

Continence Service

Patient Information Leaflet



Home Visits

Why are there criteria to access Continence services at home?

Home visits to patients by a nurse providing NHS funded care have always been available to those patients who are unable to attend a community clinic to receive their care. However, the term “housebound” covers a wide variety of circumstances and some are able to travel, albeit infrequently, to hospital appointments or to go out to other places provided they have the right help to do so.

We work hard with the people who commission NHS services locally to ensure that the money we spend on behalf of the local community is spent wisely and efficiently; so that the most people possible can benefit from the service we provide.

Therefore, we have agreed criteria about who can be treated at home and this will mean that some people will need to attend a local community clinic to receive their care.

By having strict criteria we aim to provide safe, responsive and better services for those who will be seen at home and so be better able to meet the needs of all those who access our services. The criteria also ensure that decisions made about who is treated at home are fair and equitable.

Benefits of attending your local community clinic

By attending a clinic to receive your care you will benefit from:

- Quality care provided in a clinic which is equipped with specialist treatment and diagnostic equipment
- You will sit on a specially designed couch to ensure you are comfortable during your treatment
- Nursing staff can use specialist equipment so they will be less likely to be injured while treating patients and then be absent from work with back, neck and arm problems
- You will be able to arrange your clinic appointment on days and at times which suit you
- For some people, it is a good opportunity to get “out and about”

Please be assured though, that if you have your treatment at home, you are not receiving lesser quality care than those who attend a clinic, it is simply that we have limited care options when seeing you at home.

Who can be seen at home for their care?

Patients eligible for a home visit by the Continence Service will be those who are:

- bed or chair bound 24 hours a day, or require hoisting in order to be moved to travel

Who will not be eligible?

If despite having difficulties with your mobility, and regardless of whether you have access to your own private transport, you will not be entitled to a home visit if you do not meet the criteria above. We appreciate that some people have difficulties travelling for care and we advise you to see our transport leaflet (and website) for help and support with travel.

What happens if I am referred for a home visit?

The Continence service will contact you and discuss the criteria and your circumstances with you before making any decision and advising you of it. This may mean future treatment will only be offered to you in a clinic and you will not be offered a visit at home.

What help is there with transport?

It's not always easy relying on family and friends to help get around and so if you need transport to attend a clinic appointment, we can give you lots of information about public transport, community car and mobility schemes and health transport services.

Some people may be eligible to claim back the cost of travel depending on their circumstances. We can put you in touch with services that provide such transport and the help and advice you may need to arrange getting to a clinic for your care.

Helping us to keep staff safe

Research has showed that nursing staff are at risk of developing problems such as back, shoulder, neck, wrist, hand, hip and knee conditions when working. These risks are much greater for staff when providing treatment in patients own homes.

So that we can minimise the risk of injury to our staff and provide you with safe and effective care we need to ensure that they are working in a suitable environment. Therefore, we may occasionally ask you to help us by, for example, clearing spaces in your home, allowing us to move small items of furniture, not smoking, removing pets or having curtains open or your lights on.

Concerned that you cannot have a home visit?

After an initial conversation you may have been told that you do not meet the criteria to have an assessment at home. Our staff will have discussed the reasons why and offered supportive information about attending to clinic for your care and about help with transport. If you think the wrong decision has been made and you do require a home visit, please contact us (as detailed below) to discuss your concerns.

If you have any questions regarding the information in this leaflet, please contact Continence Service.

Contact details

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Website: Scan the QR code with the camera on your phone

