

Important contact numbers

To place an order for your next delivery

The PALS/BSO Home Delivery Service is available between 9am – 4pm on weekdays (except on Bank Holidays).

Tel: **028 95 361414**

SMS Gateway: 07860041021 (Text only/cannot receive phone calls)

To speak to the Northern Trust Continence Department

The Continence Promotion Department is available between 9am - 5pm on weekdays (except on Bank Holidays).

The continence home delivery clerical administrator can be contacted during these times.

Tel: **028 2563 5278**

Outside these hours, or if the phone is unattended, you may leave a message on the answer phone, which will be dealt with as soon as possible.



Home Delivery Service for Continence products

Information for Service Users

This leaflet provides you with information about the continence home delivery service and answers the most frequently asked questions.

1. When will I receive my first delivery?

Your first order will be sent out to you automatically and should last you for 12 weeks. You will need to place an order for your next delivery in 12 weeks if required allowing 5 - 10 working days for delivery

2. Who will deliver my products?

You will receive your products through a delivery contractor call PALS. Your continence supplies will be discreetly packaged. The driver will carry identification at all times.

3. When will I receive my next delivery?

Each delivery contains sufficient pads to last **3 months**. In order to receive further deliveries, you will need to telephone **028 95 361414** to arrange your next delivery.

4. What if my planned delivery does not arrive?

You should inform the Continence Department on 028 2563 5283

5. What if there is a problem with the delivery I have received?

If your delivery is late or you receive the wrong products you should inform the Continence Department on 028 2563 5283.

6. What happens if I am not at home when my delivery arrives?

All service users will be asked to provide an alternative delivery drop point, such as back doorstep, garage, shed, or next-door neighbour. Generally you will be asked to sign that you have received your order.

7. What happens if my delivery date falls on a Bank Holiday?

As you will be responsible for telephoning to request your next delivery, please try to plan around Bank Holidays.

8. What happens if I do not require my next delivery?

If you have an overstock of products, and do not need a delivery we can delay your next delivery, meaning that you only need to phone when you are running low on pads.

9. What happens if I need more or less products or my need changes?

You should contact the person who originally carried out your assessment (the Community Nurse or Continence Nurse)

10. What happens if I no longer wish to receive products?

Please advise your Community Nurse or the Continence Department who will cancel any future deliveries

11. What happens if I am going into hospital?

You will be supplied with pads in the hospital so you do not need to take your own products into hospital with you.

12. How should I dispose of used continence pads

It is preferable that this type of waste is 'bagged' before being put into your domestic bin. Local Councils do not provide bags for this purpose but bin containers for this type of waste can be purchased through Mid & East Antrim Borough Council.

If you have any other questions in relation to your pad delivery service, please do not hesitate to contact us on 028 2563 5278. Please be patient as the phone lines can be extremely busy at times.