



your travel guide

**specialists in stoma
and continence care**

Peace of mind whilst travelling

Our Respond Global Assistance Service is there to help with emergency stoma and continence supplies when travelling away from home.

Emergencies whilst you are away

Respond Global Assistance is there to get stoma supplies to you when you run low unexpectedly whilst away from home.

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



00 44 29 2076 7880



hello@respond.co.uk

respond.co.uk

Respond Global Assistance has a variety of methods available to get your emergency supplies to you as quickly as possible, including a worldwide network of stoma and continence product distributors. Please note that because speed is of the essence, the stoma products we supply to you in an emergency may not be the same products as those you usually use.

Holidays should be enjoyed. Take a little time to plan ahead to ensure that yours will be as trouble free as possible.



Travelling abroad

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

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

Travel insurance

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



Travelling for any ostomate can be challenging. Some insurance companies will not cover you at all, whilst others will offer cover but at double the premium. If you are able to find insurance it is likely that you will have to pay a high premium and a high excess in the event of a claim.

On the next page you will find some information we have put together for you regarding holiday insurance.

Pre-existing medical conditions

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

- 1 You must obtain written medical approval to undertake the journey if you have been in hospital at any time during the previous six months.
- 2 You must not travel against medical advice, or specifically to get medical treatment.
- 3 You must not have received a terminal prognosis.
- 4 You must not be on a waiting list for hospital treatment.

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

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

Travel Insured

Offer travel insurance specifically for pre-existing medical conditions.

Call: 0845 850 1066
or visit:
www.travelinsured.co.uk

Saga

Offer travel insurance exclusively for the over 50's.

Call: 0800 015 0757
or visit:
www.saga.co.uk/insurance/travel-insurance

AGE UK

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

Call: 0845 600 3348 or visit:
www.ageuk.org.uk/products/insurance

Stoma Charities

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



0800 328 4257

Email
info@colostomyuk.org

Website
colostomyuk.org



Ileostomy & Internal Pouch Association

0800 018 4724

Email
info@iasupport.org

Website
iasupport.org



01386 430140

Email
info@urostomyassociation.org.uk

Website
urostomyassociation.org.uk

our top tips for flying

Body screening at airports

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

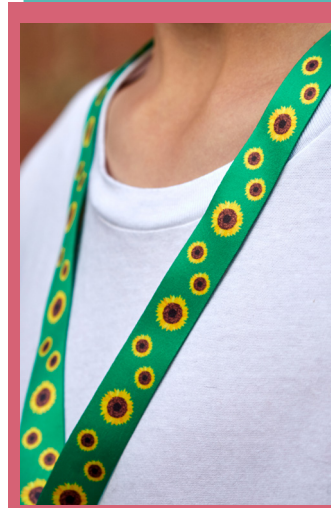
The scan does not show internal body parts but it is likely to highlight the fact that you are wearing a stoma pouch. Security officers have received training

to deal with issues like this in an appropriate and sensitive manner, and no physical contact such as a hand search is necessary.

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

Did you know?

The Sunflower Lanyard Scheme was launched in 2016 at London Gatwick Airport, as a way to help discreetly identify passengers who may require additional support and assistance whilst travelling. The scheme is now starting to be recognised globally, and has been adopted in the UK by all major airports, supermarkets, in the NHS, leisure facilities and railway stations. Check with the airport you are flying with if they have these lanyards available to you at their Special Assistance desk. You can also visit their website at <https://hiddendisabilitiesstore.com/find-the-sunflower> to see where the scheme is recognised, and check out the back page of this booklet for their contact information.



Pouch choice

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

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

Packing

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



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

Did you know?

Airports throughout the EU offer a free Special Assistance Service for passengers who require extra support and assistance whilst travelling through the airport. If you require assistance please aim to pre-book this through the airline or travel agent up to 48 hours ahead of travelling, or contact the airport to find out what they offer under this service.

Hand luggage & travel certificate

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

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

During the flight

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

Travel Top Tip

Some airlines have started offering free seat selection – check with your airline to see if this is available to you.

Air travel and wind

Air travel tends to make everyone a bit 'windy'. It's difficult to know whether this is due to altitude, a change in normal eating patterns caused by early morning or late night flights, or not being able to exercise for several hours whilst in the air. It's a good idea to have more frequent and smaller meals or snacks for the 24 hours before you fly, and also try to avoid highly spiced or fried and fatty foods. Some people recommend that you should avoid fizzy drinks before and during the flight. When booking your flight, request an aisle seat near to the toilets.

Following these simple tips may make your tummy feel a bit more comfortable

Drink plenty of water to avoid dehydration and avoid airplane ice and juices depending on departure destination.

Going on holiday?

Call us now for your travel certificate



phone

0800 220 300

0800 028 6848 (N.Ireland)



online

respond.co.uk



email

hello@respond.co.uk

Medicines

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

Medic alert ID bracelets

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

Information about MedicAlert ID bracelets is available from either your GP, pharmacist or visit: www.medicalert.org.uk for more information. You can also do this on your smartphone.

Accessible toilets and national key scheme RADAR key

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

As a Respond customer we will supply you with a key to unlock all accessible toilets in the UK.

For more information, help or advice
get in touch



phone

0800 220 300

0800 028 6848 (N.Ireland)



online

[respond.co.uk](https://www.respond.co.uk)



email

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Tummy upsets and tummy bugs

The medications most useful in the event of a tummy upset are Imodium (Loperamide), which slows down bowel action, and rehydration powders such as Dioralyte dissolved in the recommended amount of water. If you have an ileostomy then you should take liquid Imodium prescribed by your GP, as the capsules are not absorbed as efficiently in the small bowel. Rehydration solutions help to prevent dehydration which can happen as the result of a bout of diarrhoea and vomiting. When you are abroad it is recommended that you use either boiled or bottled water to mix rehydration drinks. Both Imodium and Dioralyte are available on prescription or at your local supermarket or pharmacy. Always read very carefully the instructions supplied with these medications before taking them. It is more effective to take Imodium at least half an hour before food. If your tummy upset is not settling after 24 hours seek medical advice.

Sensible eating and drinking

One of the best things about travelling to different countries is trying out different foods, and the last thing we want to do is to restrict our diet. However, a few sensible precautions may help to prevent 'holiday tummy'. In very hot countries avoid food that has been standing for long periods of time, especially shell fish and some meat combinations like burgers, sausages etc. Wash salads and fruit before eating and drink only boiled or bottled water. If the local water upsets you, then you should also use bottled water to clean around your stoma as it will absorb the water and anything in it. In some countries you would need to make sure that the cap of your bottled water is properly sealed. Don't have ice cubes in your drinks and think carefully before you eat ice cream or cream. Drink only moderate amounts of alcohol in hot countries, and drink a glass of water for every glass of alcohol you consume. Excessive amounts of alcohol will cause dehydration and the symptoms described in the next paragraph.

Dehydration

Dehydration does not only occur with tummy upsets and tummy bugs. In hot and humid conditions we perspire much more and we need to replace lost body fluids by drinking more. This applies to all the family, so make sure to have plenty of fluid stops and always carry a bottle of water with you. Isotonic sports drinks such as Lucozade Sport or its equivalent are available at most supermarkets and pharmacies and are excellent in combating dehydration. Symptoms of dehydration are headache, thirst, dizziness, small amounts of dark urine, feeling light headed or weak, or any combination of these symptoms. If dehydration persists seek medical help immediately.

Travel and holiday service for our customers

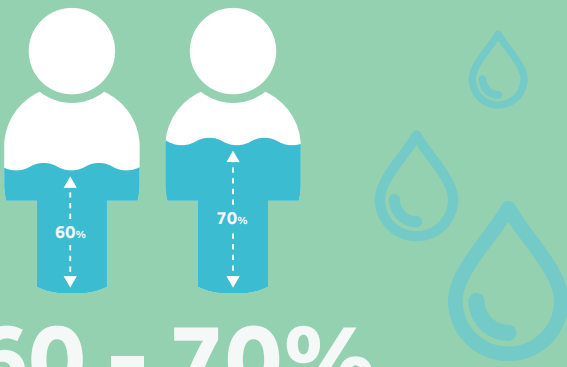
In the UK

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

tel: 0800 220 300 / 0800 028 6848 N. Ireland.

Pouch Storage

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



60 - 70%

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

Did you know?

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

90%

perfect for keeping hydrated!



8

Drink

glasses of water a day,

a lack of water causes dehydration



HydrationTip

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



Awareness training with Cardiff and Belfast airports on helping passengers with stomas and invisible illnesses.

As a hidden disability, the most common anxieties for people with a stoma 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. At Respond we understand these concerns and have teamed up with Belfast and Cardiff Airports, to deliver awareness training to their security and PRM (Passenger's with Reduced Mobility) teams.

Lead by our Community Specialist Nurses, the training sessions helped to familiarise staff with the types of products an ostomate could be travelling with, and how they would feel if they were to be separated from them, as well as some medical conditions behind have a stoma. All participants finished the training with a better understanding and awareness of ostomies, and feeling more confident in their knowledge of searching and supporting someone with a stoma.





BELFAST INTERNATIONAL AIRPORT

Helen Coulter, Stoma Nurse for Respond Healthcare said: "With the rigorous security routines now in place when travelling through airports, it is vital that security staff are able to assist people travelling with a stoma as empathetically as possible.

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

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

Nabeel Gill, Head of Security at Belfast International Airport said: "We are dedicated to ensuring all our passengers get through the security procedures as stress-free as possible, which is why it was important that our security staff are educated on passengers travelling with stomas and how we can make sure we are empathetic to the person's needs, understand their concerns and have the correct process in place for

conducting searches. We are pleased to be working with Respond Healthcare to ensure all our security staff go through the correct training to help ensure their travel experience is a positive one."



Respond Director of DAC Services 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.”

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.”

Keith Thomas, a Respond home delivery and support service user, and his wife, Jane, came along to help give the ostomate’s perspective on travelling through the airport.



Small changes, big impact

Pelican & Respond Healthcare are behind a movement to improve the lives of people living with stomas. Campaigner Amber Davies explains why

Those who live with a chronic illness know all too well that it isn't just the physical symptoms that can present challenges. Very often, a lack of public understanding can mean that everyday life suddenly becomes laden with unnecessary obstacles.

This is especially true for people living with a stoma – an opening in the abdomen that allows waste to be collected outside the body in a bag. However, with the help of UK-based health companies Pelican Healthcare and Respond Healthcare, a new action group has been formed by those affected by the condition to lobby for changes that could have a significant impact on their day-to-day lives.

Even changes as seemingly minor as altering toilet signage could bring untold benefits, explains group member Amber Davies (right). "I've experienced negativity because of my condition. When using accessible toilets, people have been verbally abusive because they think they aren't for me, and I've even been questioned by security guards."

The group is currently working with the Welsh Government to replace the current wheelchair symbol to reflect the fact that not all health issues are immediately visible.

Waste collection is another issue. "Because of my stoma, I use up the space in my bin very quickly, which can often leave me facing a fine from the council," Davies explains. The group is calling for the widespread adoption of specialist collections that only a handful of areas already offer. "There has to be a greater recognition of the needs of people living with a stoma." Stuart Welland, MD of Pelican and Respond agrees: "We need more education and a higher level of awareness.

People are experiencing issues every day that can be tackled positively, so we'll be working with charities and associations to form one unified voice in calling for change."

#BeTheChange
pelicanhealthcare.co.uk
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Continence

- Suitable for both faecal and urinary incontinence.
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Stoma

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Let's make your moments shine!

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

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

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





"Thank you so much for an excellent service, I would recommend it to anyone"
Keith, Llanelli



respond
making life better

**AWARD-WINNING
PRESCRIPTION
DISPENSING SERVICE**



"Respond took over the reins with my ileostomy equipment and have been instrumental in my recovery"
Paul, Perth



"Very helpful, and very understanding"
Lauraine, Kidwelly



**Professional, friendly
and reliable.
Everyday, we make
life better.**

A service to smile about

99.5%

of our customers say we are **very good** for holding stock of all products

99.7%

of our customers say the quality of our service is **excellent or very good**

99.7%

of our customers would recommend **us**

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Data on file

NHS
Providing NHS services

an eakin company



THE CARE RANGE product range



Support garment brochure



Ostomy and continence swimwear



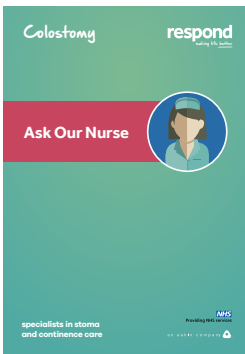
Sex and intimacy advice booklet



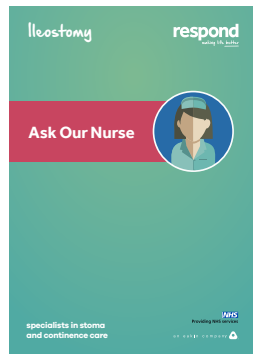
Connect magazine



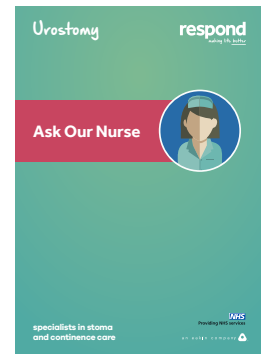
Travel certificates



Ask our nurses Colostomy



Ask our nurses Ileostomy



Ask our nurses Urostomy

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Post Code

Telephone

Email

Please detach and send to:
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Contact Us

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0800 028 6848 (Northern Ireland)



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Cardiff Business Park
Cardiff
CF14 5WF

Direct 029 2076 7880
Fax 029 2000 3820
8am to 5pm Monday to Friday
08:30am – 12:30pm Saturday
Closed on Bank holidays

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

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life
better**

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respond.co.uk

f **respondltd**

t **@respondltd**

Useful Contacts

Colostomy UK

info@colostomyuk.org

0800 328 4257

colostomyuk.org

Hidden disabilities

(Sunflower Scheme)

www.hiddendisabilitiesstore.com

customersupport@hiddendisabilitiesstore.com

IA

(The ileostomy and internal
pouch support group)

info@iasupport.org

0800 0184 724

iasupport.org

Urostomy Association

info@urostomyassociation.org.uk

01386 430 140

urostomyassociation.org.uk

