



# Partnership

“TENA Flex is easy for caregivers to use. There is also a proven time saving, but this is secondary for us”

– De Regenboog nursing home,  
Zwijndrecht, Belgium

## TENA Solutions: A case study Nursing home, Zwijndrecht, Belgium

**TENA Solutions improves all areas of continence care and reduces total inco costs in a long-term nursing home.**

### Background

The De Regenboog nursing home in Zwijndrecht, Belgium has 265 residential units and a center for short-term care and day care. As a long-time TENA customer, they were very happy with service and product quality but interested in increasing the quality of continence care for residents and improving working conditions for caregivers. The Nursing Director approached the TENA account manager at the beginning of 2011 to develop a way of gaining insight into total costs of incontinence in nursing home by using innovative TENA products.

### Recommended changes

- TENA recommended implementing TENA Solutions to find out the direct and the indirect/follow-up costs of incontinence in the nursing home. An assessment to measure all these factors was carried out during a two-week phase at the end of March 2011, in three wards with 73 incontinent residents.
- The nursing home then changed the pad assortment to include a much higher amount of innovative TENA Flex.
- Also, new skincare and cleansing products from TENA were introduced for a new way of cleaning perineal parts of body with water.
- TENA initiated pericare training at the care staff level and gave care recommendations. The goal was to eliminate the need for multiple products and overall improve skin health among residents.
- A detailed training around incontinence routines was conducted with all caregivers in the test wards. [www.TENA.com](http://www.TENA.com)
- In the three-week test phase in June 2011, all changes were implemented in the test wards and the care results were again measured.
- In addition, caregivers were questioned about their experience with innovative TENA Flex and TENA 3 in 1 Wash Mousse as well as their perceived impact on the pericare situation of the residents.
- The results of the assessment phase and test phase as well as the results of the caregiver questionnaire were compiled in a detailed report and presented to the nursing home management in July 2011.



	Resident well-being	Working atmosphere	Budget	Environment
<b>Before</b>	<p>Healthy skin: 64 Sensitive: 25 Broken/damaged: 1 18 minutes per resident over 24 hours.</p>	<p>Changes per 24 hours: 2.6.</p>	<p>High budget items were complex skincare assortment and increased laundry costs due to higher leakages.</p>	
<b>After</b>	<p>Healthy skin: 80 Sensitive: 10 Broken/damaged: 0 12 minutes per resident over 24 hours Total savings of 7.3 hours per day for all three wards.*</p>	<p>Changes per 24 hours: 2.5 67% of caregivers state that TENA <i>Flex</i> is easier to handle when changing For 74% of caregivers, TENA Skincare products reduce workload.</p>	<p>Inco-related costs (pads, skincare, waste, laundry) were reduced by 19% Overall inco costs decreased by 30%.</p>	<p>Reduction waste costs: 25% Decrease laundry costs: 13%</p>

\*Time saving was seen as less important due to focus on resident well-being.

## Key benefits

The key benefits that this home received through implementing best practices were:

- Even further improvement of care-giving processes via innovative products (TENA *Flex*/TENA *Wash Mousse*).
- Thorough understanding of all direct and indirect costs of incontinence in the nursing home.
- Reduction of costs in all areas of incontinence care.
- Residents are more comfortable and have considerably better skin condition through the use of new skincare routines and products.
- The staff in the home has a more positive outlook on continence care management due to increased knowledge and understanding through education provided by TENA.

## About TENA

The TENA® brand is the worldwide leader in continence health care and incontinence management with products and services for individual consumers and for healthcare facilities in over 100 countries. With the TENA® brand, SCA is at the forefront of developing products that minimize the impact of incontinence and improve the dignity and everyday lives of people living with light, moderate or heavy incontinence.



SCA Care of life. Because our products make life easier for you and for millions of people around the world. Because our resources and the way we work are natural parts of the global lifecycle. And because we care.

