

03/04/2025

NN-ICB/25-1122

Dear Requestor

**Re: Freedom of Information Request**

Thank you for your request for information, received on 11 March 2025, regarding continence care. 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:**

**Q1)** Continence care is free at the point of access. We are aware former CCGs used to offer either a weekly payment to care providers to fund the purchase of continence aids (i.e. pads) themselves or in some cases free issued continence aids (i.e. pads) to care home residents via the local continence service. Please outline the current approach across the ICB for continence provision for both residential and nursing care home residents, and when was this last reviewed, and/or when this is next to be reviewed.

Nottingham and Nottinghamshire ICB provides continence pads to care home residents via the continence service provided by Nottinghamshire Healthcare NHS Foundation Trust (NHT).

Nurses will assess the need, prescribe and order the continence products. If the patient is approved for funded nursing care (FNC) then this element is recharged to the ICB. Other than FNC, continence products are part of the wider service commissioned by the ICB within the block contract.

**Q2)** If your ICB currently offers a weekly payment, please outline what the current weekly payment paid to care providers by your ICB for continence aids (i.e. pads), and when was this last reviewed, and when it will be next reviewed.

Not applicable.

**Q3)** If your ICB currently provides free issues products by your local continence service, please confirm how many continence aids (i.e. pads) are issued per resident per day, and what determines the number of continence aids (i.e. pads) each resident will receive, and when this was last reviewed, and when it will be next reviewed.

The ICB does not hold this information. You may wish to contact the provider to request this information and details of how to contact the provider can be found on their website below:

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

**Q4)** Please link to where the responses for questions 2 and 3 are documented, and provide a link to where care providers can review the application and review process operated by the ICB.

The ICB does not hold this information. You may wish to contact the provider to request this information and details of how to contact the provider can be found on their website below:

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

**Q5)** Please provide the appropriate contact details, for care homes to use, when enquiring on continence assessments and funding decisions/applications within your ICB. (Please provide a name, title, email address, phone number and address).

The ICB does not hold this information.

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](mailto: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](mailto:nnicb-nn.foi@nhs.net)

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