

# Connect

ISSUE | 04

THE  
**A-Z**  
OF RESPOND  
INSIDE

respond

Win at the  
BHTA  
Awards

Crohns Fighting  
blogger Louise  
Potter shares  
her story

Meet our  
Ferndown  
team

WARM AND COSY  
**RECIPES**  
**INSIDE**

**respond**  
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Chris with CEO Paul Eakin

## Letter from Chris

Dear Reader,

Welcome to Issue 4 of 'Connect'. I hope you had an enjoyable summer, I certainly did, particularly as we had several beautiful consecutive days of sunshine. Autumn arrived with vengeance and Christmas will soon be upon us.

So much has happened since our last edition. Respond celebrated its second birthday at the beginning of October, with birthday cake all round. November was a particularly special month for me personally, as I celebrated 40 years working, not only within the stoma care industry, but within the same business. Albeit there have been many changes over the years. We celebrated in style and I was undoubtedly spoilt.

Respond is a member of the British Healthcare Trade Association (BHTA) and this year employees from our Care Centres across the U.K. attended their annual award ceremony, at the end of November, held in London. We were delighted to win the 'Best Contribution to the Community' award. Details of our work and photographs from the evening are on pages 17 and 18. I am sure you'll agree that we all looked very glamorous!

Also, in this issue of Connect along with the usual features, such as readers personal inspirational stories, puzzles, mouth-watering recipes, and advice from our nurse, there is an A-Z of Respond, our charity activities and an opportunity to meet more of our dedicated team. I am sure you will find the information in 'Connect' interesting and useful. Please don't hesitate to get in touch if you would like to see something included in the next issue.

Finally, after what has been a very eventful few months, I would like to take this opportunity to wish you and your family a Happy Christmas and Best Wishes for 2018 from everyone at Respond

Regards,

**Chris Cochlin,**

Director of Home Delivery Service

# Connect

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# Happy 2nd Birthday to Us



1st October marked 2 years of Respond.  
As a treat, all of our care centres across the country  
indulged in delicious birthday cake.  
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# Ask our Nurse

## Odour Management



### What is odour?

Stools and urine have an odour that can vary depending on what we eat or drink. This does not change when you have a stoma. Your stoma pouch is made from special laminated and odour proof plastic. When it is in place and properly applied, there shouldn't be any odour.



### What foods will affect me?

The foods listed below may increase the odour from your stoma output.

However, this will only be noticeable when you empty/change your pouch, or if you have leakage problems. You may want to avoid the foods that affect you.

- Green vegetables
- Onions
- Garlic
- Eggs
- Fish
- Cheese
- Cucumber
- Baked beans
- Asparagus



### What can cause odour?

- Pouch management
- Pouch leakage
- Leakage from pouch filter
- Dietary intake
- Urinary tract infections (urostomies).

**Remember, different foods and drinks affect everyone in different ways.**

**Deciding on what best suits your own particular needs is often a case of 'try it and see'.**



## Hints & Tips

Are there any hints and tips you can recommend?

- Spray the room with an odour neutralising deodorant spray before and after each pouch change
- If you use a drainable pouch, follow the same routine as above when emptying it
- Add 1 or 2 drops of OstoMIST odour neutralising drops directly into your clean pouch before application
- Strike a match and blow it out straight away, the sulphur tip of the match will help to reduce or eliminate odour
- Pouch leakage either from around the pouch seal or from underneath the adhesive will cause odour. If this happens, change your pouch as soon as possible\*
- Stoma shrinkage and skin creases can occur and this may require a reassessment of your pouch and its fitting
- Eating bio or live yoghurt can help to neutralise odour
- Drinking buttermilk may help to reduce odour
- Peppermint oil capsules may be useful in masking odour
- Parsley and cumin used in cooking often helps with odour and digestion
- If odour is escaping through the pouch filter, you may want to cover the filter with one of the adhesive tabs supplied with the box of pouches.

### Respond Nurse Team



*\*If odour leakage from your stoma pouch is a recurrent problem then contact your stoma care nurse.*

### Don't forget

**Our range of odour and deodorising products are available on prescription or to buy online.**

**respond.co.uk**



If you have a question for our nurse email [hello@respond.co.uk](mailto:hello@respond.co.uk) and we will answer it in the next issue.

Supporting and empowering you



## Our mission

We are **Colostomy UK**. Here if you have questions, need support or just want to talk to someone who lives with a stoma.

Your voice on the bigger issues: advocates for your rights and campaigning to raise awareness of what matters to you; running projects to empower you; building communities to support you.



Contact us

**Freephone helpline:**

**0800 328 4257**

E: [info@ColostomyUK.org](mailto:info@ColostomyUK.org) | W: [www.ColostomyUK.org](http://www.ColostomyUK.org)



# Starter

## Butternut Squash Soup with crème fraiche

Prep time 15 mins, cook 45 mins, ready in 1 hr

### Top Tip

*If you have any left over, why not freeze it for the next time.*



### Recipe Card

Serves 4

#### Ingredients:

- 25g butter
- 1 Med butternut squash. Peeled, seeded & cubed
- 1 Small onion, chopped
- 1 medium carrot, chopped
- 2 medium potatoes, chopped
- 500ml veg stock
- 4 tbsp. crème fraiche, plus more to serve
- 1 mild red chilli, deseeded and finely chopped (optional)

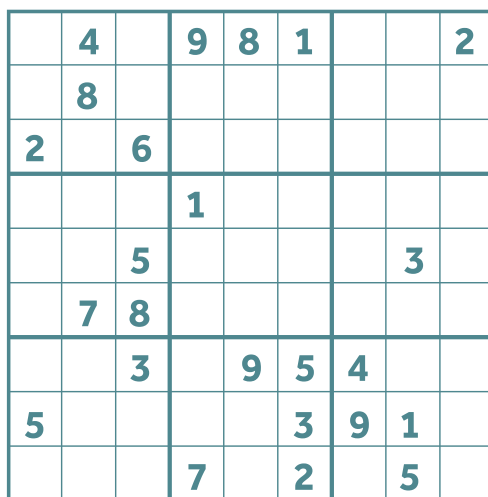
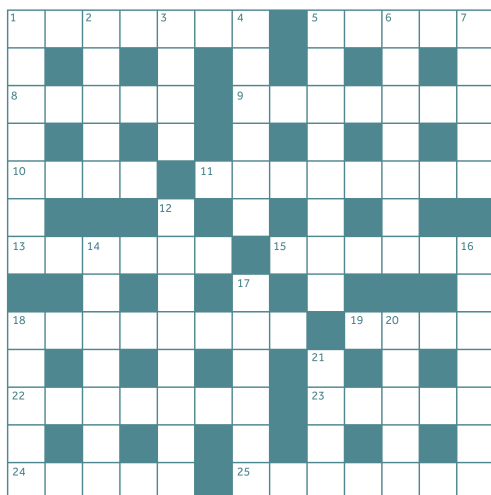


#### Method:

- 1) In a large pot, melt the butter and cook the squash, onion, carrot and potatoes for 5 minutes, or until lightly browned.
  - 2) Pour in enough vegetable stock to cover the veggies.
  - 3) Bring to boil.  
Reduce heat to low, cover pot and simmer for 40 minutes, or until the veggies are tender.
  - 4) Transfer the soup to a blender (or use a hand-held blender), adding the crème fresh and blend until smooth.
  - 5) Return to pot, and mix in any remaining stock to attain desired consistency, Season with salt and pepper and serve in soup bowls with swirls of crème fraiche.
- If you'd like to add a bit of spice to your soup then why not add a scattering of the chopped chilli.

# Puzzle page

## Crossword and Suduko



### Across

1. Fate (7)
5. Animal with two feet (5)
8. Musical instrument (5)
9. Aerial (7)
10. Professional cook (4)
11. Delight (8)
13. Mass leaving (6)
15. Transparent gem (6)
18. Entertainer (8)
19. Cab (4)
22. Planet nearest to the sun (7)
23. Similar (5)
24. Fishing basket (5)
25. Ruminant (7)

### Down

1. Fiasco (7)
2. Meaning (5)
3. Metallic element (4)
4. Annually (6)
5. Treachery (8)
6. Flightless bird (7)
7. Curtain (5)
12. On time (8)
14. See (7)
16. Spear with three prongs (7)
17. Attorney (6)
18. Ape (5)
20. Nimble (5)
21. Young whale (4)

Please find the answers on page 34



# A day in the life of a Warehouse Operative

## Rich Marriott

How long have you been in your role?

I have worked here for over 17 years, always in the warehouse for the majority of that time spent being Warehouse Supervisor/Manager.

Describe a typical day at work for you

Busy, challenging but very rewarding

What are your three favourite things about your job?

- The team I work with
- Job satisfaction
- Achieving the company's deadlines

How would your colleagues describe you?

Honest and trustworthy with a wicked sense of humour and a great singer.

What's the last film you watched?

Guardians of the Galaxy 2 a funny film really enjoyed.

What are your hobbies?

I really like sport, football, rugby and cricket. I have been a Notts County fan all my life and I am really looking forward to watching England in the 2018 World Cup in Russia.



What is the best vacation you've ever had?

When I went to Australia in 2013 for three and a half weeks to watch the British Lions great tour, amazing country, great win.

If you won the lottery, what's the first thing you would do?

I love the UK but I would fly with all my family and close friends somewhere a lot warmer for a nice long holiday.

To find out more about your team at Respond visit our blog at [respond.co.uk](http://respond.co.uk)

# What if you get a parastomal hernia?

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## What is a parastomal hernia?

A parastomal hernia is a bulge or swelling around or underneath your stoma. The hernia usually develops slowly and may increase in size over time.



1

### Avoid heavy lifting

Keep your back straight, place feet apart and bend your knees when lifting.



### Hints & Tips *In the months following your surgery*

### Support your stoma and tummy whilst coughing or sneezing

3



Wear a support garment if you are doing heavy work.

### Avoid getting constipated

2



### Take gentle exercise

4

Take regular, gentle exercise such as swimming or walking in the months following surgery. Avoid high impact sports such as rugby, football or strenuous racket sports.



## What can cause a parastomal hernia?

When a stoma is created, the end of the bowel is brought out onto your tummy through the muscle of the abdominal wall. This process can cause a weakness or gap in the abdominal muscle. Sometimes a loop of bowel bulges through that gap causing a hernia to develop.

# Louise's Story



I am a 32-year-old female with Bertha my permanent ileostomy . I'm a mother, girlfriend, daughter, best friend, auntie and granddaughter to my family and friends. My hobbies are reading and shopping (typical female). I am also an advocate and try my best to raise awareness for my illness and stoma. I have penetrating refractory Crohns Disease and was diagnosed 14 years ago.

In the last 8 years I have lost count of the amount of surgeries I have undergone, the total number so far is in the 30's.

My first ostomy was undertaken during emergency surgery to save my life. If we roll back to nearly 8 years ago as I'm typing this I was pregnant with my daughter who was now nearly 2 weeks over due and not showing any sign of making an appearance. I had absolutely no idea what I was just about to put my family and friends through.

I went into natural labour but due to unforeseen scar tissue my cervix would not dilate and I was in active labour for 3 days and taken down for an Emergency C-Section when the baby and myself was in distress.

My C-Section took over 5 hrs to be completed due to scar tissue and struggles getting into me that in the end they used hands to rip the scar tissue to get my daughter out.

I underwent general surgery that day and was placed back onto the maternity unit.

What happens next is how I got my first ileostomy. Within two days of having my daughter I contracted sepsis, faecal peritonitis and pneumonia. They had perforated my bowel and fistula during the C-Section and hadn't repaired the damage as it was missed.

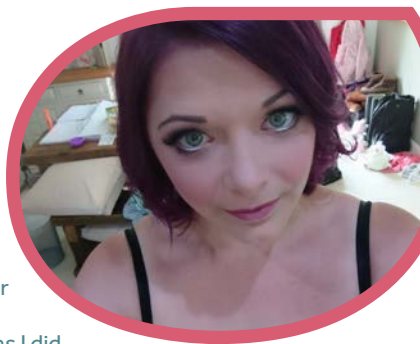
I remember taking this in and not having a clue as to how serious this was and thought I would be treated within the next few days and on my way home. I vividly remember kissing my daughter goodbye and waving to my now ex-partner as they wheeled me down for a CT scan.

3 weeks later I came around off of an induced coma with tubes and wires sprouting everywhere. I had spent 3 weeks fighting for my life and scaring the living death out of my mother. 24 hours after coming off of life support and being at least lucid enough to understand what had happened. I had in that time been down to surgery 20+ times, sometimes twice a day to have the infection cut away. The induced coma was due to my heart, I kept dying on the operating table and was in acute renal

failure so my whole body had gone into shut down mode. I had an open wound which spanned the full length of my stomach, I had lost all my central abdominal muscles and had a biological mesh holding in what was left of my intestines. I also had a temporary ileostomy. This ostomy saved my life and for that I will be ever so grateful.

I spent the next 2 and a half months in hospital. In this time, I had to learn how to walk, talk and eat again. I underwent daily physio and was attached to Vac machines to help close my open wound along with a 6-month stint on TPN to help with what I couldn't eat.

I will always be grateful to the hospital as they allowed me to have Maisie my daughter in hospital with me as I was recovering and on the mend. It also meant I had the chance to bond with her as I had missed out on the first month of her life. She was my reason for getting stronger and getting out of hospital as soon as I did.



The last 8 years have had ups and downs. I've had a failed re-section, abdominal surgery and now a permanent ileostomy and due in the next year or two to have what is left of my large bowel removed and my rectum sewn shut.

My first ostomy was done without my consent due to mitigating circumstances. My mum signed the papers and said anything as long as she lives. I will never hold that against my mum as she has always had my best interests at heart and for that I am grateful and lucky. I am one of the rare few individuals to have survived that level of sepsis and still here to spread and raise awareness.

Having an ostomy doesn't impact my life. I have turned it into the positive. Both the temporary and permanent ileostomy have saved my life and improved my quality of life. Having this doesn't mean I am ugly or disfigured. This ostomy has made me grow and learn as a person. I may not be perfect or the ideal in the eyes of others but I am my version of perfect and I am happy with that.

After my surgery in November I had time to think and with some persuasion by a lovey advocate and fellow ostomate Stephie Simpson aka Colitistoostomy and my boyfriend Ben, my blog and pseudonym Crohnsfighting came to life and I started blogging in February in the hope that my life story and battle with Crohns disease would help and give advice to fellow sufferers.

In March of this year after a late night and a lot of mad ideas The IBD & Ostomy Support show was created. The aim of the show is to cover all relevant life topics that IBD & Ostomies create. It gives people information and go to advice and information whilst allowing them to retain their privacy. The show is live every Thursday on Youtube covering specific topics and themes for that month along with live chat during the show where we answer viewers questions. The show has 5 hosts including myself and between all of us we have 6 ostomies as we have what is classed as a double bagger with Rachel Jury aka Rocking2Stomas. Stephie Simpson aka Colitistoostomy and life after a failed J-pouch and now a permanent ileostomy. Natalie Gardener aka TheSpoonieMummy and life with chronic illness and being a mum. Finally, we have our newest member Steve aka #Bagdaddy who brings his own unique perspective from the male side of IBD & ostomy life



Many thanks for reading  
Louise xxx

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## Meet Claire your community nurse

Claire qualified as a registered nurse in 2003 whilst serving in the Queen Alexandra's Royal Army Nursing Corps. Since qualifying and leaving the armed forces Claire has worked in acute surgery, day surgery and endoscopy. She also spent 5 years as a Colorectal clinical nurse specialist, running her own nurse led clinic's and supporting the patient and their family during the cancer pathway. She also gained experience caring for pre and post-surgery stoma patients, counselling the patient before surgery and supporting the patient after stoma surgery. In 2015 she completed her degree in cancer care. Claire is passionate about providing holistic high quality care. Claire covers Worthing, London & Portsmouth.

Do you have a question for Claire?  
email [Claire.murphy@respond.co.uk](mailto:Claire.murphy@respond.co.uk)





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[www.urostomyassociation.org.uk](http://www.urostomyassociation.org.uk)

# The IBD & Ostomy Show visit to Cardiff Head Office.

We welcomed the IBD & Ostomy Show bloggers Louise Potter (Crohns Fighting) Stephie Simpson (Colitis to Ostomy) Rachel Jury (Rocking2Stomas) and Steve Cartmail (Bag Daddy) to our offices in Cardiff. We watch the show regularly so it was really nice spending time and getting to know each of them, and what a lovely group they are. It was a great day with lots of discussions on products, services and upcoming projects.

If you haven't watched the show yet, be sure to tune into YouTube every Thursday 8pm. The show is specially created for IBD and Ostomy Sufferers. Topics vary from hydration, fatigue and exercise to common misconceptions made about stomas.



The IBD  
& Ostomy  
Support  
Show

Be sure to tune in!

The IBD & Ostomy Show



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# BHTA Awards

## 2017

# Winners

Our team in Larne have taken home an award for "Best Contribution To The Community". at this year's BHTA Awards ceremony in London.

Well done everyone involved and what a fantastic achievement. We are very proud of you all!





From left to right, Lorna Murphy (Cardiff), Dr Paul Eakin, CEO, Garry Hallett, Customer Experience Manager, Sharon Hall (Nottingham), Sue Horan (Manchester), Geraldine O'Toole, Heather Todd, (both Larne), Jason Sullivan (London), Chris Cochlin Director of HDS, Julie Comsa (Regional Manager NI & Scotland)



Presented to us by Baroness Tanni Grey-Thompson the award recognised our charity work in Northern Ireland which has raised nearly £5,000 for Macmillan Cancer Charity along with training in stoma care held at G.P. Surgeries and Care Homes.

We have also trained the security staff at Belfast International Airport to improve the customer experience and avoid possible embarrassment for anyone travelling through the airport with a stoma.



**British Healthcare Trades Awards 2017**  
**Best Contribution to the Community**  
**Winner**

# Main Beef Stroganoff

Prep time 10 mins, cook 20 mins, ready in 30mins

## Top Tip

Serve with tagliatelle,  
rice or sautéed  
potatoes.



Recipe Card

Serves 2

## Ingredients:

- 1 tbsp oil
- 1 red onion, chopped
- 1 tsp paprika
- 1 green pepper. Chopped
- 200g mushrooms, sliced
- 2 tbsp red wine vinegar
- 150ml beef stock
- 200g lean rump steak, sliced
- 150ml fromage frais



## Method:

- 1) Heat a frying pan until hot, then add half the oil, add the onion and fry for 2-3 minutes, or until just softened.
- 2) Add garlic, and paprika and cook for 1-2 mins
- 3) Add pepper and mushrooms and fry for 5-8 mins until softened
- 4) Add the vinegar, boil to reduce until almost evaporated then add the beef stock, bring to the boil, then reduce heat and simmer for a few minutes until thickened slightly
- 5) Add the beef and cook for 2 – 3 mins (depending on how rare you like it) then stir in the fromage frais to season.

*\*onions and spices might cause more wind or make the stool loose and those with an ileostomy may want to omit the mushrooms and ensure they use tender steak.*



# The Face of Connect

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Our face of Connect 4 is lifestyle blogger & The IBD & Ostomy Show co host Natalie Garton aka The Spoonie Mummy! Diagnosed with crohns and now living with an ileostomy she loves nothing better than being a Mummy to Leo & Riley and partner to Ste, who also has crohns. To read her blogs visit:  
[www.thespooniemummy.com](http://www.thespooniemummy.com)



If you would like the chance to feature on our next cover then email your photos to [marketing@respond.co.uk](mailto:marketing@respond.co.uk)  
Please ensure images are high resolution.

# The A-Z of Respond Home Delivery Service

## A – Astoa



The Astoa product range has been designed to prevent leaks and protect your skin, whilst providing supreme confidence and security whatever you are doing.

## B – Bloggers



We are always looking for bloggers to write to us. Whether it's a product review, a home delivery service experience you'd like to share, please get in touch. Email us at [marketing@respond.co.uk](mailto:marketing@respond.co.uk)

## C – Colostomy UK



Colostomy UK represent the interest of people with a colostomy. They are experts in living with a colostomy and share their experiences to other colostomates.

## D – Delivery Service



We stock all manufactured products, which means you can choose any brand of product and reply on us to deliver.

## E – EPS Electronic prescription service



EPS is an NHS service, currently being rolled out across England. It gives you the option to change how your GP sends your prescription to the place you choose to get your appliances from. Speak with our friendly customer service team if you require further information

## F – Fundraising



Our fundraising partners of the year for 2017/18 are #GetYourBellyOut.

## G – Global Assistance



Our global assistance service is here to help you with emergency stoma supplies when you are travelling outside of the UK.

## H – HiLine – Innovative swimwear and support wear



Manufactured in the UK we take pride in our expertly designed support wear, swimwear and underwear for people living with a stoma or continence issues.

## I – Ileostomy & internal pouch support group



The IA is a support group which has the primary aim to help people who have had their colon removed.

## J – Join now



Looking to join our service or would like to refer a friend? Joining our service has never been easier. Our care team are waiting to hear from you.

## K – Keeping in touch



We run events and open days throughout the year, all over the country. They're a great chance to meet with the Respond team, your community nurses and other people who are living with a stoma. So whether it's at a coffee morning, a roadshow, an open day we'd love to welcome you.

## L – Lifestyle



We will be there to help and support you with advice and knowledge. Visit our website for useful information with common problems in the ask the nurse section, to advice on nutrition and so much more.

## M - Making life better



Through our support team, community nurses, website and social media pages we also provide a network of friendly support, information and expert advice.

## N – Nurses



Our local community nurse teams are there to help you make the move from hospital to home. Our nurses can visit you at home, provide expert support and advise on how best to live with a stoma.

## O – Online shop - [respond.co.uk](https://respond.co.uk)



Our full range of products are available to buy online.

## P – Placing your order



Is it time to place your order? If so we have 3 ways for you to order. Call 0800 220 300, visit us online or drop us an email [hello@respond.co.uk](mailto:hello@respond.co.uk)

## Q - Questions



Any questions or queries you may have regarding service, order, new ideas and so forth, please get in touch we would love to hear from you.

## R – Reliable



Where relevant we can text, or email you the day before your delivery is due to advise you it's on its way. You will then receive another text on the morning of your delivery with a specific time slot, within an hour window.

## S- Support Garments



We take pride in our expertly designed support wear, for people living with a stoma or continence issues.

## T - Traveling



We have travel certificates and going on holiday brochure available upon request or visit our lifestyle section on the website.

## U – Urostomy Association



The UA is a registered national charity. Offering support, reassurance and information to people with urinary diversion.

## V – Vacation



We all love a holiday! Whether abroad or in the UK. You can find travelling information on our website.

## W – Welsh speaker



Did you know that our Cardiff care centre has a welsh speaker? Ceri Williams is fluent in the welsh language!

## X – Ray



We strongly recommend that you carry a travel certificate with you at all times. Available in several languages, these can be shown to the security staff to describe your condition should it be required.

## Y - You



Our friendly, customer support team will always take the time to get to know you and talk through the kind of help you need.

## Z – OstoZYME



Is a dual action product which lubricates inside of the stoma pouch to prevent pancaking, whilst actively destroying any odour at source.

# making things clearer

IA specialises in supporting people with an ileostomy or internal pouch

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# Sponsoring

## 3 LAKES CHALLENGE

---

12 People   ●   24 Hours   ●   3 Lakes   ●   43 Miles

---

My name is Andy Jones and I am a Health Care Assistant at Queen Alexandra Hospital in Portsmouth. Myself and a team of Surgeons, Anaesthetists, Nurses and HCA's have recently completed "The Three Lakes Challenge" Our challenge was to kayak the two biggest lakes in England and Wales - Lake Windermere - 11 miles, Bala Lake - 7 miles, and the longest loch in Scotland - Loch Awe - 25 miles all in less than 24 hours! We did this event for the charity "Dreams Come True".

Last year I arranged another charity challenge which saw me and another team of Surgeons, Anaesthetists, Nurses and HCA's row the English Channel from Belgium to Ramsgate. On completion of this challenge we amazingly raised over £30,000 for the same charity.

Both years we have been lucky enough to be sponsored by Respond who supports our Stoma Care Department at Queen Alexandra, Portsmouth.

Without this support we would not be able to proceed and we would like to thank Respond in particular for their ongoing support.



# George's Farm Dream

Dreams Come True are a national children's charity that work hard to enrich the lives of children and young people aged between 2 and 21 with serious and life limiting conditions. Over the last 28 years they have fulfilled dreams for more than 5,000 children and young people as well as the friends, family and carers. All their funding comes from the generosity, commitment and enthusiasm of our amazing donors, fundraisers and supporters. This is a charity which is close to all of our hearts. Amy, who is an ODP which works with us in theatres, has a son called George who was diagnosed with Acute Lymphoblastic Leukaemia at just 22 months old. He has undergone intensive treatment including chemotherapy and multiple blood transfusions and bone marrow transplants. Dreams Come True sent George on his dream holiday to a farm.

*Dreams Come True is a UK children's charity. Their mission is to enrich the lives of children and young people with serious and life-limiting conditions across the country by making their dreams come true. Over the last 25 years they have fulfilled dreams for more than 5,000 children and young people as well as their friends, family and carers.*

*"We had an amazing time! The farm was just beautiful. The kids had so much fun and loved going out each morning to feed the animals. George still loves the cows but now wants to ride a horse, the goats were a hit too, very cheeky and they loved collecting the eggs. Thank you all so much for the holiday, it truly was amazing and some very much needed family time."*

*George's mum, Amy*

We feel like we need to give something back to the charity which is why we have just completed the latest challenge to raise money for them and so far we have successfully raised £11,000.

We also held a Charity Fundraising night at the Marriott Hotel, Portsmouth in celebration of our achievements and to raise further funds for the charity. We showed a very entertaining film of our efforts and an insight to some of the children that will be helped with our money. Part of the night included a raffle with some superb prizes generously donated and I treated my supporters to a rendition of a Bon Jovi classic with a little help from the Band.

Dreams Come True helps children and young people with serious and life-limiting medical conditions. Their highly experienced team work hard to ensure that every child has an unforgettable experience fulfilling their dream, with long lasting memories to share with families, loved ones and friends.

Each dream is unique. Some want to meet their idol or favourite Disney character while others want to visit their grandparents abroad, ride a unicorn, swim with dolphins or work on a fashion magazine. Many want help with their everyday lives and Dreams Come True is delighted to provide vital sensory equipment, wheelchairs or specially adapted bicycles as well.



Fire engines, soldiers and the seaside – these are three of two-year-old George from Portsmouth's most loved things but George's number one favourite? Cows!

Little George was diagnosed with leukaemia a year ago and is currently receiving a three year course of chemotherapy. George's treatment requires daily medication and frequent visits to hospital. Understandably it has been a very challenging time for both George and his family, and there is no doubt he deserved a relaxing time away with his parents and younger sister, Isabella.

Late last year George visited a local farm, which sparked his obsession with cows. He didn't want to leave and hasn't stopped talking about it since. He even wants to be a farmer when he grows up! When George's parents, Amy and Craig, asked him what he would like as a special treat, George's response came as no surprise: "cow farm!"

After a lot of searching, the perfect location for George's dream break was found. He spent a week at a lovely organic, family farm in North Devon, complete with golden beaches and unspoiled scenery all on the doorstep. George doesn't like loud noises, so the secluded countryside cottage was an ideal place to relax away from the world of hospital appointments and to make special memories with his family. The farm had lots of sheep, goats, chickens, pigs and best of all... cows! Each day George and Isabella helped the farmer feed the animals and then went off to collect the chicken eggs, returning home by tractor and trailer! George had a wonderful time, and also enjoyed playing in the garden, going for family walks and fishing in rock pools at the seaside. He enjoyed seeing the cows, but actually fell in love with the horses and hasn't stopped asking for pony lessons since he got home!



dreams come true 

# What our customers are saying about us?

Mr Andrew Heart, Northern Ireland called to express sincere thanks for the high standard of service received from Respond. He is very impressed with the "incredibly friendly and courteous approach" which is also "extremely efficient". He couldn't speak highly enough of the staff and service at Respond.

Andrew Heart

Very helpful especially when my GP made an error with my prescription

Sarah Ashton

I love the team and there friendly approach an nothing is too much trouble with them to help and advise. Never let me or my dad down with deliveries and i love the little cookies or chocs at xmas. its the little touches that make me stay and feel safe. i recommend to any1 i know that needs colostomy because i had bad experience with the hospital source for products. i think this firm needs get into every hospital as there is no advice u can use other firms. thank u to the larne team,ur all lovely

Olivia Nadine Rooney

Having experienced continual problems with another provider, my partner, Stephen switched to Respond for the first time this month. Everything happened exactly the way they said it would, from the initial prescription request from our GP, to being sent a text message setting out a delivery time the next day. If this is a sign of how Respond operate we think it is Fab-u-lous! It's a TEN from us!

Peter Stokes

Really helpful, knowledgeable and speedy company! Sent my prescription in the post late yesterday afternoon to the Manchester branch and got a text today saying my order will be delivered tomorrow! Couldn't ask for more.

Yvonne Bolton

Visited the Cardiff office Friday after a few messages online, very helpful team, really went the extra mile for me

Ryan Phillips

Fantastic service with fabulous staff especially Sharon who has saved me from stress over the festive period.

Susie Sue

Only a phone call away, and a heart beat in time to help. Thank you to Petra and the Ferndown team.

Steve Beasley

*Can be kept in an airtight container for 3-4 days or freeze for up to 1 month.*



# respond

making life better

## Our Care Centres

Wherever you are in the country our telephone system will recognise where you are and direct your call to the nearest care centre. This means you will always talk to local people and receive local service.

### Meet the Ferndown team

Michelle Oxley Team Leader,  
Denise Abel and  
Petra Bartlett



# 'Fangs' for the Memories

We had a Spooktacular day celebrating Halloween. Team members from across the country and Northern Ireland dressed up to raise money for our fundraising partners of the year [#GetYourBellyOut](#)

Our fangtastic winners were



Jayne, (Perth)



Susan, (Peterborough)



Lorna, (Cardiff)





# #Get Your Belly Out

A global campaign for Crohn's disease  
& Ulcerative Colitis.

## #GetYourBellyOut

A global campaign for Crohn's Disease & Ulcerative Colitis.

Voluntary run by those  
with IBD /an ostomy.

Social gatherings &  
fundraising activities.

#GetYourBellyOut  
educates, supports &  
restores confidence.

Pride of Britain  
award winners.

Search  
#GetYourBellyOut on  
Facebook & Twitter.

Raised £60,000 for charity.

[www.GetYourBellyOut.org.uk](http://www.GetYourBellyOut.org.uk)

Scars, an ostomy or no visible  
signs; we're united in the fight  
against IBD.

**Adhesive remover  
and deodorising fragrance in  
one convenient package**



**in**



### **Osto peel Adhesive Remover**

- Easily removes stoma appliances
- Refreshing fragrance for deodorising during changes
- 360 degree spraying
- Lower cost to the NHS

### **Your free sample**

**Title** \_\_\_\_\_

**Name** \_\_\_\_\_

**Address** \_\_\_\_\_

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**Mobile** \_\_\_\_\_

**Email** \_\_\_\_\_

Please detach and send to:

**Freepost RTSZ-SLYE-EBTL, Respond Healthcare Ltd,  
Greypoint, Cardiff Business Park, Parc Ty Glas,  
Cardiff, CF14 5WF.**

Please select a fragrance you would like to sample:

☐ mint      ☐ blackberry

☐ apple      ☐ unfragranced

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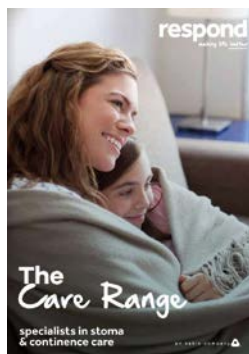
# Puzzle

# Answers

## Crossword and Suduko

1	D	E	S	T	I	N	Y		5	B	I	P	E	7	D
	E		E		R		E		E		E		R		
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	I		V		A		E		L		L		N		
24	C	R	E	E	L		25	R	E	F	L	E	C	T	

3	4	7	9	8	1	5	6	2
9	8	1	5	2	6	3	7	4
2	5	6	3	7	4	8	9	1
4	3	9	1	5	7	2	8	6
1	2	5	4	6	8	7	3	9
6	7	8	2	3	9	1	4	5
7	1	3	6	9	5	4	2	8
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8	9	4	7	1	2	6	5	3



The complete range of products

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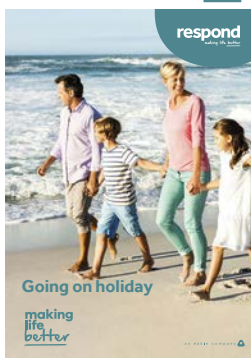

HiLine support garment brochure

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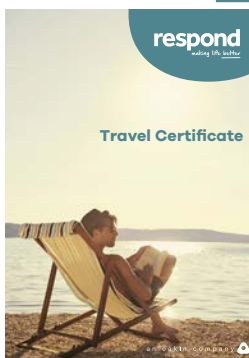

Ostomy & Incontinence Swimwear

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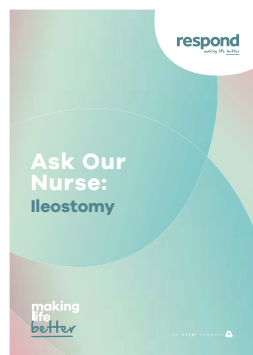

Advice when leaving hospital

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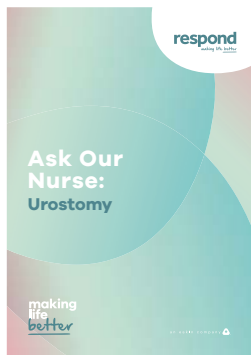
Going on holiday

☐


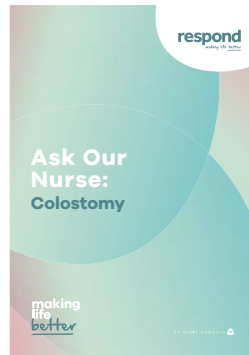
Travel certificates

☐


Support for managing your ileostomy

☐


Support for managing your urostomy

☐


Support for managing your colostomy

☐

Please send the above ticked brochures to

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# Useful contacts

## Colostomy UK

Enterprise House  
95 London Street  
Reading  
Berkshire  
RG1 4QA

T: +44 (0)118 939 1537  
Helpline 0800 328 4257  
E: [info@colostomyuk.org](mailto:info@colostomyuk.org)  
[www.colostomyuk.org](http://www.colostomyuk.org)

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## Ileostomy Association

Danehurst Court  
35 - 37 West Street  
Rochford  
Essex  
SS4 1BE

Freephone: 0800 018 4724  
T: 01702 549859  
E: [info@iasupport.org](mailto:info@iasupport.org)  
[www.iasupport.org](http://www.iasupport.org)

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## Get Your Belly Out

[www.getyourbellyout.org.uk](http://www.getyourbellyout.org.uk)  
Find us on Facebook and Twitter,  
search #GetYourBellyOut

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**Macmillan Cancer Support's Online Community** speak to others affected by cancer and living with a stoma.

Ileostomy, colostomy and stoma support -  
[macmillan.org.uk/stomagroup](http://macmillan.org.uk/stomagroup)

## Urostomy Association

National Secretary  
Mrs. Hazel Pixley  
4 Demontfort Way  
Uttoxeter  
ST14 8XY

T: 01889 563191  
E: [secretary@urostomyassociation.org.uk](mailto:secretary@urostomyassociation.org.uk)  
[www.urostomyassociation.org.uk](http://www.urostomyassociation.org.uk)

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## Crohns and Colitis UK

45 Grosvenor Road  
St Albans  
AL1 3AW

T: 0300 222 5700  
[www.crohnsandcolitis.org.uk](http://www.crohnsandcolitis.org.uk)

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## The Bladder and Bowel Community

7 The Court  
Holywell Business Park  
Northfield Road  
Southam  
CV47 0FS

T: 01926 357220  
E: [help@bladderandbowelcommunity.org](mailto:help@bladderandbowelcommunity.org)  
[www.bladderandbowelfoundation.org](http://www.bladderandbowelfoundation.org)

**0800 220 300**  
**0800 028 6848** (Northern Ireland)



## Cardiff

Greypoint  
Cardiff Business Park  
Cardiff  
CF14 5WF

Direct 029 2076 880  
Fax 029 2076 7881  
8:00am to 5:00pm  
Monday to Friday  
Closed Saturday

## London

23 Heritage Avenue  
London  
NW9 5XY

Direct 0208 166 4593  
Fax 0203 051 2412  
8:00am to 5:00pm  
Monday to Friday  
Closed Saturday

## Peterborough

20 Phorpres Close  
Cygnet Park  
Hampton  
Peterborough  
PE7 8FZ

Direct 01733 348 883  
Fax 01733 806 515  
8:30am to 5:30pm  
Monday to Friday  
8:30am to 12:30pm Saturday

## Ferndown

530 Wimborne Road  
East Ferndown  
Dorset  
BH22 9NG

Direct 01202 890782  
Fax 01202 031708  
8:30am to 5:30pm  
Monday to Friday  
Closed Saturday

## Manchester

2 Victoria Avenue East  
Manchester  
M9 6HB

Direct 0161 702 3380  
Fax 0161 820 4510  
8:00am to 5:00pm  
Monday to Friday  
Closed Saturday

## Scotland

9 York Place  
Perth  
Scotland  
PH2 8EP

Direct 01738 629 395  
Fax 01738 657 221  
8:00am to 5:00pm  
Monday to Friday  
8:30am to 12:30pm Saturday

## Larne

Unit 57  
Ledcom Industrial Estate  
Larne Co. Antrim  
BT40 3AW

Direct 028 282 60506  
Fax 028 686 87999  
8:00am to 5:30pm  
Monday to Friday  
8:30am to 12:30pm Saturday

## Nottingham

97 Manvers Street  
Nottingham  
NG2 4NU

Direct 0115 940 3080  
Fax 0115 871 8097  
8:30am to 5:30pm  
Monday to Friday  
8:30am to 12:30pm Saturday