

Title of Document	Intermittent Catheterisation		
Name of Department	Clinical Team		

What type of document is this?	Work Instruction (WI)		
Which Helping Hands policy/SOP does this WI relate to?	N/A	Index number of policy/SOP	N/A

Which Operational Priority/Priorities does this document link to?	Governance Framework	Superior Client Care	People, Performance & Culture	Business Growth

Custodian of document	Clinical Team	Committee/Group responsible for this document	Quality & Governance committee	
Approval date and committee chairperson signature	17.11.23	When is its next scheduled review?	17.11.26	

Who does it apply to?	All staff at the facility / All staff working with clients				
	Does it apply to bank workers?	Yes	Does it apply to agency staff?	No	Does it apply to third party contractors?

Purpose of the Work Instruction	To ensure that all staff who work with customers have competency and knowledge to deal with intermittent catheters.				
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CONTENT of WORK INSTRUCTION

1.0 Purpose

Intermittent catheterisation (IC) is a short-term catheterisation used to overcome urinary retention. Urinary retention is a side effect of the bladder not emptying properly. There are 2 main causes for this:

- Obstruction to the flow of urine through the urethra
- Weak bladder muscle

Intermittent catheterisation is one way that long term urinary retention can be managed. Urinary catheters are inserted into the bladder at intervals throughout the day, or when you feel the need to go to the toilet. It is sometimes necessary to catheterise during the night as well. Once the urine has drained out, the catheter is removed. The catheters are usually disposable, some are designed to be reusable, though they are far less common.

2.0 Process - Intervention

- 2.1 Explain the procedure and gain consent from the customer.
- 2.2 Prepare the all equipment needed and a bowl of warm water, soap and a clean towel and ensure the customer's privacy and dignity.
- 2.3 Carer washes hands and then dons' gloves and apron.
- 2.4 Ensure that the customer is comfortably positioned, the position of the customer is their preference, they may wish to be lying down or sitting over the toilet. Some may prefer to stand if able.
- 2.5 Wash the genital area, Female customers should wash from the urethra towards the anus to prevent infection. Male customers should retract the foreskin to clean the glans and be advised to hold the penis with their non-dominant hand pointing in an upward direction towards the stomach. This helps to extend the urethra and makes it easier to insert the catheter.
- 2.6 Gently insert the catheter into the bladder via the urethra using the dominant hand while pointing the funnel end into the toilet or collection receptacle for urine drainage.



- 2.7 While inserting the catheter avoid touching the part of the catheter that will enter the urethra as this can increase the risk of infection.



- 2.8 Continue to insert the catheter until urine starts to flow.
- 2.9 When urine stops flowing, slowly remove the catheter. If urine starts to flow again, wait then gently begin to withdraw the catheter to catch any last drops.
- 2.10 Dispose of the catheter according to the manufacturer's instructions. Catheters should not be flushed down the toilet as they may cause a blockage. Single-patient-use (reusable) catheters should be cleaned – according to the manufacturer's instructions – after every use and disposed of after one week of use.
- 2.11 The carer should ensure that the customer is left comfortable and then dispose of all non-reusable equipment and gloves and apron in a secure waste bin and wash their hands.
- 2.12 Ensure that the procedure is fully documented in the Daily Log and any concerns are immediately reported to the HVS branch staff or Live In Care Manager.

3.0 Training

Training is completed with a Helping Hands Clinical Lead or the customer's District Nurse or Urology Nurse.

Equality Impact Assessments are not required for Work Instructions

What was the previous version number of this document?	Version 01	
Changes since previous version	Reviewed by Clinical team, amendment to 1.0 and 2.0	
Author of the document	Clinical Team	
Who was involved in developing / reviewing/ amending this work instruction?	Clinical Nursing Team Compliance Business Partner	
How confidential is this document?	Public	Can be shared freely within and outside of Helping Hands

Associated Documents	Training & Competency Form – Academy Intermittent Catheterisation Fact Sheet	
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