

Connect

ISSUE | 05

Larne's
office
move!

Going on
holidays special
pages 5-8

Charity
news

Meet
Paul & Irma,
A real hero's
story.

Competition
inside



Letter from Chris

Dear Reader,

Welcome to issue 5 of 'Connect'. Even though the weather forecast issued red weather warnings for many parts of the U.K. many of us were surprised by just how cold the Siberian wind was and how much snow fell during the first few days in March. Thanks to all our Care Centre staff for braving the wind, snow and ice to ensure that we continued to provide you with our high levels of service during what was a very challenging time. Our local delivery drivers and our courier service DPD continued to deliver your orders where the road network allowed, and it wasn't too long before everything returned to normal. I am sure, like me, you were relieved to see Spring finally arrive, with the days becoming longer and brighter.

Many of us will be thinking about getting away during the summer for a short break, either in the UK or overseas. In this issue there are travel tips, advice and a reminder about our travel cards and Global Assist Service to help you plan your holiday ensuring that there are no 'hiccups' before you travel or during your holiday.

Over the last few months our team at Larne have been busy moving to new premises, a local prochiral church hall, which has been renovated and redesigned, including a clinic room where our customers can discuss any issues with our local nurse, privately and in confidence. Don't forget if you live locally or are visiting the Larne area call in and say hello. We've shared some photos with you in this issue.

This issue also includes personal inspirational stories, mouth-watering recipes, meet the team, competitions and our charity support. We love to hear from you, so if you have anything that you would like included or have a delicious recipe or a personal inspirational story please write to us.
Enjoy!

Regards

Chris Cochlin,

Director of Home Delivery Service

Connect

What's inside

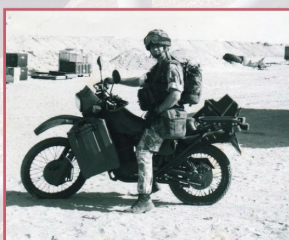
ISSUE 5

- 1 Larne Office Move
- 2 A Day in the Life of a Customer Service Advisor
- 4 Chilli Crab & Prawn Tarts Recipe
- 5 Going on Holiday?
- 6 Respond Global Assistance
- 7-8 Belfast Security Staff Training



Read more about the training supplied to the Belfast team on pages 7-8

- 9 Ostozyme Sample
- 10 Rock "n" Roll Charity Evening
- 11-12 Face of Connect
- 13 Meet Our Nurse Kim
- 15 One Pot Chicken Casserole Recipe
- 16 What If You Get Pancaking
- 17-18 A Real Hero's Story



Read more about Paul's story on pages 17-18

- 19 Puzzles
- 20 Miskin Manor Event
- 21 Events
- 23 Couch Potato to Brighton Half
- 24 Charity Of The Year 17/18
- 25 Easy Peasy Brownies Recipe
- 26 Competition Time
- 27 Time to place you order?
- 28 New Customer Service Team
- 30 Happy Birthday Garry
- 31-32 Dorothy's Story



Read more about Dorothy's story on pages 31-32

- 34 Puzzle Answers
- 35 Brochure Request
- 36 Useful Contacts

0800 220 300

N.Ireland 0800 028 6848

respond.co.uk

f respondltd

🐦 @respondltd



Our office
in Larne
has moved.



Our new address is

Respond Healthcare Ltd
36 Curran Road
Larne
BT40 1BU

A day in the life of Jayne Ingram

a Customer Services Advisor

How long have you been in your role?

Nearly 2 years, I started in June 2016, after 30 years in retail. Best move I have ever made..

Describe a typical day at work for you

I open the office in the morning, my first job is to check the deliveries due to leave that day, are correct and have a current prescription. My role is Customer Service Advisor, so a big part of my day involves taking calls from customers, placing their orders and answering any queries. I process various requests from stoma nurses. In the Perth office, some of our customers bring in their prescription, so sometimes I have to pick and bag their order whilst they stay for a chat. I chase customer's prescriptions and I also help my workmates hand-cut the stoma pouches to fit.

What are your favourite things about your job?

Customer Service, I enjoy speaking to my customers, our office is in town so we get to see a few of our customers in person too. It is also a good feeling that I have helped someone by 'just listening'. I also really enjoy chasing the prescriptions that are due or overdue, I have built up a good relationship with many of the doctors surgeries and know many of the receptionists and pharmacists by name

How would your colleagues describe you?

I asked them and got these responses... bubbly, friendly, funny, caring and mental

What's the last film you watched?

A Dog's Life, I just loved it

What are your hobbies?

TV soap addict, TV dramas, eating out, looking after my house rabbits Effie & Esther, drawing, painting , penguins and purple

What is the best vacation you've ever had?

Without a doubt, South Africa. I have visited with my husband 3 times. The 1st time in 2008 and most recently in March 2016, we surprised my brother-in-law by arriving the day before his wedding

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

Book tickets for South Africa for 2019, I have a big birthday coming up in February. Then I'd buy VW Corrado, Dodge Challenger and a BMW M-power... all in purple of course



To find out more about your team at Respond visit our blog at respond.co.uk

making things clearer

IA specialises in supporting people with an ileostomy or internal pouch

**I
LE
OST
OMY I
NTERNA
L POUCH?
CONTACT IA**



The ileostomy & internal pouch
Support Group

phone: 0800 0184 724

web: www.iasupport.org

email: info@iasupport.org



Starter

Chilli crab and prawn tarts

Top Tip

Replace canned crab, with fresh white crab meat

Takes 15 mins to make, 30 mins to bake (plus standing)

Method - easy.

Serves 4

Ingredients:

- 375g pack ready-rolled shortcrust pastry, at room temperature
- 25gm butter
- 250g raw, peeled medium prawns
- 170g canned white crab meat
- 1 red chilli deseeded and finely chopped
- Bunch of spring onions, trimmed and finely sliced
- 200ml single cream
- 3 large egg yolks
- Bunch of fresh coriander, chopped
- Grated zest of 1 lime



Recipe Card

Method:



- 1) Preheat the oven to 180°C/fan160°C/gas 4.
- 2) Cut the pastry into 4 squares and use to line 4 x 10cm round x 2cm deep fluted tart tins.
- 3) Trim the excess pastry and prick the bases with a fork.
- 4) Line each with baking paper and fill with baking beans. Bake for 15 minutes.
- 5) Meanwhile melt the butter and gently cook the spring onions and chilli for 2-3 mins.
- 6) Add the prawns and cook for 2 minutes, until pink.
- 7) Remove from the heat and stir in the crab and some seasoning.
- 8) Mix together the cream, egg yolks, coriander and lime zest in a jug.
- 9) Remove the foil and beans from the pastry cases.
- 10) Spoon in the crab mixture then pour in the egg mixture.
- 11) Bake for 15 mins until set but with a slight wobble.
- 12) Stand for 10mins before serving.

Going on holiday this summer?

Holidays should be enjoyed and we want yours to be as trouble free as possible.

Whether it's home or away we can help.

Travel Certificates

These cards are printed in 18 languages and briefly explain your condition and also the equipment you are carrying.



Going on Holiday brochure

Includes help with insurance, packing and sensible eating and drinking!



Global Assistance Service

for any emergencies that should arise.

respond
global assistance

To request your brochures today please see page 35, alternatively these are available online at respond.co.uk

Respond Global Assistance

respond
global assistance

Peace of mind whilst travelling abroad

Our Respond Global Assistance Service is there to help with emergency stoma supplies when you are travelling outside of the U.K.

Emergencies whilst you are away

Respond Global Assistance is there to get stoma supplies to you when you run low unexpectedly whilst travelling abroad.

If you need emergency assistance, the sooner you contact us at Respond the quicker we can get the supplies you need. Contact us:



00 44 29 2076 7880



hello@respond.co.uk



respond.co.uk

Respond Global Assistance has a variety of methods available to get your emergency supplies to you as quickly as possible, including a worldwide network of stoma product distributors.

Please note that because speed is of the essence, the stoma products we supply to you in an emergency may not be the same products as you usually use.

Security staff at Belfast Airport trained on helping passengers with stomas

Our team in Larne carried out specialist training in stoma and continence care with security staff at Belfast International Airport with the aim of creating awareness of people travelling with stomas.

A stoma is an opening made on the abdomen through which bodily waste can pass into a stoma bag and in Northern Ireland there are approximately 10,000 people living with stomas at any one time with around 1,000 new cases every year spread across all of the healthcare trusts.

Jenny Arlow, our stoma nurse said: "With the rigorous security routines now in place when travelling through airports, it is vital that security staff are able to assist people travelling with a stoma as empathetically as possible.





"People living with stomas have a lot of concerns when they are travelling including being publically searched, security staff pulling out their essential medical supplies in view of other passengers, being made to feel embarrassed in front of their friends and family and really the general lack of understanding about their condition.

"Respond Healthcare, in association with TG Eakin and Colotomy UK we carried out training with the security staff of Belfast International Airport to help create awareness of people travelling with stomas. The training addressed common concerns passengers with stomas have when travelling, how security staff can help elevate the concerns and what procedures should be put in place to ensure passengers can pass through the security process in a dignified manner," Jenny continued.

Nabeel Gill, Head of Security at Belfast International Airport said: "We are dedicated to ensuring all our passengers get through the security procedures as stress-free as possible, which is why it was important that our security staff are educated on passengers travelling with stomas and how we can make sure we are empathetic to the person's needs, understand their concerns and have the correct process in place for conducting searches. We are pleased to be working with Respond Healthcare to ensure all our security staff go through the correct training to help ensure their travel experience is a positive one."

For further information or advice on living with a stoma or to request a copy of our Going on holiday brochure and/or travel certificate please call free on 0800 220 300 or go to respond.co.uk.





Putting the confidence back into your life

PREVENT PANCAKING with Ostozyme

Ostozyme is a dual action product which lubricates the inside of your stoma pouch to prevent pancaking whilst also actively destroying any odour.

- Contains active odour neutralisers • Gel stays at the top of pouch where you need it most • Sachets are ideal for travelling • Reduces static •
- Available in sachets or bottles •



Order your complimentary sample of Ostozyme now:
visit **respond.co.uk** or call **0800 220 300**

respond
making life better

Please send me a sample of Ostozyme

Name..... Address

Postcode..... Tel/Mobile

Email

The information supplied on this form will be retained by Eakin Healthcare Group on a database. The data will not be shared with any internal sources. Please indicate here if you wish to hear of further products and services. ☐ C5

Please detach and send to: **Freepost RTSZ-SLYE-EBTL, Respond Healthcare Ltd, Greypoint, Cardiff Business Parc, Ty Glas, Cardiff, CF14 5WF.**

Rock 'n' Roll Charity Evening

Colostomy
UK
acorns
Your local children's hospice



One of our wonderful customers Ann Hughes and her son Craig Hughes arranged a Rock 'n' Roll Charity Evening back in March. In aid of Colostomy UK and Acorns Children Hospice, they raised over

£750

We are thrilled to have supported this event and so pleased it went so well.

THE
BLUEBIRD
Belles



Are you fundraising for a good cause?
If so, get in touch and see how we can help!

The Face of Connect

Our face of Connect is

I'm Laura MacKenzie, this picture was taken close to my home at Wemyss Bay Beach, Scotland, UK.

I have a colostomy and urostomy bag since 1 November 2017 following a total pelvic exenteration following a stage 4 bladder cancer diagnosis.

I am now back at work full time, healthy and this picture was taking during a lunchtime walk with my husband this month to improve my fitness #stepbystep



Laura Mackenzie
Wemyss Bay
Beach, Scotland, UK.



Doreen McKeown



White Island, New Zealand. March 2017
Ali Larkin



Me and my two daughters skiing in Les Deux Alpes last month. I have an ileostomy and my two daughters also have Crohn's disease.



Clive Hadley



Elizabeth Wilkinson Smith, Galapagos, Ecuador.
Having a stoma was not a barrier to enjoying a trip of a life time.

Thank you
for your entries for
our Face of connect

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



Meet Kim your community nurse

I began training in 1981 and qualified in 1984. I worked on the Surgical Unit as a Senior Nurse at the Royal Preston Hospital until 1997. In that time, I continued with post-graduate education, including certificates in colorectal care, stoma-care, teaching, counselling and palliative care. In 1997, I commenced the role of part-time Stoma Nurse for the Guild Community Trust in Preston, whilst continuing to work on the surgical wards as a Staff Nurse.

In 1999, I was employed as a full-time Colorectal/Stoma Nurse at the Royal Preston Hospital providing care and support for stoma patients and bowel cancer patients across the organisation. In 2007, I qualified as a Nurse Prescriber and continued to practice until I retired from the role in October 2017.

My expertise and desire is to provide high-quality stoma nursing care using patient-centred experience; I want to offer a gold-standard holistic service to all stoma patients.

Kim covers the Ormskirk area

Do you have a question for Kim?
email marketing@respond.co.uk



UROSTOMY ASSOCIATION

Focused support, reassurance and encouragement,
covering all types of urinary diversion

Home or hospital visiting

Free Patient Information packs and a range of informative leaflets

Regular magazine full of up to the minute news

Comprehensive website and Facebook page



Supporting urology professionals and their patients for over 45 years

The Urostomy Association, 2 Tyne Place, Mickleton,
Chipping Campden, Gloucestershire, GL55 6UG

Tel: 01386 430140

[email:info@urostomyassociation.org.uk](mailto:info@urostomyassociation.org.uk)

www.urostomyassociation.org.uk

Main

Easy one pot chicken casserole

Easy, Prep time 5 mins, cook time 30 minutes

Top Tip

Replace onion with
5 spring onions
if preferred!

Serves 4-6

Ingredients:

- 1 tbsp vegetable oil
- 1 onion sliced
- 4 x 150g chicken breast, diced
- 400g new potatoes, halved if large
- 2 carrots cut into batons
- 2 parsnips cut into batons
- 200g frozen peas
- 1 chicken stock pot
- 1 tsp thyme
- 1 tsp pepper
- 2tbs plain flour
- 1 tbsp grainy mustard (optional)
- Small handful of parsley or chives, dill, tarragon if preferred.



Recipe Card

Method:



- 1) Put the kettle on, Fry the onion in the large casserole dish on a medium heat for 5 minutes.
- 2) Turn up the heat and add the chicken and cook until golden brown and cooked.
- 3) Add the flour and stock cubes until the flour disappears.
- 4) Gradually stir in 750ml hot water from the kettle.
- 5) Throw in the carrots, parsnips and potatoes, bring to a simmer, cover and cook for 20 mins.
- 6) Take off the lid and simmer for 15 mins.
- 7) Throw in the peas for another 5 mins and simmer.
- 8) Season, stir in the mustard and herbs.

What if you get pancaking?

respond
making life better

What is pancaking?

Pancaking is the term used to describe what happens when the output from your colostomy does not fall to the bottom of your pouch, but instead remains at the top and around your stoma.



1 Keep hydrated



Drink plenty of fluids, especially water, unless you have been advised by your doctor to restrict how much you drink.

3 Lubricate your pouch



Before removing the release film from the pouch adhesive, lubricate the inside of your pouch with OstoZYME odour neutralising pouch lubricant.

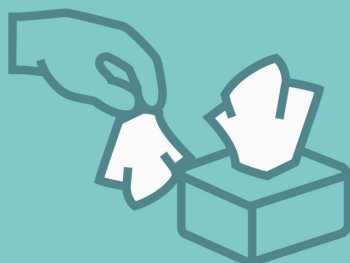


Hints & Tips

In the months following your surgery

2 Prevent pouch sticking together

Put a small crumpled tissue inside the pouch to prevent the sides sticking together.



What can cause pancaking?

- Insufficient air in the stoma pouch causing the sides of the pouch to stick together
- Sticky or stodgy output from your stoma

A real hero's story

My name is Paul Ian Wilkie, I was born in Perth Scotland in 1970 and joined the Armed Forces when I was 18.



I served all over the world with the Royal Engineers in a multitude of units ranging from Amphibious, Combat, Bomb Disposal, Armoured, & Field Park. I even invaded Iraq on a Harley Davidson. Not many people can say that!

I finally left the Armed Forces in May 2012 and started a new life in civvie street. All was going well until October 2012 when I was hit with Post Traumatic Stress Disorder (PTSD). It later broke up my short marriage and at one point I was living in a forest, South of Perth.

In October 2014, I was picked up by armed forces charities and the local council's homeless department. I moved into a small cottage in Guildtown with the clothes on my back, my motorbike and a sleeping bag. Charities stepped in again, and they got me basics like a cooker, fridge freezer and a washing machine.



Through combat stress and the local NHS, I started to receive treatment for my PTSD. Very hard going. As I had lived alone with no companion I was told a dog might help with my loneliness. A new charity had just started up adjacent to Erskine Hospital, Glasgow, who's intent was to provide dogs for injured veterans. I filled in a form and a representative from the charity BRAVEHOUND came to my wee cottage in Guildtown, Perthshire for a kinda, (are you able to cope with a dog) interview. I passed, and was given the very first BRAVEHOUND called Irma. All the BRAVEHOUND dogs are named after dogs who have won the Dickens medal for Bravery. Irma was named after an Alsatian in WW2 who won this award. Irma is a beautiful Springer Spaniel, who saved me from my nightly visit from my Demons of PTSD. They are an amazing charity which is run by an equally amazing lady called Fiona MacDonald (who has a worse memory than me). Sadly, I was unaware that PTSD can affect you physically as well as mentally. I ended up in Perth Royal infirmary with three fistulas and was informed that I had Crohn's disease and ulcerative Colitis. These were removed, and I was transferred to Ninewells Hospital in Dundee 7 months later, still in Ninewells, Irma always by my side, and countless operations later, I had to have my large bowel removed. Unfortunately this never went to plan, and I ended up with Sepsis. My lungs gave up and I ended up in a coma on a life support machine. My children were informed that I had 36 hours to live.

I think the soldier in me didn't want to give up the fight. I miraculously started getting better, and came out of the coma 10 days later with several large tubes coming out of different areas of my stomach and an ileostomy, this was now November 2016. I was informed that I would be in recovery for at least 2 years. The coma had an adverse effect on my memory as well as my body and I suffer from short-term memory problems. I've been told that in time, this will come back to me.

I finally left Ninewells Hospital and to this day still thank all the staff for looking after me and saving my life. I had nurses from throughout the Hospital coming to my room, not to see me but to see Irma, on a daily basis, and in all that time, never managed to pull one nurse!

RESPOND. Respond took over the reins with my ileostomy equipment and have been instrumental in my recovery. The first three months were quite hard trying to get used to having a bag but through respond and reading the magazine about other people with the same issues as me, this



has gotten me through the last 17 months, and now I take it in my stride. The respond team of girls in the Perth office have been magnificent and advised and helped me throughout this troubling time. Just before Christmas last year I thought I would pop in and put names to faces and thank them for the help that they have provided for me, since leaving hospital. Obviously I went in with Irma, same old story they recognised her straight away and were all over her lol.

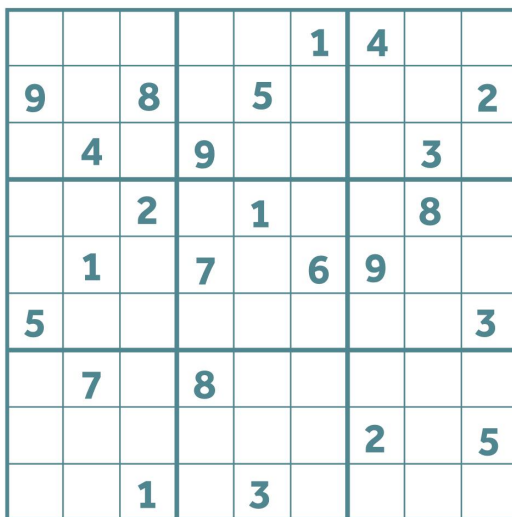
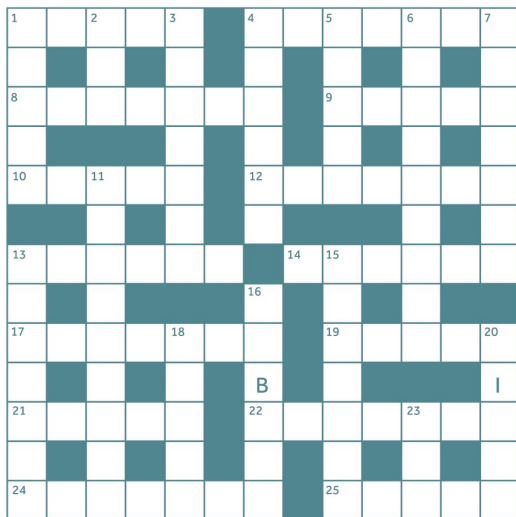
Irma recently won most caring animal in the UK in September 2017 and we are finalists at the soldiering on awards in London on 20th April 2018 fingers crossed.



I still live in my wee cottage in the country with Irma, a big black cat called Mr Tibbs and a special duck that I hatched out myself called North who thinks Irma's his mum! One day I might pull a real bird.....

Puzzle page

Crossword and Suduko



Across

1. Prank (5)
4. Small community (7)
8. Everlasting (7)
9. Accolade (5)
10. Wear away (5)
12. Voter (7)
13. Alter or regulate (6)
14. Refuge (6)
17. Repossess (7)
19. Travel lodge (5)
21. Mound of stones used as a marker (5)
22. Sincere (7)
24. Latticework (7)
25. Herd or flock of animals (5)

Down

1. Subject (5)
2. Frozen water (3)
3. Dog houses (7)
4. Smooth fabric (6)
5. Letting contract (5)
6. Flat (9)
7. Senior (7)
11. Target (9)
13. Fruit (7)
15. Stuck (7)
16. Hot fragments from a fire (6)
18. Declare invalid (5)
20. Supple (5)
23. Self (3)

Please find the answers on page 34

Exclusive Event at Miskin Manor Hotel

We kick started the year with an Exclusive Open Day at Miskin Manor Hotel in Cardiff, South Wales and what a fantastic turn out we had! It was great to see our customers, along with new faces who wanted to learn more about us. There was talks from Garry Hallett our Customer Experience Manager, Keith Thomas an ostomate from Swansea and local NHS stoma nurse Sheila Jones. Here are a few pictures from the day.



If you would like to see an event in your area or have any suggestions to the type of event you would like, please drop us an email at marketing@respond.co.uk



Events

We would love to meet you

We run events and open days throughout the year, all over the country.

They are 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 or clinic at one of our premises we'd love to welcome you.

Visit our website to find out about our upcoming events.



You'll also find lots of information on our **facebook** and **twitter** pages, so keep in touch!

respond.co.uk  respondLtd  @respondLtd

If you have any further questions about open days, please give us a call on 0800 220 300 or email hello@respond.co.uk



respond
making life better

Did you know?

Our full range of products
are available to

buy online...

respond.co.uk

or call....

0800 220 300





Couch Potato to Brighton Half

Our National Sales Manager, Fiona Durrant took on the challenge to run the Brighton Half Marathon back in February.

Fiona says 'It has always been an ambition of mine to run The Brighton Half Marathon, when I heard Respond's Fundraising Partners of the Year were #GetYourBellyOut Campaign I decided, in a moment of madness, to run and raise awareness of this valuable campaign.



Successfully completing the half marathon and raising a fantastic **£665.10** for #GetYourBellyOut We could be more proud of her here at Respond.
The money raised is being donated to Crohn's and Colitis



#Get Your Belly Out

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

We are delight to announce that we have raised a phenomenal about of **£3,635.70** for our fundraising partners #GetYourBellyOut 2017/2018 in aid of Crohn's and Colitis UK!

It's been fantastic to work so closely with the founders Lorna, Victoria and Gem and to help them raise awareness and unite in the fight against IBD. As our year end comes to a close, we want to wish #GetYourBellyOut all the very best and to keep up the great work that you are doing!



£3,635.70

We will be announcing our 2018/2019 Charity of the Year very soon!

Dessert

Easy peasy chocolate brownies

Top Tip

Replace walnut halves with milk or white chocolate chips, or a mix of both

Prep 4 mins, Cook 20 mins, Ready in 29 mins – Method easy



Recipe Card

Serves 20

Ingredients:

- 400g caster sugar
- 225g butter, melted
- 60g cocoa powder
- 1 tsp vanilla extract
- 4 eggs
- 225g plain flour
- ½ tsp baking powder
- ½ tsp salt
- 60g walnut halves

Method:



- 1) Mix all ingredients in order given.
- 2) Preheat oven Bake at 180c / Gas mark 4.
- 3) Grease a rectangular 23x33cm baking tin.
- 4) Pour in the mix and bake for 20 mins.
- 5) Cool, and slice into equal square portions.

Competition Time!!



Send us your favourite stoma friendly recipes so we can share with others!

Simply send a photo of your masterpiece with a list of ingredients and your method and, If you get chosen, we will feature this in our next edition of Connect!

Email marketing@respond.co.uk

Is it time to place your order?

If so, please contact us using one of the following options:

online



respond.co.uk

phone



0800 220 300

email



hello@respond.co.uk

Thank You
from your Respond team

Introducing our new customer service team members

Recently we welcomed Katie Harris to the Nottingham office, and Richard Cavill to the Cardiff office.

We thought it would be nice to put a face to their names and introduce them to you!



Meet Richard...

I've recently turned 31 and have lived in Cardiff my entire life, before starting at Respond I worked in the technical support department at Tesco house for 5 years. I have two amazing children Codey and Eve who take up almost all of my time outside of work.

The rest is filled with going on adventures all over South Wales, trying new things like rock climbing, kayaking and sky diving.

I'm a huge rugby, NFL and UFC fan and try to follow each of them as much as I can.



Meet Katie...

I started working for Respond in the Cardiff office last year, but moved to Nottingham, and in January I transferred to our Nottingham office.

I am originally from the West Midlands but have been moving about the country ever since I graduated from Aberystwyth University.

I love playing hockey and where ever I go I join the local ladies hockey team. I enjoy keeping active and being part of a team so I spend my weekends playing sports, and cooking new recipies! The ladies in the Nottingham office have made me feel very welcome and have helped me settle. I like working for Respond as I feel we are able to offer the personal touch for our customers.

Supporting and empowering you

We are a national charity that offers support and advice to people with stomas and to their families, carers and friends.

Each month we SUPPORT hundreds of ostomates just like you, ensuring your WELLBEING is at the heart of everything we do.

With our amazing volunteers we attend open days, support groups, visit hospitals, and run a 24-hour free helpline giving you the opportunity to talk to someone who lives with a stoma. We produce and send out advice booklets, our magazine *Tidings* (hailed by ostomates and healthcare professionals) and give on line support on our closed Facebook group and website.

Through our projects, we **EMPOWER** people to return to sport, hobbies and interests or take up new and exciting challenges.

We **ADVOCATE** for your rights, through our campaigns we focus on raising awareness about hidden conditions and seek to bring about positive changes through working with organisations to make their facilities more inclusive for people living with stomas.

Can you do something to help?

Share your experience, campaign for change, volunteer for us, raise money or give money.

Call us to find out more 0118 939 1537

Contact us

Freephone helpline:

0800 328 4257

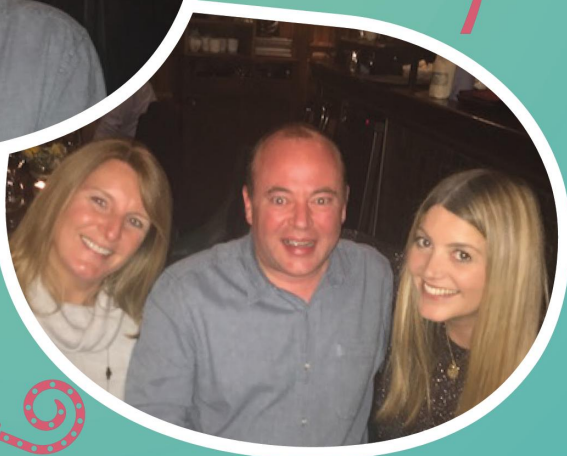
E: info@ColostomyUK.org | W: www.ColostomyUK.org



Happy Birthday

to our Customer Service Experience Manager

Garry Hallet



We recently celebrated Garry's birthday and treated him to a wonderful meal, he thoroughly enjoyed!

Soon we will be saying a temporary goodbye to Julie, (bottom right picture) as she gets ready for maternity leave.

We wish her all the very best for the safe arrival.

Dorothy's Story



Hi,
So, I'm Sophia, 51, overweight, drink too much, talk and work too much, blunt as a spoon and love life. I live with Nick who is 19 years younger than me woo hoo, our two adopted boys Toby and Kyle who both have Duchenne Muscular Dystrophy and autism and then two young autistic women who live with us through Shared Lives. I have three birth children, Abi 30, Ollie 29 and Theo 24 whom I adore and are totally awesome and a whole array of animals from blind sheep to ancient horses. Life is FAB apart from.....I poo myself. I told you that I am blunt.

It started ages ago, where I needed to go to the loo but didn't make it in time. This happened almost daily, on the beach, out shopping, loads of times travelling and so on. I carried a change of clothes with me everywhere. It's been embarrassing, humiliating and debilitating. It has stopped me from doing so much that I've wanted to do and so the thought of having a colostomy was somewhat of a relief. It's a huge thing though to get your head around.

In the end I had my colostomy as an emergency; family were devastated for me but I did what I always told my big kids, 'get a smile on your face and get on with it'. The hospital staff were brilliant but it was a rocky ride from start to finish with me feeling every emotion possible. It took me a long time to get used to the Stoma bag and because of the way my Stoma is (it's an 'inny' one) it's hard getting a bag to fit. In the first few days there was poo everywhere; my bed, me, cubicle curtains, my hair, the light switch and it was a nightmare. This happened three times in one night and nearly broke me. I'd been given laxatives but way too many so when they finally worked, boy did they work. I can look back and laugh now.

Coming home was another hurdle and was exhausting and emotional, I was low and did crazy things like disappear down to the beach one night when it was cold and nobody knew where I was. I hated relying on others and not being able to do what I wanted.

I've now got used to not pooing out of my bottom which is weird but weirder still is that I now fart from my Stoma whom I've named Dorothy. She farts anywhere, anytime and is loud. It gives a whole new meaning to sitting at the GP surgery with her. She leaks occasionally and I don't realise until I smell the smell but most of the time I am glad that I have her in a freaky way. We have learned to live together and I've been very forthright in telling people that I have Dorothy and found this has helped. Some people don't know what to say but that's okay, then there are those who ask lots of questions which I like as I think the more people know, the better understanding they have.

I am lucky that I have a supportive family and friends.



I decided to start a blog about Dorothy as I went into hospital to try and make the subject less of a taboo and to help others if they were going through this. It helped me in that it's shown me how far I have come..

I still have hurdles to overcome; Nick, the boys and I are going to Spain for a week (God help us as the boys have never flown before). I will need to take a load of kit for Dorothy and when out and about, find places to change. Then I am going to Jamaica for a week with my best friend

and that feel likes a real hurdle but I am determined to do all the things I've been stopped from doing before due to my dodgy bowel. I've booked a charity skydive next year for MDUK.

I'm alive so I am going to live; live life to the full For my blog go to: mycolostomyandme.org

Many thanks for reading
Dorothy xxx





We are here to help

Our community nurses

Our local community nurse teams are available through the Respond service. Their support complements the care you receive from your hospital stoma nurse and healthcare professionals.

To find out more or book an appointment visit
respond.co.uk/our-nurses

Puzzle

Answers

Crossword and Suduko

1	T	R	I	C	K		4	V	I	5	L	L	A	G	7	E
	H		C		E			E			E		P			L
8	E	T	E	R	N	A	L		9	A	W	A	R	D		
	M					N		V		S			R			E
10	E	R	11	O	D	E		12	E	L	E	C	T	O	R	
			B			L		T						M		L
13	A	D	J	U	S	T		14	S	15	A	F	E	T	Y	
	P		E				16	E			D		N			
17	R	E	C	L	18	A	I	M		19	H	O	T	E	20	L
	I		T		N					E						I
21	C	A	I	R	N			22	E	A	R	N	23	E	S	T
	O		V		U			R			E		G			H
24	T	R	E	L	L	I	S		25	D	R	O	V	E		

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



The complete range of products ☐



HiLine support garment brochure ☐



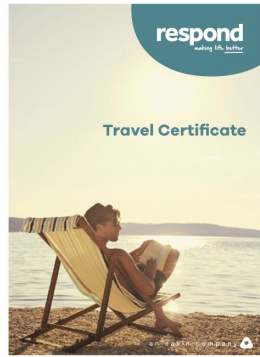
Ostomy & Continence swimwear ☐



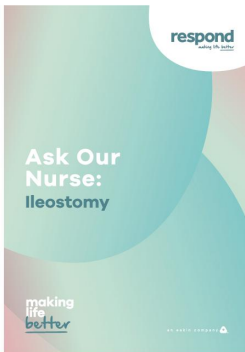
Advice when leaving hospital ☐



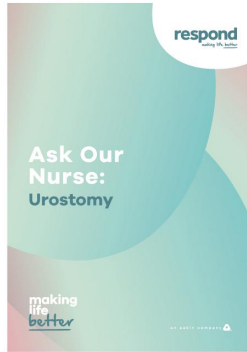
Going on holiday ☐



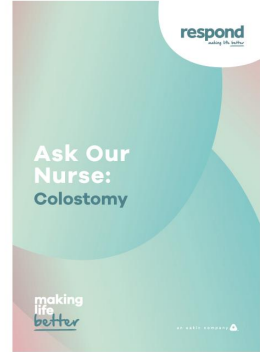
Travel certificates ☐



Support for managing your ileostomy ☐



Support for managing your urostomy ☐



Support for managing your colostomy ☐

Please send the above ticked brochures to

Name

Address

Post Code

Telephone Email

Please detach and send to:

Freeport RTSZ-SLYE-EBTL, Respond Healthcare Ltd, Greypoint, Cardiff Business Park, Parc Ty Glas, CARDIFF, CF14 5WF

The information supplied on this form will be retained by Eakin Healthcare Group on a database. The data will not be shared with any internal sources. Please indicate here if you wish to hear of further products and services ☐ CN5



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
www.colostomyuk.org

Ileostomy Association

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

Freephone: 0800 018 4724
T: 01702 549859
E: info@iasupport.org
www.iasupport.org

Get Your Belly Out

www.getyourbellyout.org.uk
Find us on Facebook and Twitter,
search #GetYourBellyOut

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

Urostomy Association

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

T: 01889 563191
E: secretary@urostomyassociation.org.uk
www.urostomyassociation.org.uk

Crohns and Colitis UK

45 Grosvenor Road
St Albans
AL1 3AW

T: 0300 222 5700
www.crohnsandcolitis.org.uk

The Bladder and Bowel Community

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

T: 01926 357220
E: help@bladderandbowelcommunity.org
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

36 Curran Road
Larne
BT40 1BU

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