

A HIGHLY COMMENDED MAGAZINE

Connect

AUTUMN/WINTER
ISSUE | 10

**Lockdown
Special!**
Pages 14-20

Product Solution Corner

All you need to know
about ballooning and
pancaking

Pages 24-26

**'I cannot speak highly
enough for all aspects
of customer care even
during these challenge
times Covid-19 has put
on us.'**
Page 20

**What's been
going on
online?**

Pages 35-37

**Catching up with
Continence Nurse of the Year
Kelly Stackhouse**

Page 3

respond
making life better

an eakin company 



Letter from Chris

Dear Readers,

Welcome to the 10th issue of Connect. We hope that you, your family, and friends are staying safe and well during this pandemic. These are certainly challenging times for us all. At Respond we have introduced many changes in our working environment to ensure we protect our staff from Covid-19 so that we can continue to provide the high level of service that you are used to.

This issue of Connect is certainly a 'bumper' read. In this issue we are pleased to introduce the magazines editors Nicola and Natalie, who are looking forward to hearing from you with your ideas for new topics that you would like to see included in the next issue of Connect.

Along with personal inspiring stories, recipes and puzzles we celebrate incredible achievements such as open water swimming and long walks for charity. Our nurses also share a day in their life and how they have adapted to working during the pandemic and we are also pleased to introduce Andrea, our new Support Garment Specialist.

Delivering a high level of personal service is important to us and we are asking you to get involved and share your experiences with us. If you would like to recognise one of our nurses, who has supported you on your journey, please do get in touch. Julie's 'thank you to our amazing team' story explains how our customers services have worked tirelessly during the pandemic. You can now rate different aspects of our service using the independent online, Healthcare Delivery Reviews featured in this issue. As always, your comments are important to us and we look forward to hearing from you.

All that remains is for me to wish you well and encourage you to stay safe during the next few months. Christmas 2020 will be like no other and I hope that whatever you do you have a peaceful time. We all look forward to the New Year and a better 2021. With best wishes from all at Respond.

Chris Cochlin,
Director of DAC Services

Connect

What's inside

ISSUE 10

- 1 Meet the Editors
- 2 The magazine in a minute
- 3-4 Continance Nurse of the Year
- 5-6 Museum curator and long- distance open water swimmer
- 23 What if I get ballooning?
- 24-26 Product Solution Corner with SCN Lynette Robson Rose
- 27 My ballooning problem resolved



Rosalinda's Story
read her amazing story!



Read Chris's story

- 7 HiLINE - light support garments
- 8 Continance supplies from Respond
- 10 Avocado & cucumber mousse
- 11-13 NEW! Product and services from Respond
- 14-15 Lockdown special
- 16 Nominate a Respond Nurse
- 17-19 Thank you to our amazing s
- 20 A customer's letter
- 22 From Leighton to Nantwich
- 28 What if I get pancaking?
- 30-31 I feel I have been given a new lease of life! Read Sarah's story
- 32 Why use Respond?
- 33 Lamb Cawl recipe
- 35-37 What's been going on online?
- 38 Catch-words
- 41 Treacle Tart recipe
- 42 Face of Connect
- 43 NEW! Embarrassing moments
- 44 Catch-words answers



Well done to the Stoma Care Nurse team at Leighton Hospital in Crewe.

Meet the Editors



Meet Nicola, Editor of Connect. Nicola is the Senior Marketing Executive for Respond Healthcare and has been with the company for over 5 years. She is responsible for putting the magazine together including design, layout, and formatting the finished product. She is a detail-oriented person who loves to see a project come to life and enjoys contributing her expertise to the overall goals of the organisation.



Meet Natalie, Marketing Coordinator who has been with the company for 3 years. Working with the editor, Natalie loves nothing more than reaching out to help others whether this is via real life stories, being our face of Connect or sharing a recipe or two.

We would like to share with you the following testimonials from our wonderful customers who have taken the time to write to us to say how much our magazine means to them. This is why we love to put Connect together for you.

Your latest Connect has really helped me accept my stoma and by seeing other people's stories and how they have coped.

It is brilliant, I enjoy reading Connect because it's positive and optimistic, and not medical like the others. Well done, and I am looking forward to the next one.

If you have any questions or feedback or you'd like to share your story, picture or recipe we would love to hear from you. Please feel free to get in touch with us today;



Call:

0800 220 300



Email:

marketing@respond.co.uk



Or, write to us at:

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

We hope you enjoy, happy reading
Nicola & Natalie

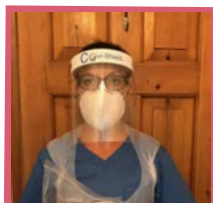
The magazine in a minute



Continence Special

We caught up with Kelly Stackhouse to find out more about the recent award she has won. We have a very inspiring story from Rosalinda Hardiman, a long distance open water swimmer who uses Respond for her continence supplies. You can also find out how you can obtain your continence supplies from us.

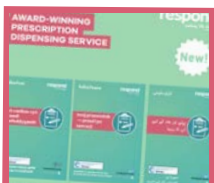
Pages 3-8



Adapting to life in lockdown

Learn how our nurse team and customer services team have been adapting to the lockdown restrictions. We also have a special letter to share from one of our customers who is thrilled with our service!

Pages 14-20



NEW services and products from Respond

You've seen it here first.. Whether its our new key fob, an insight into Osto-EZ-Vent® or meeting our brand new HILINE Support Garment Specialist. Read it all here first!

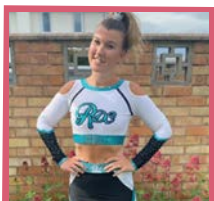
Pages 11-12



Product Solution Corner

This issue we are focusing on ballooning and pancaking issues and how you can prevent them.

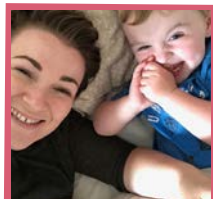
Pages 23-28



Real life stories

We caught up with Sarah, an ostomate who didn't let her stoma get in the way of setting up a cheering leading business.

Pages 31-32



What's been going on online?

We understand that some of you aren't on the social media channels so we thought we would share with you all what's been happening on those platforms. We wouldn't want anyone missing out!

Pages 36-38

Introducing Kelly Stackhouse Continence Nurse of the Year

We work closely with Kelly and the FINCH team at Sandwell and West Birmingham Hospitals and we could not wait to congratulate her and find out all about her award. All of us at Respond are so proud of Kelly and the amazing work that she does for her patients, the award is very much deserved.

So let's find out a bit more about Kelly and what this means to her.



1. Firstly, please tell us about your prestigious award, how you were nominated and what this means to you?

The British Journal of Nursing awards (BJN) is a prestigious award that highlights the excellence and innovative work of nurses across the UK. I was entered for the work undertaken in regards to anterior resection syndrome. Anterior resection is a type of surgery that is normally performed for cancer however it can be done for other reasons also. These patients following reversal of ileostomy can be left with very poor bowel function known as anterior resection syndrome. I devised an early intervention pathway which now means we see all patients having this nature of surgery prior to reversal of ileostomy or 8 weeks following initial surgery if they haven't had ileostomy formation. The outcomes of this have been extremely successful with a significant improvement in the patient's quality of life with the treatments we offer. Winning this award has provided us with another platform to reach out to patients who often suffer in silence and to inform them that there are treatments that can be done and encourage them to speak up. It helps in our ongoing mission to break the taboo, talk pool!

2. How long have you been a continence nurse, and why did you choose this avenue of nursing?

I set the FINCH service up in 2009. I originally qualified as a nurse in 2003 working on a colorectal ward as staff nurse then sister. I have always had a passion for surgical nursing, colorectal in particular, so when an opportunity of a secondment to be a colorectal clinical nurse specialist came up in 2008 I went for it. In 2009 it became a substantive post. From there I set up the FINCH service for faecal incontinence and constipation. As the service demand grew I stepped away from the colorectal clinical nurse specialist role and concentrated on meeting the demand of the FINCH service. We now have a team of nurses, consultants, and physiologists offering our services as a tertiary centre.

3. Can you describe a typical workday?

Being a nurse led service we offer assessment, investigation and treatment. Referrals are accepted from any medical professional. Once in receipt of the referral we then triage to community continence, ourselves or the consultants clinic. We provide clinics face to face and virtually on a daily basis. We offer treatments such as conservative management, biofeedback, bowel retrain programs, trans anal irrigation, neuromodulation and surgical intervention. We have a pelvic floor multidisciplinary team (MDT) held on a monthly basis where our urogynaecology, urology, physio consultant colleagues discuss our complex patients.

4. What is the most rewarding thing about your job?

This has to be the successful outcomes. Often patients when seen initially are riddled with embarrassment; they have suffered for several years in silence due to the nature of the condition and lack so much confidence. It's so rewarding to see them again following treatment, full of confidence, being heard with less embarrassment and now able to take control of their bowels rather than their bowels controlling them.

5. What is the best advice you would give a patient experiencing continence issue?

DO NOT suffer in silence speak up, come forward and seek help, there are services available with treatments. Continence issues are misconceived that as we get older it's to be expected but it's not and there are things that can be done.

6. What advice would you give to someone worried or experiencing problems?

Go and speak with your GP or practice nurse. Community continence teams also often accept self-referrals and there is also the Bladder & Bowel UK charity that can sign post you to specialist services such as ourselves.



To find more about the FINCH services please visit
www.swbh.nhs.uk
www.swbhengage.com

 @SWBH_FINCH  SWBHFITCH
or call 0121 507 2497 Monday – Friday

Museum curator and long-distance open water swimmer

By Rosalinda Hardiman

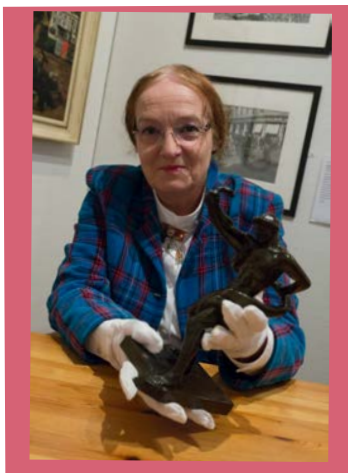
Hello, I'm Rosalinda Hardiman. I'm 67, I live in Portsmouth and although semi-retired from my career as a museum curator I still do part-time work as a heritage consultant and lecturer. I contracted poliomyelitis when I was six, which greatly affected my mobility. I can walk very short distances using callipers and back brace with crutches, but mostly depend on a wheelchair. Later on, further neurological deterioration led to both my bladder and my bowels being partially paralysed requiring interventions to empty them and to manage leakage.

I have to self-catheterise myself 5-6 times a day and every other day have a bowel evacuation using the Aquaflush anal irrigation system. I use a Peristeen plug after the evacuation to control leakage during the day. I depend on Respond for these supplies, local pharmacies either cannot supply them or are very unreliable, on occasion taking over three weeks to supply.

Managing continence issues whilst at work is challenging particularly in the confines of historic buildings with limited accessible toilets but I've pushed the definition of 'challenge' still further.

I'm a keen swimmer, I represented Great Britain at two Paralympic Games in Atlanta and Sydney and in my pool swimming career broke 8 world records in my disability class. Retiring from competitive pool swimming I returned to my first love, that of open water swimming. I swam a number of short open water races such as the Weymouth 3km and Eastbourne 3km as well as a one-way and two-way Solent crossing and the length of Lake Windermere. However, I wanted more ...I dared to think of attempting the English Channel!

For me, as for most swimmers, the English Channel is an iconic swim, if one is an open water swimmer it is the 'one that has to be done'. I knew it would be tough physically and mentally



and without whingeing or overplaying the 'disability card', would be a lot tougher for me than for able-bodied swimmers but I was determined to have a go. I can't kick my legs in the water so all propulsion has to come from my arms. I had a failed attempt in 2008, having to be pulled out of the water after 25 hours and only 0.7 miles from the French coast. However I was determined to conquer the Channel, I undertook even more training and on 27th September 2009 at 8am in the morning I crawled onto a piece of French rock after 20 hours and 17 minutes in the sea.



In 2019, I was offered the chance to swim the length of Loch Ness – did I hesitate? No! It is regarded as an extremely difficult swim and less than 100 people have ever swum the length of it (there have been 1,853 solo Channel swimmers). It is 23 miles long so comparable to the Channel but far, far colder. My swim was done on 1-2 September 2019 when the water temperature was 12-13.5 degrees (the Channel at that time was 18-23 degrees). It took me over 75,000 arm strokes and 20 hours 10 minutes to successfully swim it. I'm the oldest British woman to have swum it and the first disabled person to have done so.

At times open water swimming can seem like torture: physical pain, nausea and actual sea-sickness, jellyfish stings and sheer exhaustion but to complete a swim gives a great sense of achievement, having battled the elements and pushed one's own personal limits. The sensation of water sliding past your skin, the feeling of freedom and being in a natural environment are wonderful and of course the scenery is better than in an indoor pool! I've swum past majestic mountains, ruined castles, towering sea cliffs and seen dolphins, seals, fish and sea birds as well as the dreaded jellyfish during my swims.

So how do I manage my continence problems during swims? The Continence Advisor at St Mary's Hospital in Portsmouth suggested that I transfer to an in-dwelling catheter for long swims and use a belly bag rather than a leg bag to collect the urine. I get it all set up a few days before the swim and during that time use a valve to control the flow of urine so as not to lose bladder tone. On the day of the swim I leave the valve open for continuous drainage, only emptying the bag when it's full. I try to time my bowel evacuation for the day before as they leave me feeling tired for a few hours. It's difficult to get the timings right as alterations to the timetable due to adverse weather can disrupt careful plans.

I think my GP regards me as insane as do many of my friends, but he cheerfully signs my application medical forms and prescribes the necessary extra catheters and bags. Whatever the difficulties, it's all worth it in the end and I firmly believe that the more you do the more you can do. I'm now thinking of future swims, I've not hung up my costumes yet...

Thank you for reading, Rosalinda

light support

level 1

The light support underwear is suitable for everyday use replacing regular underwear and can be worn under a waistband for extra support.

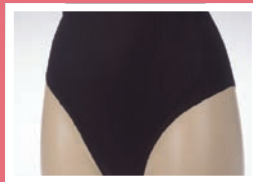


They are very comfortable to wear and provide light support without being restrictive and will not affect a stoma pouch from functioning.

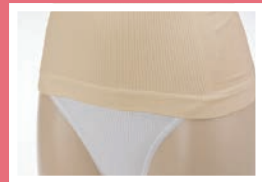
Ideal for those who require gentle support following surgery or for everyday use.



Boxer



Brief



Support Belt

For sizes, codes and to order please contact us:



phone

0800 220 300

0800 028 6848 (N.Ireland)



online

respond.co.uk



email

hello@respond.co.uk

Did you know you can also get your continence supplies through Respond?

Millions of people are affected by urinary incontinence and if you, or someone you know, uses continence care products such as catheters, sheaths, and urinary leg bags, then Respond can also dispense these products on prescription.

Many Respond customers take advantage of being able to receive all their stoma care and continence care products from us in one delivery. This saves them having to deal with two different prescriptions.

If you use continence care products, just let our friendly team know the next time you place your order and they will take care of everything. If you have a friend or family member that would benefit from having all of their continence products dispensed through our award-winning prescription dispensing service.

Get in touch today to order your continence supplies



phone

0800 220 300

0800 028 6848 (N.Ireland)



online

respond.co.uk



email

hello@respond.co.uk



UROSTOMY ASSOCIATION

Urostomy is different – only someone who has lived with this or any other urinary diversion can truly understand.

The place to come for the best information,
reassurance and encouragement,

Home or hospital visiting
Free Patient Information packs
Regular magazine full of up to the minute news
Comprehensive website and Facebook page



**Dignity
through
Empathy**

**Supporting urology professionals
and their patients for over 45 years**

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

Tel: 01386 430140

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

www.urostomyassociation.org.uk

Starter

Avocado and cucumber mousse

Prep time 20 minutes

Rest time 3 hours

Serves 4

Top Tip

It's important that you combine the gelatin mixture and the avocado mixture when they are at a similar temperature to avoid lumps forming.

Ingredients:

- 2 large avocados, peeled and stones removed
- 2 tbsp lemon juice
- 1 tsp Worcestershire sauce
- 1 cup mayonnaise
- 1 mini cucumber, halved, seeded, finely chopped
- Pinch of cayenne pepper (optional)
- 3 tsp gelatin
- ¼ cup boiled water

Serve with: Pita, crisps, rye bread, fresh bread roll



Recipe card

Method:



1. Once the avocado has been peeled and stone removed place the avocado flesh, lemon, juice and Worcestershire sauce in a food processor and process until smooth.
2. Add the mayonnaise and process until well combined.
3. Transfer into a large bowl, stir in the chopped cucumber and the cayenne pepper, if required.
4. In a large jug whisk gelatin briskly into the hot water with a fork until it dissolves.
5. Allow to cool to a room temperature then whisk into the avocado mixture.
6. Arrange 4 x greased ramekins (or moulds) on a backing tray and pour in the avocado mixture evenly between each.
7. Chill for 3 hours until set.
8. Use a palette knife to unmould by running this around the edge. Dip ramekins or mould into water for a few seconds then invert onto a serving plate.
9. Shake to loosen and carefully remove ramekins or mould.
10. Serve with pita crisps, rye bread or with any vegetable of your choice!

AWARD-WINNING PRESCRIPTION DISPENSING SERVICE

NEW
**PRODUCTS AND
SERVICES FROM**
respond
making life better

Before and after surgery multi language support

We know that English isn't a first language for everyone, and with this in mind we now offer a wealth of support in various languages. We have brochures in Welsh, Polish and Urdu and have an interpretation telephone service available in over 200 languages.



Did you know the English version brochures are available in Braille? Simply get in touch with us to request.



Key fobs

Introducing our new card and key fob, both of which are 100% biodegradable. The card can be kept in a wallet/purse and can be used as a reminder on how to place your prescription order and the handy keyring fob has our freephone numbers. Both of these will make it easier for you remember us and contact us. So, when placing your next order, please feel free to request one!



THE CARE RANGE

Product Solution Corner

We hope you are enjoying our new product solution corner, and that you are finding this useful. In the last issue of Connect we focused on leaks. In this issue we are focusing on ballooning and pancaking. These are both very common issues for ostomates. If you are experiencing ballooning or pancaking, then Osto-EZ-Vent® maybe the solution for you. Visit page 25 to find out more.



Support Garment Pack

Our support pack includes our newly refreshed support garment brochure that clearly shows the three levels of support available; a brand-new measuring guide to help you measure from the comfort of your own home and a disposable paper measuring tape, making this easier for you to order the right size.

SUPPORT GARMENT SPECIALIST

Here to help you



We offer a wide range of support garments designed to provide abdominal support following abdominal, bowel and hernia repair surgery; whether as a preventative measure against hernias, or for hernia support.

Our HiLINE Support Garment Specialist, Andrea, is on hand to answer any of your support wear questions and to advise on suitable products for you. With a wide range of products in different depths and colours, there is a HiLINE product for you.

Our HiLINE Support Garment Specialist, Andrea, is available for...



Hernia prevention & support fitting service

Our specialist fitter can fit you at your convenience – please get in touch for available options near you



Home visits

In full PPE equipment for house-bound patients.

Home visits available in the North West, West Yorkshire and Midlands. Telephone consultations available by appointment



Do you have a question for Andrea?
Get in touch today!



☎ 07395 280553

✉ andrea@hilinegarments.co.uk

specialists in stoma
and continence care

an eakin company

A day in a life of a Stoma Care Nurse during a Global Pandemic

written by Lead Stoma Nurse, Alison Roberts.



I am the Nurse Team Leader for the Respond Nursing Team. The team consists of 10 Nurses who are all fully qualified and who have specialised in Colorectal and Stoma surgery. We care for any age group of patient that requires bowel surgery resulting in them wearing a pouch or bag on their abdomen to collect waste.

The community service that the Respond Nurses provided before lockdown meant that we contacted patients within one working day of going home, we then saw patients at home within 7 days of being discharged from hospital. Our pathway meant that we offered visits 2 weeks & 4 weeks after discharge then 3, 6, and 12 months after discharge from hospital. Sometimes we saw patients more often if they experienced management problems or required palliative or end of life care. We wore conventional nurses uniforms and in an average day could see 5 or more patients at home.

Within the hospital at the end of February we were obviously aware that the Covid-19 virus was approaching. All visitors were stopped going in the hospital and this still stands today. All clinic appointments were done by telephone, something which the consultants are still doing now however they are looking to hold clinics in different areas.

We had to learn a new way of nursing, a way that Florence Nightingale herself advocated 200 years ago.



Adapting to change and quickly

So since lockdown the Respond Nurses have provided an excellent community nursing service proving how versatile we can be. We still contacted patients the next working day after going home and kept in frequent contact with them by telephone or iPad. The contact we made was more frequent and regular as we were not seeing them face to face. We have telephoned, video called, WhatsApp, emailed, text and Microsoft teams met with our patients. We have posted samples to try, offered a virtual shoulder to cry on and given PowerPoint teaching sessions to care agencies. We have advised on things non-stoma related as we are seen as available and approachable which is important, things such as symptoms of Covid, anxiety that the pandemic caused in patients already anxious from surgery, self-isolating and shielding and where best to do their shopping! Patients who were being discharged from hospital had all had emergency surgery as elective surgery was all cancelled, this in itself makes it more difficult for patients to come to terms with their stoma as they didn't receive timely counselling due to the nature of emergency surgery. During our new way of working we received many interesting photographs via text, WhatsApp and email, we have video called patients and guided them through their pouch care and also guided relatives on how to help change the pouch.

This completely different way for nurses to work has proved successful, the patients have continued to receive an excellent nursing service and the nurse have diversified with professionalism and compassion.

Returning to the community

Following risk assessments, the nurses are returning to work in the community or in patient's homes. This is like the same hands on nursing we did before but with more PPE on! We telephone the patients within one working day of being discharged from hospital and arrange either a visit or another phone call. We maintain contact with them frequently and regularly as in the lockdown period. We are still using the telephone and iPad to contact patients but where patients are having management problems that they may experience when they go home from hospital, we can offer a visit at home.

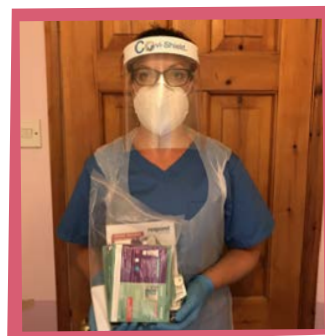
Safety of our customers is paramount

We are limiting priority visits to one per day to reduce the risk of cross infection between homes. We ring patients on the way to see them to check they haven't developed any symptoms. We are screening them by asking questions such as do they feel unwell, do they have a temperature, have they developed a new persistent cough or lost their sense of taste or smell. We wear full PPE over our scrubs (loose fitting tunic and trousers) that can be washed at 60 degrees to kill any infection on them, for each patient we put on clean aprons, gloves masks visors and over shoes. When I work in the hospital, I wear scrubs and PPE and then change into clean scrubs before I go into the community. I do one visit in full PPE then go home, changing in the garage so as not to take any infection to my family.

Alison's advice

Please can I use this opportunity to remind you that social distancing and hand washing are still imperative, wearing masks in confined areas is very important and even now within the hospitals all the staff have to wear masks all day even if they are walking from ward to ward in the corridor or sat in the offices. Symptoms to observe for are high temperature, new persistent cough and change or loss of taste and/or smell.

I hope this has given you an insight into our change in nursing practice. All our nurses have ever wanted to do is nurse and we know at times this involves being in challenging situations and exposed to a variety of infectious diseases, but we still want to care for people and have shown we can do this with professionalism, expertise and diversity.



Nominate a Respond Nurse!

Here at Respond we have a team of 10 wonderful Stoma Care Community Nurses who have gone above and beyond especially during the current Global Pandemic. We would like to celebrate and recognise our nurse's achievements by asking you to nominate a nurse that has helped you, and to share your story. This could be from the start of your stoma journey to present. Tell us how they have supported you and why this makes a difference. We would love to publish your story in the next edition of Connect and on our website and social platforms.



Pauline
Preston



Helen
Northen Ireland



Claire
Portsmouth



Lynette
Lincolnshire



Marta
Portsmouth



Ruth
Chorley



Kim
Blackpool



Alison
Birmingham, Sutton,
Coldfield, Solihull



Hazel
Bath and
North Somerset



Christine
Birmingham, Sutton,
Coldfield, Solihull

Who should be nominated?

A Respond stoma care nurse you think deserves to be recognised.

How to submit your nomination?

Simply write to us at:

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

Or send us an email:

Marketing@respond.co.uk Don't forget to add "Nurse nomination" in the subject box

Entry deadline: 31st January 2021

Thank you to our amazing staff



Julie Comsa
UK Manager of DAC
Services

We want to share with you an insight into how our teams have been working during the pandemic, and most importantly, offering reassurance to you that your award-winning service is continuing to work as usual to our high standard. We caught up with our UK Manager of DAC Services, Julie Comsa, who shares a further insight on customer services during these challenging times.

During these difficult times we are very thankful to our fantastic customer service and warehouse teams who have continued to give 100% dedication to ensure your essential stoma and continence supplies are delivered. We are very proud to have an amazing team! In order to help us help you, we must keep our teams safe; we have introduced home/office working rotation to allow our customer service teams to work safely and consistently regardless of where they are sat.

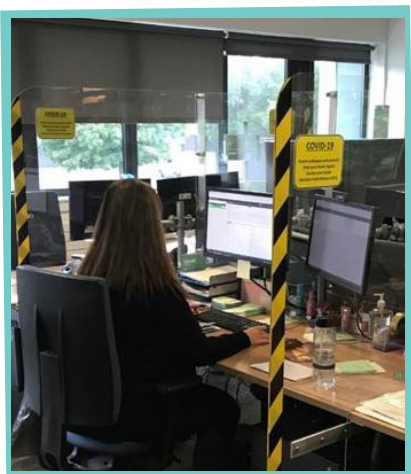
We have supported home working with additional IT equipment and supply PPE to all staff and close relations. We have put in place extensive on site measures to promote social distancing and reduce risk to staff including safety screens between desks. We have also introduced new facial recognition clock in machines which identify our teams temperature when on site.

Our teams continue to give support to others and spend as much time as needed to offer additional assistance to those isolating or those just needing a friendly chat. I have the honour to manage a wonderful bunch who really do go above and beyond and love to help. As the landscape continues to change and new restrictions are placed upon us the Respond team will pull together and continue to give you excellent customer service. They work hard to maintain your expectations of a first class aftercare and delivery service and take pride every day to maintain this service regardless of any changes.

Our wonderful team have adapted extraordinarily well to the new 'norm' of working with credit given to them and their families. We are truly thankful to have such a wonderful bunch!

Working alongside our wonderful Respond nurses and your own NHS healthcare providers, you can be rest assured the Respond team will continue to have your care as their main priority and working together with you, **we won't let you down!**

We hope you have enjoyed and found it insightful to read how we have been supporting our amazing customers through these





Thank you to our homeworkers!

We hope you have enjoyed and found this insightful to read how we have been supporting our amazing customer service team during these challenging times.

Thank you to our wonderful nurses and all the NHS front line staff.



Thank you to our partners DPD, ensuring our customers receive their medical supplies!



dpd

A customer's Letter...

Hi,

I have had an Ileostomy since March 2019 following surgery for cancer. Since then I have been dealing with your office in York Place, Perth and cannot speak highly enough for all aspects of customer care even during the challenges which Covid 19 has placed on us all. The staff are always friendly, helpful, well informed about all products but above all in making you feel they care. Deliveries have always been prompt and accurate, something which from some social media sites does not always appear to be the case with other suppliers.

However, there is something I think merits a particular mention. Over the last few months I have had some significant skin problems which the Stoma nurses have made various suggestions to try different products and they have put the processes in place to contact your staff at Perth. On each occasion the trial products have been with me the next day, amazing given the current situation. I have also spoken to staff in your Perth office who have been able to answer my questions without difficulty. I am pleased to say that after trying out various combinations matters are now resolved which is a great relief. To some people this may seem to be fairly insignificant and people simply doing their job. For a stoma patient the reality is very different and having the knowledge and confidence that the Respond team in Perth will do all they can to help makes life so much easier.

I would be grateful if you could pass on my thanks to them, they really do make a huge difference.

Iain Macleod



Perth Team L-R

Joanna Bilsland
Senior Customer Services Advisor
Jayne Ingram
Customer Services Advisor
Louise Crockatt
Customer Services Advisor
Susan Skinner
Care Centre Manager

We are so proud of our amazing team in Perth, especially during this challenging time. This letter has put a great big smile on their faces, and really speaks volumes about the amazing service we provide.

If you would like to share an experience you've received past or present, we would love to hear from you. Get in touch with us.



phone

0800 220 300

0800 028 6848 (N.Ireland)



online

respond.co.uk



email

hello@respond.co.uk

If you're struggling with
your mental health in this
pandemic, know this –
we are here for you.

It starts by
reaching out to us.

mind.org.uk/together

From Leighton Hospital to Nantwich



On Sunday 4th October 2020 the Stoma Care Team based at Leighton Hospital in Crewe, completed a sponsored walk in aid of Bowel Cancer UK.

All the members of the team took part - Julie Woodcock, Charlotte Backhouse, Claire Banks, Sylvia Hansen, Kyle Waring, and Audrey Pragnall.



The team walked from Leighton Hospital to Nantwich, helped by the lure of a celebratory drink at a pub at the finish line. Donations totalled £660 (Plus £137.50 in Gift Aid) for this great cause and the team would like to thank everyone who donated for their generosity.



Julie would like to say a big thank you to all the team for taking part and a special thank you to Audrey for instigating and arranging the event.

Thank you also to Respond
Healthcare for the printed T-Shirts

What if you get ballooning?

respond
making life better

What is ballooning?

Ballooning happens when the wind from your stoma collects inside your pouch causing it to inflate or balloon.



Hints & Tips

to help you with ballooning issues



Cover your pouch filter

2

To avoid your pouch filter getting wet and therefore inactive, cover it with one of the adhesive tabs supplied with your box of pouches before you have a bath, shower or go swimming. Don't forget to remove the tab when you have finished.



Avoid certain foods

4

Some foods, such as green vegetables, mushrooms, onions, garlic and wholemeal bread may give you excessive wind and you may want to eliminate the ones that affect you.



What can cause ballooning?

- A blocked pouch filter
- A wet pouch filter
- Dietary issues

1

Osto-EZ-Vent®

To avoid your pouch getting inflated with too much air you can place one of these onto your bag. The Osto-Ez-Vent® will allow you to open and release any excess air at your convenience.



3

Irrigate your stoma

Irrigation or flushing the bowel out with warm water is a form of stoma management suitable for some but not all people with a colostomy. Irrigation can help reduce the problems associated with ballooning. Please speak with your Stoma Care Nurse.

To find out more about Osto-EZ-Vent® scan the QR code below with a smart phone to watch...



NHS

Providing NHS services

**specialists in stoma
& continence care**



Product Solution Corner

Ballooning

with Lynette Robson Rose
Stoma Care Nurse

Welcome to our second series of articles working in conjunction with our team of nurses to focus on topics that you may or may not be familiar with. Whether you are a new ostomate or you have had your stoma for several years, this could really benefit you.

So, in this edition we are going to talk about **Ballooning**.

We know excess air, or 'ballooning' can be a challenge for ostomates, and recently our Community Stoma Nurse, Lynette, helped a patient with a 'ballooning' problem. Ballooning happens when the wind from your stoma collects inside your pouch causing it to inflate or balloon. This can be caused by a blocked pouch filter, a wet pouch filter or dietary issues.

Case Study

Lynette's patient had her right hemicolectomy and formation of her ileostomy in August 2018 as a result of colorectal cancer. The patient found her bag would fill with air, particularly overnight, this greatly disrupted her sleep, affecting her anxiety, depression, and ultimately quality of life.

Lynette suspected the cause of her excess air to be a blockage of the filter from the stoma output when lying down. Lynette introduced the Osto-EZ-Vent® to the patient and showed her how to use them. Initially, the patient had some difficulties placing the Osto-EZ-Vent® on the pouch effectively, due to both the patient's dexterity issues from shaking with anxiety, gout in her hands and poor eyesight.

To help overcome these difficulties, Lynette arranged for Respond to place the Osto-EZ-Vent® onto her bag prior to delivery. The patient found they reduced the amount of time she would wake in the night and they allowed for easy release of air from the pouch. She reported that she had regained her confidence and was able to start going out of her home for the first time since surgery and continues to use Osto-EZ-Vent®.

What is Osto-EZ-Vent®?

Osto-EZ-Vent® is an air release device and is specifically designed without a filter to enable you to quickly release air that has built up in the pouch causing it to balloon. It's easy to install, bonds permanently to any pouch, is waterproof and lasts for as long as the the pouch is worn. It also prevents pouches from bursting and flanges from pulling loose. Because the Osto-EZ-Vent® is not a filter, it works efficiently and is not made ineffective by water. Also great for those who experience pancaking (see page 28 for more info) and need to get more air inside the pouch Osto-EZ-Vent® is also suitable for neo-natal, infant and fistula pouches, and wound drainage bags.



Features and benefits

- Easy to open and close
- Convenient and simple
- Helps minimise accidents
- Lasts the lifetime of the pouch
- Helpful with both ballooning and pancaking issues

How can this help YOU?

- ☒ Do you wake up in the morning to find your bag has ballooned over night?
- ☒ Does your bag balloon after eating foods or after drinking fizzy drinks?
- ☒ Does your bag inflate during a long-haul flight?
- ☒ Do you experience pancaking?
- ☒ Do you find that you need to change your pouch as a results of ballooning?
- ☒ Do you get embarrassed when your ballooned pouch is noticeable under your clothing?

**If you have answered yes to ANY of these,
then OSTO-EZ-VENT® could help.
Get in touch with us today and find out more.**



phone

0800 220 300
0800 028 6848 (N.Ireland)



online

respond.co.uk



email

hello@respond.co.uk

Disclaimer: If you are experiencing any further problems, you may wish
to discuss this further with your Stoma Care Nurse.

Please send me a sample of Osto-EZ-Vent®

Name

Address

.....

Postcode **Mobile**

Email

Please detach and send to **Freepost address:**

Freepost RTSZ-SLYE-EBTL, Respond Healthcare Ltd,
Greypoint, Cardiff Business Park, Cardiff, CF14 5WF

The information supplied on this form will be retained by Eakin Healthcare Group
on a database. The data will not be disclosed to any external sources.

Please indicate here if you do not wish to hear of further products and services
available from Eakin Healthcare. ☐ C10

My ballooning problem resolved!

We got the chance to catch up with Chris, a Osto-EZ-Vent® user. He shares with us why he uses our Osto-EZ-Vent® and why he is a big fan of this product!



What is Osto-EZ-Vent®?

The Osto-EZ-Vent® is a fantastic little product that releases the air/gas from your ostomy bag. Many people including myself suffer with bags ballooning from all the gas. If you are using a closed bag, one of the only ways to release this gas is to change the bag. The Osto-EZ-Vent® is very easy to apply and gives you peace of mind that you can release the air without having to change the bag.

Why use Osto-EZ-Vent®?

I use this vent as I was getting frustrated with the amount of times I was changing bags in a day. Changing bags regularly can lead to skin irritation which did happen to me. Skin irritation can lead to bags leaking as the skin becomes sore and can weep which affects the adhesion of the bag. I noticed a big change in my skin when I stopped changing bags throughout the day. I was also frustrated with the waste, as I was throwing away bags that had no output in them. As bags are made from plastic, I felt I was contributing to overuse of plastic products. Yes, the vents are made from plastic however the waste reduction is huge as I can leave a bag on for up to three days. So, this is a significant reduction in ostomy bags going in the bin.

How do they help?

Whilst they reduced the amount of plastic waste I was throwing away and helped reduce skin irritation they also save me time. I no longer have to go and change the bag which can take time depending on where you are, I can now release the gas almost anywhere! This has saved me time in my personal life and importantly at work. Having a bag ballooning can also become uncomfortable under your clothes and in some cases the bulge of the bag can be quite visible. Now when I feel if there is even a small amount of gas in the bag I can go and quickly release this and feel comfortable again.

Would I recommend this product?

I would absolutely recommend these vents to anyone that is having issues with ballooning of their ostomy bags. They have been a real game changer for me! They are easy to install, easy to use, and just make life a bit more comfortable.

Watch my video

I have created a YouTube video which demonstrates exactly how the product is used.

Take a picture of this QR code with your smart phone to view



Thank you for taking the time to read. Sydney Stoma AKA Chris.
To request your samples - head back to page 26!

What if you get pancaking?

respond
making life better

What is pancaking?

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



Lubricate your pouch

1

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



Hints & Tips
*to help you with
pancaking issues*

Prevent pouch sticking together

3

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



2

Osto-EZ-Vent[®]

Using this product will allow air to get into the bag and help prevent the vacuum effect.



4

Keep hydrated

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



What can cause pancaking?

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

To find out more about the products mentioned visit respond.co.uk or call and speak with our friendly customer services team on **0800 220 300** or **0800 028 6848** N.Ireland

**specialists in stoma
& continence care**

NHS
Providing NHS services

an eakin company 

Colostomy UK literature range

Have you seen our extensive range of support literature? Suitable for ostomates, family members, friends, carers and healthcare professionals.

To order your complimentary copies contact us by:

adminline:
0118 939 1537

eMail:
info@ColostomyUK.org

website:
ColostomyUK.org/information



Active Ostomates
Sport and Fitness
after stoma surgery



**Campaigns &
Projects Flyer**



**Caring for
Colostomates**



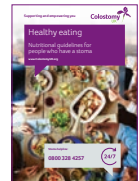
**Caring for a person
with a stoma and
dementia**



**Colonoscopy
through the
stoma**



**Fundraising
Pack**



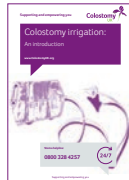
Healthy Eating



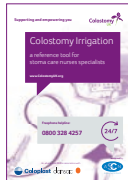
Helpline Cards



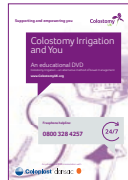
**How will a
Colostomy
affect me?**



**Irrigation
Booklet**



**Irrigation DVD
(nurses)**



**Irrigation DVD
(patients)**



Legacy Flyer



**Living with
a stoma**



**One to One
(join us) Flyer**



**Ovarian
Cancer and
stomas**



**Pain &
Discomfort**



**Parastomal
Hernias**



**Rectal
Discharge**



**Sam has a stoma
(colouring book)**



**Stoma friendly
toilet guideline
and stickers**



**Stoma
Reversal**



**Tidings
Magazine**



Travel Advice



**Travel
Certificate**



**Tri-Charity
Leaflet**



Welcome Pack

I am happy with my stoma

I actually feel like I have been given a new lease of life!

By Sarah



Hi everyone, my name is Sarah and I am 30 years old. I was diagnosed with Ulcerative Colitis (UC) at the age of 16 years old and have had a long hard battle with it ever since. In April 2019, I was rushed into hospital and had to have emergency surgery (subtotal colectomy) which has left me with a stoma and a small part of my end colon left (the stump). They decided to leave the stump in in case I wanted to have the reversal surgery to have a J pouch.

Pre operation

Living with UC was very hard. I think for the 14 years pre-op I only had around 4 years where my UC was fully controlled. I have tried every medication possible and went onto biologics in around 2016. (Biologics is a type of hospital treatment for some long-term medical conditions) I tried 3 of these biologics and unfortunately I still had no luck of getting back into remission.

Although UC literally ruled my life, I have always tried to do as much as I can. Sport has always been a big part of my life and I have been a cheerleader since the age of 11 and was lucky enough to live my dream and go to the world cheerleading championships in April 2018. This was a big challenge for me and I was massively out of my comfort zone. I went with a team who 'knew' I had an illness but didn't know the true extent of what it meant. Luckily, two of my best friends were on that team and they were able to help me through the hard times – the urgent need to use the loo at the most inconvenient times. But I managed!

After we returned from the USA, I had to have carpal tunnel surgery on both of my hands so it was here that my cheerleading career came to an end, but I was lucky enough to coach our local university cheerleading team at De Monfort University.

In July 2018 I got married, and in August/September travelled again to the USA for my honeymoon, thankfully my UC seemed to hold out quite well for me over these very important months. However, when we returned from our honeymoon in October, things started to go downhill health wise for me. I went onto steroids in October 2019.

Although I wasn't feeling 100%, I have always wanted to push myself in all aspects of my life and as my passion was for sport and fitness, I decided to qualify as a personal trainer. I worked hard physically and mentally around my full time job and cheerleading coaching to train up to be a PT.

Post operation

Unfortunately, after 5 months of flaring, on April 1st 2019 I was taken into hospital and on April 10th I was taken in for emergency surgery. I came home on April 17th and started my new life with a stoma. The first 6 weeks in recovery were the hardest. As I was fairly active it was tough not being able to do things that were once very simple – for example lifting the washing basket. However, as I started to feel better, I focused on finishing my personal training degree and qualified whilst I was in recovery. Whilst I was off work during this time, I also had my garage converted into my own gym. I found my mind was so active even though my body wasn't and I had so many amazing ideas for my personal training career. I wanted to provide a gym where people of all abilities felt comfortable. I know how daunting it can be going into a gym where there are lots of people there and you may not feel as confident. Therefore, I converted my garage so that people could have a true one-on-one experience without feeling self-conscious about others around them.



Life now

I thought that having a stoma was the worst thing in the world that could happen to me, but actually since having the surgery I have realised that actually it was having UC that was uncontrollable. I can happily say I now don't have to take any medication, I have little to no pain (the only pain I do get it from my stump as that still has UC in) but I have decided confidently that I don't want the reversal surgery, I am happy with my stoma – I have even named her Stella. Since my operation I have been able to do so much more than I ever thought I would be able to, I actually feel like I have been given a new lease of life. I have enjoyed 3 amazing holidays, I have started my own cheerleading business along with my coaching partner and best friend and I feel more confident within myself and my body now than I ever have before, and that is all because I feel well!

Thank you for reading, Sarah.

Respond is rated as one of the highest home delivery service providers with **Healthcare Delivery Reviews** achieving **4.90*** out of 5 for their excellent care towards their customers.

Healthcare Delivery Reviews is a new, independent review platform where you can rate your appliance home delivery service and tell them what you really think of their service.



4.90*
Out of 5



The idea for Healthcare Delivery Reviews was developed by Gemma Savory, who has had a colostomy for almost six years. Noticing that one of the most common questions within the stoma community was '**who is the best home delivery provider**', Gemma decided to create a platform where all this information could be easily found in one place. This new platform provides authentic, honest reviews from the people who know these providers best of all - YOU!

Rate Respond Healthcare in four key areas:

- | | |
|------------------------|------------------------|
| ★ Reliability | ★ Product Range |
| ★ Communication | ★ Friendliness |

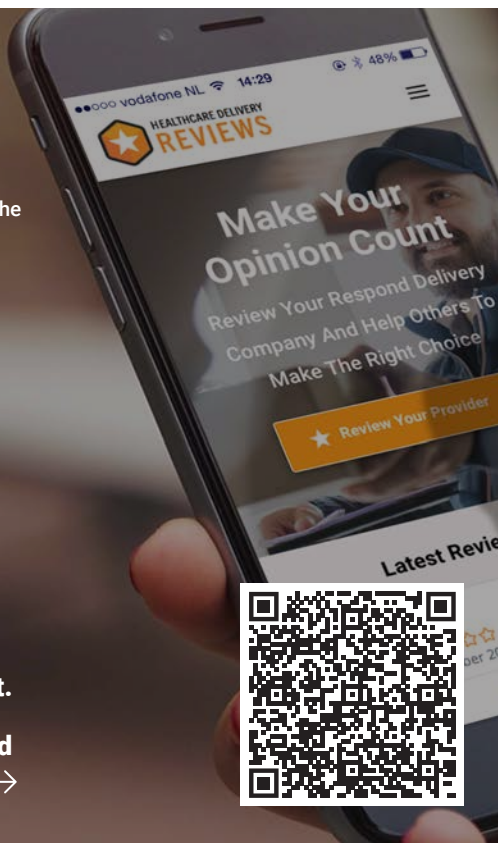
You then have the opportunity to write an honest account of your home delivery provider.

Why should you leave a review?

- Respond want to hear about you and your experiences
- Quick and easy, it only takes 2 minutes to do
- Let the community know what a great job Respond do

Visit the website and make your opinion count.

www.healthcaredeliveryreviews.co.uk/respond
or scan the QR code with your smart phone. →



* Correct as of November 2020



HEALTHCARE DELIVERY REVIEWS

Why use Respond?

We offer a reliable and convenient service putting you first and meeting all your needs, not just your prescription requirements.



Confidence

We stock all manufacturers products



Dispensing your prescription

Making prescription ordering easy with local care centers across the country



Global assistance

To help you with emergency stoma supplies when traveling away from home, giving you peace of mind



Complimenting items

Dry wipes and disposable bags are provided as standard, with a wide range of other support items available to you



Specialist trained staff

Our friendly staff are trained and keep in touch with you every step of the way



Connect

We also produce a highly commended quarterly magazine for our customers



Discretion

Discreet and unbranded packaging and delivery



No queuing

We will call you in the comfort of your own home. Hassle free!



Customisation

We machine cut your bags to the required size at our own premises, ensuring a 100% quality inspection



Specialist after care education literature

We cover a wide range of topics such as ask our nurse, support garment, swimwear, sex and intimacy and more



Multi-language support

If English isn't your first language we offer a wealth of support such as brochures and an interpretation service in over 200 languages



1-hour delivery slot

We offer a 1-hour delivery slot

Recommend Respond today!

0800 220 300

0800 028 6848 (N.Ireland)

hello@respond.co.uk

Main

Lamb Cawl (Soup)

Serves 4

Prep time 20 mins

Cooking time 2 hours

Top Tip

This is even better eaten the day after it is made. Bring the pan of cawl to the boil and boil for about 15 minutes until heated through.

Ingredients:

- 1 pack/ 0.75kg stewing lamb (neck)
- 1 large onion
- 2 leeks (or use 2 onions if you don't have leeks)
- 2-3 carrots
- 1 small swede
- 1.5 litres lamb stock (made with 2 stock cubes)
- 2 bay leaves
- Sprig of rosemary
- Salt and freshly ground black pepper



Recipe card

Thank you to oostomate
Keith Thomas and wife
Jane for this delicious recipe.

Method:



1. In a large pan, put lamb pieces, stock, herbs, plus a large glug of wine if you like - I used red wine, but white is just as nice if you have any spare.
2. Bring to the boil and then reduce to a simmer. Simmer for 1 hour.
3. Meanwhile chop vegetables into equal-sized 2cm cubes/chunks.
4. After the lamb has been simmering for 1 hour, add the vegetables to the pan and simmer for a further hour.
5. Add seasoning and serve in large bowls with hunks of crusty bread and chunks of cheese.

What's been going on online?



For those of you who don't have access to our online platforms we want to share with you all what's been going on across the social media channels.

#BeTheChange Insight Community

Our new **#BeTheChange Insights Community** is all about giving you a voice and a platform to tell us what is important to you.

The **#BeTheChange Insights Community** will be a safe area for you and others to share your thoughts, ideas and opinions. **To be a part of this, simply take a picture of the QR code with your smart phone**





Inside out by Amber - Podcast

We are so thrilled to be able to share with you this wonderful and insightful podcast series created by Respond user, **#BeTheChange** voice and advocate for the IBD and ostomy community, Amber.



We were so happy to be working in collaboration and sponsorship with her on her new podcast series "Inside Out by Amber".

To listen to the episodes take a picture of the QR code with your smart phone





Read our latest blog...

Our website has a dedicated blog page with some really insightful blogs to read. We have all the latest company news and updates, including celebrating National Customer Service Week, and a really insightful blog post from Rachel aka **Gutsy.Mum** on

her experience of having ostomy surgery during lockdown - a great read for anyone having surgery soon. We also have a great blog post from our fantastic Stoma Nurse team explaining how they've had to adapt and change their way of working during the pandemic.

To take a read, simply take a picture of the QR code with your smart phone!



We understand

We've been there too



Ileostomy & Internal Pouch
Association

Listen • Inform • Support

**The physical and psychological impact following
stoma formation is life changing.**

The impact is not something that can be dealt with in days or even weeks. How do we know... because we've been there.

IA has an extensive network of qualified visitors who have a wealth of personal experience ready to offer support.

T: 0800 0184 724

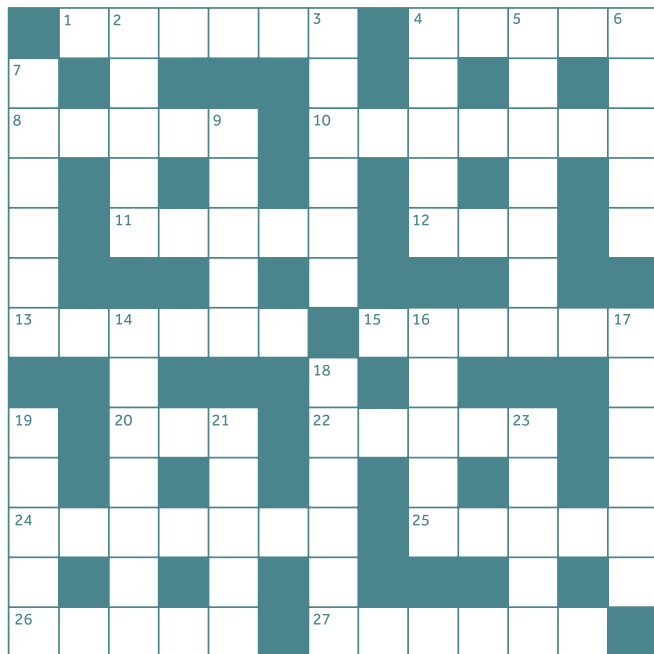
E: info@iasupport.org

W: www.iasupport.org



Puzzle page

CATCH-WORDS



Across

1. Every cloud has a ___ lining (6)
4. ___ and carry (5)
8. Growing ___ (5)
10. Cold ___ (7)
11. Hand in ___ (5)
12. Nest ___ (3)
13. ___ and ladders (6)
15. A ___ in time saves nine (6)
20. ___ of the iceberg (3)
22. Left on the ___ (5)
24. Lead by ___ (7)
25. A ___ of cards (5)
26. Time ___ time (5)
27. Ready, ___, Go! (6)

Down

2. The ___ on the cake (5)
3. Rages to ___ (6)
4. A ___ fatale (5)
5. Food for ___ (7)
6. Pet ___ (5)
7. Thrills and ___ (6)
9. There's no ___ without fire (5)
14. Opposites ___ (7)
16. Armed to the ___ (5)
17. ___ for courses (6)
18. ___ and liabilities (6)
19. A laughing ___ (5)
21. A ___ chase (5)
23. Lost and ___ (5)

£213 A DAY MEANS NURSES LIKE SHARON CAN BE RIGHT THERE WITH YOU

Macmillan Clinical Nurse Specialists (CNSs) treat and manage patient's health concerns and work to promote health and wellbeing. They use their expertise in cancer care to provide physical and emotional support for as long as its needed.

It costs £213* per day to keep this support going.

Sharon, Macmillan gynaecology clinical nurse specialist

0300 1000 200
macmillan.org.uk/donate

*Costs shown are the full cost of employing a Macmillan nurse (including oncosts such as national insurance and travel costs) in 2018.

MACMILLAN
CANCER SUPPORT
RIGHT THERE WITH YOU

Dessert

Treacle Tart

Prep 30 Minutes

Cook time 1 hour and 5 minutes

Serves 10

Top Tip

Save time on baking by using a ready to use sweet shortcrust pastry!

Ingredients:

- 250g plain flour
- ½ tsp fine salt
- 140g cold unsalted butter, cubed
- 3 tbsp icing sugar
- 2 medium egg yolks
- 2-3 tbsp cold water
- 400g golden syrup
- 1 ball stem ginger in syrup, finely chopped, plus 50g of the syrup
- 1 lemon, zested
- 2 medium eggs, lightly beaten
- 100g fine fresh white breadcrumbs



Recipe card

Method:



STEP 1

1. Sieve the flour and salt into a large bowl.
2. Add the butter and rub together with your fingers to a fine breadcrumb-like texture (you can also do this part in a food processor).
3. Stir through the icing sugar, then quickly add the egg yolks and 2 tbsp water, mixing swiftly with a cutlery knife to combine.
4. Form into a ball (add another tbsp water if you need to), wrap and chill for 30 mins.
5. Roll out to the thickness of a pound coin, and line a 22cm fluted tart tin with the pastry, leaving an overhang.
6. Return to the fridge for 30 mins.

STEP 2

1. Heat the oven to 200C/180C fan/gas 6. Put a baking sheet into the oven to heat up.
2. Line the pastry case with baking parchment and baking beans, then put in the oven on the baking sheet, and bake for 15 mins.
3. Remove the parchment and bake for a further 10 mins or until the pastry is golden brown.
4. Leave the pastry to cool before trimming off the overhanging edges with a small serrated knife.

STEP 3

1. Lower the oven temperature to 160C/140C fan/gas 4.
2. Combine the golden syrup, ginger, ginger syrup, lemon, eggs and breadcrumbs in a bowl, briefly whisking everything together until combined.
3. Carefully pour the filling into the pastry case put in the lower part of the oven to bake for 35-40 mins or until the filling is just set.
4. Remove from the oven and leave to cool down for 20 mins before serving with ice cream or thick clotted cream.



Face of Connect

Mark Perry

 @squizzer86

I am 33 years old and live in Suffolk. I was diagnosed with Ulcerative Colitis in early 2014 and had my ileostomy fitted in December 2016. 7 months later I married my incredibly supportive wife and I now have a beautiful 2 year old daughter. A stoma has hugely improved my quality of life, and even just a week before my wedding I participated in the Crohn's and Colitis walk in London. I like to raise awareness where ever possible.



NEW

Embarrassing moments

that could help you...

By Billie Anderson

📷 @billieandersonx

If it's one thing I've become since having my stoma, it's calm in a crisis. One such display of that was about a year ago. I was half way through the work day, when I stood up to get a cup of tea and felt a warmth on my right side; never a good sign when you have a stoma. I hightailed it to the nearest accessible toilet, spare bags at the ready and a ton of toilet roll, pulled down my jeans to reveal my lunch all over the inside of my underwear and seeping into my trousers. I cleaned myself up and changed my pants and skipped back to my desk. However, just a few minutes later and I felt the same warmth... This time I had one spare bag left and knew I had to get home. So I told my manager and thankfully was allowed to race it home where I had more supplies.



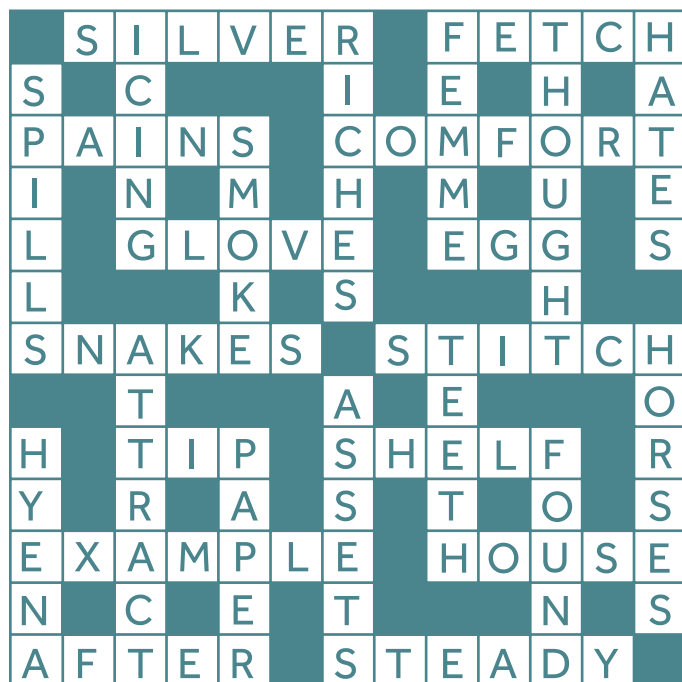
I got to the station and hopped into an accessible toilet to check if bag number three had leaked. Hey presto, it had... I was now out of spares and still a 30 minute train journey away from home. The only thing I did have was sanitary towels. I unwrapped five pads and stuck them to the inside of my jeans around where my bag was situated. The sanitary towels managed to keep my bag from leaking through my clothes and got me home just in time to have a shower.

I surprised myself that day. I didn't panic or get upset. I just used what I had on me to overcome the situation. I did learn you have to be a little inventive when you have a stoma and to make sure you have enough emergency supplies.

Do you have an embarrassing moment to share that could help others? Let us know at marketing@respond.co.uk and we will feature in the next issue!

Puzzle page

CATCH-WORDS ANSWERS



Across

- Every cloud has a ___ lining (6)
- ___ and carry (5)
- Growing ___ (5)
- Cold ___ (7)
- Hand in ___ (5)
- Nest ___ (3)
- ___ and ladders (6)
- A ___ in time saves nine (6)
- ___ of the iceberg (3)
- Left on the ___ (5)
- Lead by ___ (7)
- A ___ of cards (5)
- Time ___ time (5)
- Ready, ___, Go! (6)

Down

- The ___ on the cake (5)
- Rages to ___ (6)
- A ___ fatale (5)
- Food for ___ (7)
- Pet ___ (5)
- Thrills and ___ (6)
- There's no ___ without fire (5)
- Opposites ___ (7)
- Armed to the ___ (5)
- ___ for courses (6)
- ___ and liabilities (6)
- A laughing ___ (5)
- A ___ chase (5)
- Lost and ___ (5)

0800 220 300
0800 028 6848 (Northern Ireland)



Cardiff

Greypoint
Cardiff Business Park
Cardiff
CF14 5WF

Direct 029 2076 7880
Fax 029 2076 7881
8am to 5pm Monday to Friday
08:30am – 12:30pm Saturday

London

23 Heritage Avenue
London
NW9 5XY

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

Peterborough

20 Phorpres Close
Cygnet Park
Hampton
Peterborough
PE7 8FZ

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

Ferndown

530 Wimborne Road East
Ferndown
Dorset
BH22 9NG

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

Manchester

2 Victoria Avenue East
Manchester
M9 6HB

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

Scotland

9 York Place
Perth
Scotland
PH2 8EP

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

Larne

36 Curran Road
Larne
BT40 1BU

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

Nottingham

97 Manvers Street
Nottingham
NG2 4NU

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