

A study of incontinence products and services in the elderly care in the Municipality of Copenhagen

A case study at four nursing homes

January 2010

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Purpose

The overall purpose of this study was to test SCA's holistic concept. The evaluation addressed three focus areas: 1) well-being of residents of nursing homes, 2) staff competencies and job satisfaction and 3) resources spent on incontinent care (1).

SCA's holistic concept consists of TENA incontinence products and TENA

Services, which include training of staff, use of the products and optimisation of work routines and work structures. In other words, the study analysed a Product-Service-System (PSS), where pad products are offered and used in the context of a series of appertaining services¹.

Subjects and setting

The study in Copenhagen involved four wards at four different nursing homes. All tests and measurements were made before and after the intervention. The study started in June 2008 and was completed in February 2009.

32 residents, in addition to care givers and heads of the four wards participated in the survey. All residents received help to handle incontinence.

Design

The study was designed as an intervention study with tests being made before and after the intervention. The intervention consisted of the introduction of SCA's holistic concept, TENA hygiene products and TENA Services. The results of the study are based on SCA being a sole supplier of both products and services during the intervention.

Methods

Apart from interviews with residents and focus interviews with care givers and heads of wards, diaries were kept and time registrations made for each pad change for seven days and nights before and after the intervention.

Results

Resident well-being

- Residents who said their incontinence protection were comfortable increased from 39% to 69%.
- Residents who felt they got a lot of help to manage their incontinence increased from 64% to 89%.
- Residents who were very satisfied with their incontinence protection increased from 46% to 55%.

Working atmosphere

- Easier changing of incontinence protection freed up to 33% of time.
- Staff felt that TENA Flex was easier to change and facilitated a better working posture. Pad changing that previously required two carers could now be managed with one carer.
- With fewer leakages laundry was also reduced.

Budget

- Total costs were reduced by 14 000 SEK per patient and year.

The environment

- Consumption of incontinence protection was reduced by 20%.

Conclusions

Generally, it was found that the holistic concept has a positive effect on:

- the well-being and quality of life of residents
- staff motivation, competencies and job satisfaction, cost savings on time spent on changing pads and bedding, laundry, intimate wash and intimate skin care.

The study found that there is an unequivocal correlation between training, good economy with 20 per cent fewer pad changes and enhanced satisfaction among residents and staff. Furthermore, the study found that:

- Incontinence pads are only part of incontinence care
- Incontinence profiles can sharpen cost calculations
- Staff could learn more about incontinence
- The concept of services is in constant development, and there is still room for improvement on the optimisation of good incontinence care, competencies and economy.

1 For Product-Services-System, see Product-Services-System (PSS). (2).