



TENA Questionnaire - Detecting & managing incontinence

Client's Name: _____ Date: _____

Question	Answer/Comments	Action/Recommendations
VOIDING PATTERN		
How many times do they go to the toilet during the day?		4-8 times per day is standard and a standard void is 150-300mls each time
How many times do they go to the toilet during the night?		Once overnight is regarded as standard
How much urine are they passing each time - dribbles, small amounts frequently, or larger amounts less frequently?		The TENA daily bladder diary could be used to record urine / bowels for a few days – show the client/carer how to complete the diary. Download from tenaprofessional.com.au or tenaprofessional.co.nz
Are they having 'accidents' with urine or faeces? If so, how often?		Advise that there are TENA product options – the TENA quick reference guide could assist. A TENA bedsheet on the bed or furniture could allay anxiety regarding soiling
How long have 'accidents' been occurring?		If recent, is there a UTI or similar that could be causing this. If it is long standing, a proper assessment by a Continence Nurse may be warranted
If they are experiencing 'leakage' from pad/incontinence pant?		Consider increasing absorbency (not size) or change style to one that fits body shape better If old issue – needs assessment by GP or nurse at a continence clinic. If a new issue – needs assessment by GP to exclude a bladder infection (UTI)
ENVIRONMENT		
Assess if they know where the toilet is?		If No – a TENA toilet sign could assist
Is access to the toilet easy and safe?		If No – discuss ways to improve access and remove obstacles
Is bathroom environment safe?		If No – determine how environment could be improved
Are they at risk of falling at night when going to toilet?		If Yes – would they like or benefit from a commode beside the bed or urinal, or would an absorbent product help?

For more information or product selection assistance call TENA Customer Service 1800 623 347 (AU) or 0800 443 068 (NZ)



Question	Answer/Comments	Action/Recommendations
MANAGEMENT OF INCONTINENCE		
<p>How is incontinence being managed now?</p> <ul style="list-style-type: none"> · Toileting frequently · Absorbent pads · Not leaving the house · Tissues/toilet paper in underwear · Menstruation pads · Regular changes 		<p>If using pads, try to determine if they are in the right one. See our quick reference guide for assistance</p> <p>If they are using a menstrual liner, rags, tissues, toilet paper, advise these strategies are not designed to hold urine and will not work. These should be replaced by effective continence pads to reduce the risk of incontinence associated skin issues and to improve quality of life</p>
<p>Discuss trialling samples of continence products from TENA (all FREE and can trial as many as needed until the right product is found)</p>		<p>TENA has free samples they can trial until they find the right product</p> <p>Order TENA samples online tenaprofessional.com.au or tenaprofessional.co.nz</p> <p>Or call TENA customer service 1800 623 347 (AU); 0800 443 068 (NZ)</p> <p>TENA online Product Finder can help in selecting the right product tenaprofessional.com.au or tenaprofessional.co.nz</p>
<p>If they need continence products ongoing there are many options</p>		<p>TENA products are available from most chemists or supermarkets. Healthcare distributors can deliver products directly to their home. Some National Homecare distributors are Independence Australia, BrightSky, Intouch CH2 and Capes Medical (NZ)</p> <p>There is also Government funding that they might be able to access tenaprofessional.com.au or tenaprofessional.co.nz</p>
<p>Have they discussed this issue with their family?</p>		<p>If the person consents, a discussion with the family or carer, may assist in managing issues and understanding the history</p>
<p>Have they discussed this issue with their GP?</p>		<p>If issue has been going on for a long time, (or if new but is a significant issue) advise them to discuss issue with their GP. A GP can conduct some tests and if further assessment is required will refer to a continence clinic at a public hospital. A specialised team of professionals at a continence clinic (nurses, physios, geriatricians, urologists, gynaecologists) can perform specific tests and advise on specific management; Appointment is FREE</p>

For more information or product selection assistance call TENA Customer Service 1800 623 347 (AU) or 0800 443 068 (NZ)