

A HIGHLY COMMENDED MAGAZINE

Connect

ISSUE | 07

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respond
making life better

an eakin company 



Letter from Chris

Dear Reader,

Welcome to issue 7 of Connect. From the feedback we receive from you all we know how much you all enjoy reading Connect magazine and find the features interesting as well as useful.

With most of us already having had a number of days with significant sunshine and very hot temperatures and still with a few months of summer left, this edition includes features on travel. We also have personal stories, our charity news, including SCN Jacqui Jones' 10k run.

We have also included a feature on our CEO, Dr. Paul Eakin and a day in the life of Steve Crane, our Key Account Director.

The Respond range of products has been rebranded and we are excited to share the 'new look' with you all, as well as sharing an innovation from one of our readers, Rob.

I hope you find this issue of Connect interesting and informative and as usual please do not hesitate to contact us if you have any ideas or stories for our next issue. Feel free to send an email to our editor at marketing@respond.co.uk

Regards

Chris Cochlin,

Director of Home Delivery Service

Connect

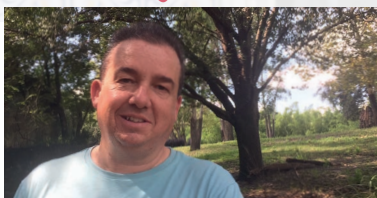
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Our CEO Takes Up Key National Role

Paul Eakin, UK CEO of Cardiff based Pelican and Respond Healthcare has been appointed to a key position within the UK's oldest and largest Health Association, the British Healthcare Trades Association (BHTA); an important move at a time of great change and uncertainty within the NHS and therefore for Association members.

Dr Eakin is to take up the role of Joint Chair of the BHTA's Stoma & Continence Manufacturers and DAC (Dispensing Appliance Contractor) sections and has undertaken to help the industry meet new challenges as the NHS across the UK struggles with the demands of ever-increasing patient numbers and finite resources.

Dr Eakin has been at the helm of Pelican Healthcare Ltd since 2007 and has helped it become one of the UK's leading manufacturers of disposable

medical products in the UK and Ireland healthcare markets. It offers a wide range of innovative ostomy and continence products, including pouches, skin care products, support garments and other lines and through its sister company, Respond Healthcare, provides dispensing, home delivery and support services to the stoma and continence care community.

Following his appointment to the BHTA, Dr Eakin will be using his experience to support member companies, both large and small, collaborate under the auspices of the BHTA to achieve positive outcomes for patients, the NHS and industry alike.

He adds:

"I am delighted to be appointed to this role and I recognise the responsibility it brings at a time of great uncertainty across our industry. I aim to provide an effective and representative voice for the membership as it seeks to engage with the NHS at this time of change to ensure outcomes that benefit all stakeholders.

"The BHTA has a crucial role to play as it represents over 90% of the value of the stoma prescription market and 94% of the DAC stoma market. Its engagement with partners such as Government both centrally and devolved, NHS Boards and Trusts, Patient Associations and Charities is therefore vitally important, and I intend to make sure these relationships deepen and go from strength to strength."

The BHTA was founded in 1917 and consists of approximately 500 companies, employing over 17,000 people, with an estimated member turnover of nearly £2.6bn. Its members make or sell healthcare and assistive technology products that help people live more independently.

These products range from wheelchairs, scooters, stairlifts, stoma and continence products, seating and positioning products, patient support surfaces, rehabilitation products, prosthetics, orthotics and augmentative communication devices for people with limited speech. Services provided by members range from assessments for the right mobility vehicle to dispensing prescriptions for stoma, continence and tracheotomy products.

Charity of the year 2018/19



We are thrilled to let you all know that we have raised a staggering amount of £5,422.16 for MIND our Charity of the year 2018/2019.

Throughout the year we have seen cake sales, head shaves and a lot of fancy dress fun across all of our offices.

In addition to this amount, our Perth office have raised a fantastic £1168.00 for their local charity, SAMH for Scotland's mental health.

We are so proud to have raised such amounts and cannot wait to start the fundraising for our new charity of the year 2019/2020.

If you can't wait to find out who, please turn to page 23 now!

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

Info line 0300 123 3393 or text 86463

 @mindforbettermentalhealth

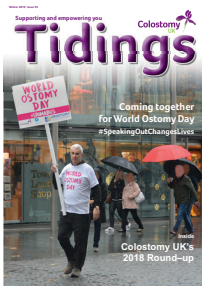
 @MindCharity



Supporting and empowering ostomates

Colostomy UK is national charity that offers support and advice to people living with stomas, their families, carers, and friends. We're here if you have questions, need support or just want to talk to someone who lives with a stoma.

We also run projects to empower ostomates to return to sports, hobbies and other interests and give them the confidence to take up fresh challenges. We are advocates for ostomates' rights and their voice on the bigger issues. Our campaigns raise awareness and encourage organisations to make their facilities more inclusive. Supporting and enhancing ostomates' wellbeing is at the core of everything we do.



Support: We provide compassionate support tailored to the needs of the individual.

- 24-hour Freephone Helpline **0800 328 4257** with fully trained volunteers available to share their experiences and advice of living with a stoma.
- As well as answering our helpline, our volunteers can also visit you in hospital or at home. We can match a volunteer to you: age, gender, location or concern.
- Literature – written in collaboration with ostomates and healthcare professionals.
- Our quarterly flagship support magazine Tidings shares hints, tips and real lives stories from individuals, and articles from healthcare professionals.
- Closed Facebook support group for peer -to -peer support.
- Our website is packed full of advice, support, and information on living with a stoma.
- We work with communities through individuals and stoma care nurses to set up support groups.

Empowerment: The aim of our day-to-day work, projects and campaigns, is to empower people living with a stoma to reach their potential.

- Active Ostomates - Improving the wellbeing of ostomates through a range of initiatives including chair yoga, art, swimming, and archery.
- Join Team Colostomy UK – For anyone wanting to make a difference through volunteering and fundraising or just helping anyway you can.
- Caring for a person with a stoma – Free workshops that provide a practical guide to caring for an ostomate.
- Stoma Friendly Society – Campaigning for stoma friendly toilets, working with UK airports to make travel accessible to all.

24-hour Helpline
(practical and emotional support):

0800 328 4257

Adminline: 0118 939 1537
info@ColostomyUK.org
www.ColostomyUK.org



Rob's story

Meet the creator of the 'stoma caddy'

My name is Rob Fearn, I am 49 years old and I live in north Nottinghamshire with my wife Helen.

I had an emergency operation back in 2013 due to diverticulitis leading to a perforated bowel. Prior to that I had spent 15 years gradually getting worse; I had been tested for various illnesses and when they found nothing else it was declared that I must have IBS.

Those 15 years revolved around where the nearest toilet could be found. I work as a sales representative so spend all my working life on the road. I would eat breakfast, and then starve myself for the rest of the day due to the constant fear of needing the loo urgently and getting caught out. I would avoid all situations where I wouldn't be in control. If I was planning to go out for a meal I would load myself up on Imodium then I would plot on a map how quickly I could make it home from the restaurant and decide if it was worth the risk. If I played golf at the weekend I would go out with no breakfast and starve myself until I was safely back in the clubhouse. It was so depressing when meeting up with the other lads before golf as they would all be ordering bacon rolls and I would lie and say I had already eaten, I just couldn't take the chance.

I remember once watching a wildlife program on tv where the host was flying in a hot air balloon over the Serengeti at sunrise. Any rational person would be thinking what a great experience that would be, whereas I was thinking that it would be hell on Earth trapped in a balloon basket with a dozen strangers and no toilet! Then as fate would have it, I was taken into hospital and following an emergency operation I found I had inherited a stoma.

I guess that a lot of people would be devastated to wake up from an unplanned operation to find they have a stoma and a bag. Although it was a surprise to me, I realised immediately that it would change my life for the better. And it did! The feeling of freedom was unbelievable. I couldn't wait to get out of the hospital to enjoy my newfound freedom.

The early part of my recovery included



walking for miles. Not only was it the safest way to rebuild my strength and improve my fitness but it's was such a buzz to just leave the house without having to take medication and plan my route via local supermarkets and public toilets. I have since had the confidence to get out in the countryside and pursue my love of photography. Previously I couldn't even imagine spending hours in a wildlife hide but now there's nothing to hold me back.

Last year I was lucky enough to win the Daily Mail National Wildlife Photography competition with my picture of 2 juvenile stoats. None of this would have been possible prior to my stoma.

My stoma has been very well behaved. I have been lucky enough to have had no leaks at all and I seem to have found the perfect combination of products that suit me down to the ground.

My stoma was officially temporary but due to the massive improvement in my state of mind and my lifestyle I have refused a reversal. This is the best I have felt in years and cannot think of anything worse than going back to where I was before.

I was really expecting to be under pressure from my consultant to have a reversal due to my age and the ongoing cost to the NHS. Thankfully his response was the exact opposite. He confirmed that it would be another huge operation and if I was happy to keep my stoma then he would write to my GP to confirm that 'we' had decided that my stoma was a keeper.

Over the last 5 years I have attended, then joined the committee of the stoma support group at my local hospital. One of the concerns that both myself and several of the group members have discussed is changing your appliance when travelling. It may be fairly easy to cope at home but when travelling it can be extremely difficult where space is limited. With this in mind I spent several months designing a product which I hope will help most fellow ostomates on a daily basis.

My product is called **Stoma Caddy**.

It's a light weight, waterproof and flexible silicone storage unit which clings to any smooth shiny surface (bathroom mirror, glass, glossy ceramic tiles, marble etc) without the need for adhesives or permanent fixings. This makes the unit completely portable so although the unit is extremely useful at home it really comes into its own when travelling, and anywhere where space and shelving is limited, for example caravans, motor homes, cruise ships and changing rooms!

Stoma Caddy holds most of the products that you will need to change your stoma appliance. It has 4 components, keeping to hand all your products within easy reach without having to balance on the back of the wash basin. The following are only suggested uses for the Stoma Caddy, but you can personalise it to your own needs! I use the compartments for:

- 1 - A large pocket to hold 2 spray cans (adhesive remover, barrier spray, air freshener etc)
- 2 - A strong hook which holds up to 1kg to hold your waste bag.
- 3 - A post hook to hold your new pouch.
- 4 - A grip to hold a wet or dry wipe

The product comes in 4 different colours so will match most bathrooms.

To find out more visit www.stomcaddy.com

PS. Did you know that our toilet facilities at our Head Office in Cardiff have the stoma caddy installed? This is very beneficial when we have ostomates visiting us!



Starter

honey and mustard camembert

Shared starter for 2-4 depending
on how hungry you are!

Ingredients:

- 1 x 250g Camembert cheese
in a wooden box
- 1-2 cloves garlic, thinly sliced
- 1tbsp honey
- 2tbsp white wine
- 1tsp whole grain mustard

Thanks to
ostomate Keith Thomas
for the recipe!



Recipe card

Method:



1. Unwrap the cheese and return it to the box.
2. Make slits in the cheese and place a slice of garlic in each.
3. Mix together the honey, mustard and wine, brush generously over the cheese or pour over.
(This is a generous amount and might even do an extra cheese)
4. Put box with cheese inside onto a baking tray and bake at 180 degrees Celsius/ 350 degrees Fahrenheit/ Gas 4
for 10-15 minutes.
5. Serve with crusty bread to dip into the melted cheese.

Giving you the freedom to enjoy life

Respond, your award-winning delivery service

We know the difference that the right stoma and continence care can make to your quality of life. That's why we aim to do so much more than simply deliver to your door.

Our aim is for you to feel supported and connected, with a personal, caring local service that puts your wellbeing first, whether it's home or away.



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.

Travel Certificates

These cards contain 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!

To find out more about our services visit
respond.co.uk call **0800 220 300 / 0800 028 6848** N.Ireland
or email us at **hello@respond.co.uk**

**specialists in stoma
& continence care**

The logo for Respond Global Assistance is a dark teal rounded rectangle. Inside, the word "respond" is in white lowercase, with "global assistance" in a smaller white lowercase font below it, underlined.

respond
global assistance

respond
making life better

peace of mind whilst travelling abroad

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

emergencies whilst away

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

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



00 44 29 2076 7880



hello@respond.co.uk



respond.co.uk

Respond Global Assistance has a variety of methods available to get 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 in an emergency may not be the same products as you usually use.

**specialists in stoma
& continence care**

Flying with a stoma doesn't need to be scary



This is the time of year when the excitement about summer holidays starts to build, but for people with a stoma that excitement can be over shadowed by the fear of air travel. As a hidden disability, the most common anxieties are centred around passing through airport security, having to display their stoma pouch in a public place, or of it showing up on the body scanner.

As award winning providers of support services to the stoma and continence care community, we understand these concerns and have teamed up with Cardiff Airport to deliver stoma awareness training to their Security and PRM (Passengers with Reduced Mobility) staff.

Our Director Chris Cochlin said "Travelling with a stoma can be daunting but shouldn't limit a person's ability to travel. At Respond, we listen to our customer concerns and are always thinking about what we can do to help make life better. By working in partnership with Cardiff Airport we hope to make the thought of air travel less intimidating."

Led by our Lead Community Specialist Stoma Nurse Alison Roberts, the training explained what a stoma is, the different types and why people may have a stoma. It also familiarised participants with the types of stoma supplies and accessories that ostomates are likely to wear and carry in their hand luggage.

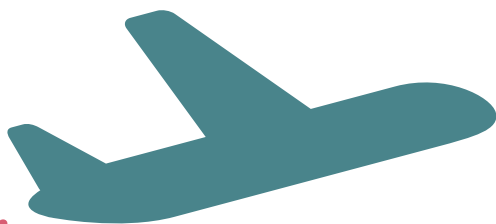
Angela Summers, Terminal & Customer Services Manager at Cardiff Airport, added: "As a team we are committed to continually improving the customer experience, which often means educating and up-skilling staff so that they are ready to support customers with a hidden condition. The training was hugely valuable, by highlighting potential sensitivities and considerations the team now has a greater understanding and is equipped to supporting the individual needs of customers with a stoma."

Libby Herbert from Colostomy UK which supports people with a stoma welcomed the training. "I was delighted when Respond asked me to join them and input into their stoma awareness training at Cardiff Airport. Led by their stoma care nurse Alison we delivered the three active sessions, to engaging staff at Cardiff Airport, who were keen to listen and learn.

It's great to work together to make travel accessible to people living with a disability/hidden condition."

Losing luggage or running out of supplies is also a major concern for travellers. We have addressed this and have a system in place to help get emergency stoma supplies overseas through our Global Assistance Service. Chris said 'Respond Global Assistance is there to get stoma supplies to people when they run low unexpectedly whilst travelling abroad or in the event of their luggage being lost. We have a variety of methods available to get emergency supplies out as quickly as possible, including a worldwide network of stoma product distributors.'

To find out more about Respond Healthcare and our services and holiday advice visit www.respond.co.uk



MY FIRST HOLIDAY WITH TWO STOMA BAGS!

Laura Mackenzie from Wemyss Bay, Scotland
has two stomas, an urostomy and a colostomy.



Laura shares with us some fantastic holiday travel advice, covering everything from preparing for the holiday, during, and the journey home.

"I have always been a frequent airline passenger for both work and holidays, but this was my first flight and trip abroad in over a year and indeed since my major surgery in November 2017"

Before I went I did the following:

- Reviewed my daily usage on the worst day for both my colostomy and urostomy and then doubled it to make sure I took enough bags and other related items pro rata
- I got a travel certificate from Colostomy UK which advises that I was wearing the bags stoma bags written in many languages (including Portuguese) which I got my Stoma nurse to sign.
- Got key phrases written on cards including "where is the nearest hospital", "I need to see a stoma nurse" etc.
- I got a print out of my prescription items from my doctor's surgery (this was free – a letter may cost you).
- I contacted my airline and secured 10kg of extra hand luggage where I put all my ostomy products.



Preparing for travelling The day before:

- Put two spare changes of clothes in my hand luggage (pants and dresses).
- Ensured I had adequate supplies for my journey in my spares kit (I recommend that you cut your pouches to size or have your home delivery service cut them for you, before you travel as some airlines do not allow scissors in hand luggage, always check before you pack them.)
- Laid out a leg bag (only used for long journeys).
- Ensured I had contact details to hand of Respond (my Ostomy supplier).
- Was careful and ate simple foods to prevent accidents when travelling.
- In the evening, changed my urostomy bag (sometimes takes a few attempts to get it on, so easier to do when more time) – I usually get 24 hours out of a bag so this would allow me to arrive (barring any accidents) without needing to change.



Day of departure:

- Got up extra early to allow myself time for a small simple breakfast and time for it to process before travelling.
- Re-checked my list to ensure I had everything in.
- Changed my colostomy bag just before leaving home.
- At the airport, contacted the special assistance desk and found they didn't use the sunflower but a similar lanyard with clasped hands. Wearing this I was happily welcomed through the priority security at Glasgow airport.
- I went to the toilet before going to the gate and by the time I got there there was no need for priority boarding as there was no queue.
- Flight (3.5 hours) went well without issue – I just checked and emptied my leg bag as required.
- At Faro airport (Algarve, Portugal), I showed my travel certificate and used the priority passport control and we collected our luggage again without issue.
- Had a taxi transfer for 1 hour and also without issue.
- Arrived at accommodation ready to start my holiday.



During holiday:

- I usually go to a hotel but chose an apartment for the first time just to give a bit more flexibility with mealtimes and if I was tired or had any issues etc - this worked out well.
- In the apartment I double bagged the black disposable bags and then placed them into a larger green nappy bag to give extra protection against smells and then disposed of the waste in the outside general rubbish bin. This worked well.
- When out and about, I only had one accident with my urostomy whilst on a sun lounger, but I just quickly went back to the apartment to change it and my bikini and was soon back on my lounger.
- I had to change colostomy quite a few times and this was slightly more challenging. It was a small village with traditional restaurants etc – often just one toilet or two (one female, one male) and a shared sink outside. Often there wasn't a full-length door, or a door that didn't lock. At first that made me anxious but I managed to put my foot against door or sticking out a bit, so people knew I was in there. The lack of shelf/ toilet lid to lay stuff on was issue too but I managed it. I did end up using the barrier wipes as substitute for water and as a result, had few left at end of holiday despite taking many more than I needed (see tip below to avoid this).
- I had a bit of an upset stomach twice with high runny output from my colostomy but I expected it after eating very spicy Indian food, drinking alcohol and eating fish stew all on one day, but I went straight back to the apartment after as the combination was a bit too much for poor Jack, my colostomy.



Journey home:

- At Faro airport, I showed my travel certificate at the text page and the girl at passport control said “how do I know it’s you” well I had plenty answers in my head but said nothing and turned it to the page with my details and nurse details and she waved me through – I am not one to use priority lanes for the sake of it but two things 1) if my urostomy leaks it literally runs down my leg and everywhere – so emptying before and then getting through as quickly as possible, limits the change of it filling and or leaking 2) with my colostomy I rarely have accidents but when I do it is literally a minute between being OK to an emergency change.
- Again I limited the food I ate beforehand to reduce risk of accidents as was still new to stoma, however from experience I know that sometimes there is no rhyme or reason for accidents happening!
- Flight home similar to outbound, uneventful stoma wise.
- Arriving at Glasgow, again used priority passport queue. I showed the guy my travel certificate. It was clear he had no idea what it was but quickly hurried me through.
- Travelled home by taxi, again with no issues.



Top tips and lessons learnt:

- Contact your airline and get extra hand luggage allowance and check what products and sizes that you can take through - scissors may be confiscated.
- I have now ordered a 50ml water bottle to add to my emergency kit to use to clean my colostomy stoma in absence of suitable facilities.
- I came home with lots of spares, so now I would advise taking the amount of supplies you use on the worst day, and adding half instead of taking double as this would have been fine.
- Definitely double bag and take extra nappy bags to put the waste in until you can dispose properly was a good idea and will continue to do this.
- Watching the diet a few days before flying certainly worked for me.
- I took drainable colostomy bags (use closed ones normally) and didn't need to use them but would always take in case your body reacts differently to a climate or diet change.
- Have two spare clothes changes at all times (I limit it with thin dresses abroad or leggings in UK with underwear etc so light) but my approach is, if I have an accident and use my only spare clothes, I would then want to go home/panic it will happen again and then what would I do?

Most importantly, prepare well and enjoy your trip – flying with a stoma doesn't need to be scary!

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ANIMAL MAGIC



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TIE DYE

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David Howle

Travelling with a stoma

I had my surgery in 1967, aged 25 at the Queen Elizabeth Hospital, Birmingham; so I am no stranger to an Ileostomy. After surgery I spent 3 months languishing in hospital with the chance to appreciate a bevy of lovely nurses to look after me, but now, I am writing to prove that there is life after the death of a large intestine and how I set out to prove it to myself all those years ago.



There I was a -well an almost callow youth- head over heels in love with a beautiful lady, so I “up sticks” and moved from the Midlands to Hastings to marry her. In the fullness of time the family arrived, first one son and then the twins – who are grown up and have good ladies of their own. There is a temptation to think that because one has an ostomy you can’t do this or that. I say try and see! Try and eat the foods you like, if it upsets you; don’t eat it again! But if you don’t try it, you’ll never know.

I went back to my job of driving trucks and over the years I have driven many miles in all sorts of weather and in all sorts of vehicles, big and small. Did having an ileostomy stop me? Absolutely not. If I had two heads or an eye in my bellybutton, now that would be a talking point, but an ileostomy, well hey, c’mon life’s too short!

At times my employers did not even know of my ‘problem’. My ostomy was something to be ignored as much as I could. I was a self-employed cleaner, my business involved climbing ladders, pushing and shoving, lifting and carrying, my stoma never held me back, nor did it when it came to holidays and travelling.

First there were the camping days, this really put having an Ileostomy to the challenge as we never used a campsite, rather “wild camping” and backpacking so I had to empty my bag in some rather strange places; behind a tree, under a hedge, digging holes here there and anywhere to dispose of the contents of my bag! They were happy days.

Then we expanded our horizons and what a time we had! We went to Africa and made a 13-hour train journey on wooden seats and no lighting in the carriage, my stoma was the least of the strange objects on that train I think! As you can imagine, a 3rd class African train had a bummer of a toilet (if you could even call it that) – a hole in the floor where you just squatted over, but rather in my case where you tried to aim and empty a bag in the dark whilst holding a torch whilst swaying – this made for a very interesting time! This and travelling in Madagascar made me think of the old Dick Turpin cry of “stand and deliver” – lets be thankful for gravity but a toilet of those sorts with an Ileostomy isn’t for the faint hearted let me tell you!



When crossing the border in Haiti, what a place that was – a collection of tin huts; all human life was there. In fact I'm sure the world and his grandfather were up and running at this spot on the map – but where does a man sort his bag out at this point? "Where do I sort/change/empty my Ileostomy bag?" but I saw a broken dirty notice pointing to a broken dirty toilet, with no doors and just a hole in the ground. That is when travelling with family can come in useful to use for a human door; "Hey son, much do you love your old Dad?".

We enjoyed the intense vying for our custom, we sorted out bikes and we were off – four slightly bemused travellers on the respective pillion riding into to sunset – or rather in a place more like into a cloud of dust on a 4-mile journey!

So that you can get an idea of how we travel, I use a one-piece bag, but from a design of about 40 years ago, its black synthetic rubber bag called a KR (Koenig Rutzen) drainable bag. I use a plastic retaining shield and an elastic belt. I can go somewhere between 5-7 days without changing this appliance. Over 42 years in all sorts of situation this set up has never let me down, when you find the right appliance for you, stick with it. I have tried other appliances but always come back to this one. I travel without hold luggage, only a small back pack which I always carry with me, with my "ostomy stuff" in a small box, so that when we get off a plane, train or ship I am ready to go.

In my time I have crossed the Atlantic more times than I can remember, I've flown in planes for between 1 hour and 15 hours at a stretch; a plane with no toilet; been robbed in Africa; set up and robbed in Dominican Republic; spent time in India but unfortunately contacted the dreaded 'Deli belly' so on return to the UK I spent 4 days in hospital recovering; was mugged in Argentina (but at least I did get to travel in an Argentinian police car, which was a VW Beetle hey c'mon, I have style!). I've travelled by bus, train, articulated truck, motorbike, car, rickshaw, horse and I could go on! Soon we are about to get out our trusty backpacks again, we are off on a trip to Vietnam. What we will find there? Who knows?! We fly into Ho Chi Minh and somehow have to travel about 1,000 miles to Hanoi, and a flight back to London coming home. As ever we will be resourceful and have found with all our travels to 3rd World countries that you win some and you lose some, but as I say; "bring it on!".

Over the last few years I have also trained to be a public speaking instructor and have spent many hundreds of hours on a platform in front of audiences of 10-800. I am now an ordained minister and spend many hours in meetings talking to people in seminars etc. I am also involved in construction projects and I am a trustee for a charity.

Being involved with many people I do get some funny perplexing looks when my ileostomy adds to the conversation by giving a rumble / grumble as I have always had a somewhat 'windy stoma'. But to say the least life is full, I never let my stoma grind me down and neither should you.

Main

prawn and chorizo jambalya

Note for ostomates:

For those, particularly some people who struggle with vegetables, you can cut the vegetables smaller or puree half of each vegetable or all. Prawn can be substituted by chicken if you don't like seafood. Rice is good to thicken output if having issues with loose output

Thanks to ostomate Laura for your recipe

Ingredients:

- 150g piece chorizo, diced
- 1 each small red and small yellow pepper, deseeded and sliced
- 1 onion, finely sliced
- 2 celery sticks, finely sliced diagonally
- 2 garlic cloves, crushed
- 1 red chilli, finely chopped
- Leaves from a few fresh thyme sprigs
- 200g long-grain rice
- 227g can chopped tomatoes
- 700ml vegetable or chicken stock, hot
- ½ tsp Tabasco sauce, plus extra to serve
- 200g raw tiger prawns, peeled and deveined
- 4 spring onions, trimmed and finely sliced
- Lime wedges, to serve



Recipe card

Method:



1. Cook the chorizo in a wide, deep frying pan over a medium-high heat, stirring occasionally, for 3-4 minutes. Remove with a slotted spoon and drain on kitchen paper
2. Add the peppers, onion, celery, garlic and chilli to the pan and cook, stirring occasionally, for 5 minutes, until softened slightly. Stir in the thyme and rice, cook for 1 minute, then add the tomatoes, stock and Tabasco and bring to the boil. Cover, reduce the heat to low and simmer very gently, stirring occasionally, for 12 minutes, until most of the liquid has evaporated. Season to taste
3. Stir in the chorizo, prawns and spring onions and cook for 1 minute. Serve Tabasco and lime wedges or cool completely to freeze. (It can be made ahead or with extra quantities for another meal and frozen for up to a month. It should be defrosted for 8 hours in the fridge before heating to serve)

Puzzle page

ARROWS

Item of Footwear Dairy Product		Furnishing Layout		More or Less		Enclosure	Element Drink Slowly		Belonging to him		Every or all Molecule	
						Monkey or ape Marine mammal						
Poison		Diplomat Mother of pearl							Pig pen Secret			
					Long Poem Lowest point					Nothing more than specified		Matured
Pouch	Domain Sang-Froid						Punctuation mark					
			Japanese Currency	Small recess							Examine carefully	
Be nose Momentary				Large flatfish		Australian state, initially	Effrontery Cogwheel					
								Hollow grass				
Flightless bird		Treat carefully impulse						Reckless		Fit		Repaire
			Unwell		Armed conflict The night before				Spoil		Depression	
Corrupt payment						Stroll						
Sylphlike	Handwear						Beauty Shop					
						Astute						

Please find the answers on page 37

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SCN Jacqui Jones

from Ysbyty Gwynedd runs 10k
in aid of Stroke Association

I started running in June 2018 using the couch to 5k app on my phone because I found that I didn't have the fitness needed. I was really struggling not having exercised for many years because of a back injury. I'd been injury free with no visits to the chiropractor for a whole year when I decided to go to Bootcamp class held at the local leisure centre 3 mornings a week. I thought before I started this class that I was relatively fit having walked for many years (my family always complain that I walk at to fast).

My husband suggested I try the couch to 5k app to help improve my fitness and stamina, he decided to join me running after 2 weeks to improve his own fitness. The couch to 5k app was fantastic



at guiding and assisting me with reaching my goal of running 5k. It usually takes 9 weeks to complete the programme but it took me 11 weeks to complete the programme as I developed little problems with my back along the way. At one point I thought that I wouldn't complete the challenge but I'm a very determined, headstrong person and don't like giving up especially when I challenge myself. During the challenge I found that I enjoyed running and found the time when I ran helped me emotionally and physically.

I carried on running 5k over the colder, darker winter months in the gym and it was at a Christmas party when talking to other running enthusiasts that I challenged myself to run a 10k event in 2019. I chose to run the Resolution Run for the Stroke Association as both my paternal grandparents whom I was especially close to suffered from a stroke where they did not recover. The Stroke Association hold the event in a superb location within the Newborough forest and was scheduled to take place at the end of March.

In preparation for the run I gradually increased my running distance by 500m in the weeks running up to the event, before biting the bullet as it felt right a month before and just going for the full distance. I first completed 10k on the treadmill in a time of 80mins and was very proud of myself as a few years previously I was told that my nursing career was over because of my back injury and here I was running and having completed a distance I never imagined I'd complete.

The target I had set to fundraise was £250 on my just giving page, and I exceeded this target ever so slightly. I would like to say a big thank you to Respond for their kind donation and a friend also helped me collect paper sponsors and in total we raised nearly £549 between the just giving page and cash donations for the Stroke Association. The money raised goes to support stroke survivors. Some of the patients that I have cared for over the years as a stoma care nurse have had a stroke and part of my role is to recognise and respond to their needs. It is important to identify possible solutions for them to remain independent where possible.



A few days before the event disaster struck and I injured my calf. I was devastated but determined having been so kindly sponsored by friends, colleagues, patients and strangers alike to run. I contacted a local sports therapist who helped with a sports massage and taped my calf up, this helped so much and enabled me to run without pain. Respond send me t-shirt to use with their words of encouragement on so there was no way I was going to disappoint. Following the massage, I felt more confident that I would be able to complete the run and was looking forward to it.

On the day I was very excited but nervous. The weather was also glorious for late March. My husband and 2 of my 3 children came to the event to support me and their shouts of encouragements certainly helped me at the 5k point the route. A friend who also used the couch to 5k app to train for the event in memory of her mother was also at the event running the 5k distance. I didn't see her at the event before the run, but she came over to congratulate me when I finished which I was extremely touched by.

It was a tough run and I had been forewarned that it was tough going with a challenging hill climb approx 500-600m into the run, it certainly was and knowing that I had to run it twice didn't excite me initially. Once I got to the top on the first circuit I then settled into a comfortable pace and enjoyed the rest of the run coming in in a time of 1.07.36 which for me was a personal best. I am now looking into another 10k event.

We would like to say a massive well done to Jacqui, on raising a total of £549 for the Stroke Association!

Charity Announcement

We are thrilled to let you know that our new charity of the year for 2019/2020 is:

MACMILLAN CANCER SUPPORT

Macmillan is a charity close to our hearts, and play a vital role in cancer, offering emotional, physical and financial support. They also have an online community to help talk to people who know what you are going through and an option to ask their experts your questions.

If you have been diagnosed or living with colon cancer please feel free to take a look here

https://community.macmillan.org.uk/cancer_experiences/ileostomy_and_colostomy_discussions/

to find out more visit
macmillan.org.uk call 0808 808 00 00

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Association

phone: 0800 0184 724

web: www.iasupport.org

email: info@iasupport.org



Q&A time with Alannah-Jayne Simpson, 23

How long have you had your stoma?

It was 3 years on the 2nd June.

What type of stoma do you have?

I have an Ileostomy.

How did you come to having a stoma?

Through Crohns disease and Ulcerative Colitis, I then got sepsis due to my medication and I was rushed into surgery. Then in September 2015 I was rushed into surgery due to sepsis and had my Ileostomy. I still find it difficult to manage due to my wounds not healing, and have had issues with bad constipation and blockages with my stoma.

How long have you been on the Respond service?

I joined in August 2018.

How did you hear about our service?

I went to the Purple Wings ball and, saw the Respond stall and signed up there. I have been with quite a lot of companies and always had awful service with them (not having deliveries on time or the correct products being delivered) so I saw the stand and decided I wanted to change. It has been really good!

Have you ever had any issues with the service?

No, none at all.



Do you ever have any problems getting through on the phone?

No, never. Jayne (customer care advisor in the Perth office) emails straight away if there are any issues with out of stock products etc – she will always communicate, solves the issues quickly. It's nice having the one person to go back to, which is an experience I have never had before.

How do you receive your goods?

Through a delivery driver/courier company called DPD, and I receive a text notification of when my parcel is coming.

What sort of support do you get from the service?

It's more of a personal contact, where it was more clinical with the other companies, there was no familiarity before, whereas Jayne is always personable and takes time to talk.

What do you think of your Respond team? If you could sum them up in 3 words what would it be?

Exceptional, personal service, and fabulous!

What worried you about changing?

The fear of having to go through all my products and the person not knowing anything about it, the last company didn't have a lot of knowledge but now I don't need to sit there explaining products anymore.

Why did you decide to change?

Seeing the stall at the Purple Wings ball and seeing what was available (like the washbag). I didn't realise that half of the things I had been sampling were Respond products!

How easy did Respond make it for you to change?

Very easy – I given a clipboard to fill in my details and then within 2 weeks someone phone me and got it all sorted. It was the easiest switch I ever had.

What difference have you noticed in Respond to the old service?

Quicker service, more personable, urgent orders not an issue. My previous supplier had told me there was nothing they could do when I had ran out of products over an Easter break so I had to use old, itchy bags for 5 days until it was sorted, now that's not an issue anymore.

What is it you particularly like? Can you name 5 things?

The contact and communication that I receive – I can order through email, I receive an order confirmation and am notified if something is out of stock.

How did you get to know that you did not have to use the same delivery company and service you were using?

Through online support groups.

To find out more about our award-winning service visit respond.co.uk

or call 0800 220 300 / 0800 028 6848 N.Ireland

What advice would you give to somebody reading this about changing where you get your supplies from?

Always ask someone who is a service user first for first hand experience so that you can ask that person any questions. It's the same as going to a hairdresser; you want to know someone who also goes there for advice and feedback!

How likely would you recommend?

10/10! I have already recommended to a friend, my boyfriend is also on the service.

What would you say to someone thinking about changing who were worried that it was going to be difficult?

Not to worry at all – the person on the other end knows exactly what they are doing and talking about, it's no problem at all.

You do not have to put up with a bad service, you go through enough as it is. If you don't like something, speak up.

If somebody was worried about getting their supplies from somewhere else, would you suggest that they tried Respond and gave the service a go?

Yes definitely. Even on support groups like the Colostomy UK one, people ask for recommendations and I have recommended Respond.

Where would you say we could improve?

The only thing I could suggest is more blogging – more experiences for people to read online.



Meet Shannon Harris Our New Team Member in Nottingham

I'm originally from the West Midlands but settled in Nottingham with friends after graduating from Nottingham Trent University in 2013. Since then I have gone on to start a family and most of my free time is spent with my wonderful 3 year old daughter Ava. Before starting at Respond Nottingham I worked in Pharmacy at the QMC Hospital in Nottingham.

When I have the time, I enjoy going to car boot sales and hunting for a good charity shop bargain!

I'm a super huge Harry Potter fan and attend as many of these events as possible. I have a cat called Luna and my ultimate Harry Potter dream is to go to Orlando Studios in America and have my own wand made by Olivander.

Dessert

raspberry and almond meringue roulade

Top tip

You could add to the raspberry taste by adding chopped raspberries on top of the spread cream before rolling.

Ingredients:

- 5 egg whites
- 150g (5 ½ oz) caster sugar
- 1 tbsp ground almonds
- 2tsp cornflour, sifted
- 400ml (13 ½ fl oz) cream (double or whipping)
- 1tbsp icing sugar + extra for dusting
- 3 drops vanilla essence
- Handful of fresh raspberries to decorate.

Thanks to ostomate
Keith Thomas for your recipe



Recipe card

Method:



1. Preheat oven 150°C / 300°F / Gas2
2. Line 33x28cm (15x11 ") Swiss roll tin with greaseproof paper
3. Place egg whites into a clean bowl and whisk until soft peaks form.
4. Gradually add caste sugar, continue whisking until almost stiff peak stage.
5. Gently fold in ground almonds and cornflour until well combined.
6. Spoon meringue mixture into lined tin and bake for 1 hour until cooked but still pliable.
7. Set aside to cool.
8. Whip cream with icing sugar and vanilla.
9. Sieve some icing sugar onto another sheet of greaseproof paper, then turn meringue out on top of the icing sugar –i.e. with lining paper uppermost. Peel off the paper.
10. Using a palette knife, spread cream over the meringue and use the sheet of greaseproof paper to help you lift and roll the meringue.
11. Place roulade onto a serving plate and dust with more icing sugar.
12. To finish off, pipe swirls of cream on the top of the roulade and use fresh raspberries and piped chocolate to complete the look.

Cleaning your stoma

with Community Nurse Specialist Alison Roberts

Having been a Stoma Nurse for many years and working in both the hospital and community, I have had the privilege of teaching many patients how to care for their stoma. The routine has never altered and the basic equipment required is the same.



- Warm water
- Dry wipes or white kitchen towel
- Waste bag

As well as the above you will have your individual requirements and products, but the basics remain the same.

Many patients use wet wipes to clean around the stoma. I personally advise against this for several reasons: -

1. Wet wipes contain chemicals and the additives used in the wipe is to maintain the moisture once the pack is opened. Before surgery the intestines main function is to absorb, when this is formed into a stoma it will continue to absorb, so anything that is added to the wet wipe will be absorbed by the stoma and taken around the system internally. I think you'll agree that isn't a nice thought. Also, most of the wipes contain moisturisers which are greasy to help them to work but this may also stop your pouch from sticking. For this reason we have 'not to be used on or around your stoma' printed on our packets.

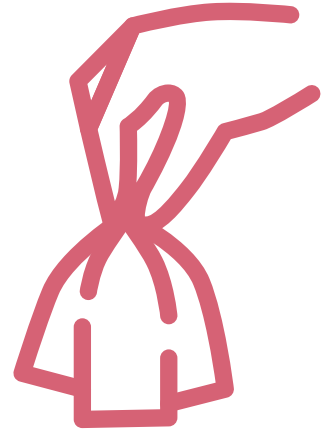
We urge ostomates to always use warm tap water when available and if they are travelling abroad and are concerned the water isn't clean, we recommend either using bottled water or cooled boiled water.

2. In recent news there has been a lot of coverage around the use of wet wipes. The Department for Environment, Food and Rural Affairs have said: "As part of our 25-year environment plan we have pledged to eliminate all avoidable plastic waste, and that includes single-use products that include plastic such as wet wipes."

This has made us think what we can be doing to help this and we are now going to be mindful on the usage. We understand that wipes are needed in certain circumstances but overall as a whole we can refrain from overusing.

We wanted to share with
you some interesting facts
about

wet wipes



Did you know?

- Most wet wipes contain million of microfibres impregnated with chemicals.
- Wet wipes are responsible for 93% of blockages in the UK sewers.
- Nearly 6000 wet wipes were removed from a section of the Thames near Barnes, according the charity (Thames21).
- Wet wipes also contribute to giant “fatbergs”, giant congealed lumps of fat and rubbish in sewer systems – of which there are believed to be at least 12 under just London now (Water UK).

Alison Roberts SEN,RGN,BSc (Hons)
Community Clinical Nurse Specialist Stoma Care

Grange care home

Training

Following on from a visit to see a resident with a stoma at Grange Care Home in Sutton Coldfield, our stoma care nurse Christine Grimley was asked by the Clinical Lead Nick Milburn to arrange a basic stoma training day for healthcare assistants.

Clinical lead Nick explained that some of his staff had not cared for a stoma before or seen a stoma. Nick requested the session to comprise of brief explanation of the three different types of stomas and function; basic anatomy; stoma bags and products. measuring stomas and practise session cutting pouches correctly followed by a question and answer session at the end.



The training day was well received by all the staff who gave positive feedback, and they requested a refresher training day at the end of the year!

Would you be interested in stoma care training?

Get in touch today at

marketing@respond.co.uk



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www.urostomyassociation.org.uk

A day in the life Of

Steve Crane

Key Accounts Director



How long have you been in your role?

6 years and I've worked in the Stoma Care 'Industry' 30 years this year.

What does a day in the life of a Key Account Director look like?

I focus most of my time on providing the best possible service to my customers. Although they're Respond customers, I say "my customers" as I'm the 'visible face' of Respond. I ensure they're continually kept up to date with the latest information and I provide them with a personalised support service, endeavouring to go the extra mile. My role as key account director is a varied one and I cover a large geographical area, and I also work closely with our professional Team of Stoma Care nurses. There is always plenty to do every day!!

What are your favourite things about your job?

As a 'people person' I enjoy the interaction with our customers (some of whom I've known for twenty years or more) and with my colleagues.

What makes you feel proud about working for Respond Healthcare?

I'm proud that Respond is an ethical company with a customer first ethos. My colleagues without exception are caring professionals, always aiming to improve our award-winning service to those people who have undergone stoma surgery, our partners and nursing professionals. There is always a colleague available who will provide support and a solution to any problem. It came as no surprise to me that we were deservedly awarded the prestigious BHTA Patient Services NHS DAC Award in 2018.

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

My biggest achievement is when a customer has taken the time to compliment me either verbally or in writing for something where maybe I've gone the extra mile to help them. Also, when I've presented our service to a customer and she/he has trusted me by referring them to our service. For me these are big achievements.

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

Trust, reliability and integrity, a good listener, I could go on – modesty?

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

To listen and to learn from people in the 'industry' which includes our customers, colleagues and our competition and to always do what you say you're going to do.

How would your friends describe you?

I take my work very seriously. My friends would say that I'm eccentric/quirky, positive and usually upbeat. The rest is unprintable!

What is the best vacation you've ever had?

In 2017 my family went on a road trip from Atlanta to New Orleans via Georgia, South Carolina and Louisiana.

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

I became a Grandfather – enough said!!

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
0800 028 6848



email
hello@respond.co.uk

Thank You
from your respond team

Face of Connect

Our face of Connect is

Amy Robson!

Hi readers! I'm Amy & I'm 27 from Yorkshire, UK. I've had my permanent ileostomy (Stacey Stoma) since 2011 due to Crohn's Disease. I was diagnosed at age 7 but had symptoms from being very young. My surgery itself saved my life, as when they operated they found a non-cancerous tumour in my abdomen which was about the size of a watermelon. If it wasn't for my Dad's quick thinking in the run up to my operation & if they hadn't have operated, I wouldn't be here today to write this. Having a stoma isn't without its bad days, but I embrace it as much as I can and love supporting others with IBD/ostomies. I love going to gigs, walking, blogging, bubble baths & cute coffee shops!

Remember, you own your ostomy bag, it doesn't own you!



To find out more visit her blog at
www.hashtagstomabags.wordpress.com

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

Puzzle page

ARROWS

Item of Footwear Dairy Product	S	Furnishing Layout	D	More or Less	P	Enclosure	Element Drink Slowly	S	Belonging to him	H	Every or all Molecule	A
C	H	E	E	S	E	Monkey or ape Marine mammal	S	I	M	I	A	N
Poison	O	Diplomat Mother of pearl	C	O	N	S	O	L	Pig pen Secret	S	T	Y
V	E	N	O	M	Long Poem Lowest point	E	P	I	C	Nothing more than specified	O	Matured
Pouch	Domain Sang-Froid	A	R	E	N	A	Punctuation mark	C	O	M	M	A
S	A	C	Japanese Currency	Small recess	A	L	C	O	V	E	Examine carefully	G
Be nosy Momentary	P	R	Y	Large flatfish	D	Australian state, initially	Effrontery Cogwheel	N	E	R	V	E
F	L	E	E	T	I	N	G	Hollow grass	R	E	E	D
Flightless bird	O	Treat carefully impulse	N	U	R	S	E	Reckless	T	Fit	T	Repaire
E	M	U	Unwell	R	Armed conflict The night before	W	A	R	Spoil	A	Depression	M
Corrupt payment	B	R	I	B	E	Stroll	R	A	M	B	L	E
Sylphlike	Handwear	G	L	O	V	E	Beauty Shop	S	A	L	O	N
S	V	E	L	T	E	Astute	S	H	R	E	W	D

Answers

Have you got a
mouth-watering
recipe to share?



We would love to
hear from you.

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 issue of Connect!

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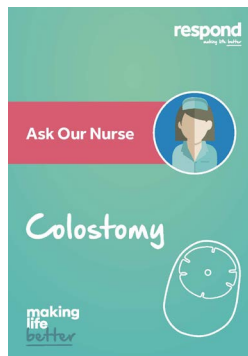
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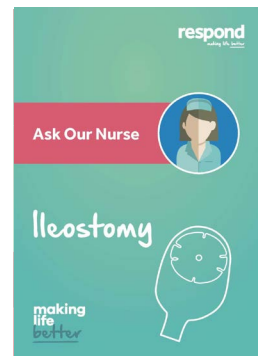
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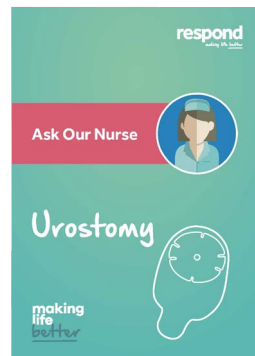
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Useful contacts

Colostomy UK

Enterprise House
95 London Street
Reading
Berkshire
RG1 4QA

T: +44 (0)118 939 1537
Helpline 0800 328 4257
E: info@colostomyuk.org
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

Macmillan Cancer

87-90 Albert Embankment
London
SE1 7UQ

Freephone: 0808 808 00 00
www.macmillan.org.uk

speak to others affected by cancer
and living with a stoma

[community.macmillan.org.uk/cancer_](http://community.macmillan.org.uk/cancer_experiences/ileostomy_and_colostomy_discussions/)
[experiences/ileostomy_and_colostomy_discussions/](http://community.macmillan.org.uk/cancer_experiences/ileostomy_and_colostomy_discussions/)

Urostomy Association

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

T: 01386 430 140
E: info@urostomyassociation.org.uk
www.urostomyassociation.org.uk

Crohns and Colitis UK

1 Bishops Square (Helios Court)
Hatfield Business Park
Hatfield
Hertfordshire
AL10 9NE

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@bladderandbowel.org
www.bladderandbowel.org

0800 220 300
0800 028 6848 (Northern Ireland)



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Cardiff
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London

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London
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Monday to Friday
Closed Saturday

Peterborough

20 Phorpres Close
Cygnet Park
Hampton
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Fax 01733 806 515
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Monday to Friday
8:30am to 12:30pm Saturday

Ferndown

530 Wimborne Road East
Ferndown
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Fax 01202 031708
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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

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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

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Fax 0115 871 8097
8:30am to 5:30pm
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8:30am to 12:30pm Saturday