

Partnership

TENA Solutions: A case study Care Home, Calgary, Canada

"Our TENA rep has given incredible support from my perspective as an educator and for the front line staff"

– Care home facility educator

Leakage reduction leads to increased resident well-being, enhanced staff efficiency, and care home savings.

Background

The long-term care home had made the decision to move to a non-TENA supplier based solely on what they perceived to be a better price offering. But the switch had an undesired cost, the unwanted odor of urine. There had been no odor when the care home previously used TENA products. The management reconsidered the change of supplier and invited TENA back to reintroduce a resident-centered approach.

Recommended changes

Individualized product selection and toileting programs when applicable

- Re-training of staff in best-practice routines. Changing times for night products were altered from 7:00 p.m. to the period between 10:00 p.m. and midnight – requiring team work from the evening and night staff
- Leakage monitoring for a two-week period for all three shifts
- To understand the effect of leakages on labor hours both product changes and bed strips were timed and recorded
- Introduction of TENA Skincare products (Wash Cream and Body Wash & Shampoo)
- Management played an instrumental role in supporting the staff with these change requirements.



Resident well-being



Working atmosphere



Budget

Before		3.6 interventions per resident per day. 47 min spent on incontinence-related tasks/ resident/day.	Incontinence-related costs (excluding labor) \$3.41 per resident per day.
After	93% of staff felt by using TENA products, they had more time to spend with their residents.	3.4 interventions per resident per day. 4% decrease per resident per day. 43 min spent on incontinence-related tasks/ resident/day.	\$2.81 per resident per day.

Key benefits

By implementing best practice continence and personal hygiene care routines and individualized product selection the care home:

- Increased staff and resident satisfaction
- Enhanced relationship with the families
- Substantially reduced leakages
- Improved overall incontinence budget
- Decreased labor hours spent on unnecessary incontinence-related tasks freeing up more time for quality resident centered care
- Significantly improved skin health for residents with severe skin conditions
- Reduced the number of skincare products. On average at least five skincare products were removed from the resident's rooms with their consent

About TENA

With over 50 years of experience, TENA has trusted expertise in providing continence care that makes a difference. TENA places the resident first and is committed to offering the very best individualised care. By continually investing in research and insight, TENA products and services are always designed to meet real needs. For these reasons, TENA is the global market leader in continence care, delivering high-quality products and services to individuals and healthcare facilities in over 100 countries.