

About the service

The offices of the service are based in Dorchester and Boscombe. Please call either the west team or east team on the telephone numbers on the back of this leaflet for further information about the service.

Our vision is to be...

**BETTER
EVERY
DAY**

through...



Working together for patients

Respect and dignity

Commitment to quality of care

Compassion

Improving lives

Everyone counts

Commitment to learning

Contact:

Dorset Bladder and Bowel Continence Service (west)

Forston Clinic
Herrison Road
Charlton Down
Dorchester
Dorset DT2 9TB

Tel: **01305 259978**

Email: continence.dept@nhs.net

Dorset Bladder and Bowel Continence Service (east)

11 Shelley Road
Bournemouth
Dorset BH1 4JQ

Tel: **01202 443111**

Email: dhc.continence.shelleyroad@nhs.net

The information in this leaflet is available in additional languages and alternative formats. Please contact the Trust for further details.

© Dorset HealthCare University NHS Foundation Trust. All rights reserved. Not to be reproduced in whole or in part without the permission of the copyright owner.

Leaflet ref: PED-SS-BBCS1-18

NHS

**Dorset HealthCare
University**

NHS Foundation Trust

A guide to the Dorset Bladder and Bowel Continence Service



Dorset HealthCare University NHS Foundation Trust

Sentinel House
4–6 Nuffield Road
Poole, Dorset
BH17 0RB
☎ 01202 277000

🐦 @DorsetHealth
🌐 www.dorsethealthcare.nhs.uk

**Information for
patients, relatives
and carers**

★ Excellence
♥ Compassion
🧠 Expertise
in all we do

Introduction

More than five million people in the UK have problems with urinary incontinence. Sadly, only 1 in 8 people feel able to tell someone that they are also experiencing faecal incontinence or soiling. These problems have been described as the “thief of dignity” by those who suffer from it.

You can be assured, though, that help is available. It is important to know that, given time and patience, a great deal of problems with incontinence can be cured or at least improved. The provision of pad supply for Dorset is managed by this service.

Assessments are conducted in a secure, private environment by a specialist nurse. The service is confidential and is tailored to meet your individual needs. Treatment and support can include lifestyle advice, bladder retraining, pelvic floor exercises, electrical stimulation, irrigation devices and bladder scanning. We work with GPs for the prescribing of medication and devices, where necessary, and can link in with other healthcare professionals when more specialised treatment is required.

Other professional help is available from any of the following: your GP, Practice Nurse, District Nurse, School Nurse or Health Visitor.

Referrals

A self-referral system is in place, which means that anyone can ask for help from us without needing to be seen by their GP.

Referrals are also accepted from a range of Health and Social Care professionals including GPs, District Nurses, Practice Nurses, Occupational Therapists, Social Services and Consultants.

Home visits

Regular clinics are held throughout Dorset. If you are housebound and cannot get to a clinic, Health Care Assistants can visit you at home to give advice and suggest treatment. We liaise regularly with district nursing teams if they require specialist advice.

Health promotion

The Continence Advisors are keen to share their knowledge and experience with other health professionals and carers.

We provide a range of teaching options for other health professionals. We can offer support and advice to nursing and residential homes in the private care sector, as well as carers and their agencies in the voluntary care sector.

How to contact the service

For further information, or to book an appointment, please telephone the Dorset Bladder and Bowel Continence Service. If needed, you will be given directions on how to reach the clinic closest to you.

Where are the clinics?

We run clinics throughout east and west Dorset, details of which can be found on the website or by ringing the Continence Service office. During your appointment you will be assessed by a female advisor and an individual treatment plan designed with you.

We support everyone, including children, with a wide range of bladder and bowel problems. There may be occasions when it will be necessary for certain specialist treatments to be administered at home. You will be advised by your clinician if this is needed.

Clinic details can be found at:

<https://www.dorsethealthcare.nhs.uk/continence-service>

or call the Dorset Bladder and Bowel Continence Service for further information or to book an appointment.