A best practice model of continence care in residential aged care

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Aim: To describe the evidence base for the design and evaluation of a Model of Continence Care for Australian residential aged care homes.

Methodology: A mixed methods approach was developed including consultation with key stakeholders, including carers and family members of residents (current or past) and residential aged care staff with expertise in managing or supervising continence care to identify their expectations and understandings of best practice continence care in the setting.

1. A national online survey
2. Qualitative interviews
3. Online co-design workshops

Results:

• **Survey**: (n=177)
• **Qualitative interviews**: (n=14)
• **Co-design workshops** (n=18)

Qualitative findings were synthesised from the online survey, qualitative interviews and co-design workshops.

Findings: 4 themes

1. **Person centred care**
   - Practices that promote and uphold a resident’s personal choice, dignity and independence and minimises their embarrassment and shame
   - Staff beliefs, attitudes, personal characteristics and communication skills
   - Family advocacy and involvement in a resident’s care
   - Appropriate assessment and care planning

2. **Practical assistance**
   - Access to timely responsive assistance
   - Access to appropriate equipment, infrastructure and environment

3. **Staff knowledge, skills and education**
   - Gaps in basic education programs
   - Who needs to know what
   - The mixed benefits of industry-based education

4. **Adequate resources**

Conclusion: The evidence base will be used to develop an evidence-informed model of continence care and knowledge translation resources, which will be piloted tested to assess staff confidence to apply the model to practice and it’s feasibility, applicability and sustainability.

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