

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.

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### 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

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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.

