

**IF YOUR DELIVERY DOESN'T  
ARRIVE RING 01206588100**

**For any other queries;  
Products or Advise please  
contact:**

**Naomi Byford**

**(Paediatric Nurse Advisor for Continence)**

**01206 588100**

**Please note that in order for your  
child to receive these products  
their details will be entered onto  
the  
NHS Home Delivery Computer  
system.**

**Children's Continence  
Service**



**Home Delivery Supplies  
Please note your delivery will  
only be made if you contact  
01206 588100 to activate it**

ACE is committed to supporting the continence requirements for children with additional needs between 4 - 19 years old who are not yet toilet trained. Each children will be treated in accordance to their individual needs within our criteria.

The Paediatric Service offers a contribution of 4 products per 24 hour period (this includes 1 product for night time use). You may need to supplement this to meet your child's needs.

We do **NOT** supply products for children who soil unless a organic cause has been diagnosed. If your child becomes dry during the day 1 product for night time use only will be prescribed for an interim period (maximum 1year).

**Please make sure you check all your products within 24hrs of delivery and report any errors to us straight away on 01206 588100.**

**A delay may mean that any products wrongly delivered will NOT be replaced (see delivery not for more information).**

### Nappy/Pad Delivery

It is important to provide an alternative delivery point, either an adjacent neighbour or somewhere on your property.

Please ensure this alternative delivery point is accessible as the driver is only required to leave the delivery according to the details he is given. This could mean a delay in you receiving your products and ACE will be charged for this and subsequent deliveries.

**On occasions when the delivery is not personal accepted and signed for ACE will not be responsible for loss or damage to the products.**

### Storage of Nappies/Pads

The pads/nappies are of the highest quality and to ensure they remain at their maximum efficiency, storage is most important.

Please use in rotation with unused products being left in their closed, plastic bags. Storing in a cool place will help prevent the pads/nappies drying out. The fluff pulp from which they are made contains a certain amount of moisture, which increases the absorbency, in the same way that a slight damp cloth absorbs spills much more readily than a completely dry one.

Please do not store in the bathroom as they could then absorb excess moisture thereby reducing their effectiveness.

### Using The Products

Please avoid using barrier cream/ointments on your child's skin, as this will prevent the urine being absorbed straight into the nappy, away from the skin. This creates a reservoir of urine on the surface of the nappy, which may then contribute to skin breakdown. It is also worth noting that talcum powder tends to combine with urine to form crystals which will then become an irritant in the buttock/genital area. To ensure a correct fit please read the instructions on the packets when they are delivered. **Ensure the product is folded into a boat shape through its length, so the wetting area is correctly positioned. If using the net pants they are worn inside the groin. Both these measures will help prevent leakage and friction.**

### Re-assessing your Child's need

Your child's continence products will need to be reviewed on a regular basis by a member of our team, **please note that failure to engage with us at this time may result in the suspension of your products until this review has taken place.**

However if you require any changes to your prescription please contact us in plenty of time so these can be made before your next delivery.