

TENA®

**CARING**  
**101**  
**HANDBOOK**  
YOUR CAREGIVING  
COMPANION





**DR PETER NG**

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Dr Peter Ng is a Consultant Urologist sub-specialising in prostate disease and male sexual health. He graduated with an MBBS degree (with honours) from the University of New South Wales in Australia. Since 1994, Dr Peter has served as a Consultant Urological Surgeon at various hospitals, including the Institute of Urology at Hospital Kuala Lumpur.

Dr Peter is currently the President of Continence Foundation of Malaysia (CFM). He has formerly served as Secretary for the Malaysian Society of Andrology and Study of the Aging Male, the Malaysian Society of Endourology, and the Malaysian Urological Association.

**DATO' DR RAJBANS SINGH**

*Internal & Geriatric Medicine  
MD, MBBS (Mys), MRCP (UK), Dip Geriatric Medicine (London)*



Dr Rajbans is one of the few Geriatricians in Malaysia. He has a long rich history educating the public and private sector on the concept of preventive health, wellness, and longevity. He was the Ministry of Health's first Geriatrician and in 1995, established Malaysia's first Geriatric ward at Hospital Seremban.

As President of the Malaysian Wellness Society, Dr Rajbans has a keen interest in the early detection and prevention of disease processes. Dr Rajbans is a strong believer in the motto 'Live Long Live Well'.



**PN JULAIDA EMBONG**

*Senior Physiotherapist  
Geriatric Unit – Physiotherapy Department*

Puan Julaida has dedicated 16 years of service as a physiotherapist at Hospital Kuala Lumpur. 12 of these years were served in the hospital's geriatric ward. As a Senior Physiotherapist, at the country's busiest hospital, Puan Julaida provides consultation and support to elderly patients enabling them to maintain high levels of physical health, improve balance, strength, mobility and overall fitness to perform daily activities. Her duties include patient management, designing activities and exercise plans and monitoring and evaluating patient progress.

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# A Note for YOU



Dear Carer,

Being a caregiver is incredibly love-filled yet can be difficult when you are not prepared for it.

Take a deep breath. Don't worry about getting everything right. It's OK to make some mistakes when you're learning something new.

Always remind yourself that you have done your best in helping your loved one's life be as fulfilling as possible. Look back on this again whenever you need some encouragement.

**Take Care Of Yourself In Order To Help Those You Love**

Sounds easy, but if you are not well, you won't be able to take care of the one you love.

And finally, remember you are not alone in this journey. Lean on family members and friends whenever you need support.

This TENA New Carer Kit (Caring 101 Handbook, Product Sample and Coupon) is created to help you get started.

If you need more help, you can check out our Caring Videos at [www.TENA.com.my](http://www.TENA.com.my) or call TENA Careline 1-800-88-9988.

**We know you're going to do great as a carer!**

Yours Sincerely,

TENA

**TENA**  
**PROskin**  
The best Care for Skin Health

**GET RM10 OFF**

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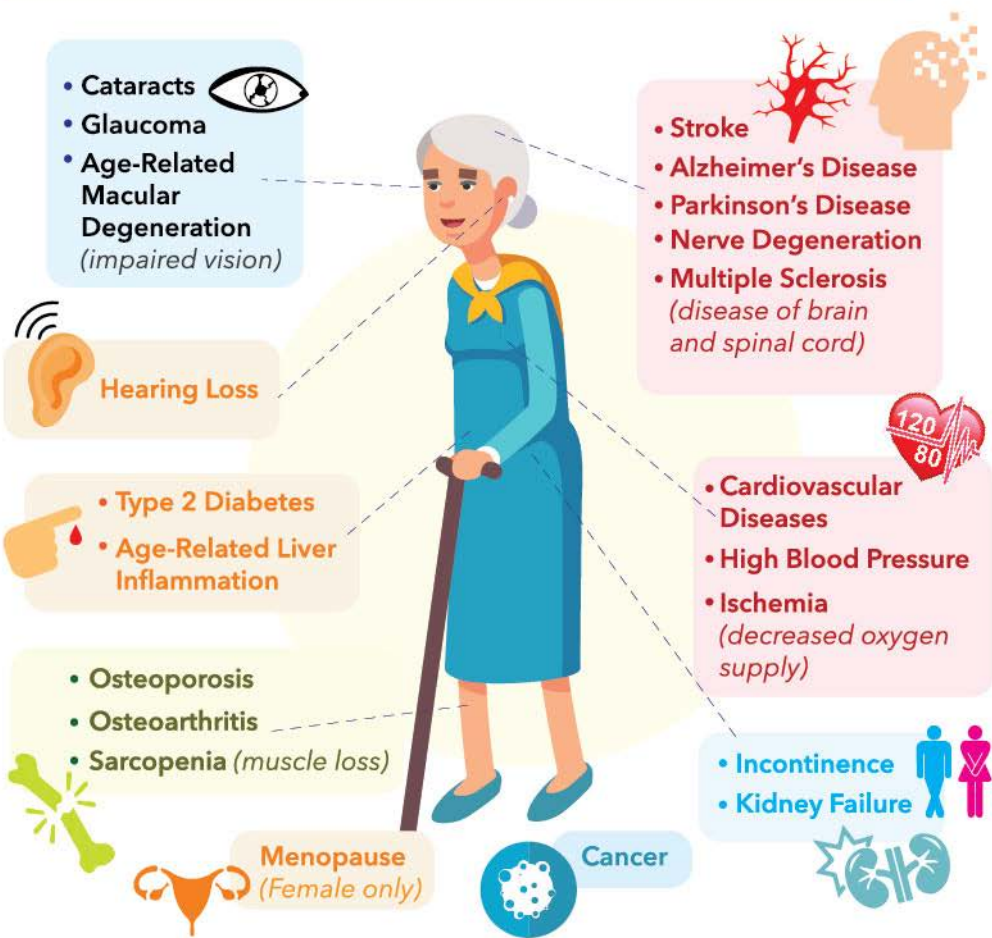
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# Preparing for Caregiving

For some caregivers, caregiving occurs gradually over time. For others, it can happen when you least expect.

Working in collaboration with a panel of expert, TENA, the Understanding Specialist, has developed this handbook with practical solutions to empower caregivers prepare for the journey ahead.

## Common Diseases That May Affect The Elderly



# MALAYSIAN INCONTINENCE FACTS

## UNDERSTANDING INCONTINENCE

Incontinence is described as any accidental or involuntary loss of urine from the bladder (urinary incontinence) or bowel motion (faecal or bowel incontinence). It is a common condition affecting many Malaysians, irrespective of age and gender.

Incontinence is a result of an underlying medical condition.

Finding the root cause is the first step in addressing incontinence and discovering potential solutions.

## CAUSES OF INCONTINENCE

As Young As **20** Years Old<sup>2</sup> May Have Some Form Of Incontinence



**1 In 3** Women<sup>3</sup> Over Age 40 Has Some Form Of Incontinence

**1 In 10** Men<sup>3</sup> Over 65 Age Has Some Form Of Incontinence

Over 65 Age Has Some Form Of Incontinence



Only **31%** Has Seek Help From Health Professional<sup>4</sup>

Prostate Problems

Diabetes



Obesity



Medication



Urinary Infection



Pregnancy & Childbirth

Caffeine & Alcohol



Menopause

Brain (Neurological) Disease:

- Stroke
- Parkinson's
- Alzheimer's
- Multiple Sclerosis



## How Do You Know When A Loved One Has Incontinence ?

Changes in behaviour.



I don't want to go out anymore.

I stop socializing with friends.



The odour of urine or faeces in the room.



Soiled bedding and underclothing.

Appearance of sores, redness and rashes.

Accidents (leaking) while engaged in physical activity, coughing or sneezing.



## Common Signs Of Incontinence

Having to urinate frequently (>8 times in 24 hours).



Having to wake up two or more times at night to urinate (nocturia).

Small volume of urine leakage when coughing, sneezing or laughing.

Feeling the urge to urinate all the time.

Difficulty to start a urinary stream.



Poor urinary stream.

Feeling of incomplete emptying of bladder.

## SOLUTIONS

Adult diapers are commonly used to provide the protection you need, while absorbent pants can be conveniently worn just like underwear.

RECOMMENDED PRODUCTS

TENA Pants



TENA Tape Diaper

## WHAT TO TELL THE DOCTOR?



Treatment for incontinence can include behavioural therapy, medications, use of medical devices. Prior to a visit to your doctor, it is important to:

Make a list of symptoms experienced.

List all the medication, vitamins, minerals and herbal supplements being taken.

Record fluid intake, & frequency of urination.

Measure how much liquid is being captured when absorbent pants are being used. (Refer to the number of times the item is replaced.)

Observe any bleeding or pain while urinating.

## DISCUSSING INCONTINENCE WITH YOUR LOVED ONE FOR THE FIRST TIME

**Timing is key - Find the right moment to talk about it in a casual, empathetic tone.**

**Encourage your loved one to seek advice from a doctor.**

**Reassure your loved one that they are not alone - there are millions of people experiencing incontinence.**

**Be sensitive - Choose your words carefully. Showing discomfort makes them more uncomfortable.**



## TIPS TO HELP SENIORS WITH INCONTINENCE

Incontinence may cause your loved one to avoid activities, limit social interactions, and even struggle to get a good night's sleep.

♥ Establish a toileting schedule (every 2 hours).

♥ Give reminders to go to the toilet regularly.

Watch for visible cues:

♥ Restlessness, unusual sounds or facial expressions, or pacing around the room.

♥ Choose easy-to-remove clothing.

♥ Practice kegel exercise.

♥ Carry an extra set of clean garments, and a supply of absorbent adult diapers.

♥ Allow extra time for outings (*due to more frequent restroom breaks*).

♥ Limit fluids prior to bed time.

♥ Keep the path to the bathroom clear of clutter.







# PARKINSON'S DISEASE & CAREGIVING

Parkinson's disease is a progressive, neurological (brain) disease that mainly affects movement but can also affect cognitive (mental) processing.

As the disease progresses and movement itself becomes nearly impossible, daily living activities can pose a huge challenge.

A simple task such as dressing could take time to accomplish, while the risks of falls increase due to a lack of balance.

## TIPS FOR MANAGING DAILY LIVING ACTIVITIES

### GROOMING



Sitting down when brushing teeth, shaving, or drying hair reduces the risk of falling.

Allow plenty of time for dressing. Hurrying = stress and frustration.



Do simple stretching exercises to 'warm up' muscles before dressing.

Sit down on a chair with a firm back support. Avoid sitting on the edge of a bed.



Use a foot stool when putting on shoes and socks.

Choose loose fitting clothes, made of stretchy fabric, and clothes with zippers and velcro.



### DRESSING

### EATING



Cut food into small bite-size pieces for easy chewing and swallowing.

Watch out for choking signs.

If frequent coughing, choking, or difficulty swallowing occurs, see a speech therapist.



Sit upright for at least 30 minutes after each meal.

## RECOMMENDED PRODUCTS



TENA Pants

TENA Accessories



## INCONTINENCE & PARKINSON'S

One of the most common non-motor symptoms in Parkinson's disease is nocturia, a medical term for excessive urination at night. Trips to the restroom may increase the risk of falls and serious injury.



# ALZHEIMER'S DISEASE & CAREGIVING

Alzheimer's is a disease of the brain that causes problems with memory, thinking and behaviour. Behavioural changes are one of the most challenging and distressing effects of the condition.

## TIPS TO MANAGE



### Wandering

People with Alzheimer's walk somewhat aimlessly, for a variety of reasons, such as boredom, side effects of medication, or to look for "something" or "someone".

♥ Encourage exercise to minimise restlessness.

♥ Install new locks on the doors that require a key.

♥ Use a curtain to mask the door.

♥  Use a watch with GPS function.

♥ Use an ID bracelet or sew ID labels on clothes.

♥ Keep a current photo of your loved one should you need to report them missing.



♥ Inform neighbours about your loved one's condition. Give them your phone number.

# ALZHEIMER'S-ASSOCIATED BEHAVIOURS



## Agitation

May be triggered by environmental factors, fear, and fatigue. Try the following:

Reduce noise, clutter, or the number of persons in the room.

Do not move household objects and furniture. Familiar objects and photographs offer a sense of security.

Reduce caffeine, sugar, and foods that causes spikes in energy.



Try gentle touch, soothing music, reading, or walks.

Use distraction to overcome anxiety.

Zzz



## Sleeplessness/ Restlessness

If you find your loved one unable to sleep or restless at night:

Increase daytime activities like physical exercise. Discourage napping during the day.

Limit intake of sugar, caffeine, and junk food.

Structure quiet activity in the afternoon, e.g. do a puzzle or listen to soothing music together.



Turn on the lights before sunset and close the curtains at dusk. This minimises shadows and reduces confusion.



## INCONTINENCE & ALZHEIMER'S

A senior with Alzheimer's may not know when they need to urinate, may forget where the bathroom is and may not be able to take off their undergarments in time to reach the toilet



## RECOMMENDED PRODUCTS



### TENA Pants



### TENA Accessories

# DIABETES & CAREGIVING

Seniors with diabetes are at higher risk of low blood sugar levels.<sup>8</sup> Low blood sugar can lead to stroke, kidney disease, dementia, and in severe cases, even death.

Unfortunately, the symptoms are often overlooked because of physical and cognitive (memory and thinking) impairment from illnesses.



## Caring For A Senior With Diabetes Includes:



- 1 Keeping track of medication**  
– check for the correct dose.
- 2 Ensuring meals are eaten regularly** – No skipping!
- 3 Helping with blood sugar monitoring**  
– if blood sugar is low, respond quickly with a sugary drink to 1 tablespoon of honey or jam?
- 4 Attending regular doctor appointments.**

## DIABETES HEALTH TIPS FOR SENIORS

Set Small Goals, and Make Changes Together:

### KEEP ACTIVE



Encourage your loved one to walk and move around the house. Alternatively, install exercise pedals at the foot of a chair, or set-up a stationary exercise bike.

### LOSE WEIGHT



Aim to loose 5-10% of body weight<sup>10</sup> by exercising and making healthy food choices.

### EAT HEALTHY



Eat a balanced and varied meal. Refer to the diabetes plate method as a starting point – fill ½ plate with non –starchy fruits and vegetables, ¼ lean proteins such as fish and chicken, and ¼ with slow digesting carbohydrates such as brown rice, whole grains, beans and legumes.

### DO NOT SMOKE



Smoking increases risk of complications.

# DIABETIC Foot Care

Foot problems are common in people with diabetes.  
It can affect a person's mobility.



Check feet daily.  
Look for red spots,  
blisters, and sores.



Wash feet daily.  
Soaking feet  
increases the risk  
of infection.



Dry feet  
thoroughly-especially  
between the toes.  
Moist areas can lead  
to skin breakdown.



## DIABETIC NEUROPATHY

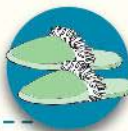
Moisturise to prevent  
from dryness and cracking.  
Wipe away excess moisturise  
that is not absorbed.



Wash minor cuts.  
Check daily to ensure  
they are healing.



Wear well-fitting slippers  
while indoors to protect  
the feet from injury.



Uncontrolled diabetes can lead to diabetic neuropathy, a type of nerve damage. Symptoms range from pain and numbness to problems with the digestive system, blood vessels, heart and urinary tract. As a result, wounds take longer to heal and the risk of developing infections increase. Even the most minor cuts or sores can turn serious.

## RECOMMENDED PRODUCTS



TENA Pants

## INCONTINENCE & DIABETES

A common complication caused by diabetes neuropathy is incontinence, the need for frequent, and urgent urination.

This could be a cause for concern as seniors with diabetes are at higher risk of developing urinary tract infections (UTI).

# STROKE & CAREGIVING

Stroke is the third largest cause of death, and the single most common cause of severe disability in Malaysia.<sup>12</sup>



IF YOUR LOVED ONE HAD A STROKE,  
CONSIDER THE FOLLOWING:



Attend rehabilitation sessions together.



Play memory games, puzzles and crosswords to improve memory, focus and thinking skills.



Seek help from a speech therapist if communication is a challenge.



Include them in conversations (even when they cannot actively participate).



Use mealtime aids such as utensils with foam handles/grips, and plate guards.



Pressure sores develop on bony areas of the body such as around the ankles, heels, tailbone, shoulder blades and at the back of the head.<sup>13</sup> A stroke patient who is confined to a bed or a wheelchair is at risk.



## Practical Solutions to Prevent Pressure Sores<sup>14</sup>

Check for any skin changes when bathing, dressing and when changing wet or soiled clothing.

Change the position of your loved one frequently, e.g. every 2-6 hours if bedridden. *(depending on the condition of your loved one)*



Minimise friction and shear<sup>15</sup> (avoid rubbing, or sliding across rough, or harsh surface). Do not drag or slide when transferring or repositioning.

Use a pressure-relieving mattress.

Put pillows between parts of the body that press against each other, e.g. under the tailbone, shoulders, heels and elbows.



Keep skin dry at all times. *(see section on preventing skin irritation)*

## Practical Solutions to Prevent Skin Irritation

Bathe or sponge with soap and water using a washcloth.



Dry the skin completely. Wet skin gives rise to sores and skin infections.

Keep a supply of TENA Wet Wipes for easy cleaning after soiling.



Apply a barrier cream, like TENA Zinc Cream, to protect the skin. Reapply after cleaning.



For night-time protection, use a product with high absorbency, such as TENA Slip Super, or TENA Value.



TENA Tape Diaper

## RECOMMENDED PRODUCTS



TENA Accessories

# STEPS TO WEAR TENA TAPE DIAPER AND TENA PANTS

Immobile  
/ Aided mobility



Suitable for:  
Active  
/ Assisted Walking



## TAPE DIAPER



## PANTS



1



Prepare the new diaper by folding it lengthwise and cup it in your hands.

2



Carefully clean the perineal (*private*) area with TENA Wet Wipes. Gently roll the wearer to one side and insert the diaper through the crotch area from front to back. Ensure wetness indicator is in the middle. Smooth out the diaper and turn the adult to lie on their back.

3



Using the wetness indicator as a guide, arrange the diaper to be in the centre. Make sure waistline is close to the navel.

4



Stick the lower tapes first and secure it at an angle up position. The curved led elastic on the diaper will prevent side leakage.

5



Attach the upper tapes at an angle down position.

1



Pull up just like normal underwear.

2



Tear at the sides for easy removal.

3



Use the adhesive tape at the back to stick after rolling it and dispose into waste bin.

## Dos and Don'ts

- ✓ Measure around the waist for correct size.
- ✓ Choose a diaper that is the same size as the users waist. This ensures no leakage and better absorption.
- ✓ Choose the correct absorbency.
- ✗ Never use talcum powder, as it reduces the product absorbency.
- ✗ Bigger size diaper is not better because may lead to leakage.



# GENERAL CAREGIVING TIPS

## MEDICATION

Medication can cause side-effects. It can affect thinking and balance in ageing adults, cause hallucinations, and lower blood sugar levels!<sup>6</sup>

**Make a list and inform the doctor of all medicines, vitamins, and herbs taken.**

**Avoid seeing multiple doctors unless necessary.**



## SAFETY & FALL PREVENTION

Falls are the leading cause of physical injury, disability and hospitalisation among the elderly.

**1**

Discuss with your doctor to identify potential medical causes related to a fall.

**2**

Discuss with a physiotherapist to identify preventative measures.

**3**

Consult an occupational therapist to review your living environment and suggest ways to improve it.



## Exercises suitable for **Bedridden**

### Exercise 1: **Passive Elbow Flexion**



1. Lift arm up 90 degrees towards the shoulders, making sure the elbow remains in contact with the bed.
2. Hold for 10 seconds. Repeat 10 more times and aim to do 3 sets of 10 a day.

### Exercise 2: **Passive Stretching of Achilles Tendon Muscle**



1. Flex the ankle upwards, as if touching the shin.
2. Make sure the heel remains in contact with the bed/ floor.
3. Place 1 hand below the ankle for support.
4. Hold the flex for 30 seconds.
5. Repeat 10 more times.
6. Aim to do 3 sets of 10 a day.

## Exercise for **Wheelchair Users**

### Exercise 1: **Toe Raises**

1. Sit on a chair with arm support and a firm back.
2. Slowly and gently raise your heels up and off the floor and lower them back to the floor. Repeat 10 times.



### Exercise 2: **Leg Raises**



1. Begin seated on the bed or a chair, with your back straight and knees bent.
2. Slowly extend and lift your right leg up, and hold for 5 - 10 seconds before lowering back to starting position.
3. Repeat the exercise with your left leg.

## Exercises suitable for **Active Seniors**

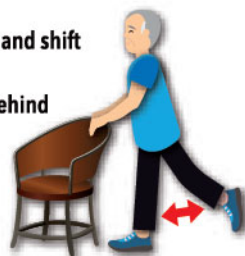
### Exercise 1: **Knee Bends**



1. Hold the back of the chair for balance.
2. Bend knees 45 degrees and lower your hips halfway while keeping head up and your back straight.
3. Return to standing position.
4. Repeat and do 10 times.

### Exercise 2: **Leg Swings**

1. Hold onto the back of the chair for balance and stability.
2. Stand up tall and straight, and shift your weight to one foot.
3. Slowly lift your right leg behind for a short distance while keeping your leg straight.
4. Slowly lower your leg back down.





## KEGEL EXERCISES

Pelvic floor exercises such as kegels, help strengthen the pelvic floor muscles. Done correctly, kegel exercises can reduce or even stop urine leaks.

**1** **Sit comfortably** with knees and feet slightly apart. Lean over, resting your forearms on your knees. Relax and drop your head.

**2** **Imagine** tightening the muscles as if you are holding in your urine. Slowly squeeze and lift the pelvic floor muscle up and in. Don't use abdominal or thigh muscles to help.

**3** **Hold the squeeze** for 10 seconds, and relax another 10 seconds. Repeat the exercise 10 times. This should be considered as 1 set. Aim to do at least 3 sets each day.

**4** You can also do kegels lying in bed, sitting down, or standing up at any time of the day. **Remember** to breathe in and out.



**Note:**  
It's important to use the right muscles. If you are having trouble doing kegel exercises, seek help from a physiotherapist.

## HOME SAFETY TIPS



### LIGHTING

- Ensure ample lighting near the stairs, bathroom, bedroom, kitchen and hallway.
- Place a lamp near the bed.
- Ensure corridor to the bathroom is well lit at night.



### FLOOR AND FURNITURE

- Create ample space and safe walkways.
- Place non-slip mats and tape on slippery surfaces.
- Remove loose rugs.
- Ensure all furniture are stable.
- Cover all sharp edges and corners.



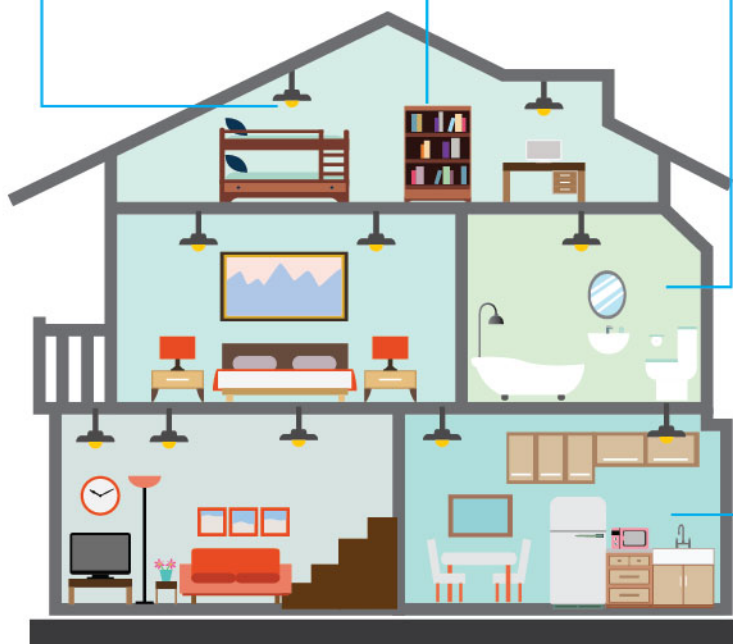
### BATHROOM/TOILET

- Install support bars.
- Place non-slip mats in the shower and near the sink.
- Install a shower chair and a raised toilet seat.
- Floor mats are firmly fastened to the floor.



### KITCHEN

- Keep kitchen utensils within reach.
- Consider the height and access of table tops.



## General Safety

- Keep a list of emergency contact numbers by the phone.
- Use a medical alert device offering 24/7 monitoring and emergency assistance.
- Do not have loose wires lying on the floor.
- Wear comfortable shoes with strong support and rubber soles.

# EMOTIONAL WELL-BEING FOR CAREGIVERS

Caregivers often forget that in order to care for others, they must first care for themselves.

The heavy lifting, frequent turning, assisting with toileting needs, and dealing with unpredictable behaviour, can put your own health and well-being at risk.

That is why it is vital that while you're caring for others, don't forget about your own needs.

## EMOTIONAL NEEDS

**TALK** to someone.



**MAKE TIME** for yourself.

Read a book, go out to lunch with a friend, or go for walks.



*Maintain a balance  
(don't give up activities that  
are important to you.)*

**RECOGNISE** the signs of stress and exhaustion.

**SEEK** professional help if needed.



## PHYSICAL NEEDS

**EXERCISE** three times a week for at least 30 minutes. Try yoga, meditation or even tai chi to support with managing stress.



Go for regular medical **CHECK-UPS**. Caregiving increases the risk of developing a number of health problems.<sup>17</sup>



**SLEEP**. If you are unable to get eight hours of uninterrupted sleep, take cat naps during the day.



**EAT BALANCED** and healthy meals regularly.



## GET SUPPORT

**ENGAGE** professional care services.



**ASK** a family member, or friend for support.

Make use of **TECHNOLOGY**. Get shopping or prepared meals sent to your door.



**JOIN** a support group and **CONNECT** with other caregivers.



Suitable for :  
Immobile / Aided mobility



# TAPE DIAPER

Absorbency level **6**



**TENA Value**



Provides **2x The Absorbency** You Need

Size	Waist Size	
	inch	cm
<b>M</b>	32 - 44	81 - 112
<b>L</b>	45 - 58	114 - 147
<b>XL</b>	50 - 62	127 - 157

Absorbency level **6**



**TENA Slip Plus**



Healthier Skin With **100% Breathable Diaper**

Size	Waist Size	
	inch	cm
<b>M</b>	32 - 44	81 - 112
<b>L</b>	45 - 58	114 - 147

Absorbency level **7**



**TENA Slip Super**



Size	Waist Size	
	inch	cm
<b>M</b>	32 - 44	81 - 112
<b>L</b>	45 - 58	114 - 147
<b>3XL</b>	69 - 96	175 - 244

Absorbency level **8**



**TENA Night Secure**



Designed for an **uninterrupted sleep** with wider back protection

Size	Waist Size	
	inch	cm
<b>M</b>	28 - 48	72 - 122
<b>L</b>	36 - 58	92 - 144



**Ung Siew Mei,**  
Caring for her mother for 1 year

*"Diaper is airy. No rashes anymore."*

My mother suffered a stroke and urinates constantly due to her medication. We tried many brands but none lasted more than 2 hours, in fact, gave her diaper rash. I tried **TENA Slip Super** and her rashes stopped as the diaper is airy. Now she can rest better and I don't need to change often as it absorbs more than other diapers.

*"No Leaks, skin stay dry"*

All I want for my mom is a comfortable, good night's sleep. And **TENA Value** really delivers. It's so absorbent that it can last all night, and stays dry to the skin.



**Noorrelawati Binti Abdul Rahman,**  
Caring for her mother for 2 years

Suitable for :  
Active / Assisted Walking



# PANTS

Absorbency level **5.5**



**TENA Pants Value**



Absorbency level **6**



**TENA Pants Plus**



## Protection That Fits Just Like Underwear

Size	Waist Size	
	inch	cm
<b>M</b>	31 - 43	80 - 110
<b>L</b>	39 - 53	100 - 135
<b>XL</b>	47 - 63	120 - 160

Size	Waist Size	
	inch	cm
<b>M</b>	31 - 43	80 - 110
<b>L</b>	39 - 53	100 - 135
<b>XL</b>	47 - 63	120 - 160



**Sarah Wong Siau Peck,**  
caring for her father for 6 months

*"Just like underwear."*

Although my dad is still walking, he's slowing down because of age. **TENA Pants Plus** is convenient and easy for him to wear. It makes him feel independent and he does not feel shy about wearing them because it feels just like underwear. It is so comfortable and absorbent that it is well worth the price.

*"No leaks, No Smell"*

We have tried so many brands, and finally decided to stay with **TENA Pants Plus**. It does not leak or smell, yet it is highly absorbent. Now, she even goes out on weekends because it is so convenient when we go travelling. That's why **TENA Pants Plus** is my mother's number one choice.



**Juriah Bt Jalalus Shuti,**  
caring for her mother for 2 years

# TENA®

**TENA Skin Health Solution  
for your loved ones.  
As easy as 1-2-3.**

## PROskin



**1** KEEP SKIN  
DRY

**TENA Tape Diaper and Pants**



**2** KEEP SKIN  
CLEAN

**TENA Wet Wipes**



**3** KEEP SKIN  
PROTECTED

**TENA ProSkin Zinc Cream**





# TENA®

## PROskin

### Total Care Solution For Skin Health



Customer Careline  
1-800-88-9988



Imbas di sini  
untuk memulakan  
penjagaan  
inkontinens anda  
dengan TENA.

