FREEDOM OF INFORMATION

REF: 2026-46
Subject: Request - Adult's Continence Service

Dear Sir/Madam,

Thank you for your email dated **15/01/2026** where you requested information about **Request - Adult's Continence Service.**

The information you requested is enclosed.

Question	Answer
1. Does your Trust currently provide an adult continence assessment service for individuals aged 18 years and over? (Yes/No)	Yes
If **No**, please provide the name of the provider that delivers continence assessments for this age group in your area.	N/A
If **Yes**, please provide: · The name of the service (if applicable)	Bladder & Bowel Health Service
· The age range it covers.	18+
· The staff roles or disciplines included in the service (e.g. nurse, physiotherapist, occupational therapist).	Nurses and Assistant Practitioner
· The number of staff in each role, expressed as whole-time equivalent (WTE).	3.6 WTE Nurses and 0.8 WTE Band 4
· The service's referral pathway (e.g. GP, , self-referral).	Health Care Professional, Local Authority and GP
2. Does your Trust currently provide an adult continence product provision service (e.g. absorbent pads or continence products) for individuals aged 18 years and over? (Yes/No)	Yes

If **No**, please provide the name of the provider responsible for product provision for this age group.	N/A
If **Yes**, please provide the following information: - · The name of the service (if applicable).	ALL AS ABOVE
· The age range it covers.	
· The staff roles or disciplines included in the service (e.g. nurse, physiotherapist, occupational therapist).	
· The number of staff in each role, expressed as whole-time equivalent (WTE).	
· The service's referral pathway (e.g. GP, , self-referral).	
3. Has your Trust closed, reduced or restructured any part of its adult continence and/or bladder and bowel service since October 2022? (Yes/No)	No
If **yes**, please provide: · The date of closure or reduction.	N/A
· A brief description of what changed (e.g. staffing, eligibility criteria, service capacity).	
4. What is the average waiting time (in weeks) on the waiting list for this service for: · An initial assessment within the adult continence service:	6 Weeks
· Access to continence products through the adult continence service	Once clinically assessed and criteria met a 2 week trail of products and then 2 weeks until

	delivery once products samples confirmed
5. What is the current number of adults on the waiting list for this service for: · An initial assessment within the adult continence service –	As we are not solely a continence service we don't have a split waiting list.
· Access to continence products through the adult continence service	As above
6. What is the number of adults on your caseload that have faecal incontinence? If this data is not captured, please state "Not captured" in your response.	Not captured
7. Does your Trust follow or implement the following national guidance and professional standards for continence care and management? Please indicate **Yes** or **No** for each	
· Lower urinary tract symptoms in men: management (NICE), with particular reference to clause 1.3.3, which focuses on the idea of providing a choice of containment products to manage storage LUTS (particularly urinary incontinence) based on individual circumstances and in consultation with the man.	YES
· Lower urinary tract symptoms in men (NICE)	YES
· Faecal incontinence in adults (NICE), with particular reference to the "Appropriate products" section, on pg. 18, which states: These are continence or bowel management products that are	YES

appropriate to the person's circumstances, taking into account their preferences. These may include: o disposable body-worn pads in a choice of styles and designs, and disposable bed pads if needed o pads in quantities sufficient for the person's continence needs (it is inappropriate to limit the number of pads given)	
· Recommendations | Urinary incontinence and pelvic organ prolapse in women: management | Guidance | NICE -	**YES**
· Guidance for the provision of absorbent products for adult incontinence, produced by the Association for Continence Professionals and the Royal College of Nursing (2019), with particular reference to Sections 4.1, 10, which states: "The number of absorbent products issued per 24 hours must meet assessed clinical need, although some localities apply restrictions. As part of the continence assessment process a validated scoring system might be used to objectively measure 'clinical need' in continence care. Products must be provided to meet patients' fundamental care needs, including maintaining independence." (Murphy et al., 2019)	**YES**

If you have any queries or concerns please do not hesitate to contact the Freedom of Information Department. It would be helpful to quote the above reference number in any future communication.

If you are unhappy with the service you have received in relation to your request and wish to make a complaint or request a review of our decision, you should write to The Chief Executive, Bolton NHS Foundation Trust, The Royal Bolton Hospital, Minerva Road, Farnworth, Bolton. BL4 0JR.

If you are not content with the outcome of your complaint you may apply directly to the Information Commissioner. Generally the Information Commissioner cannot make a decision unless you have exhausted the complaints procedure provided by Bolton NHS Foundation Trust. The Information Commissioner can be contacted at The Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire. SK9 5AF.

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Yours sincerely,

Information Governance Department

Bolton NHS Foundation Trust
01204 390861
FOI@boltonft.nhs.uk
Informatics Building | Opposite N Block | Royal Bolton Hospital

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transforming lives...for a better Bolton

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