



East London

**NHS Foundation Trust
Information Governance**

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19th November 2024

Our reference: FOI DA5635

I am responding to your request for information received 9th October 2024. 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,

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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We promise to work together creatively to: learn
'what matters' to everyone, achieve a better quality
of life and continuously improve our services.
We care . We respect . We are inclusive

Chief Executive Officer: Lorraine Sunduza
Chair: Eileen Taylor

Request:

Question 1: Your trust's full policy on providing adult containment products for patients suffering with incontinence

Answer: Please see attached Appendix 1, 2 and 3 attached.

Question 2: If your trust has a prescription limit (i.e three absorption pads per day) and if so, details of that limit

Answer: Bedfordshire & Luton:
Limit of three pads per day.

Tower Hamlets:
Maximum of four absorbent pads in 24 hours.
Maximum of two pull up pants in 24 hours.
Five washable pants per year.

Newham:
Please see Appendix 3 attached.

Question 3: The total cost spent by the trust on containment products for 2023/2024 (April 1 – March 31)

Answer: The total spend on containment products for 2023/24 was £2,986,781.00.

Question 4: How many complaints you have had regarding adult containment products/prescriptions since January 1 2023.

Answer: The Trust has received eleven complaints regarding adult containment products/prescriptions since January 1 2023.

Question 4a: For each complaint, please disclose a detailed summary of that complaint (i.e 'A relative complaint that her elderly father has not been given enough absorption pads and has since soiled himself) – please redact anything such as names/addresses that would prohibit disclosure.

Answer: Please see details of complaints received:

- Relative informal complaint received regarding size availability of continence pads.
- Informal complaint received from service user's relative regarding number of supplied pads.
- Formal complaint received from service user regarding supply of continence pads, unhappy with length of time for delivery, style and size of pads available.
- Formal complaint received from service user regarding continence pads provision, as service user has indwelling catheter they did not feel the style of pad they were provided was suitable and requested alternative brand, unfortunately alternative brand not within Trust's contractual agreement.
- Service user's carer called stating that she requested District Nurses to visit service user before 12pm as her son will be there to help lift her,



however they always attend after 1pm. She also stated that they are paying for bed pads and the GP sent a prescription for it but they said they cannot provide it.

- Family member raised concerns that her mother's pads changed from TENA brand to Attends brand and this has caused some issues.
- Service user raised concerns she requires lots of continence pads and contacted the service, however the handler was unhelpful.
- Service user's son called to state that his father needs more continence pads and is not being provided to them by the service, and he feels that the service are trying to make them purchase the pads.
- Family contacted the service to request for a reassessment as service users' needs had changed due to weight loss and required new continence product. The nurse said disposable pads would be delivered but this has not happened yet.
- Service user raised concerns regarding the quality of continence pads.
- Service user would like to order her monthly pads in a size six.



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