

Here's a clear, practical explanation you can give the parent about how to get help with incontinence nappies in the UK, grounded in what current services say.

-- How a Parent Can Get Help With Incontinence Nappies (UK)

Most areas in the UK provide continence products (pads, nappies, pull-ups) free of charge through the NHS Children's Continence Service, but families usually need an assessment first.

Here's the simplest way to explain it to the parent:

1. Start with the GP, Health Visitor, or School Nurse

They should ask for a referral to the Children's Continence Service.

This is the team that assesses the child's needs and, where appropriate, provides NHS-supplied continence products.

NHS continence teams support children and young people who need products, including those with disabilities or long-term continence needs.

2. What the Continence Service Usually Does

After referral, the continence team will:

- Assess the child's bladder and bowel needs
- Support the family to maximise continence potential
- Decide what products are appropriate

- Arrange regular deliveries or collections of nappies/pads

This is standard practice across NHS continence services.

3. What Products Are Available?

Continence products include:

- Nappies
- Pull-ups
- Pads
- Bed pads

These are designed to contain urine and/or faeces for children who cannot get to the toilet reliably.

Some families buy products privately while waiting, but NHS provision is available once assessed.

4. What the Parent Should Say When Asking for Help

You can suggest wording like:

- > “My child has ongoing double incontinence linked to their additional needs.
- > I would like a referral to the Children’s Continence Service for assessment and support with continence products.”

This keeps it simple and avoids the parent feeling they need to justify themselves.

5. While Waiting: Where They Can Buy Products

If they need supplies before the NHS assessment, they can buy products from:

- Supermarkets
- Pharmacies
- Disability shops
- Online suppliers (some offer free samples)

6. If the Parent Feels They're Being Dismissed

You can reassure them that:

- Continence needs are recognised care needs
- Children with ASD or learning disabilities are entitled to continence support
- They can ask again, or request to speak to the school nurse or SEND health lead

If you want, I can help you write a short message you can send directly to the parent, or create a simple one-page guide for your forum.

