MESSAGE 3
What I need to stay continent and how you can help

• Get to know what I do or the habits I have that keep my bladder/bowels regular.
• Make sure I have a choice of food and drinks available to promote a healthy bowel and bladder. For example, decaffeinated drinks and fruit and vegetables.
• Keep me as active as I can be. Keep me well will help promote a healthy bladder and bowel.
• If needed, adapt my clothing to help me to use the toilet independently, while keeping me in the style I like.
• Make sure any equipment I need to keep me clean and dry is available for me to use.
• Help me manage my medication so that it doesn’t affect my lifestyle. For example, seek advice if I am taking water tablets and/or laxatives, where they affect me doing the things I want to do or prevent me from getting a good night’s sleep.

MESSAGE 4
Changes that the environment that supports me to be independent and promotes continence

• Can I find the toilet? Are there clear signs and layout?
• Is there enough lighting? Can I find the light switch?
• Will I recognise the toilet and sink? Are they a different colour from the walls?
• Can I get my way out of the toilet and back to where I want to go?
• What technology and equipment is there to help me improve or remain continent?
• Think about the toilet roll. For example consider if my bed needs repositioned so that I can see the toilet when I wake up.

MESSAGE 5
Look for every opportunity to promote my continence – be creative

• Going to the toilet shouldn’t be stressful for either you or me.
• Give me the opportunity to go to the toilet at times that are ‘normal’ for me.
• When you help me to the toilet give me time on the toilet and give me time to try again.
• Ask yourself if you need to stay with me when I go to the toilet.
• Work with the people and other people to find the best solution, and access specialist help when needed. Pads are not the only option.
• Where continence is not available, look at the range of products that are available and get the right products for my lifestyle and the activities I do.
REMEMBER,
PROMOTING CONTINENCE IS EVERYBODY’S BUSINESS

MESSAGE 1
Know me and what’s important in my life and do what’s best for me.

• Find out how I am able to remain continent.
• Ask me about my normal bowel/bladder habits, routines and lifestyle.
• Support me to maintain my personal hygiene, making sure my skin stays healthy.
• Involve my family, carers and friends in finding out about me and my culture but remember I have a voice too.
• Use the information to get me the support I need.
• Support me to improve, remain continent and keep my dignity.

MESSAGE 2
Know me and how I communicate

• Listen carefully to any words I use, to help you get to know what I am trying to tell you.
• If I can’t tell you clearly what I need, pay close attention to my body language, facial expression, behaviour and any signs I may use.
• Remember, I might feel embarrassed so consider my privacy and dignity.
• Remember your behaviour affects the way I feel.
• Don’t assume anything. Hear me, see me and listen to me.

FIVE KEY MESSAGES
Know me and what’s important in my life and do what’s best for me.

Know me and how I communicate.

What I need to stay continent and how you can help.

Create an environment that supports me to be independent and promotes continence.

Look for every opportunity to promote my continence be creative.