

A woman with long dark hair, wearing a black cap and a white t-shirt, is seen from behind. She has a large orange backpack on her back and is looking out at an airplane on a runway. The scene is brightly lit, suggesting a sunny day. The text 'respond' is in a bold, teal, sans-serif font, and 'making life better' is in a smaller, teal, cursive font below it.

respond
making life better

Going on holiday

**specialists in stoma
& continence care**

an eakin company 

The logo for Respond Global Assistance is contained within a dark teal, rounded shape. The word "respond" is written in a bold, white, sans-serif font. Below it, the words "global assistance" are written in a smaller, white, lowercase, sans-serif font. A thin white horizontal line is positioned below the text.

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.

respond
making life better



**Holidays should be enjoyed.
Take a little time to plan
ahead to ensure that your's
will be as trouble free as
possible.**

Travelling abroad

Once you have chosen your holiday destination, make an appointment to visit the practice nurse at your GP's surgery. They will be able to give you the most up to date information available about vaccinations or antimalarial treatment requested by the country or countries you will be visiting.

You will need to do this about two months before your holiday in case you need to have more than one course of vaccinations. Most surgeries will also provide printed information about appropriate sunscreens, the situation regarding local drinking water and other useful travel information.

Travel insurance

When booking your holiday, you must ensure that you obtain adequate travel insurance. When you have a stoma there are some factors which may influence your ability to obtain travel insurance.



Age

If you are 65 or over it is more difficult to obtain travel insurance cover. Some insurance companies will not cover you at all, whilst others will offer cover but at double the premium. Older people represent a higher risk and are more likely to make medical claims, and because of this insurers simply won't take the risk. If you are able to find insurance it is likely that you will have to pay a high premium and a high excess in the event of a claim.

Pre-existing medical conditions

If you have a stoma, are undergoing a course of chemotherapy or radiotherapy, have had surgery, or are on medication for any other reason, you will be judged to have a pre-existing medical condition. Before insurers will provide you with adequate insurance cover, they will require information about all medical events which could affect you in the future. They will impose conditions which may include any of the following:

1

You must obtain written medical approval to undertake the journey if you have been in hospital at any time during the previous six months.

2

You must not travel against medical advice, or specifically to get medical treatment.

3

You must not have received a terminal prognosis.

4

You must not be on a waiting list for hospital treatment.

You will have to go through your insurers screening process. This may involve either a telephone conversation with their approved medical advisor, or you could be asked to complete a medical questionnaire. Whatever form the screening process takes, you must disclose any pre-existing medical condition. If you fail to do this, your insurer is within their rights to refuse to pay out on any claims you may make. If this were to happen you could be faced with paying a very large medical bill. If an insurer agrees to cover your pre-existing conditions, we strongly advise you to get written confirmation of this offer. If you don't and a dispute arises as to whether you disclosed any pre-existing medical conditions, you may have difficulty in pursuing your claim.

The following companies may be able to help you with travel insurance:

Travel Insured

Offer travel insurance specifically for pre-existing medical conditions.

Call: 0845 850 1066

or visit:

www.travelinsured.co.uk

Saga

Offer travel insurance exclusively for the over 50's.

Call: 0800 015 0757

or visit:

www.saga.co.uk/travel_insurance

AGE UK

Has no upper age limit and you can cover your pre-existing medical conditions wherever possible.

Call: 0845 600 3348 or visit:

www.ageuk.org.uk/products/insurance

Stoma Charities

IA (the ileostomy and internal pouch support group), Colostomy UK and the Urostomy Association also provide travel insurance information. You will also find sites offering travel insurance on the internet. Wherever you obtain your travel insurance, make sure the cover is both suitable and adequate for your needs.

European health insurance card (EHIC)

If you are holidaying or travelling in a country in the European Economic Area (EEA), or in Switzerland, make sure you obtain a European Health Insurance Card as well as your private health insurance. If you have an accident or fall ill abroad, this card entitles you to free or

reduced cost medical treatment in most European member states.

Anyone over the age of 16 can apply for an EHIC. To apply for your EHIC or for further information visit: www.nhs.uk/NHSEngland/Healthcareabroad/EHIC or call the NHS on: **0300 330 1350**.

Body screening at airports

Body scanners have been designed to enable airport staff to detect explosives or other harmful items which may be hidden on a traveller's body.

The scan does not show internal body parts but it is likely to highlight the fact that you are wearing a stoma pouch. Security officers have received training to deal with issues like this in an appropriate and sensitive manner, and no physical contact such as a hand search is necessary.

We would strongly recommend that you carry a travel certificate with you at all times. You can show this to the security staff to describe your condition should it be required. It may be helpful to carry a letter from your GP.

Pouch choice

If you have a colostomy and usually wear a closed pouch, take a few drainable pouches in your holiday luggage. We recommend you take double the amount of stoma equipment you would normally use and also to take pouches from different batches in case one batch is faulty.

Tummy bugs can be picked up either at home or abroad and using a drainable pouch until this passes is much more convenient. It also reduces the risk of sore skin caused by frequent pouch changes. Ask your airline about extra hand luggage allowance for medical supplies.

Packing

If you are flying to your holiday destination, it is sensible to pack half your stoma care equipment in your hand luggage. If you need a pouch change during the flight or if your hold luggage is delayed, you will have sufficient pouches to meet your immediate needs. It is a good idea to pre cut your pouches or flanges before you travel, or you can take advantage of the free Respond cutting service.

Remember...
Scissors must be packed
in your hold luggage.



Hand luggage & travel certificate

If you are concerned that your hand luggage may be searched when you go through airport security, Travel certificates are available from your Respond stoma care nurses, IA, Colostomy UK & UA.

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

During the flight

Whether you are flying long haul (over four hours in the air), or a shorter trip to your holiday destination, it is sensible to do the leg exercises recommended by all airlines. You will usually find this information in your seat pocket. Stand up and walk around the aircraft cabin at least once an hour during a long haul flight and drink plenty of water. Whilst flying, go easy on alcohol or avoid it altogether. Alcohol can cause dehydration which in turn can make you more susceptible to Deep Vein Thrombosis (DVT). Flight socks or compression stockings which help to prevent DVT are available either on prescription or from most pharmacies.



Air travel and wind

Air travel tends to make everyone a bit 'windy'. It's difficult to know whether this is due to altitude, a change in normal eating patterns caused by early morning or late night flights, or not being able to exercise for several hours whilst in the air. It's a good idea to have more frequent and smaller meals or snacks for the 24 hours before you fly, and also try to avoid highly

spiced or fried and fatty foods. Some people recommend that you should avoid fizzy drinks before and during the flight. When booking your flight, request an aisle seat near to the lavatory. Following these simple tips may make your tummy feel a bit more comfortable whilst travelling.

Going on holiday?

Call us now for your
travel certificate



0800 220 300

0800 028 6848 Northern Ireland

Medic alert ID bracelets

Medicines

If you need to take any prescription medicines on holiday with you, it is a good idea to find out whether there are any restrictions on taking them in and out of the country or countries you will be visiting. Medicines which are readily available over the counter in the UK may be controlled drugs in other countries. Always carry your medicines in correctly labelled pharmacy issued containers. If you are taking strong pain relieving medicine, it is wise to obtain a letter from your GP explaining why you need to carry this. Your GP may charge you for this service.

When travelling either at home or abroad, you may decide to wear a MedicAlert ID bracelet as an added safety precaution. These bracelets have a small built in compartment which can hold vital written information about your medical or surgical condition. This would be extremely helpful should you be involved in an accident which rendered you incapable of communicating with the medical staff trying to treat you. Information about MedicAlert ID bracelets is available from either your GP, pharmacist or visit: www.medicalert.org.uk for more information.



Disabled toilets and national key scheme

RADAR key

The Radar National Key Scheme offers access to 9,000 accessible locked toilets around the country. For a small fee, Disability Rights UK (RADAR) will supply you with a key to unlock all disabled toilets in the UK.

As a Respond home delivery service customer we will supply you with a key to unlock all disabled toilets in the UK.

For more information, help or advice
call 0800 220 300



Tummy upsets and tummy bugs

The medications most useful in the event of a tummy upset are Imodium (Loperamide), which slows down bowel action, and rehydration powders such as Dioralyte dissolved in the recommended amount of water. If you have an ileostomy then you should take liquid Imodium prescribed by your GP, as the capsules are not absorbed as efficiently in the small bowel. Rehydration solutions help to prevent dehydration which can happen as the result of a bout of

diarrhoea and vomiting. When you are abroad it is recommended that you use either boiled or bottled water to mix rehydration drinks. Both Imodium and Dioralyte are available on prescription or at your local supermarket or pharmacy. Always read very carefully the instructions supplied with these medications before taking them. It is more effective to take Imodium at least half an hour before food. If your tummy upset is not settling after 24 hours seek medical advice.



Sensible eating and drinking

One of the best things about travelling to different countries is trying out different foods, and the last thing we want to do is to restrict our diet. However, a few sensible precautions may help to prevent 'holiday tummy'. In very hot countries avoid food that has been standing for long periods of time, especially shell fish and some meat combinations like burgers, sausages etc. Wash salads and fruit before eating and drink only boiled or bottled water. If the local water upsets you, then you should also use

bottled water to clean around your stoma as it will absorb the water and anything in it. In some countries you would need to make sure that the cap of your bottled water is properly sealed. Don't have ice cubes in your drinks and think carefully before you eat ice cream or cream. Drink only moderate amounts of alcohol in hot countries, and drink a glass of water for every glass of alcohol you consume. Excessive amounts of alcohol will cause dehydration and the symptoms described in the next paragraph.



Dehydration

Dehydration does not only occur with tummy upsets and tummy bugs. In hot and humid conditions we perspire much more and we need to replace lost body fluids by drinking more. This applies to all the family, so make sure to have plenty of fluid stops and always carry a bottle of water with you. Isotonic sports drinks such as Lucozade Sport or its

equivalent are available at most supermarkets and pharmacies and are excellent in combating dehydration. Symptoms of dehydration are headache, thirst, dizziness, small amounts of dark urine, feeling light headed or weak, or any combination of these symptoms. If dehydration persists seek medical help immediately.

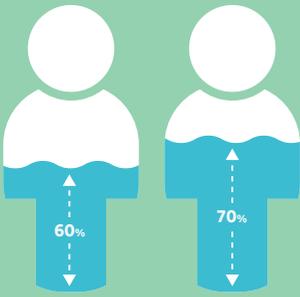
Travel and holiday service from Respond

In the UK

If you are off visiting relatives, working away from home or simply on holiday in another part of the UK and require your prescription items delivering to a temporary address, we will be happy to arrange this for you. Simply call our Respond Customer Careline on: **0800 220 300** with the temporary address and we will ensure your parcel arrives with you at your chosen location.

Pouch Storage

If you are holidaying in hot or humid conditions, you may wish to take a cool bag with you to protect your pouches. Store your pouches in the coolest part of your holiday accommodation.



60 - 70%

**Of the human body consists of water,
KEEPING HYDRATED IS ESSENTIAL!**

HydrationTip

Watermelon, strawberries and grapefruit each have a water content of over 90% - perfect for keeping hydrated

Did you know?

Watermelon, strawberries and grapefruit each have a water content of over

90%

perfect for keeping hydrated!



8

Drink

glasses of water a day,

a lack of water causes dehydration



HydrationTip

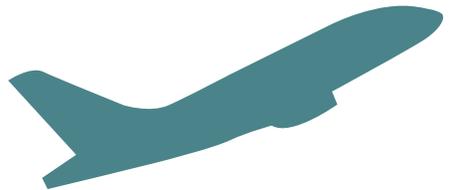
Make your own vitamin water, simply add slices of cucumber, lemon or berries to a jug of water



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 Colotomsky 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 travel certificate please call free on 0800 220 300 or go to respond.co.uk.



HiLine Swimwear

We pride ourselves on our cleverly designed and expertly manufactured swimwear for men and women. Each garment is made to order and is designed specifically for people with a stoma. The swimwear is designed to discreetly conceal your stoma pouch.

The women's range of swimsuits has a ruched panel for greater discretion and an internal pocket to hold your stoma pouch.

We offer a stylish range of boxer shorts swimwear for men which are 2" higher in the waist than ordinary high street brands. They are fully lined with Airtex Mesh for added security and have a draw cord

waist to ensure a snug fit. They are available in plain colours or with a contrast stitching option.

Our HiLINE swimwear catalogue giving details of our complete range of flattering swimsuits and high waist swim shorts is available now.

Call us on: **0800 220 300** to discuss your requirements and to receive a copy of our latest catalogue, or visit our online store at: **respond.co.uk**

Most importantly, enjoy your holiday, relax, have a wonderful time and bring home lots of happy memories.



Full swimsuit



Tankinis



Swim shorts with contrast stitching

Acknowledgements

This booklet has been produced in conjunction with the Community Specialist Nurse Team at Respond Healthcare

Holiday Checklist ...
passport
flight e-ticket
mobile (and charger)
travel insurance
camera
currency



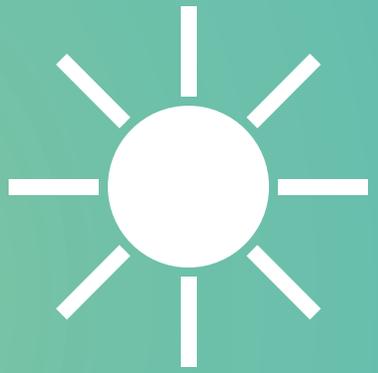
respond
making life better


HiLINE



Make the most of your holiday with
HiLine swimwear.

HiLine Swimwear
respond.co.uk



Let's make your moments shine!

We would love for you to share your holiday photos with us!

Submit a photo which captures your best holiday moment and share with us your tips or advice you would give to fellow ostomates who are thinking of going on holidays.

Email your photographs and captions to marketing@respond.co.uk



Contact us

0800 220 300
0800 028 6848 (Northern Ireland)



Cardiff

Greypoint
Cardiff Business Park
Cardiff
CF14 5WF

Direct 029 2076 7880
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
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Monday to Friday
8:30am to 12:30pm Saturday

Nottingham

97 Manvers Street
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NG2 4NU

Direct 0115 940 3080
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8:30am to 12:30pm Saturday

**making
life
better**

0800 220 300

0800 028 6848 N. Ireland

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Useful Contacts

Colostomy UK

info@colostomyuk.org

0800 328 4257

colostomyuk.org

IA (The ileostomy and internal pouch support group)

info@iasupport.org

0800 0184 724

iasupport.org

Urostomy Association

info@urostomyassociation.org.uk

01386 430 140

urostomyassociation.org.uk



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