

## Overview

This standard identifies the requirements when you support individuals to manage continence. This includes support with strategies to promote and manage continence such as an individual toileting routine, resources and use of continence aids.

## Performance criteria

### *You must be able to:*

1. establish consent and access information on toilet routines, bladder and bowel health, and support individuals require to manage continence
2. work in partnership with individuals and others to identify and agree strategies to promote and manage continence in line with the preferences, needs and care or support plan of individuals
3. encourage and support the independence of individuals to select, access and use toilet facilities
4. ensure infection prevention and control methods and personal protective equipment are used
5. support individuals to gather required aids or resources and position them so they are accessible
6. ensure individuals can call for support
7. support the independence of individuals to carry out personal hygiene after using toilet facilities
8. support the independence of individuals to use any aids or resources
9. support individuals to monitor bladder and bowel health and function
10. ensure body waste is moved and disposed of safely
11. ensure used aids or resources are disposed of or cleaned and stored
12. ensure toilet facilities are left clean and ready for next use
13. work in partnership with individuals and others to monitor and identify any changes required to promote and manage continence
14. contribute to records and reports required for supporting individuals to manage continence
15. reflect on how you carried out your role and responsibilities to support individuals to manage continence, with feedback from others

## Knowledge and understanding

### *You need to know and understand:*

1. how to access and review information about supporting individual's toilet routine and continence
2. the effects of medical conditions and medication on bladder and bowel health, toilet routines and continence
3. the effects of diet and mobility on bladder and bowel health, toilet routines and continence
4. how the time of day can affect bladder and bowel functions and the impact on toilet routines and continence
5. the signs and symptoms of a urinary tract infection and how it can be treated
6. the signs and symptoms of constipation and how it can be treated
7. ways to monitor, measure, record and report on bladder and bowel health and function, and why this is important
8. the importance of providing privacy and not rushing individuals when using toilet facilities
9. the importance of dignity, kindness and compassion when supporting individuals to manage continence
10. how to support emotional regulation during promotion and management of continence
11. different toilet facility options available to individuals and types of equipment used to adapt toilet facilities
12. the range and use of continence aids and importance of sustainable practices
13. types of digital tools and devices that can support individuals to manage continence
14. the different level of support individuals require to manage toilet routines and continence
15. the influence of neurodivergence and additional needs on toilet routines and how continence is managed
16. the influence of culture and background on toilet routines and how continence is managed
17. the range of personal hygiene options available to support individuals after using toilet facilities
18. the impact of clothing choice for ease of using toilet facilities and continence aids

## Support individuals to manage continence

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19. how changes to individual preferences, conditions and circumstances can impact promotion and management of continence
20. how to apply trauma informed principles to support individuals to manage continence
21. how to safely handle and dispose of body waste, resources used for personal hygiene, and used continence aids
22. how to carry out effective hand hygiene and the importance of using personal protective equipment
23. the importance of ensuring toilet facilities are left clean and ready for next use
24. the relevant legal requirements, standards of practice, frameworks and guidance for supporting individuals to manage continence
25. the workplace requirements on equality, diversity, inclusion, and rights when supporting individuals to manage continence
26. how to work in partnership with others to support individuals to manage continence
27. how to respond to issues and concerns that may occur with toilet routines and continence of individuals
28. how your personal experiences and unconscious bias may impact when supporting individuals to manage continence, and how to address this
29. the role of supervision, reflective practice and learning and development in supporting individuals to manage continence

## Glossary

The glossary for this National Occupational Standard is available on the Skills for Care and Development website.

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