

09/09/2025

NN-ICB/25-1276

Dear Requestor

Re: Freedom of Information Request

Thank you for your request for information, received on 6 August 2025, regarding continence. We have processed your request in accordance with the Freedom of Information Act 2000 (FOIA).

Under the FOIA, public authorities like ours are required to respond to requests for information within 20 working days. In response to your request, I can confirm that we partially hold the information requested.

Please find below our response to your request:

I am writing to request the following information under the Freedom of Information Act 2000, in relation to the NHS England guidance "*Excellence in Continence Care*" (published July 2018). The guidance outlines best practice in the commissioning and delivery of high-quality continence services for adults and children.

1. Commissioning of Integrated Continence Services

The guidance recommends that ICBs commission integrated, person-centred continence services spanning primary, community and secondary care (p.6–7).

- a) Does Nottingham and Nottinghamshire commission an integrated continence care pathway that includes both adult and paediatric services?

No.

- b) Are community-based continence services available to all residents within Nottingham and Nottinghamshire area?

Yes.

- c) Are continence services commissioned as a standalone service or embedded within other service pathways (e.g. urology, district nursing, care of older people)?

Both.

2. First-Line Assessment and Early Intervention

The guidance states that all patients with continence issues should receive a timely and comprehensive assessment, with early conservative management as first-line treatment (p.7, p.11).

- a) What is the current average and maximum waiting time for an initial continence assessment within Nottingham and Nottinghamshire footprint?
- b) Are assessments carried out by trained continence specialists or general staff?

- c) Do your commissioned services routinely offer conservative management options (e.g. bladder training, pelvic floor exercises, dietary advice) before progressing to containment products or specialist referral?

3. Containment Products and Personalisation

The guidance recommends that containment products should only be offered after assessment and as part of a personalised care plan (p.14).

- a) Does Nottingham and Nottinghamshire commission containment products for continence care directly, or delegate this to other providers (e.g. community nursing)?
- b) Is there a policy or protocol in place to ensure containment products are only supplied after full assessment and as part of an agreed care plan?

The ICB does not hold the information requested at questions 2(a–c) and 3(a–b). As an NHS commissioning organisation, the ICB does not provide services or hold patient records. Continence services are delivered directly by providers, who are responsible for patient assessments, management, and the supply of containment products.

How to submit a Freedom of Information request to Nottinghamshire Healthcare NHS Foundation Trust can be found on their website linked below.

- Nottinghamshire Healthcare NHS Foundation Trust - <https://www.nottinghamshirehealthcare.nhs.uk/c-freedom-of-information>

Nottingham CityCare and Fittleworth are not public authorities and, therefore, are not subject to the Freedom of Information Act 2000. However, you may wish to contact these providers to request this information.

- Nottingham CityCare - <https://www.nottinghamcitycare.nhs.uk/about-us/public-policies-and-statement/you-and-your-information>
- Fittleworth - <https://www.fittleworth.com/contact-us/contact-information/>

4. Care in Residential and Domiciliary Settings

The guidance calls for continence care to be embedded within residential, domiciliary and supported living care pathways (p.8, p.17).

- a) Does Nottingham and Nottinghamshire provide specific continence care training or protocols for care home and domiciliary care staff?

Yes.

- b) Is continence assessment and management part of the contractual requirements for care home providers commissioned by Nottingham and Nottinghamshire?

Continence management is included within care home contracts. Care homes are expected to refer to and work with the relevant continence team (NHCT or CityCare). However, continence assessments themselves are carried out by the continence teams, not by the care homes.

5. Children and Young People

The guidance highlights the importance of commissioning age-appropriate continence services for children and young people (p.19).

- a) Does Nottingham and Nottinghamshire commission a dedicated paediatric continence service?

Yes.

- b) Are school nursing teams supported with training or resources to manage continence needs in educational settings?

The ICB does not have this information as it does not commission School Nursing Teams.

- c) What is the referral pathway for children with daytime and/or night-time continence issues in your area?

Referrals are made to either healthy families or 0-19 service for tier 1 support by parents, carers or healthcare professionals with onward referrals for either tier 2 support in Nottingham City only or secondary care as clinically appropriate.

6. Workforce and Training

“Excellence in Continence Care” states that commissioners should ensure a skilled workforce with appropriate training in continence care (p.10, p.15).

- a) Does Nottingham and Nottinghamshire require continence training for primary care, community nursing, and social care staff?
- b) Have any specific continence-related training sessions or professional development programmes been commissioned since 2020?

The ICB does not hold this information. Training is provided by the individual providers as part of staff competency packages for these assessments. You may wish to contact the individual provider to request this and how to submit a Freedom of Information request can be found on their website linked below.

- Nottinghamshire Healthcare NHS Foundation Trust - <https://www.nottinghamshirehealthcare.nhs.uk/c-freedom-of-information>

7. Data, Outcomes and Service Evaluation

The guidance recommends data collection on service usage, outcomes, and patient experience to improve quality and cost-effectiveness (p.20–21).

- a) Does Nottingham and Nottinghamshire routinely collect data on continence service outcomes or patient satisfaction?

The ICB does not hold this information. It is collected by providers through their Friends and Family tests for continence services. You may wish to contact the individual provider to request this and how to submit a Freedom of Information request can be found on their website linked below.

- Nottinghamshire Healthcare NHS Foundation Trust - <https://www.nottinghamshirehealthcare.nhs.uk/c-freedom-of-information>

- b) If yes, please provide the most recent evaluation or audit findings relating to continence care.

Not applicable.

- c) Does Nottingham and Nottinghamshire use this data to inform service planning or pathway redesign?

Not applicable.

If you are unhappy with the way in which your request has been handled, NHS Nottingham and Nottinghamshire Integrated Care Board (ICB) has an internal review procedure through which you can raise any concerns you might have. Further details of this procedure can be obtained by contacting Lucy Branson, Director of Corporate Affairs via lucy.branson@nhs.net or by writing to FOI Team at NHS Nottingham and Nottinghamshire ICB, Sir John Robinson House, Sir John Robinson Way, Arnold, Daybrook, Nottingham NG5 6DA.

If you remain dissatisfied with the outcome of the internal review, you can apply to the Information Commissioner's Office (ICO), who will consider whether the organisation has complied with its obligations under the Act and can require the organisation to remedy any problems. Generally, the ICO cannot make a decision unless you have exhausted the complaints procedure provided by NHS Nottingham and Nottinghamshire ICB. You can find out more about how to do this, and about the Act in general, on the Information Commissioner's Office website at: <https://ico.org.uk/for-the-public/>.

Complaints to the Information Commissioner's Office should be sent to:

FOI/EIR Complaints Resolution, Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF. Telephone 0303 123 1113 or report a concern via <https://ico.org.uk/concerns/>.

Yours sincerely

Freedom of Information (FOI) Officer on behalf of NHS Nottingham and Nottinghamshire Integrated Care Board

nnicb-nn.foi@nhs.net

All information we have provided is subject to the provisions of the Re-use of Public Sector Information Regulations 2015. Accordingly, if the information has been made available for re-use under the [Open Government Licence](#) (OGL) a request to re-use is not required, but the license conditions must be met. You must not re-use any previously unreleased information without having the consent of NHS Nottingham and Nottinghamshire Integrated Care Board. Should you wish to re-use previously unreleased information then you must make your request in writing (email will suffice) to the FOI Lead via nnicb-nn.foi@nhs.net. All requests for re-use will be responded to within 20 working days of receipt.