

Connect

ISSUE | 06



BRITISH HEALTHCARE TRADES AWARDS 2018
NHS DAC PATIENT SERVICES

Winner


Respond charity work

Read the latest on all of the
work we have been doing

Connect
highly commended
in recent
BHTA awards

real life
stories

respond
making life better

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Letter from Chris

Dear Reader,

Welcome to issue 6 of 'Connect'. Time has certainly flown by since our last issue and we hope you had an enjoyable Christmas and we would like to pass on our best wishes for 2019.

I am not normally one for New Year resolutions, although this year after over indulging during the Christmas period, my New Year resolutions start with dieting to lose a few pounds and some exercises to improve my fitness level. Healthy, home cooked meals are also on my list and hopefully the mouth-watering recipes in 'Connect' will give you the inspiration to cook something that you haven't cooked before or maybe encourage you to change a longstanding recipe adding a slight twist of something to it!

2018 was a very eventful and exciting year for everyone at Respond. In October we celebrated our third birthday and in November we won the British Healthcare Trade Association (BHTA) Award for NHS Dispensing Appliance Contractor Patient Services. Team members from customer services, warehouse and logistics attended the evening, collecting the award from Simon Weston, CBE who cited us as having exceptional customer service. We also received a Highly Commended Award in the best marketing campaign category for the 'Connect' Magazine. Thank you to everyone who has supported the magazine by allowing us to share your inspirational stories and recipes. Your stories have certainly contributed to the success of the magazine.

'Connect' also gives us the opportunity to share our charity work with you and some of our team have definitely gone the extra mile to support our charity of the year 'Mind'. This edition of 'Connect' includes our award celebrations and our charity work along with all of our usual features, including meet the team and in this edition we focus our HiLINE Support Garment factory in Barnsley.

Thank you for your support during 2018 and we look forward to speaking with you during 2019.

Regards

Chris Cochlin,

Director of Home Delivery Service

Connect

What's inside

ISSUE 6

- 1 Ostosorb
- 2 Lauraine's story
- 4 Carrot and coriander recipe
- 5-6 A double bagger



Laura MacKenzie shares her experiences as a double bagger on pages 5-6

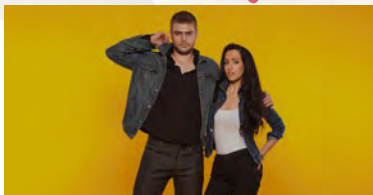
- 7 Puzzle page
- 8 Happy birthday to us
- 9-10 World ostomy day
- 11 Colostomy UK
- 12 Continence swimwear
- 13 Shepherd's pie
- 14 Face of Connect
- 15-16 BHTA Awards winners



Find out about our fantastic achievements on pages 15-16

- 17 Charity of the year
- 18 Fundraising with Mind
- 19 Support for you

- 20-21 Heather's story
- 23 Meet Lynette Robson - Rose
- 24 Book your appointment
- 25-26 A day in the life of
- 27 Treacle tart recipe
- 28-29 Founder of I am denim Sophie tells her story



I am denim founder Sophie tells us her story on pages 28-29

- 30 Puzzle answers
- 31 Brochure request
- 32 Useful contacts
- 33 Contact page

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Lauraine's Story

Following several turbulent years of ill health, Lauraine was ready for a helping hand and by joining Respond, that's exactly what she got!



Lauraine was only 24 when she had an ileostomy and having a stoma immediately improved her life, having previously been so unwell. She was able to return to work and live a normal life. 33 years on and she says that the past 3 years have been a challenging time, having a major impact on her life.

Lauraine had to undergo a hysterectomy and unfortunately this resulted in her needing two stoma bags – one for her stoma and another for a fistula.

Following this, she spent months trying to find a stoma bag which would not leak with little success.

"Very helpful and very understanding"

Lauraine decided to contact Respond to see if they were able to help and spoke to Lily who she described as "very helpful and very understanding". Now, she has been

provided with a solution which she finds much better, and Lauraine has found that the advisors have been extremely helpful in trying to find her the perfect bag. She said that they have "been lovely, very kind, good listeners and just get the job done".

"It was seamless and straight forward"

About changing supplier, Lauraine explained she was initially nervous but said "it was a very easy process, no inconvenience. They do what they promise - it was seamless and straight forward". She said that she would recommend Respond to anyone looking to change suppliers, saying about the changeover process "I knew little about it really...they did it all for me!".

Lauraine explained that whereas previously she had only dealt with one advisor, at Respond she can speak to anyone who is available when she calls. She says, "there are never any problems when I call" and has experienced no problems with the service.

"Efficient, considerate and accommodating"

Finally, when asked to describe Respond in three words, she replied "overall, I find the service to be efficient, considerate and accommodating".

Interested in joining our service?
Call us for a chat on **0800 220 300**

Sometimes you just need to know that someone understands...

IA supports people living with an ileostomy or an internal pouch



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Starter

Carrot and coriander soup

Prep 15 Mins, Cook 25 Mins, Easy, Serves 4

Top tip

Add ½ tsp paprika for an added kick

Ingredients:

- Knob of butter
- 1 onion, finely chopped
- 1 tsp ground coriander
- 1 potato, peeled & chopped
- 450g carrots, peeled & chopped
- 1 vegetable or chicken stock made with 1ltr of hot water
- Handful coriander (about ½ a supermarket packet)
- 4 tbsp single cream



Recipe card

Method:



1. Melt butter in a large pan on a medium heat, add 1 chopped onion and then fry for 5 mins until softened.
2. Stir in 1 tsp ground coriander, potato, carrots and mix well.
3. Pour over vegetable or chicken stock, bring to the boil.
4. Cover, reduce the heat to low and simmer for 20 mins and until the carrots are tender.
5. Tip into a food processor or hand blender with a handful of coriander and blitz until smooth.
6. Roughly chop the remaining coriander leaves.
7. Serve between bowls and swirl 1 tbsb cream into each.
8. Garnish with the chopped coriander add a twist of black pepper.

I am what is known in the ostomate community as a double bagger.

My name is Laura MacKenzie, I am 41 and I live in Wemyss Bay, Scotland. I am what is known in the Ostomate Community as a double bagger. This means I have two stomas. I have a urostomy and a colostomy. My stomas were created during a 12-hour operation for a total pelvic exenteration in November 2017. This was required after a stage 4 bladder cancer diagnosis in September 2017, at the age of 40.

The first symptoms were in late August 2017 which was passing faeces in my urine. I later found out this was due to a fistula caused by the cancer. From August, through to the main operation, I had various scan and procedures – CT scan, MRI, PET scans, sigmoidoscopy and a cystoscopy. I was admitted to hospital initially for 3 days and required a blood transfusion. Then I went the main hospital in Glasgow for 9 days to stabilise my kidneys which were only functioning at 60% and had 2 nephrostomies (where urine drains from your kidney out an opening on your back to bypass the bladder) fitted. At first consultation in Inverclyde Royal, I was told best case scenario, some radiotherapy would be required and worst case I would be seeing a senior consultant at the Glasgow Royal and it turned out to be the later.





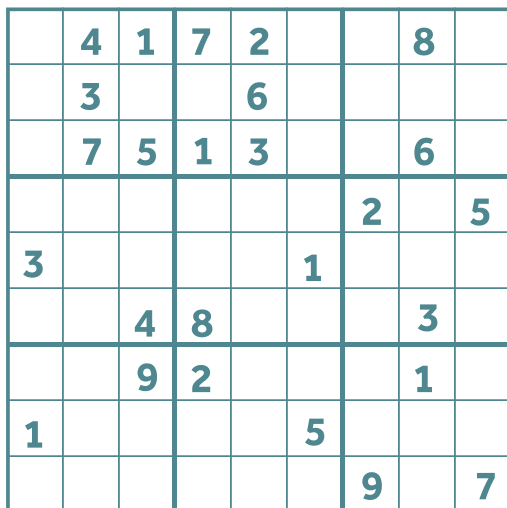
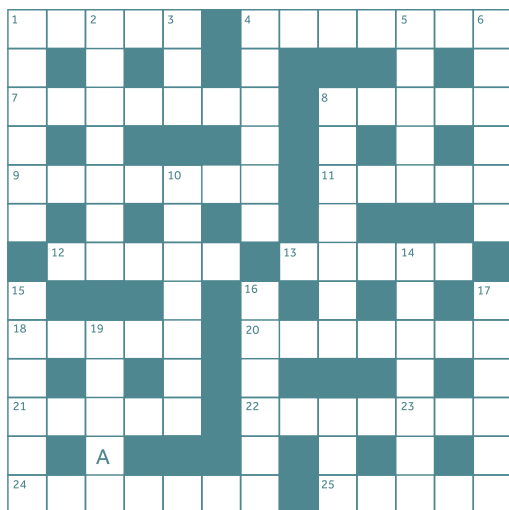
I had to have the PET scans to make sure the cancer had not spread or else the operation wasn't possible. Radiotherapy was too risky, and chemotherapy was not effective for my type of cancer, so the operation literally saved my life. Without the operation, palliative care options were virtually non-existent. I made good progress after the operation and with the support of my surgical team, friends, family and colleagues and last but by no means least, my husband – my rock and my best friend who was by my side every step of the way. I got home after 17 days in hospital and on the 30th November 2017, 29 days after the operation, I got the all clear and my husband and I went to our local hotel to celebrate. I went back to work part time at the end of January and full time by mid-February and have continued to make good recovery and getting stronger day by day.

I am taking part in the Colostomy UK 50k challenge and have raised over £1500 and walked over 150km so far. I have been away lots of long weekends within the UK with my husband and I am writing this from my sun lounger in the Algarve, our first foreign holiday since my operation. What I went through both physically and psychologically was massive, but I stayed positive and determined through the whole thing which along with all the support around me, gave me the strength to get through it all.

Having two stomas is not without its challenges but I make them work round my lifestyle and not the other way around. Holidays need more planning now but so far apart from making sure I don't lift heaving items, there is nothing I can't do, that I did before. Having the support of a good ostomy supplier such as Respond has helped greatly as I adjusted to my new life with ostomies.

Puzzle page

crossword and suduko



Across

1. ___ Sam (5)
4. The ___ of power (7)
7. ___ dealing (7)
8. The lesser of two ___ (5)
9. A solar or lunar ___ (7)
11. Less ___, more speed (5)
12. Business as ___ (5)
13. A chip off the old ___ (5)
18. Too many cooks spoil the ___ (5)
20. ___ makes the heart grow fonder (7)
21. Bright ___ (5)
22. Questions and ___ (7)
24. The ___ article (7)
25. Skull and cross ___ (5)

Down

1. ___ we stand (6)
2. Building ___ in the air (7)
3. At a loose ___ (3)
4. A ___ of laughs (6)
5. Hard as ___ (5)
6. ___ said than done (6)
8. Inhales and ___ (7)
10. ___ and cream (7)
14. To whom it may ___ (7)
15. ___ and flowing (6)
16. ___ limitation (6)
17. The lion, king of ___ (6)
19. A drop in the ___ (5)
23. A ___ story (3)

Happy Birthday to us

Back in October marked our 3rd birthday here at Respond Healthcare

We had cakes at each of our care centres to celebrate.
Here are some pictures of us all tucking into yummy cake!



World Ostomy Day

We recently celebrated World Ostomy Day and this year's theme was 'Speaking Out Changes Lives'

There was no better way to support this fantastic day than to share some of our customers and bloggers stories.

We posted these across our social media channels throughout the day to raise awareness and to help others.



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Speaking Out Changes Lives!

'I had so many unanswered questions'

I am Heather Hutchinson, a 41 year old mother of three. I have a supportive gorgeous hubby. I was diagnosed with Chrons disease in my 20's and suffered quite badly and was in remission for 20 years. I stopped taking my medication and developed strictures, narrowing's in my large bowel. A keyhole surgery was performed to remove the part of the large bowel that was affected.

Two days later I started deteriorating I had an anastomotic leak. I was at risk of peritonitis and sepsis. I was rushed in for emergency surgery. I woke up with a ileostomy and a tube down my nose. Initially I was in shock as I wasn't mentally prepared for living with a bag and the stigma attached.

Heather Hutchinson,
ostomate since 2018



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Speaking Out Changes Lives!

'There is life after illness, just look at me'

I was diagnosed in 2008 with Ulcerative Colitis after years of trying to control my condition with up to 20 tablets a day I was rushed into hospital one evening in May 2012. I spent 10 days in hospital whilst doctors tried to stop my bowel from perforating - thankfully it never perforated, but I was told there was no saving my bowel and I needed an ileostomy. My operation took ten hours, I was discharged within two days and I returned to work in just six weeks! I believe my positive attitude has got me where I am today.

Keith, diagnosed with UC
and ostomate since 2012



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Speaking Out Changes Lives!

'I think the soldier in me didn't want to give up the fight'

Paul Ian Wilkie left the armed forces in May 2012 and was diagnosed with PTSD, unaware that it can effect you physically and mentally. Paul ended up with 3 fistulas and was told that he had Crohn's and Ulcerative Colitis and as a result he had his large bowel removed and a stoma was formed in 2017.

Paul,
ostomate since 2017



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Speaking Out Changes Lives!

'Be careful what you wish for'

Around 30 years ago I was diagnosed with Diverticulitis, this didn't really cause me too much trouble over the years and as I was having regular colonoscopies I knew everything was ok. In 2012 I started to get symptoms that were new to me so assuming it was the Diverticulitis. I was completely shocked to be told they discovered Crohn's Diseases and in 2014 I had a sub total colectomy and ileostomy.

Brenda, ostomate
since 2014





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Speaking Out Changes Lives!

what is known in the ostomate community as a double bagger' name is Laura MacKenzie, I am 41 and I live in Nemyss Bay, Scotland. I have two stomas, a urostomy and a colostomy. The stomas were created during a 12-hour operation for a total colectomy and ileostomy in November 2017. This was required after a diagnosis of bladder cancer in September 2017, at the age of 40.

Laura MacKenzie,
ostomate since 2017



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Speaking Out Changes Lives!

'A life changing experience'

Lauraine was only 24 when she had an ileostomy and having a stoma immediately improved her life, having previously been so unwell. She managed to return to work and live a normal life. 33 years on and she says that the past 3 years have been a challenging time, having a major impact on her life. Lauraine had to undergo a hysterectomy due to health problems, however the operations she underwent were more difficult than anticipated. She says that it was a "life changing" experience resulting in needing two stomas, one for her stoma and another for a fistula which had developed.

Lauraine Clarke,
ostomate since 1962



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Speaking Out Changes Lives!

'I am living proof that no matter how low and 'in the gutter' you're feeling, eventually you can and will get better, both mentally and physically.'

Stephanie, sepsis survivor and ostomate since 2015



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Speaking Out Changes Lives!

Overcoming colon disease to become a GB triathlete...

'There are no limits to what can be achieved after overcoming such a traumatic challenge and I want to help raise awareness for those who have stomas that they can do anything they put their mind (and body) too.'

Michelle, diagnosed with UC and ostomate since 2011



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should
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surgery
alone**

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Main

Shepherd's pie

Prep 15 mins / Cook 1 hr / Easy / Serves 4

Top tip

grate cheese on top and place under the grill until golden brown

Ingredients:

- 6 whole potatoes
- 2 tbsp milk
- 1 tbsp sunflower oil
- 1 large onion chopped
- 2-3 medium carrots chopped
- Large splash of Worcester sauce
- 2 tbsp tomato puree
- 500g ground beef
- 500ml beef stock



Recipe card

Method:



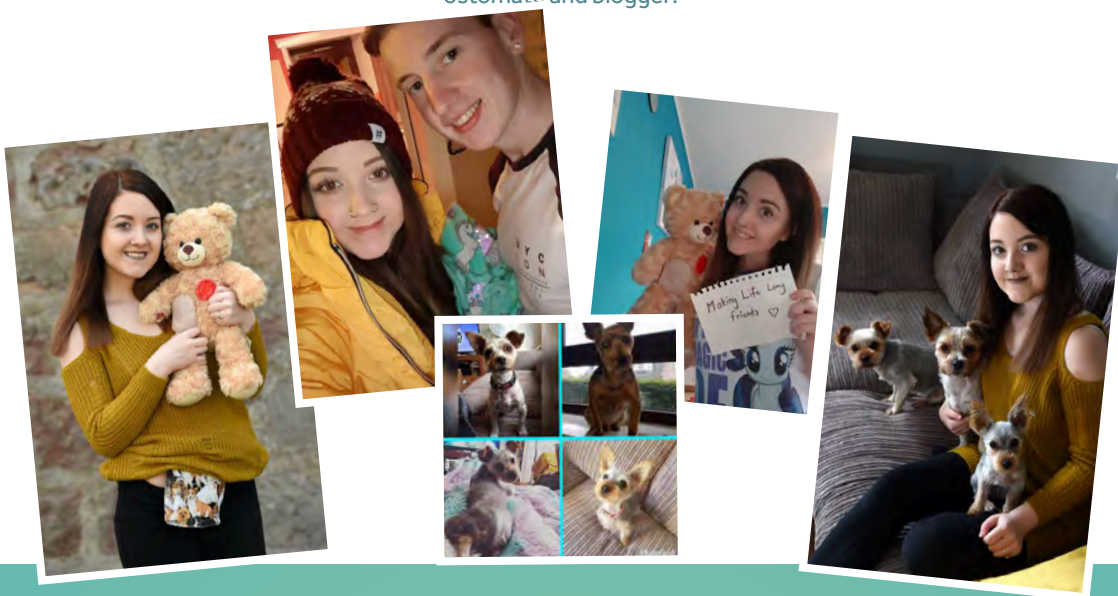
1. Start by peeling and chopping your potatoes. Boil them in water until they are fork tender. Once the potatoes are tender, drain the water and add your milk and mash the potatoes. Add extra milk or butter to get your desired texture.
2. While potatoes are cooking heat 1 tbsp sunflower oil in a medium saucepan, then soften 1 chopped onion and chopped carrots, when soft turn up the heat and crumble in 500g beef mince and brown, tipping off any excess fat.
3. Add tomato puree and splash of Worcester sauce and fry for a few minutes
4. Pour over 500ml beef stock, bring to a simmer and cover and cook for 40 mins, uncovering half way
5. In the meantime, heat the oven to 180c/fan 160c or gas 4.
6. Put the mince into an ovenproof dish, top with mash and ruffle with a fork. (top tip: the pie can now be chilled and frozen for up to a month)
7. Bake for 20-25 mins until the top is starting to colour and mince is bubbling through the edges.
8. Leave to stand for 5 mins before serving

Face of Connect

Our face of Connect is

Alannah-Jayne

23 year old Alannah-Jayne Simpson AKA GlitteryGutsx from Aberdeenshire, Scotland, lives at home with her boyfriend, Jamie, and their gorgeous yorkshire terriers Benjie, Bella and Baux. Alannah-Jayne is a chronic illness advocate, ostomate and blogger!



To find out more visit her blog at
alannahjaynesblog.com

or you can find her on social channels
instagram and twitter @GlitteryGutsx

BHTA Awards Winners



Front row

Simon Weston OBE, Chris Cochlin Director of Home Delivery Service. Jacqueline Bethell Customer Services Advisor, Garry Hallett Customer Experience Manager, Susan Horan Customer Services Manager, Rebecca Dallman Customer Service Advisor, Tracy Southon Customer Operations Manager, Nigel Woods

Back row

Drew Evans Customer Services Advisor, Nicola Spencer Marketing Executive, Gary Tipton Warehouse and Purchasing Manager



Back row

Nicola Spencer Marketing Executive, Tracy Southon Customer Operations Manager, Drew Evans Customer Services Advisor, Tracy Southon Customer Operations Manager, Gary Tipton Warehouse and Purchasing Manager

Front row

Paul Eakin UK CEO, Simon Weston OBE, Rebecca Dallman Customer Service Advisor, , Garry Hallett Customer Experience Manager, Susan Horan Customer Services Manager, Jacqueline Bethell Customer Services Advisor, Chris Cochlin Director of Home Delivery Service

We are really proud to share with you the news that we have recently WON the NHS DAC patient services award.

The award was presented to us by the admirable Simon Weston CBE who cited that the award was in recognition of exceptional customer feedback on our annual NHS patient satisfaction survey results.

This is the survey we send to you annually.

Not only did we win this award but our Connect magazine that you are all familiar with also received recognition and attained Highly Commended in the Most Effective Marketing Campaign category.

It is wonderful to have this official recognition and we cannot thank you enough for helping us achieve this.

Charity of the year

We are pleased to announce that our charity of the year for 2018/2019 is Mind.



A charity which provides help and support directly to those suffering with mental health issues. Here at Respond we understand the effects that having a stoma can have on mental health which is why we are raising awareness and supporting Mind and the amazing work they do.

**For further information visit
mind.org.uk**

Info line 0300 123 3393 or text 86463
Facebook @mindforbettermentalhealth
Twitter @MindCharity

Fundraising with



Anne, Shave the Brave



On the 28th November the lovely Anne from our accounts department took part in our "Shave the Brave" (with a little help from her husband, Lez), to raise awareness and fundraise for our charity of the year, Mind.

We have managed to raise an amazing £545, all proceeds going to Mind, well done Anne!



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To raise awareness
for World Mental
Health Day we had a
bake sale!

We raised £70.57 with
all proceeds going to
Mind



#WorldMentalHealthDay2018



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support for you

HiLINE garments are designed to provide abdominal support following bowel surgery and can be used for hernia support or as a preventative measure during physical activity. Ideal for a wide range of conditions such as: ileostomy, colostomy, urostomy, hernias and incontinence.

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Heather's story

Meet Heather...

I am a 41 year old mother of three and have a supportive gorgeous hubby. I was diagnosed with Chron's disease in my 20's and suffered quite badly and was in remission for 20 years. I stopped taking my medication and developed strictures (narrowing's in my large bowel, making it hard for food to pass through). A keyhole surgery was performed to remove the part of the large bowel that was affected, but two days later I started deteriorating and had an anatomic leak. I was at risk of peritonitis and sepsis and was rushed in for emergency surgery.

I woke up with no large bowel and an ileostomy and a tube down my nose and throat. Initially I was in shock as I wasn't mentally prepared for living with an ostomy bag and the stigma attached. I had so many unanswered questions. Everyone was so lovely at the hospital but when you get home you feel a sense of loneliness. Am I the only one, where do I go from here?

Prior to the ileostomy I had been doing cardio for years, my husband built a gym at the end of our garden and whilst on maternity leave, I was scrolling through Instagram looking at fitness female influencers and getting inspiration from their workouts. I started doing deadlifts and my body changed totally, even though my diet was poor due to my strictures.





As I was doing a lot of weight lifting, I went online to search for support belts and came across Blake Beckford which led me to Respond's website. Subsequently I emailed Respond and enquired about their support belts. I had an immediate reply from Natalie who bent over backwards to help me, nothing was too much trouble.

I had no clue what I was doing or what I was entitled to. She held my hand through emails, at one point I apologised for stalking her. She was always prompt and professional with her responses and advice. She arranged for one of the Respond reps to come and fit me for the belt, and at one point I had nearly run out of ostomy bags from the hospital, so Natalie had my nurse visit me, who provided me with different companies to supply my ostomy products, but I was so impressed with Natalie and the service I had received that there was no contest, Respond were company for me.

DPD deliver my supplies, they come in discreet packaging and provide a one-hour delivery slot on the day of delivery.

The customer service provided has been outstanding. Natalie has gone the extra mile and I would like to thank her, she made the process simple when I was already struggling mentally to come to terms with my new life with an ileostomy.

Thank you, Natalie, you are a superstar.

I can't wait to recover at the 8-week post-surgery point and wear my support belts measured by your staff and get back into weightlifting like Blake Beckford, who is an absolute inspiration. Now that I have a stoma I can eat good carbs, fats and protein to build some serious muscle!



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

www.urostomyassociation.org.uk



Meet Lynette Robson- Rose your community nurse

Lynette completed her nurse training at Nottingham University in 2004. She then worked for 3 years on a General Surgical Ward at Lincoln County Hospital. During this time, she developed a particular interest in Colorectal Nursing. In 2007 she moved to Oxford and worked as a Ward Nurse on the inpatient Oncology Unit. During this time, she completed her Cytotoxic Chemotherapy Course. She was soon promoted on the unit to Deputy Sister. In this role she supported her colleagues and helped to improve patient care experiences within the service.

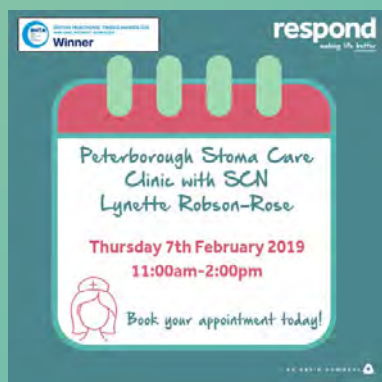
In 2010, Lynette developed her nursing role further by joining the Colorectal Nursing Team and developed into a Colorectal Specialist Nurse. She worked in this role, gaining oncological and surgical experience, for 5 years. Lynette then moved to Buckinghamshire Healthcare NHS Trust as a Colorectal/ Stoma Care Specialist Nurse. She worked quite autonomously within the hospital, gaining Stoma Care knowledge and skills along the way. Lynette counselled patients prior to surgery and after their surgery on the wards. She provided support to patients, their carer and families prior to discharge home. Ensuring safe transition from the hospital to home with the assistance from Community Stoma Care Nurses.

To contact Lynette direct please
call her mobile on 07887 825 129

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Are you looking for general stoma care advice or unbiased product advice?

Why not book in to see our SCN, Lynette?



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Hampton
Peterborough
PE7 8FZ

A day in the life of

Cherralyn Roystone

HiLINE Factory Manager at Barnsley



1. How long have you been in your role?

I have been in my current role for just over 10 years now.

2. What does a day in the life of a Factory Manager look like? Describe a typical day at work for you.

A typical day for me is dealing with customer daily orders making sure all orders are dispatched to the customer quickly and efficiently and generally making sure the factory is running how it should – That can be quite challenging at times!

3. What are your favourite things about your job?

I wouldn't say I have favourite things, I just enjoy my job in general, one good thing about my job is that I have a great team of people working with me in the factory.

4. What makes you feel proud about working for Respond Healthcare?

Respond Healthcare is a fab company to work for, everyone within in Respond are so friendly and helpful. I feel proud to work for the company as everybody works so hard to make it a great business.

5. Tell us about your biggest achievement in your current role to-date.

My biggest achievement was when I took over the role as Manager, this was quite daunting at the time but exciting too! Also working here for 20+ years is a massive achievement.



6. What is the most important personal attribute that you bring to your job?

I like to think that I bring organisation and a wealth of knowledge about the HiLINE factory.

7. What advice would you give to someone aspiring to get into your field of work?

Understand the reason for wanting to be a Manager, it's not all about the money or the title, it's about being dedicated to the job, understanding the business and gaining the trust of your colleagues! You have to be open to criticism & negativity.

8. How would your friends describe you?

Wasn't sure about this so I asked the question and here is what I was told – caring, honest, kind, friendly & understanding

9. What is the best vacation you've ever had?

I've had quite a few memorable vacations especially in my scuba diving days, but the best one for me was in 2017 to Cyprus where I married my long term partner, joined by special friends and family.

10. What was the best thing that happened to you this year?

I celebrated my 1st Wedding Anniversary on my Birthday so it was a double celebration, I've also had a couple of good holidays this year.

Dessert

Treacle tart

Prep 30 mins to 1 hour / Cook time 30 mins to 1 hour / Serves 6

Top tip

serve hot or cold with clotted cream or double cream.

Ingredients:

For the pastry

- 225g plain flour
- 110g butter, diced
- 1 medium free-range egg, lightly beaten

For the filling

- 450g golden syrup
- 85g fresh white breadcrumbs
- 1tsp ground ginger
- Grated rind and juice of 1 lemon



Recipe card

Method:



1. In a bowl, rub the butter into the flour with your fingers until it look like fine breadcrumbs.
2. Mix in the egg with a knife, now lightly dust a clean worksurface and knead the mix to form a smooth dough.
3. Use the dough to line a 23cm loose bottomed tart tin, and with a folk prick the base all over and leave to rest in the fridge for about 30 minutes.
4. Preheat the oven to 190c / 375F or Gas 5
5. Line the pastry with parchment paper and weigh down with ceramic baking beans. Bake blind for 10-15 mins, remove the paper and beans and return the pastry case to the oven for a few minutes, until golden brown,
6. For the filling mix together, the ingredients in a bowl and pour in the pastry case. Return to oven and cook for 30 minutes.

Founder of I am Denim™

Sophie shares her story

I was diagnosed with Crohn's Disease at the age of 7 years old. I spent most of my life battling and trying to survive severe flare-ups. As I got older the disease progressed. Over the years I tried every medical drug available to help ease the symptoms including chemotherapy.

My remissions were short-lived and when there were no medical options left I would rest my bowel on a liquid diet for months at a time to try to heal it. The disease was aggressive and the pain was severe. I would suffer in agony from the pain to the point where I couldn't swallow water due to the chronic ulceration throughout my entire digestive system.

I was dangerously underweight as eating was far too painful and I would spend hours in the bathroom sitting on the toilet bleeding. I was severely fatigued, malnourished and slowly dying.

My last flare was so severe it was life-changing. The doctors tried all known medical treatments but nothing worked. I weighed in at under 4 stone and my chance of survival was slim. I was told that the only option they had was to try surgery. I was desperate to survive.

Having undergone 8 hours of major stomach surgery I woke up. I had survived and was so thankful for that.

My journey now began on the road to recovery and adjusting to life with an ileostomy.

It was in the weeks & months after recovery that I found something as simple as pulling on a pair of jeans a struggle and an uncomfortable one. Searching for the right pair made me realise how much we all struggle after surgery to find a great pair of jeans that are comfortable, look good and are of a high quality. I wanted to create jeans that everyone could wear with total confidence, no matter our size, shape, scars or surgery and that's how I Am Denim™ was born!



I Am Denim™
LONDON

I AM DENIM IS THE FIRST CLOTHING BRAND
IN THE WORLD TO BRING YOU JEANS YOU
CAN WEAR AFTER ABDOMINAL SURGERY

MADE IN BRITAIN



Using a unique second skin waistband technology cleverly integrated into our specially designed jeans, you can be sure to find your perfect fit. I Am Denim jeans are made in Britain to ensure the quality, luxury and comfort you deserve.

Imagine a world without judgement where feeling confident about yourself is natural. No questioning your size, shape, scars or surgery.

At I Am Denim we want to bring you that confidence with our specially designed innovative jeans. Giving you the best in comfort we want you to love yourself as you are...

No judgement. Just jeans.

Visit iamdenim.co.uk to get started.

   @iamdenimlondon

iamdenim.co.uk | hello@iamdenim.co.uk | 01183 801877

I Am Denim™ is the first clothing brand to offer jeans for after abdominal surgery that are suitable for all ostomates. Being able to create jeans that help ease the psychological impact of getting dressed after surgery is really special and important to me. Struggling with something as simple as finding a great pair of jeans that fit comfortably after surgery made me feel really different and affected my confidence. I didn't want others to feel like this so it set me on a path to create my revolutionary, inclusive jeans that help improve the lives of others and I can now offer to men and women worldwide.

The jeans I created offer complete comfort using super soft Italian denim and give ultimate coverage using a specially designed Second Skin Waistband that helps support the ostomy and is breathable. The jeans are made here in Britain to ensure the quality and also so I can oversee the whole process.

Our ethos is no judgment, we are about self-confidence, self-love and really embracing who you are. After surgery, it can be life-saving but also life-changing. It's really important we empower each other whether that be with love and support or a great pair of jeans. I want people to realise that although it can take time, you can be happy and confident!

Puzzle page

crossword and suduko

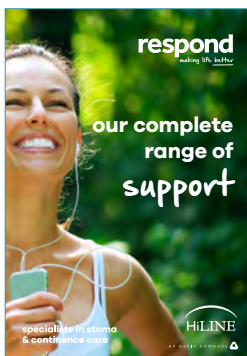
Answers

¹ U	N	² C	L	³ E		⁴ B	A	L	A	⁵ N	C	⁶ E
N		A		N		A				A		A
⁷ I	N	S	I	D	E	R		⁸ E	V	I	L	S
N		T				R		X		L		I
⁹ E	C	L	I	¹⁰ P	S	E		¹¹ H	A	S	T	E
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¹⁵ E				C		¹⁶ D		E		O		¹⁷ B
¹⁸ B	R	¹⁹ O	T	H		²⁰ A	B	S	E	N	C	E
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²¹ I	D	E	A	S		²² A	N	S	W	²³ E	R	S
N		A				G		O		R		T
²⁴ G	E	N	U	I	N	E		²⁵ B	O	N	E	S

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



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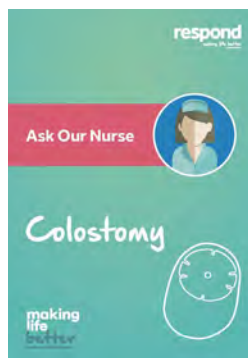
Advice when leaving hospital ☐



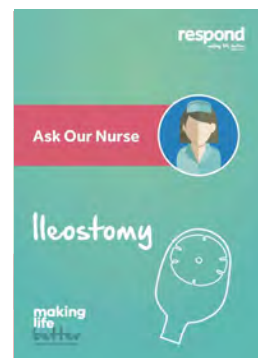
Going on holiday ☐



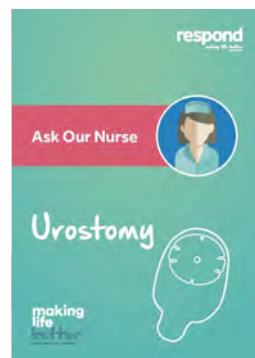
Travel certificates ☐



Support for managing your colostomy ☐



Support for managing your ileostomy ☐



Support for managing your urostomy ☐

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Useful contacts

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95 London Street
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Berkshire
RG1 4QA

T: +44 (0)118 939 1537
Helpline 0800 328 4257
E: cass@colostomyassociation.org.uk
www.colostomyassociation.org.uk

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

Mind

mind.org.uk
0300 123 3393 or text 86463
Facebook @mindforbettermentalhealth
Twitter @MindCharity

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
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T: 01926 357220
E: help@bladderandbowelcommunity.org
www.bladderandbowelfoundation.org

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