



Continence Care Service

Committed to your care

In association with



Coloplast

About the Continence Care Service

The Continence Care Service has been set up to offer support to patients who are managing continence issues and to regularly review their needs.

We are keen to review the care and products currently prescribed (please note, this service does not relate to Continence Pads) to ensure that the most appropriate and effective appliances are being used.

To assist us with this, we have set up a contact telephone line for patients to order their prescription:

Telephone: 0800 917 9865

The Continence team will:

- Issue the patient's prescription
- Ask the patient how they want to receive their products

- Liaise with the patient to ensure they receive their products quickly
- Provide information, advice and guidance about continence needs
- Review a patient's products to ensure these are the most suitable for their needs
- Trouble shooting

All people accessing the service will receive honest and objective advice about appropriate supplies, products and delivery options available to them.

The Continence Care Review Service has been developed for you

Patient Information

We understand that you may have lots of questions and that is where we can help.

By working together, we will be able to establish your individual needs and the ongoing care and management of your condition. Your nurse can provide training, advice and support on a range of day to day issues.



The Continence Care Service Team in Shropshire Community Health NHS Trust

Your nurse can also provide expert advice and support on the following:

- Self-Catheterisation
- Urinary Sheaths
- Rectal Irrigation
- Indwelling Urinary Catheters and Accessories

Whatever your concern, no matter how small it may seem, you can be assured we will try to help.

Our Continence Service has been well established for over 20 years with experienced clinicians offering high quality evidence-based care across Shropshire.

Your questions

Below, we answer some questions you might have about the Continence Care Service.

Does my Nurse have any special qualifications?

Yes, the Continence Care Team are experienced clinical nurses with recognised and approved qualifications in nursing with Urological and Continence management as a Speciality. We are community Nurse Practitioners and Prescribers.

What can I expect when I first telephone for my prescription?

Your call will be handled by an experienced team member who will support you with your order. You will be asked some initial screening questions. The team member will process your prescription ready for the Continence Team to sign. You may be contacted by one of the Continence Specialist Nurses to gain further insight in to your clinical needs.

What services and information can they provide?

Depending on individual circumstances, your nurse will aim to offer you, your family and / or carers appropriate information and support so that you are confident in managing your appliances.

The nurse will provide education and give objective advice on supplies, products and delivery options. The details of your supplies will be discussed with you, as there are many different makes, types of and accessories available.

The details of this will be discussed with you and the most appropriate product and delivery option of your choice will be selected.

Get in touch



0800 917 9865

Free on all landlines

Call between Mon – Fri 9am – 3.30pm to speak with an experienced and knowledgeable member of the call handling team. We're here to provide advice, to help you place an order, and offer any other support you might need.

Committed to your care

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