

# Guide to urine drainage systems



# Your personal record

**Please complete and update the record for your future reference.** Everyone has access to healthcare professionals with a special interest in continence – they are your support network.

Do not be afraid to ask your doctor or local hospital nurse for details of your local specialist for when you go home. To ensure you know who they are, make sure you write their contact details in the space below.

## Practitioner details

Doctor:	
Telephone number:	
District/Specialist nurse:	
Telephone number:	
Continence advisor:	
Telephone number:	

## Catheter details

Reason for catheterisation:				
Make:				
Product code & Lot/Batch no.				
Catheter balloon size:				
Date changed:				

Sheath details

Make:

Size:

Product code:

Urine drainage bag details

Leg bag make:

Size & tube length:

Product code:

Night bag make:

Product code:

Accessory details

Accessory type 1:

Product code:

Accessory type 2:

Product code:

Notes

# Your checklist

## Checklist for catheters

		Yes	No
1.	Do you know why your catheter has been fitted?	<input type="checkbox"/>	<input type="checkbox"/>
2.	How and when to wash your hands (hand hygiene)	<input type="checkbox"/>	<input type="checkbox"/>
3.	Catheter hygiene (how to clean the catheter and entry site)	<input type="checkbox"/>	<input type="checkbox"/>
4.	How to connect the catheter to the drainage system	<input type="checkbox"/>	<input type="checkbox"/>
5.	What to do when your catheter needs changing?	<input type="checkbox"/>	<input type="checkbox"/>
6.	What to do if you have a problem?	<input type="checkbox"/>	<input type="checkbox"/>

## Checklist for sheaths

		Yes	No
1.	How and when to wash your hands (hand hygiene)	<input type="checkbox"/>	<input type="checkbox"/>
2.	Do you know how often your sheath should be changed?	<input type="checkbox"/>	<input type="checkbox"/>
3.	Cleaning the penis ready for the sheath	<input type="checkbox"/>	<input type="checkbox"/>
4.	Putting on and taking off your sheath	<input type="checkbox"/>	<input type="checkbox"/>
5.	Connecting and disconnecting the sheath to a drainage bag	<input type="checkbox"/>	<input type="checkbox"/>
6.	Disposing of used sheaths	<input type="checkbox"/>	<input type="checkbox"/>

## Checklist for urine drainage bags

		Yes	No
1.	Is the bag in a comfortable position on your leg?	<input type="checkbox"/>	<input type="checkbox"/>
2.	Is your bag secured correctly on your leg?	<input type="checkbox"/>	<input type="checkbox"/>
3.	Linking your leg bag and night bag together	<input type="checkbox"/>	<input type="checkbox"/>
4.	How to empty your leg bag and night bag	<input type="checkbox"/>	<input type="checkbox"/>
5.	How often you should change your leg and night bag?	<input type="checkbox"/>	<input type="checkbox"/>
6.	Do you know how to obtain a night bag stand?	<input type="checkbox"/>	<input type="checkbox"/>
7.	How to dispose of used bags	<input type="checkbox"/>	<input type="checkbox"/>

## Checklist for accessories

		Yes	No
1.	Do you have the right support for your catheter leg bag (G-Strap Aquasleeve)?	<input type="checkbox"/>	<input type="checkbox"/>

## Checklist for obtaining new supplies

1.	Arranging Charter Healthcare home delivery service (see back page)	<input type="checkbox"/>	<input type="checkbox"/>
----	--	--------------------------	--------------------------

## Contents

- 5 Introduction
- 8 Catheterisation
- 15 Leg bags
- 23 Night bags
- 28 Sheaths
- 30 Catheter valves
- 32 Order information
- 34 Useful contacts

## Introduction

**Coloplast supply a wide range of continence products including catheters, urine bags, sheaths and a range of accessories that have all been designed with users in mind to make life as trouble-free as possible.**

Whether you're at home, or out and about, the need for security and independence is the same. That's why we make our catheters, sheaths and urine bags discreet, flexible and safe to use.

For further information on the Coloplast range of products, or to arrange free samples, please contact our Customer Care department on Freephone 0800 220 622. For enquiries in the Republic of Ireland, please call Freephone 1800 409 502.

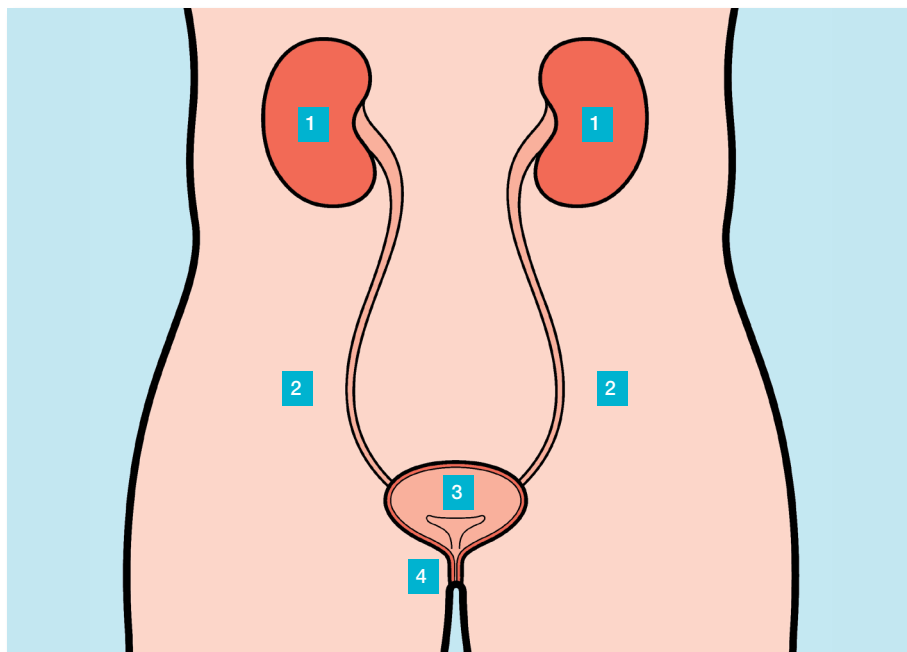
# The urinary system

**Understanding how your body works will help make it clear as to exactly what you're doing with your catheter and where it's going.**

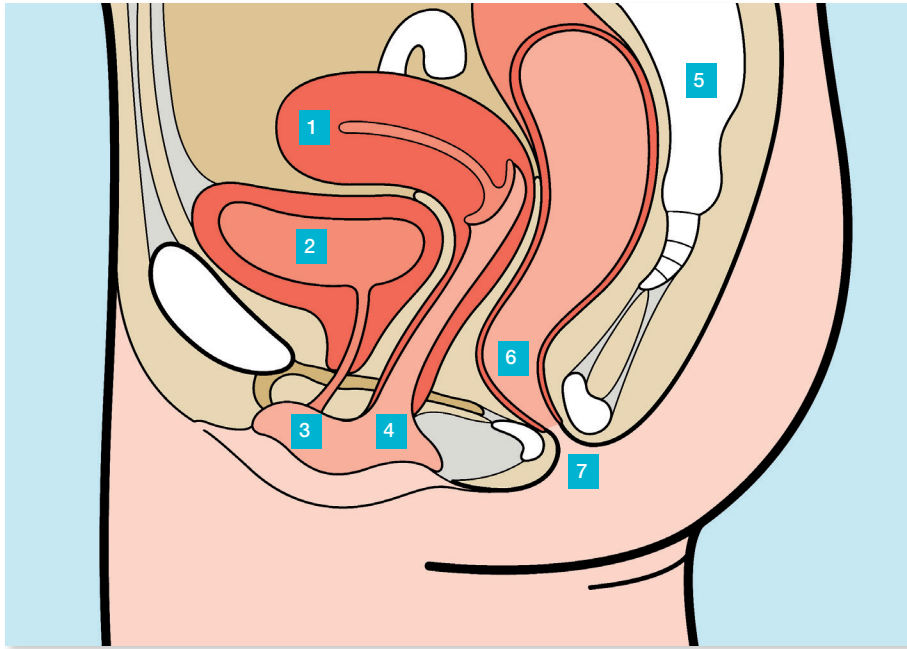
Waste products are filtered from the blood in the kidneys to produce urine. This runs from the kidneys through the ureters into the bladder where it's stored. When there is approximately 400ml in the bladder, the urine must be emptied through the urethra to avoid discomfort and to drain the bladder.

In the **female urinary system** (shown facing page, top), the urethra is straight and about 3.5cm in length. It runs from the bladder to a point between the vagina and the clitoris called the urethral orifice.

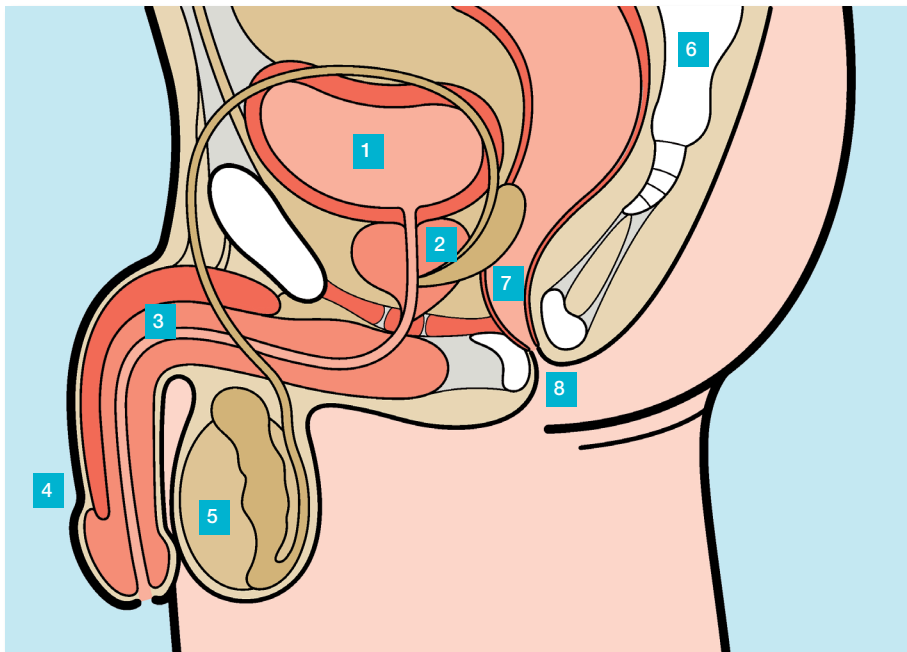
In the **male urinary system** (shown facing page, bottom) the urethra is about 15–20cm in length and is shaped like an 'S'. It runs from the bladder to the tip of the penis.



- 1 Kidneys
- 2 Ureters
- 3 Bladder
- 4 Urethra



- 1 Uterus
- 2 Bladder
- 3 Urethra
- 4 Vagina
- 5 Spine
- 6 Rectum
- 7 Anus



- 1 Bladder
- 2 Prostate
- 3 Urethra
- 4 Penis
- 5 Scrotum
- 6 Spine
- 7 Rectum
- 8 Anus



# Catheterisation – why is it necessary?

There are many reasons why some people cannot urinate voluntarily and require catheterisation. Reasons such as damage to the nerve supply to your bladder, back problems, an enlarged prostate, following an operation or a condition you were born with. Your condition may be temporary or it could be that you require long-term catheterisation.

Whatever the reason, urine must not be left in the bladder because if it remains there for too long, it can cause infection.

For people who cannot pass urine themselves, a thin hollow tube known as a catheter has been designed to help empty your bladder artificially, easily and with the minimum of discomfort.

The most important advantage of catheterisation is the reduced risk of bladder infection and kidney damage which can be caused by an overfull bladder, or by urine that stays in your bladder for too long.

Your healthcare professional will recommend the length of time that you should use a catheter. Whether it's short-term or long-term use, will depend upon the specific circumstances. Catheters are available in a wide variety of sizes, materials (Latex, Silicone or Teflon®) and different types. Your healthcare professional will help you choose the most suitable one for your needs.

A catheter that's left in place for a period of time is attached to a drainage bag to collect the urine and the drainage bag is then secured to the leg.



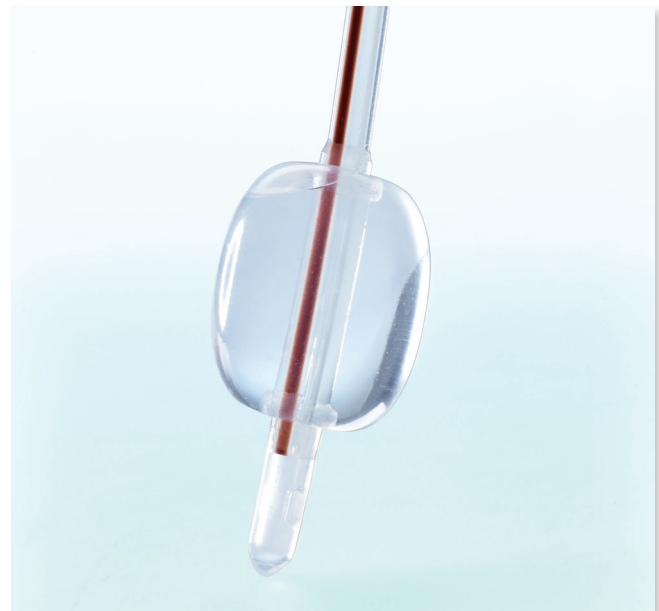


## What is a urinary catheter?

A urinary catheter is a soft, hollow tube which houses two channels; one to allow urine to drain out and the other, a small channel, where sterile water is syringed in to inflate the balloon at the end of the catheter to hold it in place in the bladder.

The catheter is passed through the urethra into the bladder thus allowing the bladder to be emptied. Urine passes through the drainage eyes and down the catheter shaft.

Sometimes the catheter is passed through a small incision in the abdominal wall (supra-pubic catheterisation), but your healthcare professional will discuss the options available to you on an individual basis.



## Living with your catheter

Having a catheter shouldn't limit your social and leisure activities, or even stop you from going away on holiday. In fact, some people find that it can be the start of a much improved quality of life.

There are many types of catheter available which can be left in place for up to three months, but this will be dependent on your personal circumstances. Your healthcare professional will advise you as to when it will need changing.

Sometimes a catheter may need to be changed more frequently if it becomes blocked and bladder maintenance solutions may be beneficial if this occurs. These would need to be prescribed by your healthcare professional.

For further advice, ask your District Nurse, Continence Adviser or Doctor.



## Hygiene

The most important element of living with a catheter is hygiene. The most common problem when using a catheter is a urinary tract infection (UTI) due to bacteria entering the bladder from the catheter, or around it.

To minimise the risk of infection try to follow the guidelines below:

- Always wash and dry your hands carefully with soap and water before handling any part of your catheter or drainage system.
- If possible take a bath or shower every day, leaving your drainage system in place.
- Wash the catheter using downward strokes away from the body and then wash the area where the catheter enters the body with soap and water only. This should be done every day both morning and night and if possible after opening your bowels.

- If there is a discharge from where the catheter enters the body this area may be cleansed more frequently. If the discharge is discoloured or smells then you must contact your healthcare professional.
- Men should pay particular attention to washing under the foreskin if uncircumcised and should use a separate wash cloth for this part of your body. After washing place the foreskin back over the glans of the penis in its usual position.
- Women should always wash from front to back in order to prevent contamination from the area around the anus.

**Your catheter should remain comfortable and pain-free. If you experience any discomfort, discharge or leakage, you should consult your healthcare professional.**

### On holiday

There is a wide variety of urine bag styles and sizes available and it's possible to find one that can be worn with a skirt or shorts. If you plan to swim, a catheter valve which fits into the end of your catheter might be a suitable alternative to a leg bag. Your healthcare professional will be able to advise you further with this.

When travelling abroad there is a travel card which you can obtain through Coloplast and this informs a Customs Officer that the products you're carrying in your luggage are essential.



### Diet tips

Fluid intake is important for a healthy bladder. Make sure you drink the amount of daily fluid advised by your healthcare professional. Keep eating a well-balanced diet; if you become

constipated, it can put extra pressure on your bladder and urethra which could cause urine leakage.

If you require further dietary advice or experience any problems, contact your healthcare professional.

### Sexual activity

Having sex whilst wearing a catheter is possible, but it's very important to wash the area around the catheter before and after intercourse.

Before intercourse, a man with a urethral catheter can fold it along the side of his erect penis and hold it in place with a condom, while a woman can tape her catheter up onto her stomach with surgical tape.

Using lubricants like K-Y® Jelly, which you can buy at a chemist, will help you during lovemaking. You should not use Vaseline®, as this can damage the surface of the catheter.

A supra-pubic catheter, which has been inserted through the abdominal wall into the bladder, or a Nelaton catheter for intermittent self-catheterisation are possible alternatives to a permanent urethral catheter and offer greater sexual freedom.

If during intercourse there is any pain or discomfort, you should talk to your healthcare professional. Do not feel embarrassed to ask them for further information as they're there to advise and help you.

# Questions about catheterisation

## **Q: How would I know if my catheter was blocked?**

If you notice that the urine bag is not filling as it normally would then you may have a kink in the catheter or leg bag tubing. Check to see whether the tubing has kinked, and if so, you should straighten the tubing.

There are a variety of products available to help minimise the risk of any tubing kinking; such as catheter retaining straps (Simpla G-Strap) and drainage bags with anti-kink tubing (see page 16 for details of the Simpla Profile leg bag range which has specially designed anti-kink tubing).

If the tubing is not the problem and you're experiencing lower abdominal or back pain, or have leakage of urine around the catheter, then this may be an indication that the catheter has developed a blockage.

In the first instance, you should remove your leg bag from your leg and elevate the urine bag for approximately 20 seconds above the level of your bladder.

This may help free any mucus from the bladder that may have entered the eyelets of the catheter. You'll know if this has helped the situation, as when the bag is lowered, urine will begin to drain into the urine bag as normal.

If urine does not begin to flow freely into the bag then you should call your healthcare professional for further advice.

## **Q: How would I know if I have developed a urinary tract infection (UTI)?**

You may experience one or more of the following symptoms: lower abdominal pain/back pain, unpleasant smelling urine, discoloured urine/ bloodstained urine, or fever type symptoms.

If you're experiencing any of these symptoms you should call your healthcare professional for further advice. During the assessment it's likely that they will take a sample of your urine for testing.

## Questions about catheterisation (continued)

### **Q: What do I do if my catheter falls out?**

You should call your healthcare professional immediately. They will arrange to have the catheter replaced.

### **Q: How much fluid and what type of fluid should I drink?**

You need to drink an adequate amount of fluid for your weight. Approximately between two-three litres per day is the usual recommendation unless advised otherwise by your healthcare professional.

If you're experiencing any problems with your catheter, limit your caffeine intake as this can sometimes make your bladder irritable and replace your usual fluid intake with water.



## Leg bags

**There are many types of leg bags and choosing the right one to suit your lifestyle is important. Your healthcare professional will show you examples and give you advice on their use.**

Everyone leads different and varying lifestyles, so regardless of whether you're working, going out for dinner, or taking a long train journey, there is a selection of leg bags which you can choose from. To ensure you choose the most suitable product for your lifestyle there are different capacities and tube lengths to suit your daily needs.

All the urine drainage bags in this booklet are available on prescription. For a free sample, call the Coloplast Customer Care Helpline on Freephone 0800 220 622 or Freephone 1800 409 502 in the Republic of Ireland.



## Which leg bag?

You should decide where on your leg you intend to wear your leg bag, as this will determine the length of the inlet tube required:

- Short tube – for use on the thigh
- Long tube – for use on the lower leg
- Adjustable – for extra length\*

Men who use a sheath may cut the tube to a specific length. Tubes should not be cut if attaching to a catheter, as this can increase the risk of infection.

All Simpla leg bags (excluding hospital specification) are fitted with a soft fabric backing that absorbs perspiration and remains comfortable against the leg.

There are various capacities of leg bags available. If you're going out for the evening and would like a more discrete bag then you have the option to choose a smaller capacity leg bag.

It's not uncommon for some people to alternate between different capacity bags according to their daily routines.

\* sheath users only

For men who experience light to medium incontinence, Conveen Active is a reliable, discreet solution worn on the thigh. A burr fabric fastening system keeps the bag in place, even during sporting activities.

- 250ml - Conveen Active\*
- 350ml – for an evening out a smaller bag can be used. This would require emptying more often but would offer greater discretion.
- 500ml – normal everyday use.
- 750ml – for long journeys, or where toilet access is restricted.



# Taps

**There are a number of tap options available and you can choose which one suits your needs.**

## Simpla Profile

The Simpla Profile 'click-close' lever tap has been designed to be easy to use. In addition, the tap has a 'click-close' mechanism and contoured design which reduces the likelihood of it catching on clothing, thus helping to prevent accidental opening.

To empty simply pull the lever down until the urine starts to flow. Return the lever to the original position to close.

## Simpla Plus

The Simpla Plus 'safety-lock' tap is designed so it cannot be knocked open accidentally.

To open the tap, squeeze the tap arm gently downwards until it stops. It should now be pointing away from your leg at about 45 degrees. Then press the tap arm sideways into the barrel of the tap, to allow the urine to flow. To close the tap, simply push the tap arm back to the upright position.

## Simpla Trident T1

The Simpla Trident T1 tap is easy to use – just slide it across to open and slide it back again to close.

There are Braille dots on one end of the top barrel to indicate whether the tap is open or closed – if you can feel them, the tap is open.



## Securing your leg bag

**For your comfort and security, there are a number of options available to ensure the bag is securely attached to your leg. Depending upon which option you find most comfortable then you can choose from the following:**

### Straps

Each box of ten leg bags includes one pair of high-quality, latex-free elastic straps. The straps are of unequal length, with the shorter strap designed to fit on the bottom of the bag to give optimum support for the leg bag. For a calf-worn leg bag, the upper strap is designed to fit in a figure-of-eight around the knee.



### Aquasleeve (leg bag support)

The AquaSleeve provides a popular alternative method of supporting the leg bag. It's manufactured from a soft fabric and completely encases the leg bag to hold it comfortably against the leg for maximum support and security. The sleeve has a small opening for the tap so that it's easy to empty and also helps to position the leg bag in the sleeve (as shown below).

The AquaSleeve is particularly good if you have frail skin, or problems with straps digging into or rubbing against your leg as it distributes the weight of the urine more uniformly.



## Catheter retaining straps

A urine drainage system can be subject to movement, which can lead to tension on the catheter or sheath, especially as the bag becomes fuller at night.

The G-Strap is used as a retaining strap which secures the leg bag tubing or catheter firmly and comfortably against the leg. This acts as a shock absorber against any sudden movement, minimising risk of urethral pain, trauma or leaking as it stops the catheter from being accidentally pulled.

There are two sizes of G-Strap available on prescription; an adult size to fit most legs, and an abdominal size that fits around the waist to hold a supra-pubic catheter (which may also be cut to size to fit larger limbs).

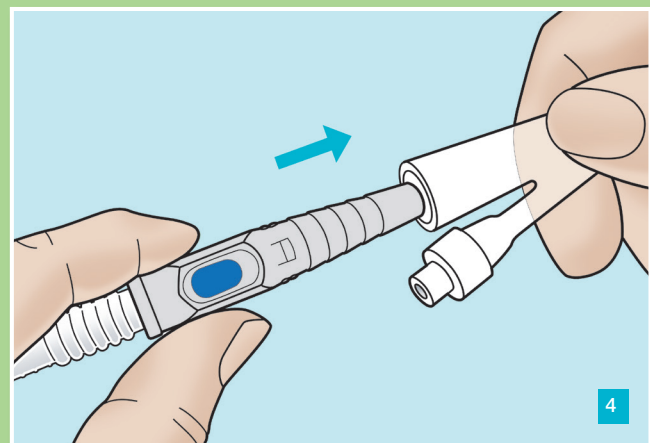
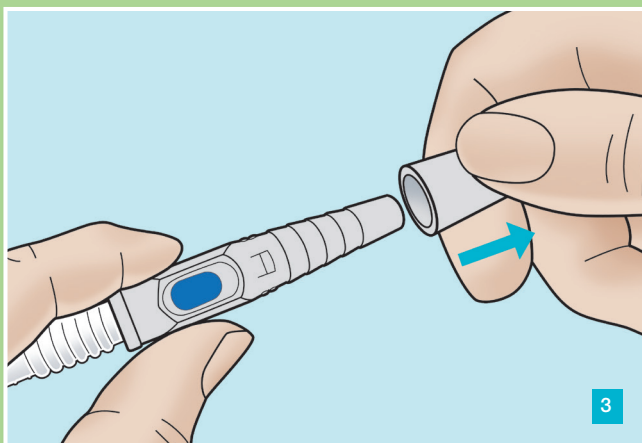
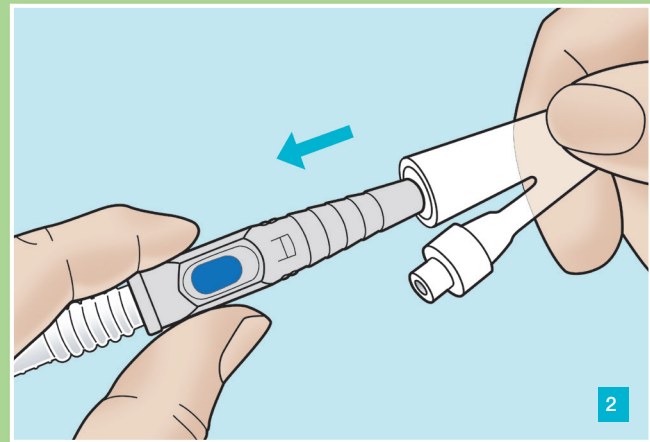
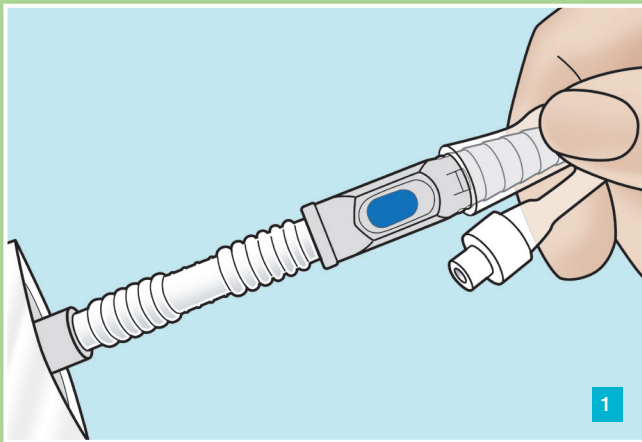


# Changing a leg bag

**You should change your leg bag every 5–7 days. Always ensure that each time you change or empty your leg bag, you wash your hands with warm soapy water and wipe them dry (before and after).**

1. Pinch off the catheter using the thumb and forefinger.
2. Avoid touching the ends of any connecting tube. Remove the drainage bag tubing from the catheter, twisting the bag connector gently as you do this.
3. Remove the protective cap from the new bag and immediately insert the drainage bag tube into the catheter. Replace the protective cap onto the old bag.
4. Secure the new bag using the chosen method of support. Empty urine from the old drainage bag into the toilet or receptacle.





# Questions about leg bags

## **Q: How often should I change my leg bag?**

A leg bag should be changed every 5–7 days. However, it's recommended that if the leg bag becomes disconnected from the catheter you should use a new bag. If your leg bag is damaged or visibly dirty then you can change it sooner.

## **Q: How often should I empty my leg bag?**

Always wash your hands before and after you empty your leg bag. You should empty your leg bag directly into the toilet or receptacle when it's approximately half full, or sooner if it's uncomfortable on your leg. To avoid the risk of infection or bacteria entering the leg bag, do not let the tap touch the seat or bowl of the toilet.

## **Q: What should I do if my leg bag is not filling with urine?**

If you notice that the urine bag is not filling as it normally would then you may have a kink in the leg bag tubing. Check to see whether the tubing has kinked and if so straighten the tubing. If it's not the tubing, then you should consult your healthcare professional.

There are a variety of products available to help minimise the risk of any tubing kinking; such as the Simpla G-Strap to support catheter tubing and drainage bags with anti-kink tubing. The Simpla Profile and Simpla Plus leg bag ranges have specially designed anti-kink tubing.

## Night bags

**For a more peaceful night's sleep, your leg bag should be attached to a 2-litre capacity drainage bag to ensure free flow of urine throughout the night.**

There are two types of 2-litre night bags available; drainable and non-drainable. Drainable bags can be reused for up to 5–7 nights, whereas non-drainable bags are used once and then disposed of. Many healthcare professionals recommend using disposable night bags.

The Simpla S2 non-drainable, 2-litre night bag has a welded tear strip at the top for safe, easy emptying and finger holes at the top and bottom for ease of pouring. It should be emptied in the morning before being thrown away.

The Simpla Profile range also includes a strong, 2-litre drainable night bag. It has a secure 'click-close' lever action tap and 120cm of anti-kink tubing.

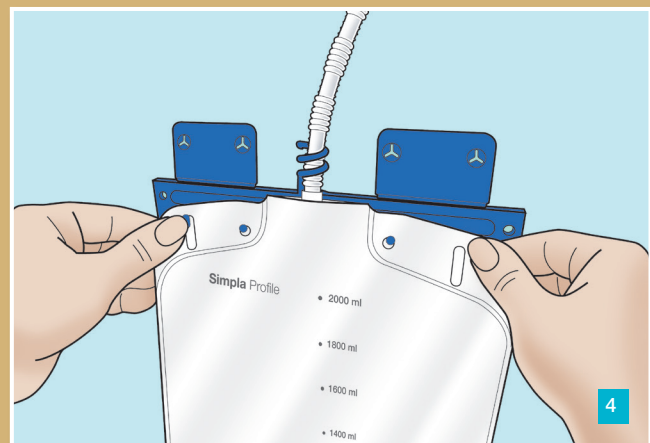
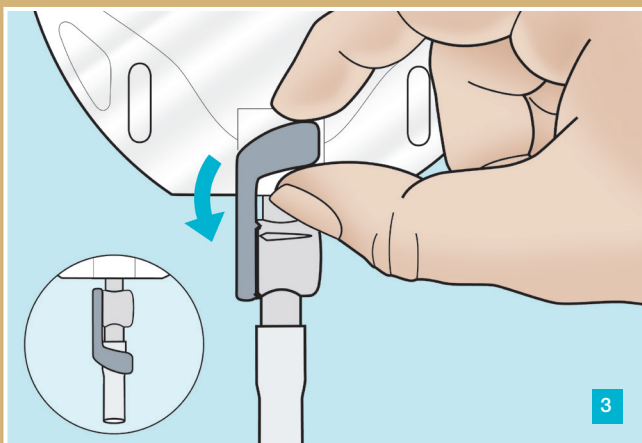
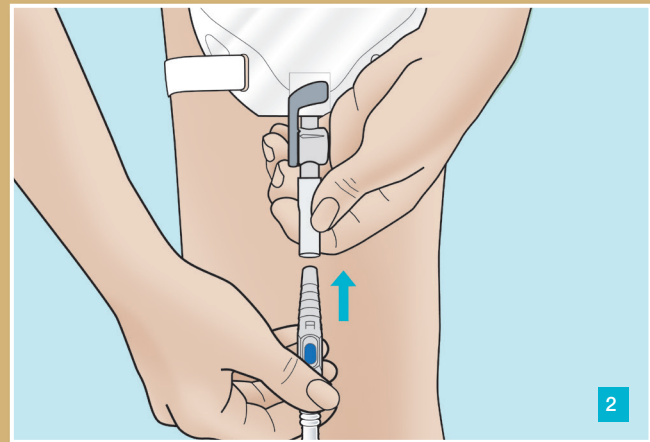
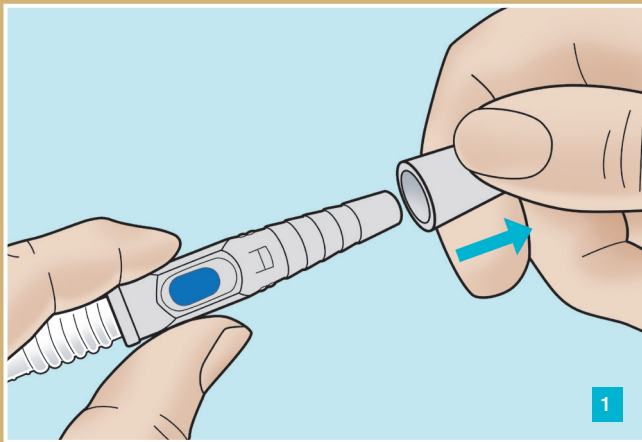


# Attaching a night bag to your leg bag

**Overnight, a 2-litre bag should be connected to the tap of your leg bag. This avoids having to get up to empty your leg bag during the night.**

Always ensure you wash your hands before and after connecting the night bag, and avoid touching the end of the inlet connector. Taking these simple precautions will help to prevent bacterial contamination.

1. It's recommended that your leg bag is empty or has very little urine in it before attaching it to the night bag. Remove the protective cap from the 2-litre bag and store until morning.
2. Attach the connector at the top of the night bag to the outlet tube of the leg bag and check that the connection is secure. You may wish to loosen or remove the leg bag straps or sleeve.
3. Open the tap on the leg bag to allow the urine to drain into the larger bag.
4. Attach the 2-litre bag to a suitable night bag stand.
5. Wash your hands before removing the night bag. Close the tap on your leg bag and secure it to your leg. Gently twist the night bag connector away from the leg bag and empty the urine into a toilet. If it's a single use night bag ensure you dispose of it after emptying. If it's a 5-7 day, drainable night bag then you should put the protective cap back on the end and store ready for the next night.



## Stands and hangers

To provide the ideal support for your bag at the bedside you can choose either a floor standing hanger or one designed to hook onto a suitable rail. Using a stand or hanger will help ensure the drainage tubing is correctly positioned to allow free flow of urine. Do not place the bag directly on the floor without a stand.

Your choice of hangers includes the following options:

- Disposable bedside hanger
- Plastic-coated metal bedside hanger
- Flat-pack stand
- Self-standing hanger

If the night bag stands become damaged or broken and you'd like to receive another night bag stand, then please call the Coloplast Customer Care Helpline on Freephone 0800 220 622.





# Questions about night bags

## **Q: How often should I change my night bag?**

There are two types of night bag available. Non-drainable (single use) – a new one must be used every night as the bag is torn to empty it. An alternative option is to use a drainable night bag, which must be changed every 5-7 days or earlier if it becomes damaged or visibly dirty.

## **Q: What should I do if the urine is not flowing from the leg bag into the night bag?**

First of all ensure you've opened the tap on the leg bag to enable the free flow of urine into the night bag. Secondly, check to ensure that there is no kinking in the tube, and finally ensure the night bag is below the level of the bladder, ie. on a suitable night bag stand or hanger. If after this, the urine does not flow, then you should consult your healthcare professional.

## **Q: How should I store bags?**

You should store unopened drainage bags in a cool, clean, dark place. Never remove the bags from the sterile peel pouch until ready for use. Any damaged or opened packages should not be used.

## **Q: How and where should I dispose of my night bags?**

You can wrap your used bags in newspaper before putting them in the bin, or you can put them in a plastic disposal bag. Plastic disposal bags can be obtained through Charter Healthcare delivery service free of charge.

**Please note: Do not flush bags down the toilet.**

# Sheaths

**The continence sheath was developed to provide men with a comfortable and secure way to collect urine for involuntary urine flow and can be used as an alternative solution to a pad.**

Most sheaths are now latex-free and are made from a skin friendly material. It's essential to get the right size to ensure a secure fit and the majority of manufacturers will supply a sizing guide.



To maintain good hygiene, sheaths should be changed daily, the skin kept clean and dry and you should not use any creams, moisturising lotions or talcum powder. In order to get a good seal, the sheath should be rolled on smoothly and a half-inch gap should be left between the end of the penis and sheath, to allow for good flow and to avoid any soreness.

A leg bag or 2-litre bag should be attached directly to the sheath. Using a G-Strap will give additional support and can help to prevent any accidental tugging.



# Questions about sheaths

## **Q. How often should I change my sheath?**

The sheath should be changed every 24 hours. The old one should be gently removed with warm, soapy water. Always take care to ensure the skin is clean and dry before applying the new sheath.

## **Q. What do I do if my sheath does not appear to be sticking properly?**

Ensure you're not using a moisturising soap as this can sometimes leave a moisturising film on the skin which may prevent the adhesive from sticking correctly.

For additional security there is a Conveen prep wipe available which can be wiped along the shaft of the penis to provide a barrier between the sheath and the skin, and this helps to aid adhesion. Do not use this on broken or sore skin.

It's important you have the correct size of sheath and the sheath is applied smoothly, with no wrinkles or bubbles.

You should measure your penis regularly and measuring guides are available through Coloplast Customer Care Helpline which you can call on Freephone 0800 220 622. Republic of Ireland can call Freephone 1800 409 502.

## **Q. How would I know if I have developed a urinary tract infection (UTI)?**

You may experience one or more of the following symptoms:

- Lower abdominal pain/back pain
- Unpleasant smelling urine
- Discoloured urine/bloodstained urine
- Fever type symptoms
- Pain in passing urine
- Frequency of passing urine
- Urgency to pass urine
- Unable to pass urine
- Sudden onset of incontinence

## Catheter valves

**A catheter valve is a tap which is connected directly to the catheter outlet. It allows drainage of urine from the bladder to be controlled, whilst helping to maintain bladder muscle tone and a good capacity.**

Catheter valves have been used for many years and are a popular alternative to wearing a urine drainage bag. They're easy to use, whilst offering discretion, comfort and independence.

Before using a catheter valve it's important you're assessed by your healthcare professional to ensure a catheter valve is suitable for you.



# Questions about catheter valves

## **Q: When can a catheter valve be used?**

Catheter valves are used as an alternative to allowing urine to drain freely into a drainage bag. This management option is preferable for some people as it can offer more freedom and discretion.

## **Q: Who can use a catheter valve?**

Catheter valves are not to be used in conjunction with a sheath. They are not suitable for everyone and you should ask your District Nurse or Continence Advisor for advice on whether a valve would be suitable for you. If you've recently had surgery on your bladder, have a low bladder capacity, experience bladder irritability, or unable to feel if your bladder is full, then a valve will not be suitable for you.

## **Q: How often should the catheter valve be changed?**

The catheter valve should be changed every 5-7 days.

## **Q: How often should I empty my bladder?**

It's very important you open the valve and empty your bladder at regular intervals, about every four hours during the day. If you do not empty the bladder regularly you might experience some abdominal discomfort as the bladder becomes full, or you may experience leakage of urine around the catheter.

## **Q: Can I attach a night bag to the catheter valve?**

It's essential that the catheter valve is attached to a 2-litre bag during the night. Once the night bag is connected you should ensure the catheter valve is in the open position to allow for drainage.

# Useful contacts

## **The Back-up Trust**

020 8875 1805  
[www.backuptrust.org.uk](http://www.backuptrust.org.uk)

## **Bladder and Bowel Foundation**

0845 345 0165  
[www.bladderandbowelfoundation.org](http://www.bladderandbowelfoundation.org)

## **The Cystitis and Overactive Bladder Foundation**

0121 476 1222  
[www.cobfoundation.org](http://www.cobfoundation.org)

## **Disability Rights UK (incorporating RADAR)**

0207 250 3222  
[www.disabilityrightsuk.org](http://www.disabilityrightsuk.org)

## **The Disabled Living Foundation**

Helpline: 0845 130 9177  
Switchboard: 020 7289 6111  
[www.dlf.org.uk](http://www.dlf.org.uk)

## **Multiple Sclerosis Society**

0808 800 8000  
[www.mssociety.org.uk](http://www.mssociety.org.uk)

## **Multiple Sclerosis Trust**

Helpline: 0800 032 3839  
Switchboard: 01462 476700  
[www.mstrust.org.uk](http://www.mstrust.org.uk)

## **NHS**

Helpline: 111  
[www.nhs.uk](http://www.nhs.uk)

## **PromoCon**

0161 607 8219  
[www.promocon.co.uk](http://www.promocon.co.uk)

## **Shine (Spina Bifida – Hydrocephalus – Information – Networking – Equality)**

01733 555988  
[www.shinecharity.org.uk](http://www.shinecharity.org.uk)

## **Spinal Injuries Association**

0800 980 0501  
[www.spinal.co.uk](http://www.spinal.co.uk)

## **Spinal Injuries Ireland**

+353 12355317  
<http://www.spinalinjuries.ie>

## **Spinal Injuries Scotland**

0800 0132 305  
<http://www.sisonline.org>

# Notes



# Get in touch



Find out more and place your orders online:

**coloplastcharter.co.uk**



**0800 132 787**

Free on all landlines

Call between Mon – Fri 8am – 6pm and Sat 9am – 12.30pm, to speak with an experienced and knowledgeable member of the Charter care team. We're here to provide advice, to help you place an order, and offer any other support you might need.



**0800 917 8639**

(Scotland only) Free on all landlines



**03301 233 188**

Included in your call minutes depending on your tariff



Contact us using email

**help@coloplastcharter.co.uk**



Charter  
First Floor, Nene Hall  
Peterborough Business Park  
Peterborough  
PE2 6FX

CV713N



**Coloplast**