal support to help people use the toilet (within care residencies and at home)?		X
Personal support to help people wash their hands after toileting (within care residencies and at home)?		X
A written policy for continence care?		X
Undertaking initial assessments of bladder and bowel problems (on admission to a care residency or when first receiving care at home)?		X
Regular reviews of bladder and bowel problems?		X
Ensuring regular access to GPs, specialist continence nurse and/or district nurses when continence needs are identified?		X
Developing a personal treatment and care plan within three months of continence problems		X

being identified?		
Regularly reviewing treatment and care plans?		X
Support for the appropriate use of containment products, catheters and anal irrigators?		X
Support for incontinence medicines management and monitoring?		X
Training staff in relation to recognising incontinence and providing high quality care?		X
Providing information on continence problems for residents/individuals receiving care and their families?		X

If yes for any of the above, please attach details to your response.

8. Please indicate whether the local authority's contracts with care providers explicitly require any of the above measures to be audited:

(please mark the appropriate answer with an X)

Yes	
No	X

If yes, please detail and attach audits provided:

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9. Does the local authority attach any quality indicators or outcome measures to continence care?

(please mark the appropriate answer with an X)

Yes	
No	X

If yes, please detail the relevant quality indicators, indicating:

- a) what percentage of care providers reported on the indicators

b) what percentage of care providers that reported on the indicators achieved them

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10. Are there any financial penalties or additional payments linked to the achievement of the continence quality indicators?

(please mark the appropriate answer with an X)

Yes	
No	X

If yes, please detail:

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