



East London

NHS Foundation Trust

Information Governance

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Our reference: FOI DA6262

I am responding to your request for information received 22 September 2025. I am sorry for the delay in responding to your request. This has been treated as a request under the Freedom of Information Act 2000.

I am now enclosing a response which is attached to the end of this letter. Please do not hesitate to contact me on the contact details above if you have any further queries.

Yours sincerely,

Information Rights Coordinator

If you are dissatisfied with the Trust's response to your FOIA request then you should contact us and we will arrange for an internal review of this decision.

If you remain dissatisfied with the decision following our response to your complaint, you may write to the Information Commissioner for a decision under Section 50 of the Freedom of Information Act 2000. The Information Commissioner can be contacted at:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Tel: 0303 123 1113

Web: www.ico.org.uk

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Chief Executive Officer: Lorraine Sunduza
Chair: Eileen Taylor

Request:

Question 1: Do you provide continence products to patients in the community? By products, we are referring to pads, pull up pants and bed protection sheets NOT stoma products or catheters.

Answer: Yes.

Question 2: Do you have a criteria that patients need to meet in order to be allocated continence products? If so please can you include this in your response.

Answer: In Newham, the aim is to promote continence and the majority of patients attending clinic should receive a course of treatment before product provision, and alternatives should be considered.

Products would be provided for moderate to severe incontinence that has not improved with treatment or is unlikely to improve with treatment.

Products provided to support children with toilet training.

In Tower Hamlets, the criteria is based on the need following outcome of an in-depth continence assessment or review

In Bedfordshire and Luton - A full continence assessment needs to be completed. Please see Appendix 1 attached.

Question 3: What products do you supply?

Answer: Please see table below:

Product	Core list	Non-core list
Pads – low absorbency such as Always	Attends soft 4 Attends soft 5 Contour regular 6 Contour regular 7 Contour regular 8	Under 400ml Contour regular 9 and 10 can be prescribed on request with adequate information about why these are necessary.
Net knickers	Small Medium Large XL XXL XXXL (comfort)	N/A
Pull up pants	N/A	Provided
Disposable bed covers	Attends bed 60 x x60	Not provided
Slips / high absorbency pads	Extra small Small Medium Large Attends slip 10 X Large Tena 3XL Bariatric	Provided
Reusable / washable pads	Male and Female 180ml – 630ml	N/A



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Question 4: Do you have a set number of products you will supply, for example, 3 pads per day? Is there any criteria that determine this or is it a set rule for all patients?

Answer: In Newham, there are set numbers per day however these numbers can be increased in exceptional circumstances depending on clinical need. There are different criteria for different products. For example, patients with dementia can receive a maximum of two pull-ons per day if they are unable to manage with shaped pads or washable underwear.

Bedbound patients can receive four shaped pads. However, to support patient choice, they alternatively can receive one slip for the night and two shaped pads or two slips and would need to purchase extra.

In Tower Hamlets, a maximum daily prescription of pads are three a day but can go up to four as per outcome of assessment for appropriate group of patients.

In Bedfordshire and Luton three products are supplied per 24 hours by the adult continence service for anyone over the age of 18 years.

Question 5: Do you operate a “contribution” system at all? If the answer is yes, please specify the criteria.

Answer: No.

Question 6: How many Serious incidents have you had in the past 12 months relating to continence products?

Answer: Zero serious incidents were recorded in the past 12 months.

Question 7: For children’s products, at what age do you start your provision?

Answer: Newham: Five years old.

Tower Hamlets: Not applicable as they do not provide continence products for children.

Bedfordshire and Luton: Not applicable as they do not provide continence products for children.

Additional question only to be answered if the above questions do not meet the 18-hour threshold:

Question 8: How many upheld complaints have you had related to continence product provision have you had in the past 12 months?

Answer: Six complaints were received in Newham, three of these were upheld. There were no other areas who had relevant upheld complaints.



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