USEFUL LINKS AND RESOURCES

• www.aliss.org - Access to local information to support self-management (ALISS)
• www.bladderandbowelfoundation.org
• www.alzscot.org
• www.alzheimers.org.uk
• www.sssc.uk.com/workforce-development/
• www.nes.scot.nhs.uk/education-and-training/
• www.bladderproblem.co.uk/
• Hub.careinspectorate.com
• www.aca.uk.com - Association for Continence Advice (ACA)
• www.rcn.org.uk - RCN Guidelines

MESSAGE 3
What I need to stay continent and how you can help

• Get to know what I do or the habits I have that keep my bladder/bowels regular.
• Make sure I have a choice of food and drink available to promote a healthy bowel and bladder. For example, decaffeinated drinks and fruit and vegetables.
• Keep me as active as I can be. Keep me well will help promote a healthy bladder and bowel.
• If needed, adapt my clothing to help me to use the toilet independently, while keeping me in the style I like.
• Make sure any equipment I need to keep me continent is available for me to use.
• Help me manage my medication so that it doesn’t affect my lifestyle. For example, seek advice if I am taking water tablets and/or laxatives, where they affect me doing the things I want to do or prevent me from getting a good night’s sleep.

MESSAGE 4
Create an environment that supports me to be independent and promotes continence

• Can I find the toilet? Are there clear signs and layouts?
• Is there enough lighting? Can I find the light switch?
• Can I recognise the toilet and sink? Are they a different colour from the walls?
• Can I reach the toilet roll?
• Can I find my way out of the toilet and back to where I want to go?
• What technology and equipment is there to help me improve or remain continent?
• Think about the environment for me. For example, consider if my bed needs repositioned so that I can see the toilet when I wake up.

MESSAGE 5
Look for every opportunity to promote my continence – be creative

• Going to the toilet should not be stressful for either you or me.
• Give me the opportunity to go to the toilet at times that are ‘normal’ for me.
• When you help me to the toilet give me time on the toilet and give me time to try again.
• Ask yourself if you need to stay with me when I go to the toilet.
• Work with the other people to find the best solution, and access specialist help when needed. Pads are not the only option.
• Where continence is not possible, look at the range of products that are available and get the right products for my lifestyle and the activities I do.
**FIVE KEY MESSAGES**

1. **Know me and what's important in my life and do what's best for me.**
2. **Know me and how I communicate.**
3. **What I need to stay continent and how you can help.**
4. **Create an environment that supports me to be independent and promotes continence.**
5. **Look for every opportunity to promote my continence be creative.**

**MESSAGE 1**

- Know me and what's important in my life and do what's best for me.
- Find out how I am able to remain continent.
- Ask me about my normal bowel/bladder habits, routines and lifestyle.
- Support me to maintain my personal hygiene, making sure my skin stays healthy.
- Involve my family, care and friends in finding out about me and my culture but remember I have a voice too.
- Look for every opportunity to promote my continence be creative.

**MESSAGE 2**

- Listen carefully to any words I use, to help you get to know what I am trying to tell you.
- If I can’t tell you clearly what I need, pay close attention to my body language, facial expression, behaviour and any signs I may use.
- Remember I might feel embarrassed so consider my privacy and dignity.
- Remember your behaviour affects the way I feel.
- Don’t assume anything. Hear me, see me and listen to me.