Adult Bladder & Bowel Care

For further information please contact the head office on 01462 492502

What is the approach?
The Adult Bladder & Bowel Care Service is a Specialist Nurse-led community Hertfordshire-wide service for men and women over the age of 18 years of age with bladder and/or bowel problems. The nurses undertake clinical assessment, diagnosis, treatment and management of bladder and bowel issues in clinic settings or in patient’s homes where appropriate. The team deal with a range of complex bladder and bowel issues brought about by other long standing health issues, following acute illness, child birth and pre and post-operative bladder and bowel issues that may arise. Those experiencing problems and who are not already on a caseload of the community nursing teams are also assessed by the Specialist Team; this includes those who live in residential homes throughout the county. The team use specialist equipment to assess the individual’s problems and support GP’s and our community healthcare worker colleagues to enable appropriate treatment and management options to be used in the support of the patient. The Service is available Monday-Friday 9am-5pm.

What are the costs?
The Specialist Team comprises of 17 staff. 10 of which are registered nurses, 3 clinical support staff and 3 administrative staff. The team use specialist equipment in the assessment of our patients including bladder scanners, flow meters and specialist pelvic floor muscle monitoring equipment.

What are the impacts?
The Specialist Team indirectly impacts on the reduction of hospital admissions for falls by assessing bladder problems particularly in the elderly; getting up at night to pass urine is very common in this age group. We can also help to reduce the number of hospital admissions due to urine infections by improved assessment and appropriate treatment and preventative care. The Service aims to reduce hospital investigations for the assessment of benign prostate growth and women with stress incontinence and/or prolapse symptoms.

What are the aims?
Bladder and bowel problems are symptoms not a diagnosis and as such the Specialist Team believe that anyone who experiences problems deserves an individualised assessment, treatment and/or management plan. This will enable patients to feel in control of their symptoms and reduce social, emotional and physical isolation and improve quality of life irrespective of age. The Specialist Team follow up to date NICE guidance related to bladder and bowel issues and have developed tools to help healthcare colleagues throughout the Trust assess their patients appropriately. The Specialist Team provides regular feedback, advice and guidance to referring clinicians and patients as to how such conditions can be managed in the community.

What are the benefits?
The Specialist team provide a confidential service which facilitates discussion around highly sensitive and embarrassing conditions. Often people feel stigmatised and isolated and feel the only way to manage their problem is to resort to pads. Our service provides a thorough assessment process which looks at proactive approaches to improve symptoms and quality of life. Patients have a choice of clinic venue across Hertfordshire which can fit in with home or work commitments. The Specialist Team work in an integrated way with community staff to ensure all patients have access to the best evidence-based practice in bladder and bowel care.

What are staff and users experiences?
“I would like to thank the team for their care and compassion relating to my personal condition. Throughout the process their explanations and encouragement were most appreciated. Your team member provides invaluable support to the nursing Teams across Watford. She works really well with the teams and we are very grateful for the help you have given to improve the care of patients with bladder and bowel problems in our area.”

I am so grateful for the help I have received from the service. The treatment has made a significant difference to my quality of life.

She was really supportive listening to my worries and making me feel comfortable to talk my problems through.

I would like to formally convey my appreciation of the bladder nurse. She was so helpful & sensitive to how embarrassing my problem is.

Hertfordshire Community Trust - Our core values
Care - We put patients at the heart of everything we do
Respect – We treat people with dignity and respect
Quality - We strive for excellence and effectiveness at all times
Confidence - We do what we say we will do
Improve - We will improve through continuous learning and innovation

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