

Contact details

Continence Service

T: 01372 384 346, E: CSH.Continence@nhs.net

Assessment Unit, Epsom Hospital

(located within A&E dept – report to A&E reception)

T: 07507 640 542

District Nurses (Mon-Sun, 8am-6.30pm)

The local area teams can be contacted on the following numbers:

Banstead & Tattenham 01737 352 911

Dorking 01306 743 363

East Elmbridge 020 8972 9412
(Molesey & Thames Ditton)

Epsom & Ewell 01372 734 790

Leatherhead & Cobham 01372 384 323

Twilight Teams (Mon-Sun, 6.30pm-11.30pm)

The Twilight Teams provide a nursing service between 6.30pm and 11.30pm, seven days a week. Call the teams on:

Cobham & East Elmbridge 020 8783 0699

Dorking & Leatherhead 01306 743 363

Epsom, Ewell, Banstead,
Tattenham & Worcester Park 020 8786 3872

Overnight (Mon-Sun, 10pm-7am)

CSH Surrey patients can access a night response service that is provided by Princess Alice Hospice. Please contact 07436 531 237

Only go to A&E if you have been advised to do so by your healthcare professional.

For more information

Speak to the healthcare team you usually see for your catheter care or contact the Continence Service.

Need to contact the service?

Please see the Contact details section of this leaflet.

Your experiences

CSH Surrey is committed to putting people first and continually improving services through listening and responding to feedback. To share your experiences, please:

Call: 020 8394 3846/43

Email: CSH.Feedback@nhs.net

Or write to the Head Office address below.

Large print, audio format or another language

Call 020 8394 3846/43

or email CSH.Communications@nhs.net

to receive this information in large print, audio format or another language.

General enquiries

Visit www.cshsurrey.co.uk for information and contact details for all other CSH Surrey services.

A heart in the community

CSH Surrey, proud to be part of the CSH Group. As a social enterprise, CSH makes profit to benefit local communities and to enhance its health and care services.



CSH Surrey, Head Office
Ewell Court Clinic, Ewell Court Avenue
Ewell, Epsom, KT19 0DZ

Company registered number 5700920



Caring for your indwelling urinary catheter

Information for patients,
carers and relatives

Better healthcare together

CSH Surrey, providing NHS community nursing and therapy services in the homes, schools, clinics and hospitals in the heart of Surrey since 2006.

What is an indwelling urinary catheter?

This is a hollow, flexible tube that enters the bladder through the outlet channel (urethra) or through a small incision in the abdominal wall (supra pubic). It is kept in place by a small balloon filled with sterile water at its tip. The catheter allows urine to drain from your bladder. The urine is collected in a drainage system or controlled with a catheter valve. You will have discussed and agreed why you need a catheter with your health care professional. You may have it for a short period or long term.

How do I look after my catheter?

If you have a catheter valve you will have been advised on how often to open this to empty your bladder. This is usually when your bladder feels full or every 3-4 hours. Having an indwelling urinary catheter increases the risk of developing a urinary tract infection. You can reduce this risk by:

- Drinking between 8-10 mugs (1.5-2 litres) of fluid daily
- Washing your hands with soap and water and drying them thoroughly before handling your catheter or drainage system
- Bathing or showering daily, leaving your drainage system connected. Uncircumcised men need to clean the area under their foreskin every day
- Avoiding the use of talc or creams on the area around your catheter
- Keeping your chosen drainage system properly secured and comfortable.

- Disconnecting your leg bag or valve only when it needs replacing
- Emptying your drainage bag into the toilet or a container kept for this purpose before it gets more than two thirds full. Do not allow the tap to make contact with the toilet/container
- Replacing your leg bag or valve every 5 - 7 days and the night bag daily in accordance with the manufacturer's instructions.

About my catheter

You should keep a record of:

- The type and size of catheter, drainage and securing system you use
- How to get new supplies from your local chemist or home delivery service using a prescription from your GP
- Where and when your next change of catheter will take place.

Always have a spare catheter and drainage system to hand.

How do I store my equipment?

- Store catheters and drainage bags in their original packaging in a dry place away from direct heat and sunlight.

Disposing of used equipment

- Empty the bag
- Wrap the bag (either in newspaper or a plastic bag) and place it in your household waste bin.

Common problems – how to prevent and manage them

If your catheter is leaking or not draining:

- Check the drainage bag is connected to the catheter
- Check the drainage bag is below the level of your bladder
- Check that the catheter tubing is not stretched or pulled tight, twisted or restricted and is positioned correctly
- Change your position and walk around if possible
- Ensure that the valve or leg bag tap is open when connected to the night bag.

Being constipated can stop your catheter draining freely and cause leakage. Eating a healthy balanced diet including fruit and vegetables helps to avoid constipation.

When to ask for help

Your catheter should remain comfortable and pain-free. However you should seek advice if:

- You experience acute lower abdominal pain
- Your urine is leaking or not draining and you have followed the self-help measures within this leaflet
- Your catheter has fallen out
- You suspect you may have a urinary tract infection
- There is blood in your urine.

Signs and symptoms of infection

Fever, and new lower abdominal pain or tenderness. You may also notice a change in the smell or appearance of your urine.