

|  |
| --- |
| Incontinence |
| Standardised care process |

Contents

[Objective 2](#_Toc149644146)

[Why continence support is important 2](#_Toc149644147)

[Definitions 2](#_Toc149644148)

[Team 3](#_Toc149644149)

[Acknowledgement 3](#_Toc149644150)

[Brief standardised care process 4](#_Toc149644151)

[Recognition and assessment 4](#_Toc149644152)

[Interventions 4](#_Toc149644153)

[Referral 4](#_Toc149644154)

[Evaluation and reassessment 4](#_Toc149644155)

[Resident involvement 5](#_Toc149644156)

[Staff knowledge and education 5](#_Toc149644157)

[Full standardised care process 6](#_Toc149644158)

[Recognition 6](#_Toc149644159)

[Resident involvement 6](#_Toc149644160)

[Assessment 6](#_Toc149644161)

[Interventions 7](#_Toc149644162)

[Referral 8](#_Toc149644163)

[Evaluation and reassessment 8](#_Toc149644164)

[Staff knowledge and education 8](#_Toc149644165)

[Evidence base 9](#_Toc149644166)

## Objective

To promote evidence-based practice for continence and support of residents experiencing incontinence, which is a common condition that may decrease quality of life.

## Why continence support is important

While age is not a cause of incontinence for older people, the incidence of incontinence is higher in those over the age of 65 (Continence Foundation of Australia (2022). It is estimated that 86% of aged care residents have at least two episodes per day of urinary incontinence (AIHW 2021). Incontinence is an under-reported issue, in-part due to attitudes of some health professionals to older people and the associated stigma (RNAO, 2020).

A best practice model of continence care co-designed by the National Ageing Research Institute (NARI) with aged care residents with incontinence, their families and aged care staff identifies ten core principles for quality continence care in residential aged care homes. The model emphasises the need for aged care providers to deliver individualised person-centred continence care that ensures residents feel safe, respected, and dignified and the use of therapeutic communication strategies that build residents' resilience and promotes their physiological and psychological wellbeing. It also emphasises the direct relationship between a person’s functional status and their continence status.

Based on the co-design research, quality continence care in residential aged care homes:

1. is person-centred through supported shared decision-making
2. is clinically informed through an assessment process
3. is informed by the best available evidence
4. protects a resident’s dignity
5. optimises a resident’s functional abilities
6. is timely and responsive
7. is inclusive and respectful of a resident’s cultural diversity, identity, and life experiences
8. is safe
9. is provided by an appropriately trained and skilled workforce
10. is appropriately resourced.

(Ostaszkiewicz et al. 2022)

This standardised care process is primarily focused on Principle 2 of this model to guide assessment and implementation of clinical care.

## Definitions

**Incontinence** is defined as the inability of the body to control the evacuative functions of urination or defaecation, partial or complete loss of bladder or bowel control. (International Continence Society (ICS), 2020)

**Urinary Incontinence (UI)** is defined as the involuntary leakage of urine caused by physiological, mechanical, and medical factors, including: weak pelvic muscles, diabetes, certain medications, constipation, and bladder infection. The different sub-types of urinary incontinence include:

* **Stress incontinence** whichis defined as the involuntary loss of urine due to a sudden increase in intra-abdominal pressure, via physical exertion - coughing, sneezing, laughing, rising from a seat and exercise.
* **Urgency incontinence** whichis defined as the involuntary loss of urine that occurs when there is a sudden, compelling urge to urinate, and the bladder empties involuntarily.
* **Mixed incontinence** whichis defined as the involuntary loss of urine associated with urgency and physical exertion.
* **Functional incontinence** which is defined as urinary leakage with no obvious neurological or structural abnormality but results from an inability to get to the toilet or, the inability to manage their own toileting.

**Faecal Incontinence (FI)** is defined asthe involuntary loss of liquid or solid stools (faeces). The different sub-types of faecal incontinence include;

* **Passive** faecal incontinence, which is defined as the involuntary leakage of faeces without warning
* Urge faecal incontinence, which is defined as the inability to defer defaecation once the urge is perceived for long enough to reach the toilet
* Functional faecal incontinence, which is defined as the involuntary leakage of faeces due to limitations in mobility, manipulating clothing or toileting ability or delayed assistance with toileting.

(ICS, 2020)

This standardised care process (SCP) has been developed for public sector residential aged care services (PSRACS) by the Australian Centre for Evidence Based Aged Care (ACEBAC) at La Trobe University through the Department’s Strengthening Care Outcomes for Residents with Evidence (SCORE) initiatives. This SCP is one of a series of priority risk areas reviewed based on the best available evidence in 2023.

Note: This SCP should be used in conjunction with the Constipation SCP (2023) as much of the content is consistent in the support of resident health and wellbeing.

## Team

Manager, registered nurses (RNs), enrolled nurses (ENs), personal care attendants (PCAs), leisure and lifestyle, general practitioner (GP), allied health professionals such as physiotherapist, occupational therapist, exercise physiologist, residents and/or family/carers.

## Acknowledgement

This standardised care process (SCP) has been developed for public sector residential aged care services (PSRACS) by the Australian Centre for Evidence Based Aged Care (ACEBAC) at La Trobe University through the Department’s Strengthening Care Outcomes for Residents with Evidence (SCORE) initiatives. This SCP is one of a series of priority risk areas reviewed based on the best available evidence in 2023.

Note: This SCP should be used in conjunction with the Constipation SCP (2023) as much of the content is consistent in the support of resident health and wellbeing.

# Brief standardised care process

## Recognition and assessment

Identify residents with bladder or bowel symptoms who require support to maintain continence or manage episodes of incontinence Residents may self-identify or staff may become aware of incontinence through daily care routines.

* Gather the person’s narrative to develop a personalised continence care plan.
* Identify the frequency and character of urinary and faecal output and episodes of incontinence.
* Obtain a clinical history.
* Undertake a physical examination of the abdomen and perineum.
* Identify other symptoms that that warrant further attention/referral such as voiding difficulties or pain associated with urination or defaecation.
* Note quality of life impacts for the individual resident.

(RNAO, 2020)

## Interventions

Identify and document individualised interventions that meet the resident’s needs and situation.

* Identify appropriate referral for review for possible underlying cause.
* Consider lifestyle and behaviour modifications, including toileting strategies to promote optimal continence.
* Collect subjective data (health history) and objective data (physical examination).
* Respond to the resident’s continence care needs in a timely manner.
* Ensure the resident feels emotionally and physically safe during continence care interactions.
* Protect the resident’s privacy related to their incontinence and during continence care interactions.
* Ensure the resident understands and consents to support to maintain continence and manage incontinence.

(RNAO, 2020)

## Referral

Consider referring the resident to:

* general practitioner, including medication review
* occupational therapist
* specialist continence practitioner
* dietitian
* physiotherapist specialising in continence.

## Evaluation and reassessment

* Develop a review and evaluation process with input from the resident, interprofessional team and family members, that includes frequency and character of urinary and faecal output and episodes of incontinence.
* Monitor (ongoing) diet, including fibre and fluid intake, exercise patterns, functional ability.
* Monitor the resident’s satisfaction with continence support and toileting strategies.
* Monitor for symptoms that warrant further attention/referral such as voiding difficulties or pain associated with urination or defaecation.
* Evaluate the impact of the resident's functional abilities on their continence.

## Resident involvement

* The assessment and care plan should be developed in collaboration with the resident, their family, and the interdisciplinary team.
* Support the resident’s ability to be involved in decisions about their care.
* Provide psychosocial support and education to the resident to maintain dignity and encourage active participation in continence promotion strategies.

## Staff knowledge and education

* Focus on the resident’s dignity, what is important to them and in keeping with their goals of care.
* Education on continence aids and equipment.
* Education on the maintenance of skin integrity and the use of products.
* Education on the role of nutrition and hydration

# Full standardised care process

## Recognition

Effective bladder and bowel habits are an important part of overall health and wellbeing, inclusive of physical and psychosocial health. The aim of assessment in this setting is to promote: individualised, person-centred continence care that ensures residents feel safe, respected, and dignified; the use of therapeutic communication strategies that build residents' resilience and; their physiological and psychological wellbeing.

Incontinence should be suspected if the resident complains of urine leakage or faecal soiling, or staff observe that:

* the resident has episodes of urine leakage or faecal soiling
* the resident either requests or experiences frequency of urination during the day or night
* the resident has urine or faecal leakage before getting to the bathroom (toilet).
* the resident is unable to recognise the need to empty their bladder or bowel
* the resident is regularly constipated and has some faecal overflow.

(AIHW, 2021; RNAO, 2020; Bliss et al. 2017: ICS, 2019; Musa et al. 2019; CFA, 2019).

## Resident involvement

* Promote self-esteem and provide support to maintain dignity.
* Involve resident in treatment/management decisions and options.
* Educate resident and family in relation to the importance of diet and exercise.
* Focus on supporting functional ability and independence (as able).

## Assessment

A bladder and bowel assessment should be completed on admission and whenever incontinence is suspected. Consider referral to specialist continence practitioner for further assessment and support if incontinence is suspected or reported by the person, their family or staff. A bladder and bowel assessment should:

* include a Quality of Life (QoL) assessment using a validated instrument
* record voiding history (3-day bladder chart) to identify the frequency and nature of urinary incontinence and the volumes voided, measure post void residual urine (if able, using bladder scanner)
* include a urinalysis to look for the presence of:
  + glycosuria (glucose in urine)
  + haematuria (blood in urine)
  + proteinuria (protein in urine)
  + pyuria (pus in urine)
  + nitrates
* check for the presence of pain with urination
* check for pain or bleeding with bowel actions
* check for faecal incontinence related to delirium, infection, diarrhoea, and medication
* collect a history of faecal incontinence or reports of feelings/sense of incomplete bowel movements
* collect information about the resident’s usual bowel patterns and habits, and their beliefs in relation to these habits
* assess current bowel performance by maintaining a seven-day bowel ‘diary’ or charting to include the following information:
  + usual time, frequency
  + character of stool (amount, colour, consistency, and presence of mucus) – the Bristol Stool Chart is recommended
  + ability to sense urge to defecate
  + symptoms of bloating or pain on, or between, bowel movements
* review functional ability, particularly the resident’s ability to access and use the toilet (for example, can the resident get to the toilet, adjust their clothing, sit on the toilet at its normal height?)
* assess the level and frequency of physical activity
* ascertain dietary history (for example, preferred foods, fibre intake)
* identify fluid Intake volumes, type of fluids preferred and usual daily intake and timing of consumption
* audit the environment for:
  + ease of access and signage to the toilets
  + level of privacy (for example, a shared bathroom)
  + ability of resident to alert staff (if required) for assistance
  + access to continence aids.

(RNAO, 2020; ICS 2019; Goodman et al. 2019; Bebis et al. 2019; CFA, 2019)

## Interventions

The primary aim of any intervention is the promotion of continence and a decrease in episodes of urinary and faecal incontinence through:

* identification and reduction of risk factors associated with incontinence
* promotion of regular bladder and bowel habits
* increase in gentle physical exercise (as able)
* modification of diet, including fibre intake and fluid intake. If fibre intake is generally low an increase of fibre rich foods such as wholegrain cereals and vegetables may be appropriate. Note increasing fibre is not recommended for residents with low mobility and reduced hydration.
* use of continence aids as appropriate based on individual resident assessment and preference.
* Decisions around appropriate aids may require trialling a number of aids to determine the most appropriate for the individual resident.
* individualised toileting strategies, based on physical limitations and cognitive status including:
  + assistance to undertake the toileting process
  + prompted toileting using verbal and physical cues or timed toileting
  + toileting on waking and following meals
  + use of footrest to improve toileting posture e.g.; Squatty Potty, particularly for difficult defaecation
* monitoring fluid intake to ensure adequate hydration (refer to Dehydration SCP)
* controlling weight
* environmental modifications – access, signage, lighting,
* monitoring voiding patterns through accurate recording using validated tools
* monitoring bowel habits and stool consistency (Bristol Stool chart)
* medication review
* referral to appropriate specialist depending on assessment findings.

(RNAO, 2020; ICS 2019; CFA 2019; Hodgkinson et al. 2008)

## Referral

* General practitioner for full assessment and referral
* Medication review
* Specialist continence practitioner
* Dietitian
* Occupational therapist
* Physiotherapist specialising in continence
* Specialist (for example, urologist, uro-gynaecologist, gastroenterologist)

(RNAO 2020)

## Evaluation and reassessment

* Ongoing monitoring of urinary and faecal incontinence, using appropriate assessment tools (available in your facility).
* Monitoring for episodes of infection and pain.
* Ongoing monitoring of diet and fluid intake, exercise patterns and functional ability.
* Monitoring the resident’s satisfaction with bladder and bowel patterns and quality of life.
* Regularly reviewing medication.
* Monitoring and assessing skin for incontinence associated dermatitis (IAD).

(AIHW, 2021; RNAO, 2020; CFA, 2019; DoH, Victoria, 2021)

## Staff knowledge and education

* Focus on what is important for the resident and in keeping with their goals of care, including preservation of dignity.
* Education on continence aids and equipment
* Education on the maintenance of skin integrity and the use of products.
* Education on the role of nutrition and hydration.

(RNAO, 2020; Hodgkinson et al. 2008)

# Evidence base

Australian Institute of Health and Welfare (AIHW), (2021) Australian Institute of Health and Welfare. National Aged Care Data Clearinghouse.

Bliss, D. Z., Gurvich, O. V., Mathiason, M. A., Eberly, L. E., Savik, K., Harms, S., Mueller, C., Wyman, J. F., & Virnig, B. (2017). Prevention of Incontinence-Associated Skin Damage in Nursing Homes.*Western Journal of Nursing Research*,*39*(5), 643–659. https://doi.org/10.1177/0193945916666065.

Constipation Standardised Care Process (SCP) (2021) Department of Health Victoria accessed February 2022 https://www.health.vic.gov.au/publications/standardised-care-processes-scp

Continence Foundation of Australia (2022) *Continence resources for Aged Care*  *user Guide*  accessed February 2022 https://www.continence.org.au

Core Curriculum Continence Management, 2nd Edition, Wound, Ostomy and Continence Nurses Society, 2022.

Department of Health (2012)*, Strengthening care outcomes for residents with evidence (SCORE),* Ageing and Aged Care Branch, Victorian Government, Melbourne.

Goodman, C., Rycroft Malone, J., Norton, C., Harari, D., Harwood, R., Roe, B., Russell, B., Fader, M., Buswell, M., Drennan, V. M., & Bunn, F. (2015). Reducing and managing faecal incontinence in people with advanced dementia who are resident in care homes: protocol for a realist synthesis. *BMJ Open*, *5*(7), e007728–e007728. <https://doi.org/10.1136/bmjopen-2015-007728>

Hodgkinson, B., Josephs, K., Leira, E., Synnott, R., Hegney, D., (2008) A systematic review of the effect of educational interventions for urinary and faecal incontinence by health care staff/carers/clients in aged care, on level of knowledge, frequency of incontinence episodes and hours spent on the management of incontinence episodes., JBI Library of Systematic Reviews: Volume 6 - Issue 1 - p 1-66 doi: 10.11124/jbisrir-2008-229.

International Continence Society Glossary. ICS glossary International Continence Society (2020) accessed Fe. 2022 https://www.ics.org/glossary

Musa, M. K., Saga, S., Blekken, L. E., Harris, R., Goodman, C., & Norton, C. (2019). The Prevalence, Incidence, and Correlates of Fecal Incontinence Among Older People Residing in Care Homes: A Systematic Review. *J Am Med Dir Assoc, 20*(8).

Ostaszkiewicz J., Kosowicz L., Cecil J., Wise E., Garratt S., Dow. B. (2022). The design and feasibility pilot of a model to guide continence care in Australian residential aged care homes. Australian and New Zealand Continence Journal. 28(3):41-51. Doi: https://doi.org/10.33235/anzcj.28.3.41-51

Registered Nurses’ Association of Ontario (RNAO). (2020). *A proactive approach to bladder and bowel management in adults.* 4th ed. Toronto (ON): RNAO

**Important note:** This standardised care process (SCP) is a general resource only and should not be relied upon as an exhaustive or determinative clinical decision-making tool. It is just one element of good clinical care decision making, which also takes into account resident/patient preferences and values. All decisions in relation to resident/patient care should be made by appropriately qualified personnel in each case. To the extent allowed by law, the Department of Health and the State of Victoria disclaim all liability for any loss or damage that arises from any use of this SCP.

Authorised and published by the Victorian Government, 1 Treasury Place, Melbourne.

© State of Victoria, Department of Health, November 2023. (2308532)

ISBN 978-1-76131-442-1 (pdf/online/MS word)

Available from the department’s [Standardised care processes webpage](https://www.health.vic.gov.au/residential-aged-care/standardised-care-processes) <https://www.health.vic.gov.au/residential-aged-care/standardised-care-processes>.