

#weareNHFT

# HOME DELIVERY SERVICE

NORTHAMPTONSHIRE CONTINENCE  
ADVISORY SERVICE

 01604 678162

 [ncas@northants.nhs.uk](mailto:ncas@northants.nhs.uk)



**MAKING A  
DIFFERENCE  
FOR YOU,  
WITH YOU**

You will have an assessment of your continence problem carried out by your nurse, who will discuss an individual treatment/management plan with you. If your nurse identifies that the provision of incontinence aids may be appropriate, he/she will select the product which meets your requirements, and assess the amount required over a 24-hour period. Products will be selected from the range available from Northamptonshire Healthcare Foundation Trust.

If you have moved into the area or have been discharged from hospital, you will need to be assessed by your nurse as product ranges differ from area to area. Northamptonshire Healthcare Foundation Trust regrets that if an individual is not willing to be assessed or reassessed, then products cannot be supplied.

**Please note that there is a maximum limit to the number of pads which may be supplied in a 24-hour period.**

Your pads are delivered direct to your home. Deliveries are made to specific areas on certain days of the week. You will be advised of your delivery day when your products have been ordered. It is helpful if you could give your nurse details of somewhere the pads can be left under cover on the property or with a neighbour in case you are not at home when the delivery arrives. Deliveries can also be regularly made to an alternative address within Northamptonshire (e.g. a relative).

Once your nurse has sent the request for your products to the Continence Advisory Service, you should receive the products within three weeks. Please note, there may be delays if the Continence Advisory Service is receiving a high number of assessments or if the paperwork sent to the service is incomplete.

After your first delivery of products, it is your responsibility to order further supplies. With each delivery you will be advised of the earliest you can receive your next delivery. You should ring to request a further order. Please note that we need at least one

weeks notice prior to the delivery day for your area to reorder your products. We would advise that you ring before 2pm.

We cannot make any changes to your prescription without reassessment by your nurse.

### **You should contact the Home Delivery Service:**

- To order your supply of products
- If you no longer require products
- If you change your address – please remember that we cannot deliver without your new post code
- If your delivery does not arrive on the correct day, or you receive the wrong products you should inform the home delivery service within 48 hours or we may be unable to make any changes until the next delivery is due.

### **You should contact your nurse:**

If you have any queries about the type or quantity of product you have been allocated. The Home Delivery Service cannot make changes in the type or quantity of the product without confirmation from your nurse.

If you require information on using the products (fitting guides are available)

If you go into a nursing or residential home you should take your products with you. Please inform the Home Delivery Service as they will be able to continue your deliveries directly to the home.

**Home Delivery Service: 0800 030 4466**

**[home.delivery@nhssupplychain.nhs.uk](mailto:home.delivery@nhssupplychain.nhs.uk)**

**Other organisations include**  
Bladder and Bowel Foundation  
General enquiries: 01926 357220  
[www.bladderandbowel.org](http://www.bladderandbowel.org)

The Bladder and Bowel UK Team at Disabled Living  
General enquiries: 0161 607 8219  
[www.bladderaboweluk.co.uk](http://www.bladderaboweluk.co.uk)



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[www.nhft.nhs.uk](http://www.nhft.nhs.uk)



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Northamptonshire  
Healthcare NHS  
Foundation Trust



**Northamptonshire Contenance Advisory  
Service**

**Manfield Court  
Manfield Health Campus  
Kettering Road  
Northampton  
NN3 6NP**

**Telephone: 01604 745379**

[www.nhft.nhs.uk/continence](http://www.nhft.nhs.uk/continence)

Inspected and rated

**Outstanding** ★



**CareQuality  
Commission**

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If you require this leaflet in other formats or languages please contact PALS: 0800 917 8504

এই লফিলটেটটি যদি আপনার অন্য কোনো ফরম্যাটে বা ভাষায় প্রয়োজন হয়, তবে অনুগ্রহ করুন

0800 917 8504 নম্বরে পালস এর সাথে যোগাযোগ করুন

Jeżeli potrzebujesz tego ulotka w innym formacie lub języku, prosimy o kontakt z PALS pod numerem telefonu 0800 917 8504

Jeżeli są Państwo zainteresowani otrzymaniem tych informacji w innym formacie lub języku,

prosimy o kontakt z PALS pod numerem telefonu 0800 917 8504.

Dacă aveți nevoie de acest prospect în alte formate sau limbi, vă rugăm să contactați PALS: 0800 917 8504

Если Вы хотели бы получить данную брошюру на другом языке или в другом формате, просим обращаться в PALS (Информационная служба для пациентов) по 0800 917 8504.