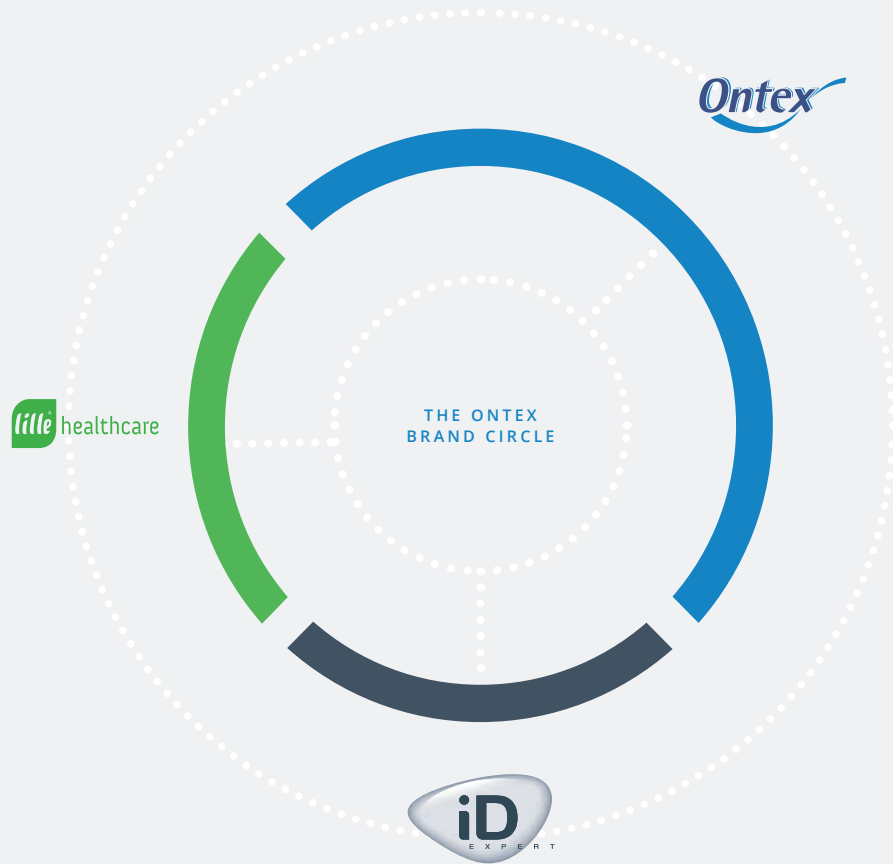




A Guide To Managing Incontinence



Ontex exclusively specialises in healthcare solutions for continence management, both at emotional and functional levels.

ontexglobal.com

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The Ontex Difference

Smart solutions for all generations

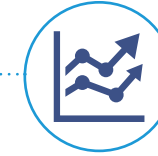


Ontex is a leading international manufacturer of personal hygiene solutions for customers of all ages.

Our quality, high-performance, best-value products are distributed in more than 110 countries and are manufactured across 19 different production sites. Our disposable continence care brands iD and Lille provide solutions for all types and levels of incontinence.



... it's only when you combine our capabilities, our solutions and the excellent service we offer our customers, that you truly **see what makes us different.**



Trusted Partnership

- With over **270 nurse advisors** Ontex is always available to help customers optimise care
- More than **750,000 patients** use our monthly home delivery service
- The Continence Institute is our fully **accredited, comprehensive eLearning** tool

Guarantee of Service

- We are **one international business** with sales in more than **110 countries**
- We have **19 production plants** and **25 logistics hubs** across Europe
- There are **27 Sales and Marketing** sites across the globe
- We have over **11,000 employees**

The Smart Solution

- We have a world class research and development team, who in the last three years have held **over 50 panel tests involving 2,700 patients**
- Ontex is flexible and able to offer the most **comprehensive** product range in the healthcare market
- We have an **industry leading supported and holistic approach** to the changeover of products to Ontex brands

Real Results

- By using product conversion in a group of **33 nursing homes** in Belgium (with approximately 3,000 residents), Ontex made a **22% saving** within three months, and with a **93% satisfaction rate***
- In a **buying group of 150 members** in France, product conversion was used to generate a **25-30% saving**, and also led to increased self-esteem and independence in patients**
- **80,000 patients** converted in 18 weeks with 600 training sessions (>6000 attendees)***



Our value proposition is to offer innovative and smart solutions adjusted to the needs of our consumers and healthcare professionals to improve their quality of life...

* Senior Assist, Belgium ** Grappin Drôme, France *** NHS Scotland

What Do I Do Now?

You have recently been asked for advice regarding incontinence. This may be by a patient or on behalf of a patient by a relative or loved one.

This booklet has been devised to guide and assist you in explaining incontinence whilst also showing you that it doesn't have to affect all aspects of patients' life.

The chosen product will have been selected following clinical assessment. This booklet has been designed to offer advice on these incontinence pads and answer any other questions that you may get.



This booklet has been devised to guide and assist you in explaining incontinence whilst also showing you that it doesn't have to affect all aspects of patients' life.

What Is Incontinence?

The word incontinence often means different things to different people. As with all healthcare problems it is important we are all clear about what we mean when we say someone is incontinent.

Medical definitions focus primarily on the fact that the person with the problem is experiencing an involuntary loss of urine or faeces. In other words they are unable to control the leakage.

However, it is important to understand that incontinence can occur for a variety of reasons. There are a number of physical problems which directly affect the bladder and how it functions.

There are also issues which affect how we access and use toilet facilities. A toilet we cannot get into is a toilet we cannot use!

The most common types of incontinence are:

- Stress Incontinence
- Urge Incontinence
- Overflow Incontinence
- Mixed Incontinence
- Functional Incontinence
- Faecal Incontinence

Prevalence

Approximately 6 million adults and 500,000 children over the age of 5 in the UK suffer with urinary incontinence. Present figures suggest that 1 in every 3 people will be incontinent at some time in their lives.

Faecal incontinence affects 500,000 adults or approximately 1% of the adult population (Le Lievre, 2002).



Faecal incontinence affects 500,000 adults or approximately 1% of the adult population

What Type Of Incontinence Might I Have?

Types of Incontinence

Urge Incontinence

Many people with bladder problems find the desire to pass urine can come on so quickly it does not give them time to get to the toilet. If you have urge incontinence you can find you leak on the way to the toilet or soon after you have experienced the urge to empty your bladder. Some people find hearing running water or putting the key in the front door may trigger episodes of urge incontinence (Thomas, 2001).

Stress Incontinence

Leaking small amounts of urine when you cough, sneeze or laugh (or during any bodily movement which puts pressure on the bladder) can occur if there is a weakness in the pelvic floor muscles and/or a deficient urethral sphincter. It is more common in women as pelvic floor muscles can be weakened by pregnancy, childbirth and menopause.

Men may experience this type of leakage following surgery for prostate problems.

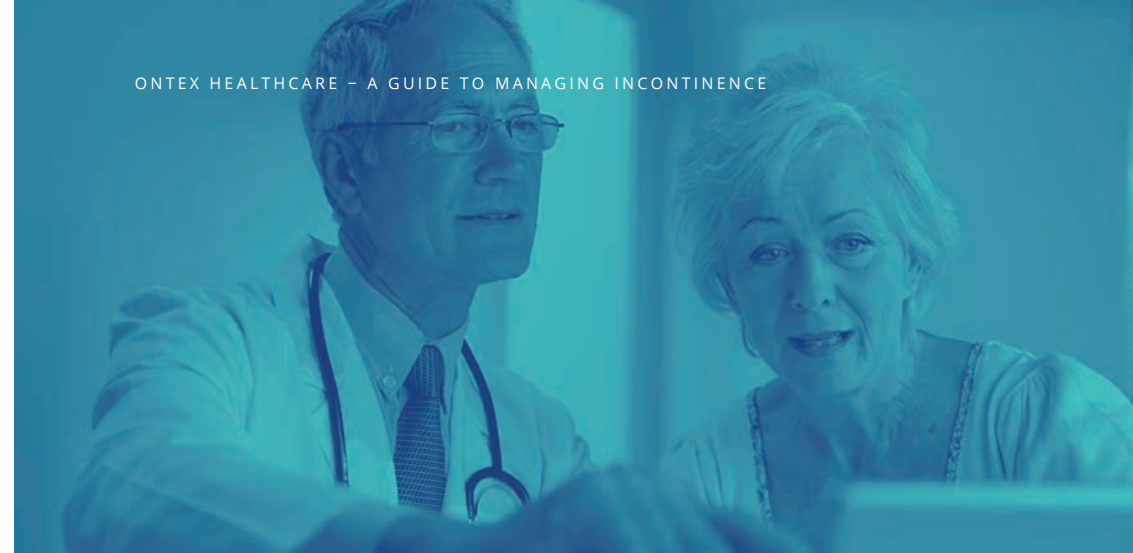
Overflow Incontinence

Some patients with incomplete bladder emptying experience a constant dribble of urine which they are unable to control, this is called overflow incontinence. If the bladder is unable to empty effectively, overflow incontinence may occur.

Conditions such as constipation, urethral stricture or prostate enlargement can cause obstructions which prevent the bladder from emptying completely (Getliffe et al, 2003).

This means there is very little space for new urine to be stored and frequent visits to the toilet to pass small amounts of urine often result.

People with this type of problem may feel that their bladder is never completely empty.



Mixed Incontinence

It is possible to experience more than one type of incontinence (Abrams et al, 2002). Some patients find they leak urine when they cough and sneeze but also have to dash to the toilet, often leaking urine before they are able to get there. This is called Mixed Incontinence.

Functional Incontinence

An inability to access appropriate toileting facilities will result in incontinence. The individual may have a bladder in perfect working order but incontinence occurs because toileting facilities do not meet the individual's needs.

Faecal Incontinence

For many people, faecal incontinence occurs because of a number of factors which have all happened at the same time.

Diarrhoea caused by infections and stomach upsets may cause faecal incontinence in some people, this usually resolves once the diarrhoea settles.

Patients with neurological conditions such as multiple sclerosis or stroke may experience faecal incontinence due to impaired nerve impulses. A number of medications can also cause bowel problems such as constipation which can develop into faecal impaction if not treated effectively.

How Can I Try To ‘Control’ The Issue?

Pelvic Floor Exercises

What is the Pelvic Floor and where is it?

The pelvic floor muscles are a group of muscles that extend from your tail bone (coccyx) at the back to your pubic bone at the front. They wrap around the underside of the bladder and rectum, supporting them in their correct position. In women the pelvic floor muscles also support the womb.

In both sexes the muscles of the pelvic floor play an important role in ensuring the urethra (urine pipe) and the rectum (back passage) close effectively.

How the Pelvic Floor works

The muscles of the pelvic floor are kept firm and slightly tense to stop leakage of urine from the bladder or faeces from the bowel. When you pass water or have a bowel motion the pelvic floor muscles relax. Afterwards they tighten again to restore control.

Why do the Pelvic Floor Muscles get weak?

In both sexes, pelvic floor muscles can become weak due to a range of factors including;

- A general lack of exercise
- Ageing
- Repeated straining during bowel opening
- Repeated heavy lifting
- Chronic cough
- Obesity
- Neurological damage e.g after a stroke

In women, pelvic floor muscles can be affected by pregnancy, childbirth and the menopause. This is due to the pressure of the enlarged womb (pregnancy), damage during childbirth and changing hormone levels (menopause).



In both sexes, pelvic floor muscles can become weak due to a range of factors



How Pelvic Floor exercises can help

Pelvic floor exercises can strengthen these muscles so that they once again give support. This will improve your bladder control and improve or stop leakage of urine. Like any other muscles in the body, the more you use and exercise them, the stronger the pelvic floor will be.

Pelvic Floor exercises to treat Stress Incontinence

It is important that you exercise the correct muscles. Your doctor may refer you to a continence advisor or physiotherapist for advice on the exercises.

There are two types of muscle fibres within the pelvic floor; slow twitch and fast twitch fibres. They respond in different ways depending on the type of activities you are carrying out during the day. It is important you perform exercises that strengthen both.

You need to do the exercises every day.

Pelvic Floor Exercises For Women

Learning to exercise the right muscles

Sit or lie comfortably with the muscles of your thighs, buttocks and abdomen relaxed.

Tighten the ring of muscle around the back passage as if you are trying to control diarrhoea or wind. Relax this muscle again. Practice this movement several times until you are sure you are exercising the correct muscles. Try not to squeeze your buttocks or tighten your thighs.

Now imagine you are passing urine and are trying to stop the stream. You will find yourself using slightly different parts of the pelvic floor muscles to the first exercise (ones nearer the front). These are the ones to strengthen.

The number of muscle squeezes you perform each day will depend on how well your muscles can move and how strong they are.



Find three to four regular times during the day to do the exercises e.g. after getting off the toilet, when having a drink or when lying in bed. Tightening the pelvic floor muscles before you get up from a chair, cough or lift anything heavy will also help.

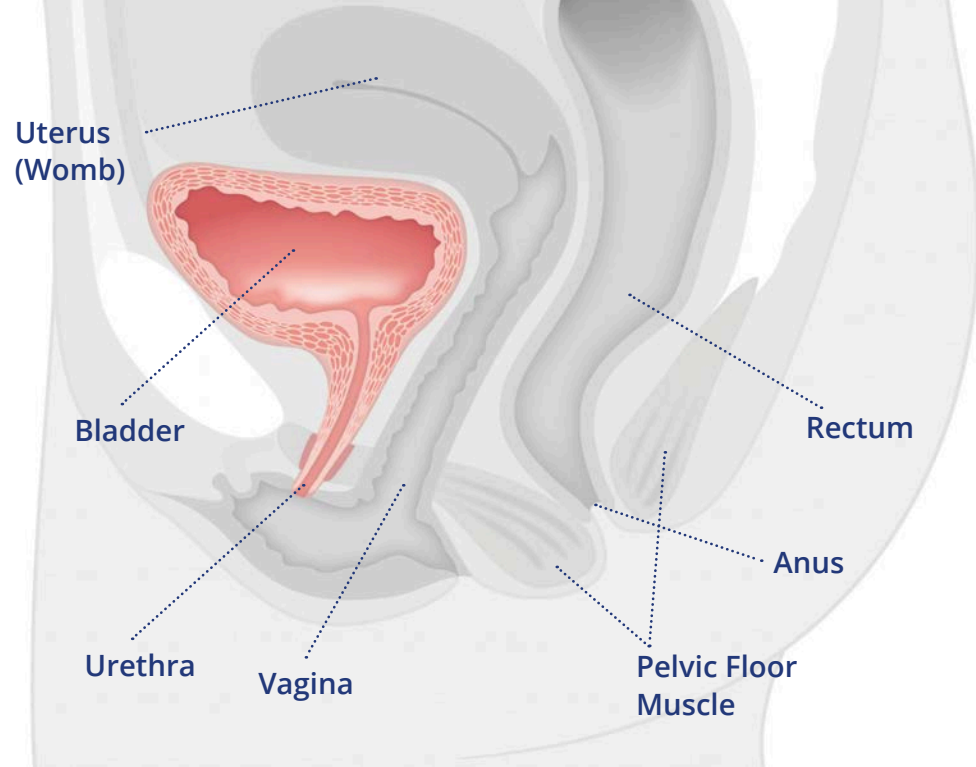


Diagram showing a side view of a woman's bladder and related structures.

In addition to the times you set aside to do the exercises, try to get into the habit of doing exercises whilst going about everyday life. For example, when answering the phone, when washing up etc.

After several weeks the muscles will start to feel stronger. You may find you can squeeze the pelvic floor muscles for much longer without the muscles feeling tired.

However it may take up to 3 months to achieve the desired results. If you see little or no change, please contact a Healthcare Professional again.

Pelvic Floor Exercises For Men

Learning to exercise the right muscles

Sit or lie comfortably with the muscles of your thighs, buttocks and abdomen relaxed.

Tighten the ring of muscle around the back passage as if you are trying to control diarrhoea or wind. Relax this muscle again. Practice this movement several times until you are sure you are exercising the correct muscles. Try not to squeeze your buttocks or tighten your thighs.

If your technique is correct you will feel the base of your penis move upwards slightly towards your tummy. You may notice that your penis withdraws and that your scrotum lifts.

The number of muscle squeezes you perform each day will depend on how well your muscles can move and how strong they are.



Find three to four regular times during the day to do the exercises e.g. after getting off the toilet, when having a drink or when lying in bed. Tightening the pelvic floor muscles before you get up from a chair, cough or lift anything heavy will also help.

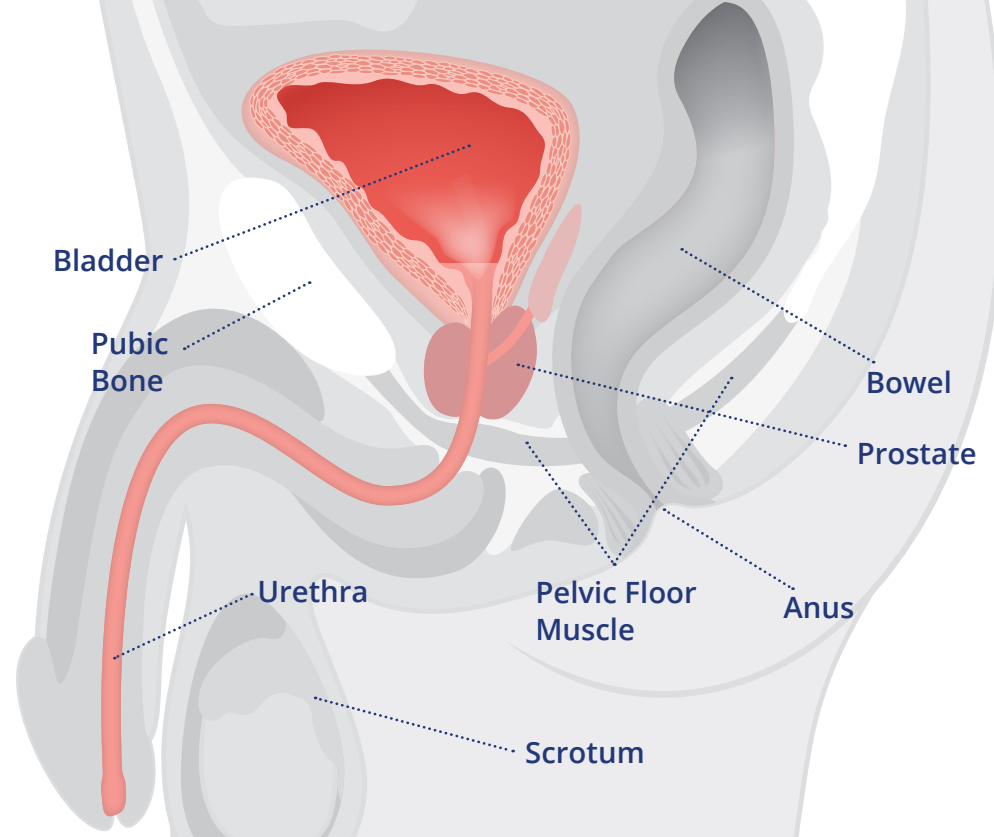


Diagram showing a side view of a man's bladder and related structures.

In addition to the times you set aside to do the exercises, try to get into the habit of doing exercises whilst going about everyday life. For example, when answering the phone, when washing up etc.

After several weeks the muscles will start to feel stronger. You may find you can squeeze the pelvic floor muscles for much longer without the muscles feeling tired.

However it may take up to 3 months to achieve the desired results. If you see little or no change, please contact a Healthcare Professional again.

Do I Need To Change My Dietary Habits?

Fluid and Dietary Advice

It is important to drink enough each day, people with certain medical conditions such as kidney failure or heart failure should seek advice from a Healthcare Professional.

A number of things will influence how much the average person needs to drink each day.

If you don't drink enough your bladder will become more sensitive to smaller amounts of urine, which means you will go to the toilet more frequently and you can also become constipated (Cardozo, 2000).

If you already have bladder problems it may be advisable to avoid certain types of drinks such as tea, coffee, cola and chocolate as they contain caffeine, which can irritate the bladder in some people.



This can result in the bladder becoming overactive which leaves you with the feeling that you need to empty the bladder before it is full (Cardozo, 2000).

Swapping to decaffeinated drinks for a short period will enable you to assess whether you are sensitive to the effects of caffeine.



... it may be advisable to avoid certain types of drinks such as tea, coffee, cola and chocolate as they contain caffeine

Some people may find they have to avoid acidic foods such as oranges, grapefruit, tomatoes, lemons and limes as they make their symptoms worse. There has been a large amount of medical research discussing the benefits of cranberry juice; the present view is that those who suffer with frequent urine infections find it relieves symptoms (Cardozo, 2000).

Always seek your Doctor's advice prior to introducing cranberry juice into your diet, especially if you are taking Warfarin or are suffering with Diabetes. Following advice from your Doctor you may find there are low sugar varieties available (Lavender, 2000).

Fluid And Dietary Advice

Alcohol

Alcohol can increase urine production. This means that you will feel the urge to go far more frequently and, as it also alters your perception of how much urine is in your bladder, you may find you have little or no warning when you want to pass urine (Cardozo, 2000).

Bowels

Everyone's bowel routine is different. Eating a good balanced diet which includes fruit, vegetables and high fibre foods such as wholemeal bread and cereals provides your bowel with the tools it needs to do its job properly.

Any sudden changes in your bowel habits should be discussed with your Doctor, this is particularly important if you notice any blood when having your bowels open.

Smoking

There are a number of health risks associated with smoking, therefore it is always advisable to consider giving up. A 'smokers cough' can place extra pressure on the muscles of the pelvic floor, increasing your chances of experiencing stress incontinence.

Observing the colour of your urine

It is important to know your body, so look at your urine. The color of your urine can give a good indication as to how hydrated you are.

It is important to remember certain drugs, fluids and foods can discolour your urine. If you notice blood in your urine; or that your urine has a strong odour; or you have a burning sensation when you pass it, contact your Doctor. You may have an urine infection or a problem which requires further investigation.



Eating a good balanced diet which includes fruit, vegetables and high fibre foods such as wholemeal bread and cereals provides your bowel with the tools it needs to do its job properly.



How Can I Continue My Life As Before?

Incontinence Pads

Our aim is to supply you with high quality pads which will keep you dry, comfortable and odour free. There are different types of incontinence products available for you to use. A Healthcare Professional will assess you for the most appropriate one.

For those with very light urinary incontinence or light incontinence the iD Expert Light, iD Light Advance or Lille Suprem Light are the best solutions, which all include an adhesive back to stick inside your own underwear. These pads are available in various sizes and absorbencies.

Designed specifically for men, the iD for Men pads and Suprem For Men Pads are ideal for managing light to moderate urinary incontinence.

Should your incontinence be slightly more severe, the iD Expert Form, Lille Suprem Form or Lille Classic Form ranges are available. The Form pads are a series of more absorbent products which are worn inside a pair of net pants such as iD Expert Fix, Lille Ganmill Panty, Lille Ganmill Fix, Lille Ganmill Boxers, or your own close fitting underwear.

Some people find an 'All-in-One' product best suits their requirements and this is why you may have been recommended the iD Expert Slip, Lille Suprem Fit and Lille Classic Fit range of products.



The iD Expert Belt is an alternative all-in-one product. Made from breathable material, the soft belt is fastened around your waist and then attached to an absorbent pad fed through the legs. Fastened at the front with a hook and loop fastening and leaving the hips free, this is a very comfortable product to wear.

A solution for very active people are pull up pants. These products are iD Pants, iD Pants Active, iD Pants Fit & Feel or Lille Suprem Pants. They resemble ordinary underwear and are ideal for those who wish to manage their own incontinence wear.

These ranges are reliable, safe, comfortable and cost effective. For more information on our products, please speak to our customer services department, or visit the iD website id-direct.com or Lille website lillehealthcare.com

How Do I Find Out About Continence Products?

During their stay in the hospital the ward nurses will be able to give patients the most appropriate pad for their incontinence. If the incontinence starts or worsens whilst the patient is at home, he/she needs to book an appointment to see their Doctor or Practice Nurse and they will be able to refer them to the most appropriate person.



It is possible for patients to view and buy continence products online, id-direct.com or lillehealthcare.com are both helpful websites, or from your pharmacy or medical facilities. However, many types of incontinence can be cured or improved so we would always recommend that patients seek medical advice first.

“

... many types of incontinence can be cured or relieved so we would always recommend that they seek medical advice first.

How Do My Incontinence Pads Work?

The top layer of the pad (which is next to your skin) is a non-woven layer which allows the urine to pass through quickly whilst remaining dry to the touch.

Integral to this layer are the anti-leak cuffs which, when activated correctly, prevent urine leaking from the pad.

Under this top layer is the absorbent core. This is made from a mixture of both natural and man-made fibres.

A 'Super Absorbent Powder' is present in this area which transforms the urine from a liquid into a gel.

This ensures the urine stays in the absorbent core and does not rise back through the pad to the surface layer.

The pads also feature an 'Odour Dry System' which helps prevent the formation of ammonia. This helps to keep the pH of the urine closer to that of normal skin and also helps prevent a urine smell developing.

The backing of the pads is either 'Polyethylene' or 'Cotton Feel' dependent upon which type has been prescribed by your Healthcare Professional. Both materials are designed to be soft yet strong and will not allow urine to leak through. All Ontex pads have been dermatologically tested and are latex free, therefore reducing the likelihood of pad allergy.

On the more absorbent products each pad has two wetness indicator lines to show the presence of urine. These are a guide to when you need to change the product and can be checked without the need to remove the pad.

The yellow line will turn blue and the blue line/writing will fade. When approximately two thirds of the wetness indicator lines have changed colour the pad is ready to be changed.

If there has been any faecal soiling then the pad should be changed immediately.



Both materials are designed to be soft yet strong and will not allow urine to leak through.



- 1 Anatomically shaped
- 2 Anti-leak cuffs
- 3 Wetness indicators

How Do I Wear My Incontinence Pads?

Fitting the Form Pads

Continue reading for an example of how to fit a Form pad, please refer to our 'Fitting Guide' booklet for instructions on how to fit the full range of incontinence products we provide.

Step 1

Start by pulling the net pants up to just above the knee, with the top folded down in preparation for securing the pad. Gently open then fold the pad in half lengthways to form a cupped shape, this activates the anti-leak cuffs.

Step 2

Keeping the pad folded, pass the pad between the legs from front to back with the backsheet turned away from the skin. Centre the pad by using the wetness indicators as a guide. Ensure the larger part of the pad covers the buttock area and the smaller area covers the front.

If the client is lying down, gently roll them onto their side and position in same way.

Step 3

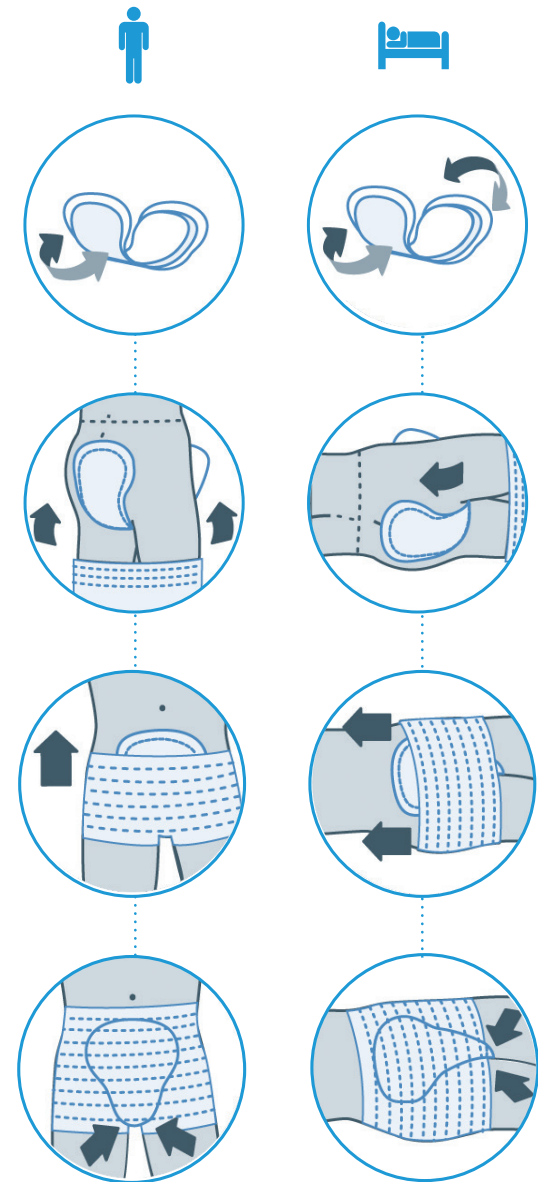
Ensure the front of the pad is fitted up towards the lower abdomen and the back of the pad towards the cleft of the buttocks. The anti-leak cuffs should fit closely at the groin. If positioned correctly the front of the pad will sit slightly lower at the front than the back.

Step 4

Pull up the pants to fit securely over the pad, ensuring the pants are fitted well at the top of the legs and that the pad remains closely fitted at the groin.

Then fan and smooth out the product, paying particular attention to the back of the pad, ensuring it is crease free.

The pad should sit slightly higher at the back than the front. Adjust the pad and pants as required to ensure the user feels comfortable and secure.



Net Pants

In some areas Healthcare Professionals are able to prescribe net pants. These are designed to hold the pads securely in place.

If these are not available then you will need to either buy your own or wear close-fitting underwear.

Net Pants should be washed at 60° or lower. Do not tumble dry.

How Do I Care For My Skin?

Your skin can be damaged if you don't take care of it. Skin problems are more likely to occur if you suffer from both urinary and fecal incontinence or if you have very loose stools.

In order to maintain the integrity of your skin you should follow these basic principles:

- **Clean**
When you wash your bottom avoid using harsh soaps as these can cause your skin to become dry.
- **Moisturise**
Use a pH balanced soap, foam cleanser or cleansing wipes which contain added moisturisers. If using soap, rinse your skin after use.
- **Protect**
Don't rub your skin dry as this can damage the top layer of your skin, instead pat gently. If your skin is intact you do not need any cream and if your skin is starting to become sore, seek your Healthcare Professional's advice.



- When applying any creams you may have been prescribed make sure you follow the instructions carefully. Talcum powder and some barrier creams can stop your incontinence pads from working properly as they block the pores in the top layer of the pad. This stops the urine from being absorbed into the pad. If the 'stay dry' effect of the pad is damaged it will not be as comfortable to wear (Le Lievre, 2002).



The skin can be damaged if you don't take care of it. Skin problems are more likely to occur when suffering from both urinary and fecal incontinence

What Do I Do if Urine Or Faeces Leaks Onto My Clothes Or Furniture?

If urine leaks on to your clothes:

If your clothes are washable you should attempt to wash them in cold running water, then leave them to soak overnight in a solution of biological detergent and warm water, then wash as normal. If your fabrics are not washable; dissolve biological detergent in medium warm water, sponge the mark and repeat with cold water before taking them to the dry cleaners if necessary.

If urine is on carpets or soft furnishings:

Mop up any excess and dissolve biological detergent in warm water. Test the fabric for colour fastness in a hidden area and if there are no problems sponge the affected area and repeat with cold water. If necessary shampoo your carpet.

If you have faeces on clothes:

You should wash your clothes using a biological detergent as soon as possible, if they are non-washable you should take them to a dry cleaners.

If faeces is on carpets or soft furnishings:

Sponge with warm water, blot dry, then sponge with a mixture of biological detergent and warm water ensuring you do not get the area too wet. If the stain persists mix 1 part distilled vinegar with 3 parts water and use it to sponge the stain before blowing it dry. Remember to try this on a non-visible area first.

Go to www.diynot.com/pages and select 'Stain Removal' for more information.



How Do I Dispose Of My Pads?

It is very easy to dispose of incontinence pads. All pads can be disposed of using the normal household dustbin.

Most authorities advise people to place used pads in a small bag or nappy sack and then dispose of them in the normal family dustbin for local refuse collectors.

If you are in doubt ask your Healthcare Professional. Never attempt to flush any iD incontinence pads down the toilet.



Never attempt to flush any incontinence pads down the toilet.



How Do I Get My Pads?

Following assessment by your Healthcare Professional, you will be prescribed pads to suit your individual need. These will be delivered on a regular basis; your Healthcare Professional will advise you about this.

The incontinence products will be delivered to your house using a discreet delivery service to avoid any embarrassment.

If you are not at home during the day it would be helpful if you would be able to state an area where they can be left, such as in the porch, with a neighbour etc. This can be provided when placing your order.

Please note that although pads are light and comfortable to wear, they are heavy when boxed. Please take one pack from the box at a time to carry to your storage area.

If you need to phone to place your order, use the box on the following page as a memory aid. You can write down the name of

the products you are using and the number you need to phone. You may also wish to include the name and number of the Healthcare Professional who assessed you in the event of any problems.

For more information on the full range of products visit the iD website id-direct.com or Lille website lillehealthcare.com.



Your incontinence products will be delivered to your house using a discreet delivery service

Useful Information

Your Healthcare Professional is:

.....

His/Her number is:

.....

Your Continence Advisor is:

.....

His/Her number is:

.....

The name of your product is:

.....

The telephone number to reorder your product is:

.....

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Further Information

Purchase our products

For information on the full range of products, and to purchase our iD incontinence products please visit the iD website:

www.id-direct.com

Or the Lille website:

lillehealthcare.com

Bladder and bowel Community

The Bladder and Bowel Community or B&B is a UK wide charity that provides information and advice on a range of symptoms and conditions related to the bladder and bowel.

bladderandbowelfoundation.org

Bladder and Bowel UK

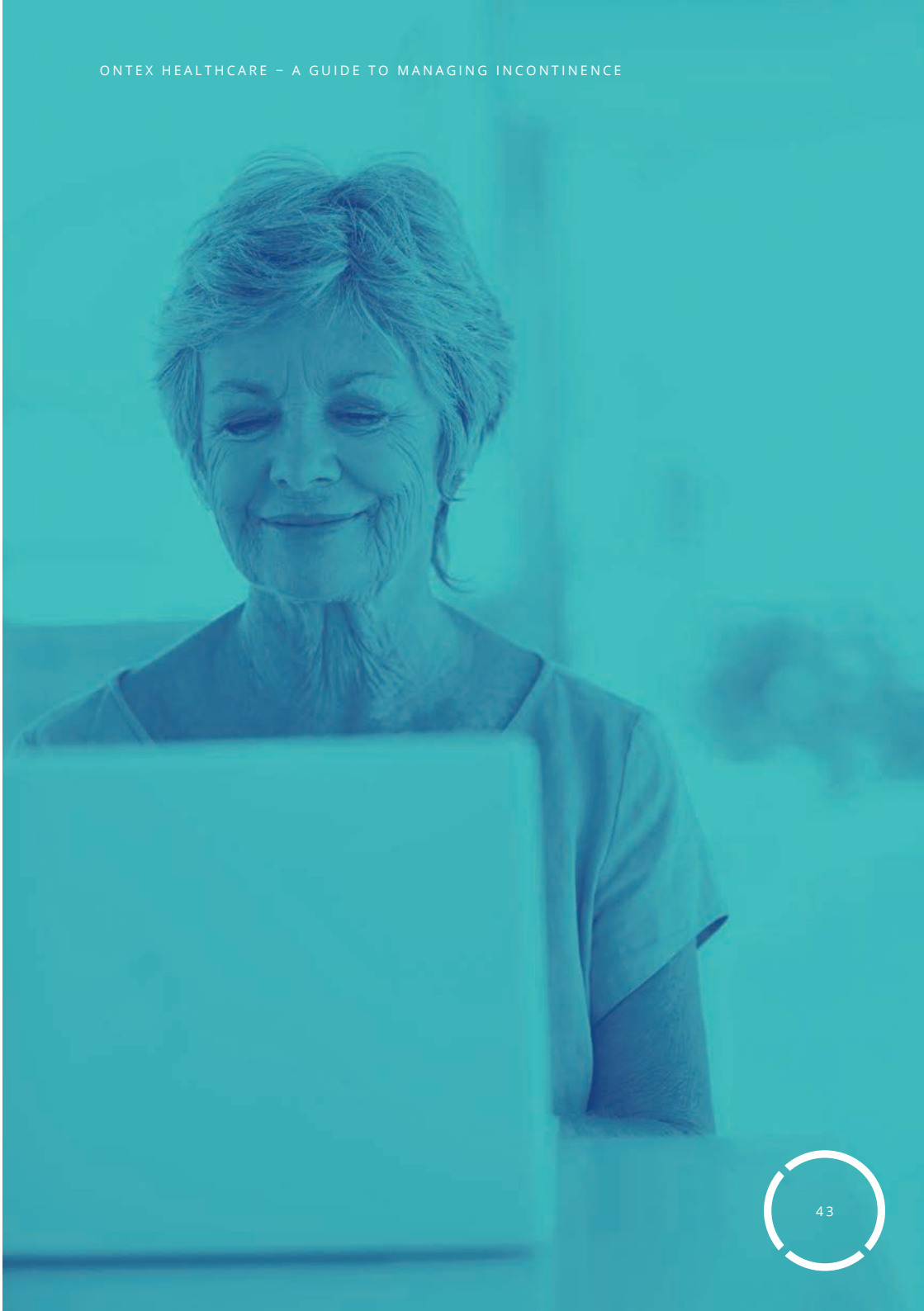
Bladder and Bowel UK provides a national service to improve the life of all people with bladder and bowel problems.

disabledliving.co.uk/bladderandboweluk

Disability Rights UK

Disability Rights UK provides a national key scheme offering disabled people access to public toilets around the country.

disabilityrightsuk.org





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WE LOVE TO HELP YOU CARE
ID EXPERT

