

A HIGHLY COMMENDED MAGAZINE

Connect

SUMMER
ISSUE | 11

Celebrating
our Stoma
Care Nurse
of Year!

P.13


NEW look,
NEW feel and
100%
recyclable!

NEW PRODUCT
ALERT!
Coming soon

Exclusive!
Innovation
Insight P.23

10% OFF
new continence
swimwear collection P.11

respond
making life better

an eakin company 

Welcome to Connect

We are now

BIGGER

more readable



Connect

What's inside

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Eakin's Innovation Journey
With Ian Anderson R&D Director

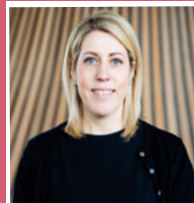
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A message from the Editors



Nicola Spencer
Marketing Executive



Natalie Jones
Marketing Coordinator

You will see we have made some positive changes to this edition of Connect. Connect is now bigger, more readable, and 100% recyclable. We hope you enjoy reading this issue as much as we've enjoyed creating this together for you.

As always we would love to hear from you. If you have any questions or would like to share a story then please get in touch with us today via one of the options below:



Call:

0800 220 300
0800 028 6848 (N.Ireland)



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

Letters to

the Editors



We've received many wonderful letters, emails, and phone calls from you since the last issue, here are just a few:

Dear Editor,

Hi Nicola, thank you very much for sending me the Autumn/Winter issue No.10 of Connect Magazine. The uplifting articles certainly made me realise there are many people living with bags for various disorders. I belong to a self-help group called The Inside Out Club. We meet fortnightly at Northwick Park Hospital in Harrow. We have speakers who visit regularly and a representative from Respond has also made a welcome visit. I had my operation in September 2010. Various companies supplied my medical products but for various reasons were rejected and I finally decided upon Respond. They have never let me down. If you think my poem is appropriate and there is space in the next issue perhaps it could be printed. Best wishes and good health to you all at Connect.



*Me and my bag are always together
Come rain or come shine no matter the
weather*

*It sticks to my side like a baby's blanket
It works a treat and I really thank it*

*I like to change it every day
It's cleaner, I'm happier, for me it's the best
way*

*I take my time putting it on making sure it's
properly stuck tight
The thought of a leak while I'm out and about
gives me the scariest fright*

*We live together without any trouble or strife
A real medical miracle I have to say that gives
me a jolly good life*

Bernard Fisherman

**Thank You
For all your wonderful letters!**



"This Connect is one of best ones yet!"

Ann

"We have just received a copy of the Connect magazine – Autumn/Winter Issue 10. This is the first time we have seen this magazine and have found it incredibly useful and informative."

Wanda

"Nicola, I have been a customer of your product for approx. 12 years, mostly to my home in Spain. Just received my latest order with a copy of Connect. Great read and presentation which included a tip which I will certainly try out. I am impressed."

Regards Norman Waterhouse
Agamonte Spain

Keep
them
coming!

The magazine in a minute



Introducing Billie Anderson...

We are thrilled and excited to have Billie on board as our Face of Respond. Billie is a passionate ostomate advocate and she will be working with us to bring you informative vlogs and stoma tips addressing common concerns and questions ostomates have.

Pages 6-8



New products and service...

As always, we like to keep you up to date with all the latest news. For this issue, we are offering a 10% discount for our readers on our new continence swimwear range. Now that lockdown is easing, and staycations are allowed, why not treat yourself?

Pages 9-10



Stoma Care Nurse of The Year Helen Coulter...

We have a special feature with our Stoma Care Nurse of the Year, Helen. Not only is Helen the Nurse of the Year, but she was also awarded a British Empire Medal (BEM)! We caught up with Helen and Rosaleen who nominated Helen for this prestigious award.

Pages 13-18



NEW! Our innovation journey...

We catch up with Ian Anderson, our Research and Development Director to bring you an up-to-date insight into our innovation journey. We are very excited to be sharing this with you and we hope you enjoy the insight.

Pages 23-24



Product Solution Corner...

We are so pleased to hear that you are finding our product solution corners helpful and informative. In this issue, we speak with Nurse Team Leader, Alison Roberts about parastomal hernias.

Pages 42-45



Do you have a question for our nurses?...

We are here to help, and our team of specialised stoma care nurses are available to answer any questions you may have. Pop to page 47 and send over a question you would like us to answer.

Page 46

Face of Connect & Respond

Introducing Billie Anderson

 @billieandersonx

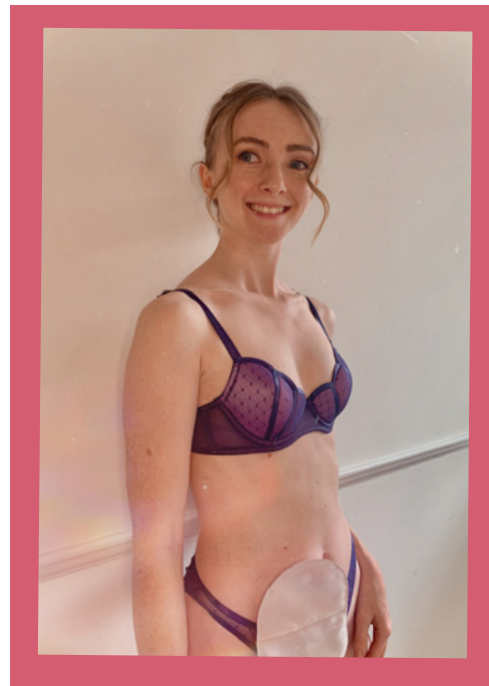


I'm Billie, I'm 24, from the UK and I have a stoma bag! I was diagnosed with Inflammatory Bowel Disease aged 20 and had surgery a year after my diagnosis that gave me my ileostomy. Since then, I've been raising awareness for ostomies and IBD on social media to help those connected to the condition and beyond!

I started to notice something was wrong in the summer of 2016. I'd just finished my first year at university and was supposed to be having the summer of a lifetime, but I was tired and bloated all the time. It didn't take long until I noticed blood in my stool. I panicked and turned to Dr. Google, which only made things worse. So, I chose to ignore it.

A month later I saw a real doctor, but instead of calming my fears, she made them worse. Without a test, she looked at me and said, "I think you've got bowel cancer." So, I had a colonoscopy, only to be told, they couldn't find anything wrong with me... I went back to university for my second year and within two months I was bed-bound; crawling to the toilet 20+ times a day. I'd lost two stone in a matter of weeks, couldn't sleep or eat. After trying to pretend I was fine, my dad dragged me to A&E. After five hours, a doctor handed me iron tablets and told me "you probably have an iron deficiency. It's likely your menstrual cycle." The last time I checked bleeding from my butt wasn't my menstrual cycle and I booked an appointment to see a gastro specialist.

I don't remember the first appointment with my gastroenterologist. My body was exhausted. I hadn't slept or eaten properly in three months. He took one look at my grey skin, lifeless eyes and resting heart rate of over 150bpm and got me in for every test under the sun. A week later I was diagnosed with ulcerative colitis.

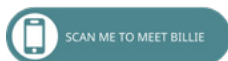


I was started on a cocktail of medication. My face started to puff, acne popped up across my cheeks, my hair fell out and my joints seized. I was taking 30+ pills every day and going in for intravenous therapy once a month, but still had diarrhoea and blood in my stool.

Three months into my third year at university and 11 months of treatment, I was sat opposite my GI for the millionth time, but this was different. My health had declined even more, and I knew what was coming. "You can't try any more medication, you need surgery." I pleaded with him one more time and asked if I could just finish my degree. "You won't make it that long," he said. So I pressed pause on my life, left university and packed for surgery. I spent Christmas 2017 and the first days of 2018 in hospital. Almost one year from the day of my diagnosis, I had my whole colon removed and a stoma bag fitted.

It's been three years since my surgery and even though it hasn't been plain sailing, my stoma has given me my life back! The side effects of the medication started to wear off - my hair grew back and my body started to fill in. I started getting stronger and more confident, knowing I wouldn't have to be chained to a bathroom anymore. Six months after my operation I flew to Ibiza for the girl's holiday. After that, I went back to university and had way too much fun in my final year but completed my degree, from the library this time and not a hospital bed. After graduation, I started a new job and became a Londoner.

Why being the Face of Respond is so important me?



When you first get your stoma, the process for receiving supplies can be overwhelming, so I'm working with Respond to raise awareness for the ease of getting your supplies and the services available; as well as sharing some hacks, tips and tricks I've learned along the way!

I just want to break the taboo of poo and the stigma that comes with ostomy bags. That's what took me to work with Respond! Raising awareness for stoma bags goes beyond sharing online. I want to offer practical tips and tricks I've learned along the way, as well as sharing just how easy it can be to get your supplies!

Receiving my stoma supplies has become as normal as ordering (too many) clothes and that process should be simple and easy to navigate. Respond has made it just that. Not only do they offer a fantastic service, but they too are dedicated to improving the lives of those with stoma supplies!

So, stay tuned for tips, tricks, and breaking the taboo!

Please follow me on  @billieandersonx and Respond on  @respondltd  @respondltd  respondltd

**AWARD-WINNING
PRESCRIPTION
DISPENSING SERVICE**

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

NEW! Mental health booklet

To mark Mental Health Awareness week and the importance of our mental health, especially during the pandemic, we have created a new advice booklet in collaboration with Mind. The brochure includes top tips to support and better your mental health and wellbeing. We hope the booklet helps, and that you continue to take care of yourself and your mental health.



No.1 Award-winning prescription dispensing service



Thank you

for helping us become the No.1
award-winning prescription dispensing service provider.

Thank you

for taking the time to leave a review and speak so highly
of us.

**With the support of our valued customers and the efficient service from our
customer care teams, we are so grateful to hold the number 1 spot!**

If you would read our reviews please visit

<https://healthcaredeliveryreviews.co.uk/provider/respond/>

or if you would like to read a review please visit

healthcaredeliveryreviews.co.uk/write-review/

THE CARE RANGE

Product Solution Corner

Our third product solution corner focusses on parastomal hernias, and how COMFORT flange extenders can be the solution for extra security for ostomates with hernias. Many ostomates will experience a parastomal hernia post-surgery and our Nurse Team Leader, Alison, shares her case study and expertise over on page 42

RENEW new bottle

*Same great product,
but with a new and improved shape bottle*

.....

For those of you who use our RENEW protective powder 50g, you will have seen a change in the shape of the bottle. The nozzle itself remains unchanged and the bottle has been updated to a slim line look and feel which is also easier to grip. For those of you who have sampled RENEW recently, you will have seen we have updated the sample to a handy 5g bottle in place of a sachet.

NEW PRODUCTS AND SERVICES FROM respond *making life better*



RENEW Protective Powder 50g
Prescription code: ABP2
Purchase cost: £6.10



**RENEW Protective Powder
5g Sample.**
Complimentary sample code:
ABPS



NEW for 2021



With lockdown lifting and facilities opening we can look forward to enjoying our favourite sports and exercises such as swimming, once again.

As we know swimming is a fantastic and gentle activity for rehabilitation after surgery and a great way to stay fit. With our comprehensive range of specialist continence swimwear available in different styles to suit all, combined with state-of-the-art fabrics and watertight integral pant, you can feel secure and at ease when swimming, on the beach or staycation, without the need for pads.



Womens continence swimsuit

Colour: Jet Blue & Safari

Size: 8-10, 12-14, 16-18, 20-22

Price: £49.45



Womens continence tankini

Colour: Jet Blue & Safari

Size: 8-10, 12-14, 16-18, 20-22

Price: £54.95

10% OFF!
use code:
SUMMER21
at checkout

**Find out more about our continence swimwear range on our website,
or get in touch with our friendly teams on:**



phone

0800 220 300

0800 028 6848 (N.Ireland)



online

respond.co.uk



email

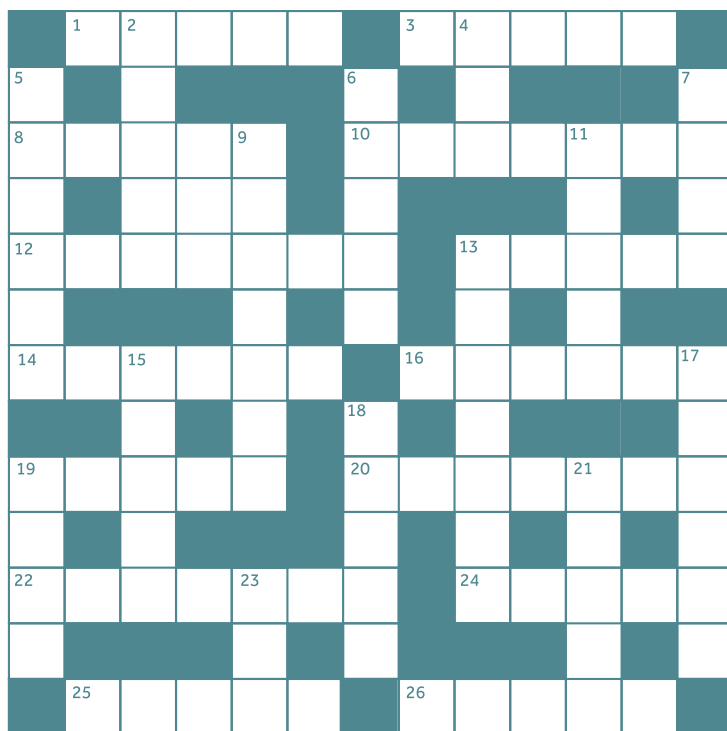
hello@respond.co.uk

*Offer closing date 30th September 2021

an eakin company 

Puzzle page

CATCH WORDS



Across

1. ___ of the trade (5)
3. Lock, ___ and barrel (5)
8. ___ suspect (5)
10. The ___ Tower of Pisa (7)
12. With friends like that, who needs ___ (7)
13. The ___ of time (5)
14. The devil is in the ___ (6)
16. ___ and stick (6)
19. A ___ bill of health (5)
20. Big ___ (7)
22. Finders ___ (7)
24. The ___ that broke the camel's back (5)
25. ___ and spices (5)
26. As quiet as a ___ (5)

Down

2. Offer an ___ branch (5)
4. Not for all the ___ in China (3)
5. Middle-aged ___ (6)
6. Too ___ for comfort (5)
7. Don't put all your ___ in one basket (4)
9. A first ___ (7)
11. The ___ sanctum (5)
13. The four ___ (7)
15. Variation on a ___ (5)
17. ___ in at the deep end (6)
18. Staring into the ___ (5)
19. A piece of ___ (4)
21. On the ___ of a dilemma (5)
23. ___ and flow (3)

Congratulations to our Community Stoma Care Nurse Helen Coulter...

We are delighted to announce that Helen has been recognised in the Queen's 2021 New Year's Honours List. Helen has been awarded a British Empire Medal (BEM) from the Queen for her services to Cancer and Stoma Patients in Northern Ireland.



We couldn't wait to catch up with Helen to find out what this means to her. We also got the opportunity to speak to her nominee, Rosaleen.

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

I am absolutely delighted. I was nominated by Rosaleen in 2018 for a British Citizens Award when I received a lovely certificate, I thought that was a big achievement, but a BEM medal is mammoth. I think being nominated by a patient is the biggest compliment a nurse can get.

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

My nursing background was in Orthopaedics where I worked as a ward manager for 11 years. In 1997, following a spell of ill health, I applied for a staff nurse's post in another hospital and was placed in the general surgical ward. I had never worked with patients undergoing stoma surgery before and found it very interesting. The hospital had 2 amazing stoma care nurse specialists who taught me so much and with their encouragement I undertook a stoma course followed by a colorectal course. I worked as a "link nurse" if they were absent and would have been released from the ward to assist in both hospital and community, this made applying for my current job easier. I left the NHS after 37 years and joined Respond Healthcare in 2012 to set up the community nursing service in Northern Ireland.

3. Can you describe a typical workday?

My working day is 8 hours Monday to Friday, occasionally on a Saturday I will hold a clinic for patients who work and are unable to attend a weekday clinic.

I am asked by the NHS hospital-based stoma departments to see newly discharged patients. I see these patients in their own home within 1 week of discharge (I usually speak with them on the phone within 48 hours of discharge). I will then review them again 2 weeks later and finally when they are 8 weeks from surgery, but should they develop problems in between times I will see more frequently.

I organise my own visits and as I cover a large area, I will "plan my route" heading in a different direction each day, this is the best use of my time, and I can see more patients and less time traveling.

I do a lot of teaching of patient's families and carers who are going into the patients home. Care home staff are always happy to have training/updating and this is very rewarding work.

I have also trained security staff in Airports and Arenas/stadiums. I have a fabulous lady who has a urostomy and we carry out the training between us, she is an inspiration to everyone who meets her.... she makes it real.



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

To see a patient progress from someone pre-operatively who is frightened, anxious, and worried about their surgery and possible treatment to someone who is coping well and living their life as they wish is so rewarding.

To see someone answer their door to me a few weeks following surgery with a smile. on their face and full of chat is rewarding.

To talk and educate a group of people who have never even heard of a stoma before and to see their understanding after a teaching session is rewarding.

To talk to an ostomate after their first holiday and the confidence that brings is rewarding. It's the small things.

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

If you don't tell someone you are having issues no one can help. Contacting your NHS stoma department or your HDS stoma specialist nurse is so important, we are here to help you and often can give advice over the phone until we can see you face to face at home or in a clinic. Online support groups with other ostomates can help but please remember they are not trained specialists and everyone and every stoma is different, what works/helps one person may not help you so... ASK THE SPECIALISTS.

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

Talk to someone, there is lots of help there, Stoma Care Nurses, Colorectal Nurses, Macmillan nurses are amazing if you are concerned about upcoming treatments or side effects.

The associations (UA, IA, CUK) have fabulous literature and support networks.

Support groups, when they meet, are a great means of communication and sometimes it is a great way to meet others in the same situation as yourself, but again a note of caution, they may have the same type of stoma as you, but they are not trained so... ASK THE SPECIALISTS. We want to help in any way we can, if we can't help, we will know who can and with your consent will arrange help for you.



Colostomy UK

24-hour free helpline
0800 328 4257

Email
info@colostomyuk.org

Website
colostomyuk.org



Ileostomy & Internal Pouch
Association

IA (The ileostomy and internal pouch support group)

info@iasupport.org
0800 018 4724
iasupport.org



UA

T: 01386 430140
E: info@urostomyassociation.org.uk
www.urostomyassociation.org.uk/

Why I nominated Helen for the prestigious award...

Rosaleen's story

Helen Coulter is my cancer nurse who has just been awarded her BEM in the New Year's Honours List. For those who have not heard of this unsung hero, she is part of the Respond team at Larne. She trained to be a nurse for several reasons and her dedication to duty has paid off and has given me a quality of life that I am so grateful for. As my stoma nurse, she is on call when needed and never leaves a message advising the caller to call back another time. Messages are always responded to and followed up with a home visit if considered necessary.



At the time of my surgery my Consultant's words were lost in the midst of time, having had experimental treatment that as far as I was concerned sorted the cancer out, I was shocked to hear that I needed life-changing surgery - and I needed it fast. I sat there thinking where is all that coming from? Information flowed freely from the consultant like what could happen post-surgery, DVT, problems relating to bowel control, bleeding, damage to surrounding organs, damage to lymph glands causing lymphoedema in the leg, blocked urine flow, leaks, and the possibility of dying while under the operation, and it goes on. This surgery can be straightforward, but that was not the case with me. Soon after discharge, I was rushed to A and E where I was given a blood transfusion, suffice to say I had too many blood transfusions prior to this to mention.

For these reasons I congratulate Nurse Helen, her wide experience and professional care for me has put cancer care back on the map again. Patient care for someone like myself has been rather measured, and Covid-19 rationing regarding time meant that one could only mention one medical issue causing concern, imagine someone like me deciding which matter is more important when there were hernias and prolapses to consider along with other things. Outpatient appointments have been replaced with a phone call - not always satisfactory when making diagnostic decisions without having the sight of the patient.

On 12th June 2016, Helen won the British Citizen Award, and I know that our First Minister and deputy will be proud to see Helen's BEM awarded.

Helen was there for me, setting up a plan of action like a true professional. Where on earth can one find such an angel who sails in with a smile and leaves like nothing is too much trouble.

Without Nurse Helen from Respond older people surviving cancer like myself would be alone. God Bless Helen and the Respond team.

There is no stopping Helen, and we couldn't be more proud...

Stoma Care Nurse of the Year 2021



In addition to her being awarded a British Empire Medal from the Queen for her services to cancer and service patients in Northern Ireland, we also are celebrating the news that Helen Coulter has also won a prestigious and highly respected British Journal of Nursing (BJN) Award; **the Stoma Care Nurse of the Year 2021.**

Helen has won the award in recognition of her outstanding contribution to stoma care nursing which includes delivering training programmes to external organisations who provide support for patients living with a stoma, with particular emphasis on care homes. She has also delivered training for security staff at airports within the UK, helping them understand the needs of people living with a stoma and therefore helping reduce trauma for these passengers.

The British Journal of Nursing (BJN) is the leading general clinical journal for nurses, publishing up-to-date clinical reviews, original research, and evidence-based papers. Its annual awards are therefore very well respected and recognise the outstanding work undertaken by nurses across the UK in a large array of fields.

Commenting on the award, Helen said:

"I am delighted to have won this award, it's an honour and a privilege and I am extremely grateful to the people who nominated me. To be a finalist in the awards was amazing, but to win is absolutely incredible."

"I have been nursing for 37 years and have been with Respond Healthcare for almost ten of those years. I am extremely passionate about stoma care in the community and the smooth transition of patients from hospital to home. Education of anyone who comes into contact with an ostomate, be it family, friends, carers, is the key to success and I am proud this work has been recognised."



Here at Respond we are delighted with the fact that not one, but two of our nurses, reached the final of the BJA Stoma Nurse Award category which underlines the strength of its work in supporting people living with a stoma.

Alison Roberts, Respond Nurse Team Leader said:

"Helen absolutely deserves this award, and we are so proud of her. The dedication she shows, delivered in such a personable way, is second to none and is so important to the people we support."

Alison was also a finalist in the category. Chris Cochlin, Respond Healthcare's, Director of Customer Services, UK Ostomy said:

"The whole team is delighted for Helen and Alison and will definitely help them celebrate when the time is right, which we hope will be very soon. In a year when things have been so difficult due to Covid-19 and the pressure has been ramped up as a result, to have our nurses delivering such outstanding work, and being recognised for it is just incredible."

"To have two of our nurses reach the final of the award category is the icing on the cake and shows what an incredible job they both do".

What's been going on online?



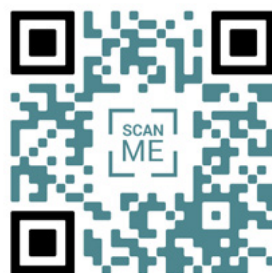
For those of you who don't have access to our online platforms we want to share with you all what's been going on across the social media channels.

#BeTheChange is 1-year old!



We recently celebrated our 1st anniversary of the #BeTheChange campaign launch, which we held at the Senedd (home of Welsh Government) in Cardiff. We are so excited to share with you we have launched our new, dedicated website for our campaign, where you can watch speeches from our amazing panel and find out more about the changes they are calling for in society, for all living with a stoma and invisible illnesses.

Scan the QR with
your smart phone
to sign up and get
involved, or visit
bethechangeuk.com



Our community updates

Updates from our social group - The Community

It goes without saying how challenging 2020 has been for us all with social restrictions and not being able to communicate with each other as we used to. In March 2020 the majority of our office-based staff started working from home whilst our wonderful warehouse and production teams continued on our "front lines" as usual, ensuring you continue to receive our first-class service.

Many of you reading this will appreciate how isolating being at home can be, especially when unable to chat to your colleagues as usual and missing out on the social interactions of the regular day.

Recognising the need to connect everyone in a new virtual landscape, our social group, The Community, was formed! The Community group have hosted some fantastic events throughout the year to bring some cheer to all our colleagues across the UK. With lots lined up for 2021 we thought we'd share with you some of the amazing activities and fundraising we have been involved with recently.

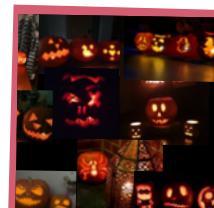
The Community have hosted regular quiz nights and bingo nights throughout the months, and hosted multiple charity events, to help show our support for everyone going through these hard times. Here are some pictures from our charity events!



Christmas gift appeal for LATCH charity



Our sites celebrate Nutella Day



Halloween fancy dress and pumpkin carving



Our team in Larne's office Christmas donations for the Salvation Army



Trussell Trust donations



Movember for men's mental health

Advocate Keith

We recently caught up with ostomate and advocate, Keith, on his fundraising challenge and what it means to him.



As many of you will know, I walk a lot in my spare time anyway and managed to raise an amazing £500 for the NSPCC just by walking 100 miles during that first furlough. I actually completed it on Father's Day in memory of my Dad who passed away in October 2019.

The beginning of 2021 has been really fantastic to start a new campaign via my social media platforms to raise money for the Wales Air Ambulance. Fundraising gives me a real buzz and a focus to keep me busy. 2020 will be remembered as the year that coronavirus changed the world; so many people have lost loved ones and our hearts go out to the grieving families and friends left behind. We have recently heard the sad news of the death of Captain Sir Tom Moore who quickly became the nation's hero not just by raising millions of pounds for our NHS but by lifting spirits and showing that anything is possible if you have the right attitude and a positive outlook.

In raising money for the Wales Air Ambulance, I hope to give something to help this vital branch of our emergency services who are called out to any number of different scenarios and have saved many lives. But this year is going to be a challenge with a difference - at least to begin with. I am doing another 365-day Selfie challenge, but obviously taking a selfie with someone else isn't always a viable option in these days of social distancing and restrictions in travel. However, I am not discouraged, and I am inviting people from all walks of life to "donate" a selfie by sending it to me, then I can post one a day on my social media. Along with the selfie, there is a link to my justGiving page, where anyone who wishes to can donate any sum they like to help this great charity. I have set a target of £1000, and already an amazing £600 has been raised. I am overwhelmed by the generosity and enthusiasm shown so far. Lots of people have shown interest, including the lovely people at Radio Wales and I even got to chat to rugby legend Scott Quinnell about it. He has sent me his selfie (yet to be posted) as have several other celebrities including the lovely Dave and Shirley from Gogglebox. If you'd like to be involved, feel free to look me up and send me your selfie.

Thank you, Keith

www.justgiving.com/fundraising/keith-thomas32

Starter

Top tip

Head to page 37 for our easy bread recipe to accompany your paté starter!

Chicken liver pâté

Prep time 15 minutes

Cook time 10 minutes (plus chilling)

Serves 4

Food processor required

Ingredients:

- 375g unsalted butter
- 400g chicken livers, trimmed
- 2 large garlic cloves, 1 crushed, 1 finely sliced
- 3 thyme sprigs, leaves only
- 3 tbsp madeira
- 4 slices toast
- 1 Bramley apple, cored and diced
- onion chutney, to serve
- cornichons, to serve



Recipe card

Method:



1. Heat 1 tbsp of the butter in a non-stick frying pan over a medium heat. When the butter is foaming, add the chicken livers and fry for 2 mins on each side.
2. Stir the crushed garlic, some of the thyme and Madeira into the pan with the livers. Fry for 2 mins, letting the Madeira simmer. Transfer the mixture to a food processor, reserve 200g of the butter and add the rest to the processor. Blend everything to a smooth paste. Season to taste, then spoon into 4 x 70ml clip-top jars.
3. Melt the reserved butter in a medium frying pan and add the sliced garlic. Turn the garlic in the butter until slightly golden. Pour into the 4 jars of pâté, ensuring a few slices of garlic and the remaining thyme leaves go in each jar, and chill in the fridge for at least 4 hrs, or until set. Can be made up to 2 days in advance.
4. Before serving, toast the brioche, then cut into triangular quarters for serving. Stir the diced apple through the chutney. Serve the pâté on small wooden boards with the toasted brioche, cornichons and chutney.

NEW!!

Eakin Group Innovation Journey

By Ian Anderson R&D Director



Four years ago in April 2017, the Eakin Group started a journey, one that led to the production of customer centered products like the newly launched Pelican ModaVi pouch or the soon to be launch REFRESH 3IN1 and the new Eakin freeseal® but for Eakin, our customers, and consumers this journey has only just begun.

Obviously, a medical device needs to meet certain standards and ensure compliance with systems like the ISO13485 and the Medical Device Regulations (MDR) . This ensures that all medical devices are designed to fulfill their primary role safely and effectively every time. For us, at Eakin, this level of quality is a given and our processes look beyond the purely functional.

What excites us at Eakin is the development of groundbreaking solutions that really are 'what customers want' enabling us to fulfill our promise and turn a new customer, into someone who gets what they want (and more) from a product.

Our philosophy is simple – listen, interpret, embody, test, show, modify, repeat. Individuals will initially select a product because they need it to do something - to get a job done. Whether they continue to use that product is much more subtle and is dependent upon a whole series of factors such as how well it fits their lifestyle and satisfies their overall desires.

A simple example might be mouthwash. The job to be done might be described as "freshen our breath", so we may do a little research

and purchase a bottle of mouthwash. Assuming the mouthwash does the job, and our breath is freshened we need to decide whether we need to buy another bottle or try something else. This decision-making process is driven by much more than simply 'did it freshen my breath' our decision may be based on measurable factors such as longevity of freshness, size of and shape of the container but also perhaps more subtle things such as how it tastes, how it makes us feel, what it looks like, texture in the mouth, sense of freshness, etc.. These decisions are different for different individuals.

With this in mind, the starting point of our ostomy journey was to stop categorising users according to their medical condition but thinking of them as individuals with hope wants and desires.

Next, we then had to work out the right questions to ask to get the conversation going. This involved observing, chatting with and listening to ostomates, carers and healthcare professionals. Listening is key, some of the richest material came when they were talking amongst themselves – some of the “hacks” users had implemented were truly inspiring and saddening in equal measures.

Of course, it is easy to listen to customers, the real art is interpreting what you hear as customers find it hard to articulate.

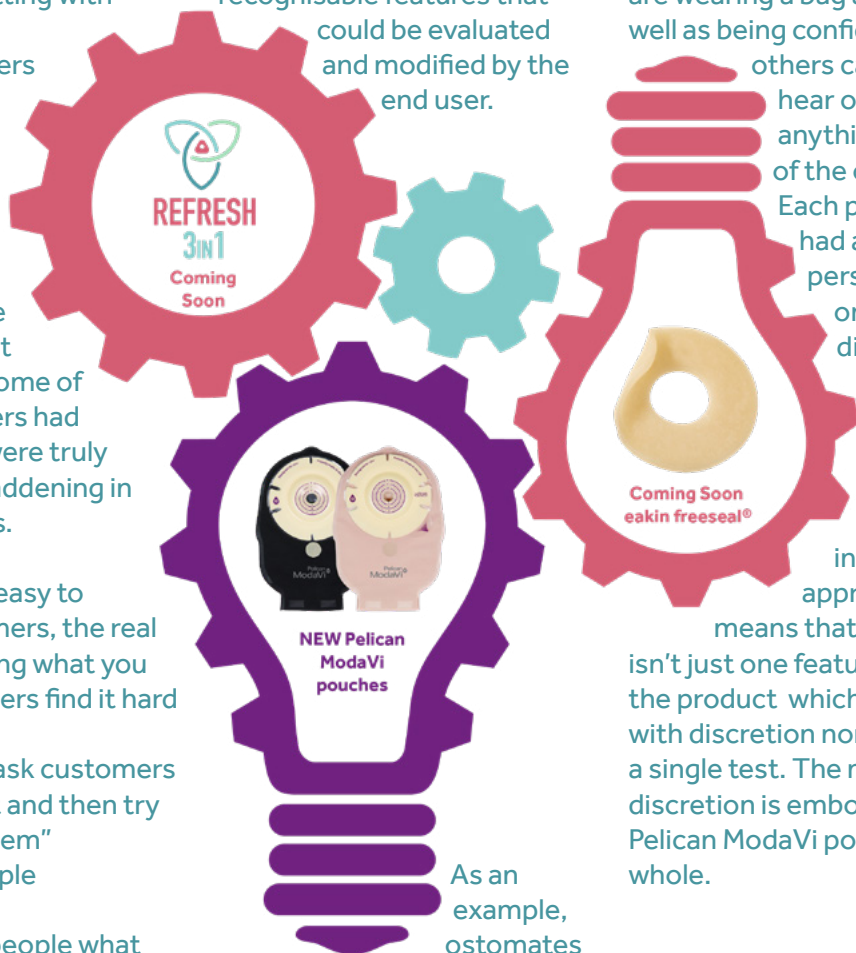
“You can’t just ask customers what they want and then try and give it to them”
Steve Jobs, Apple

“If I had asked people what they wanted they would have said a faster horse!”
Henry Ford, Ford Motor Company

Our team worked hard at interpreting ostomates comments and used their skills to convert these into recognisable features that could be evaluated and modified by the end user.

to see that I am wearing a stoma bag” when we explore further, for some it is about being able to forget that they are wearing a bag at all as well as being confident that others can’t see, hear or smell anything out of the ordinary. Each person had a unique perspective, on discretion. Using this

interpretive approach means that there isn’t just one feature on the product which deals with discretion nor is there a single test. The need for discretion is embodied in the Pelican ModaVi pouch as a whole.



As an example, ostomates

often talk of their desire for discretion. We commonly heard statements like “I don’t want anyone

Products like ModaVi, eakin freeseal® and REFRESH are just the first step on our Ostomy journey. As an organisation Eakin believe it is imperative that we minimise our environmental impact, fortunately this also came through loud and clear during our discussion with users, so we will be working with them to develop a range truly sustainable solutions that better fulfill their expectations.

Thank you for reading,
Ian.

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My life with Ulcerative Colitis

By Graham Bonnet



I had suffered with Ulcerative Colitis, on and off, since I was 21 years old. I am 72 years old now, so have had a lot of experience in matters of the bowel! During one of my stays in hospital, my surgeon carried out a biopsy and informed me I was actually suffering from Crohn's. I'd never heard of this and did a lot of reading up to understand more fully what it was. After this, things calmed down for many years, I had no attacks, stomach pains or any of the other problems associated with Crohn's, or Colitis.

Then at the beginning of August 2015 things came back with a vengeance, and I was admitted to my local hospital where, in a very short space of time my weight went down to 55kg, from 85kg. I was put on all sorts of medications and eventually, they managed to stabilise me and got my weight up to 65kg. I underwent a magnitude of tests, scans, x-rays, etc. and they found the problem but, they told me, it was much too complicated for them to handle as I needed surgery and they did not have the skills, and they were going to have to refer me to a specialist hospital – St. Marks in Harrow. By this time, we had reached December, and I was allowed home, fully drugged up and with a supply to take on Christmas Eve, but they wanted me back by 19:00 Boxing Day. My referral then came through and I was transferred to St. Marks on January 18th, 2016.

My weight was now stable at 65kg, and I was being prepared to go home, to be recalled after about 2 months for surgery. However, on Tuesday March 21st, 2016, my surgeon came to see me and checked everything, asked how I was and asked if I would like a cancellation that he had. I asked when it was for, and he told me Thursday 23rd! I then had a couple of days of stoma nurses telling me what would happen, what I would end up with, and sticking little red plastic dummy stomas on me to practice with. Following surgery, I spent a couple of days in ITU, then went back on the ward where my recovery continued. The stoma nurses were brilliant, in fact, the whole team was, they taught me how to infuse myself with TPN and Saline, taught my wife how to change and dress my stoma, and prepared for my discharge. Two days before my discharge my wife rang to tell me that a van load of "stuff" had just been delivered for use when I got home.

That was when one of our bedrooms became a pharmacy. I was then discharged on May 23rd, 2016, having spent nearly 10 months in hospitals.

I started having problems with my stoma 'fittings' whilst in hospital, and things didn't improve when I got home. I need a high output pouch as I have a shortened absorption tract, and the output is very acidic. As such, I was having to change everything daily, otherwise, I would have serious leaks. As a result of the output getting on my skin around the stoma, I ended up with a rash the size of a saucer, and the problem was compounded as I developed both parastomal and incisional hernias. The parastomal hernia resulted in my having a deep 'valley' that required filling with paste before any of the stoma items could be put on. Eventually, I had a date from my surgeon to be admitted to have the hernias repaired. The stoma was to be moved to my left-hand side, and I would have a biological mesh fitted. I was duly admitted on September 30th, 2019 for the surgery. It was supposed to be a 7-night stay that lasted 7 weeks! Other complications occurred, I caught various infections, was on oxygen for several weeks, but eventually pulled through. I felt 'not quite right' and asked my surgeon what exactly they had done to me. He said that when I was opened up my large bowel was very inflamed and looked as though it would develop ulcers, so they removed all of it, leaving me with just the Sigmoid stump. I was discharged end of 2019 with a supply of a new competitor's product. But I wasn't very sure of them as, in hospital, I was only getting about 8 hours of wear before I got a leak. I had read about the Pelican Platinum and was going to request samples, but my local stoma nurse visited and bought a few pieces with her. I tried these, very successfully, and changed over 100% to the Pelican Platinum at the beginning of January 2020. Since this change I have now gone more than 12 months without a leak! I change my pouch daily, and the base Mondays, Wednesdays, and Fridays – we have the weekend off. I should mention here my stoma is only a small one, just 30mm, as it is the 'end of the line'. Also, my wife is my carer, she was fully trained at St. Marks in stoma changing and care, and I certainly could not do things without her.

My regime consists of using the adhesive remover spray, and remover wipes, both with Vitamin E. I use a Cohesive Small Seal around the stoma, the Platinum Convex Base, Platinum Contour Flange extenders then finish with the Clinimed Ultra Frame and fit a Drainable Maxi pouch. (I use the Clinimed extender as it is waterproof and everything stays in place during washing, showering, and so on). For washing and showering, I swap the maxi pouch for a Closed Mini. It is much smaller and doesn't get in the way. Since changing over to the Platinum range, with Vitamin E, I have had no skin problems, soreness around the stoma, or rashes. I have found that using the Platinum range, they are so very soft and flexible, I am not aware of having them on. They are so comfortable. I have even had stoma nurses ask me what I use, as they have some difficult patients.

Best Regards
Graham Bonnet

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AGAIN!

We believe in confidence and comfort for all Ostomates. We want you to be active, to be social, to be self-assured, to be the best version of you.

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A Day in the Life of **Kerry Sawyer** England Care Centre Manager



1. How long have you been in your role?

I have been with the company for 11 years this year but in my current role since last April.

2. What does a day in the life of a Care Centre Manager look like?

I work closely with the England Team Care Centre Managers & Seniors. We plan workload, manage daily tasks, and ensure there is enough capacity to cover the phones so our customers can get through to our advisors quickly. I also create and update work instructions and work on projects. When we can travel again, I will be conducting site visits and am looking forward to seeing people face to face again.

3. What are your favourite things about your job?

I enjoy watching my team progress and grow within their roles. I have developed relationships over the past year with other colleagues and have enjoyed getting to know them.

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

We make a difference and every single person who works here cares about our customers and the service we provide. We are always looking to improve our service and the way we have adapted to home working has proven what a credit to the company we are.

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

England now works as one site. This has enabled us to ensure we are available for our customers at all times and to manage all workload.

6. And the biggest challenge?

The same as my biggest achievement! It has taken a lot of work on all sides and we have had to relook at lots of processes to get to where we are.

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

Knowledge. I have previously worked as an Internal Advisor and then as a Team Leader, so I have a good knowledge of what the role entails and how we need to keep on reviewing things to ensure our service remains the best it can be.

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

Be prepared for lots of hard but rewarding work.

9. How would your friends describe you?

Hopefully, they would say I am loyal, good at listening, and always there for them.

10. What is your biggest passion or hobby outside work?

I enjoy cooking, reading, and travelling. I can't wait until international travel is allowed again. I am ready to explore.

11. What does your perfect weekend look like?

An excellent meal, some wine, and a good film.

12. Last question... If you won the lottery, what's the first thing you would do?

I would be checking into the VIP lounge at any London airport and going somewhere exotic.

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Supporting and empowering you



Our mission

We are **Colostomy UK**. Here if you have questions, need support or just want to talk to someone who lives with a stoma.

Your voice on the bigger issues: advocates for your rights and campaigning to raise awareness of what matters to you; running projects to empower you; building communities to support you.



Contact us

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Main

Honey, sesame & orange king prawns

Prep time 10 mins

Cooking time 10 hours

Serves 4

Serving tip

Top with spring onions and serve with rice.

Ingredients:

- 2 tsp sesame oil
- 1 large orange, zested and juiced
- 3 tbsp honey
- 2 tbsp low-salt soy sauce
- 1 tbsp rice vinegar
- 3 tbsp cornflour
- 2 tbsp sesame seeds
- generous pinch of Chinese five-spice powder
- 300g raw king prawns
- 3 tbsp sunflower or vegetable oil
- 1 garlic clove, thinly sliced
- 2 spring onions, sliced
- 200g long-grain rice, cooked, to serve



Recipe card

Method:



1. Mix the oil, orange zest and juice, honey, soy and vinegar in a bowl, then combine the cornflour, sesame seeds, five-spice and a pinch of salt in another bowl. Run a small knife down the back of each prawn, so they butterfly out as they cook, helping more sauce stick to them.
2. Toss the prawns through the cornflour mixture. Heat the oil in a large wok or frying pan. When it's very hot, add the garlic. Sizzle for 10 secs, but don't let it brown.
3. Add the prawns and any flour and seeds left in the bowl. Stir-fry over a high heat for a few minutes, until the prawns are pink and the sesame seeds are golden.
4. Tip the prawns onto a plate and pour the sauce mixture into the wok. Bubble for a few minutes until thickened. Add the prawns back to the wok and stir to coat in the sauce. Heat through for another 30 seconds. Top with spring onions and serve with rice.



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www.urostomyassociation.org.uk

Savoury

Easy-bake bread

Prep 30 minutes

Cook time 55 minutes
plus 1-2 hour proving

Top tip

When on step 2: When kneading the dough, if you don't like the feeling of the sticky dough on your hands try to not keep adding flour – a wet dough is better than a dry one! Instead try lightly oiling your hands.

Ingredients:

- 500g strong bread flour
- 7g sachet fast-action dried yeast
- 1 tsp salt
- 300ml hand-hot water
- 2 tbsp sunflower oil
- 1 tbsp honey



Recipe card

Method:



1. Tip the flour into a bowl and mix in the yeast with the salt. Stir in the water, oil and honey. Now bring together to make a soft dough – I use my hands, but a wooden spoon or knife from the cutlery drawer is fine. Tip onto a lightly floured surface and knead for 10 mins. It is worth putting in the time to do this as it will pay off later with lovely airy bread.
2. If you are adding flavourings, knead them in gently now.
3. Turn the dough into an oiled 1kg bread tin and cover with oiled cling film. Put in a warm place until the bread fills the tin, it should take between 1-2 hrs.
4. Uncover and bake your bread at 200C/180C fan/gas 6 for 30-35 mins until golden.
5. Tip out of the tin and tap the base of the loaf. It should sound hollow when fully cooked. If not cooked, put the loaf back in the oven out of the tin and test again after 10 mins and cool.



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Pregnancy with a stoma,

By Stacey Douglas



Hi, my name is Stacey I am 36 years old. I was diagnosed with Ulcerative Colitis (UC) when I was 18. I had left my family home to attend university in Aberdeen and was living in halls of residence, I thought my illness was down to the move, enjoying university life too much (maybe a few too many nights out and microwave meals) but following frequent trips to the doctors with severe diarrhea I received an appointment for a colonoscopy which showed my large intestine had many ulcers.

Pre-operation

Between age 18 and my early 20s, my Ulcerative Colitis was fully controlled as I tried to live a healthier lifestyle. However, things started to deteriorate aged 24, I didn't have the confidence to go out with friends because I was having accidents, I constantly felt exhausted, I was eating a very bland diet but no matter what I ate or drank I felt like I was always on the toilet, day and night. I was struggling to attend my work on a full-time basis and continue to study for my post-graduate degree. I tried many different medications including Pentasa, Asacol, Asathriaprime to name a few but none seemed to help. The only thing that alleviated the problem was steroids, which initially made me feel a lot better, but the longer I was on them and the more I tried to lower the dose the worse I felt, and the symptoms worsened. I was asked to consider an operation to remove my large intestine but as I was single at the time and in my 20s, I could not think of anything worse, I was determined that there would be a medicine or diet out there that I hadn't tried that would cure my illness.

By the time I was 26, I agreed to the operation. I was happy in my own mind that I ruled out all other options and I had had enough of feeling rotten and exhausted all the time. I didn't have a life as I wouldn't go anywhere as I worried that I wouldn't reach the toilet in time and have an accident in public.



Post-operation

In December 2011 I started my new life with a stoma. The initial 4 weeks post-surgery were hard, I wanted to feel better instantly but it took time to recover and adjust to living with a stoma. Within a few months, I felt 'normal' again. I was meeting friends for lunch, going to the cinema, etc. all of which I had stopped doing due to the illness. I felt so much better within myself, and I could eat and drink whatever I liked without having to worry how quickly I would need to run to the toilet. When I had decided to have the initial surgery, I was of the mindset that the stoma would only be temporary as I wanted to have the J pouch surgery as soon as possible. Over the next 2 years, I had two further surgeries to create the internal J pouch, connect it and remove the need for the stoma. The surgeries were a mixture of open surgery and keyhole. The initial results were great, I had my body back I could wear tight clothes, bikinis etc again like all my friends did.

However, after 18 months things started to go downhill again, I was losing weight, constant trips to the toilet, fatigue, all the same symptoms that I had initially struggled with. I tried various diets again, but nothing helped the situation. I was advised that the best way forward was to give the J pouch a rest and have a stoma again. I was devastated by this, as I felt I had been through 3 operations to be back at square one again. There was never any guarantee that having the J pouch surgery would last a lifetime however it was a procedure that I wanted to go through. However unfortunately for me, it wasn't to be and in 2015 I had surgery to get my stoma back again.



Life now

In 2011 I thought that having a stoma was the worst thing that could happen to me, and in 2015 I was delighted to have my stoma back and get my life back. In 2016 I got married to Greg in Cyprus, and we have gone on to have Ella (aged 3) and Blair (aged 7 months). I believe that if I hadn't gone back to having a stoma I would not have coped with having a family as my health was so bad, I didn't have the strength or energy required to raise children as I was so poorly myself. As I had undergone four operations on my stomach, conceiving naturally was never guaranteed however I was very lucky and both my pregnancies were very straightforward, I had no issues with my stoma however, I was deemed high risk due to my previous stomach surgeries and both children were delivered by arranged c-sections.

I am not on any medication for my ulcerative colitis, I suffer no pain, I can eat and drink what I like. And because of my stoma, I can happily say that that I feel better now than I have for a long time and have enough energy to look after my young family. The option is there to try the reversal again, but I feel my body has been through enough, I have not come across anything that my stoma has restricted me to do, it in fact gave me my life back.

We understand

We've been there too



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Parastomal Hernias

with Alison Roberts
Nurse Team Leader



Welcome to our third 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 **Parastomal hernias**. We know hernias can be a common challenge for an ostomate, and recently our Lead Stoma Care Nurse Alison helped a patient overcome an uncomfortable leaking experience due to finding a parastomal hernia underneath the stoma siting. Alison's recommendation of using COMFORT flange extenders helped resolve the problem.

Case Study

Alison's patient underwent ileostomy surgery in 2014, after an unsuccessful ileoanal pouch procedure. Due to this, she had developed renal problems which required weekly dialysis three times a week, and consequently, it caused unpredictable output.

Alison was called to see the lady on the ward, and after further examination, she discovered a small parastomal hernia. Due to the location of the hernia, the adhesive area of the bag was not large enough to cover the hernia, causing this to lift at the edges and causing discomfort and leaks.

Now that the developed parastomal hernia was identified by Alison, it was evident a flange extender was needed. She applied COMFORT large flange extender to the bag which allowed the extra security and the ability to cover the hernia. This safely secured the edges of the bag preventing them from lifting.

As a result, this proved a success. Firstly, this immediately increased the confidence and security for the patient, and secondly helped with the staff nurses' confidence during dialysis as pouch security is essential when undergoing dialysis due to the necessity to lie on the bed during this procedure.

To find out more about parastomal hernias, head to page 45.

What are flange extenders?

The COMFORT Flange Extenders has been specially designed to secure the flange to the body whilst helping to protect the skin from excoriation and maceration. COMFORT Flange Extenders are extremely flexible with fantastic elasticity benefits which mean that you can bend and stretch, and the extender will move and stretch with you. With a choice of wide, small, and large sizes, there is something for every type of body shape and the added potential for extended pouch wear time and reduced pouch usage.



Features and benefits

- Available in 3 sizes
- Minimise skin protecting
- Prevent edge lifting due to a hernia
- Simple to apply
- Added security
- Gives peace of mind

How can this help YOU?

- ☒ Do you have a parastomal hernia?
- ☒ Do you experience leaks because of it?
- ☒ Does your base plate lift?
- ☒ Are you looking for extra security?

**If you have answered yes to ANY of these,
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Disclaimer: If you are experiencing any further problems, you may wish to discuss this further with your Stoma Care Nurse.

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What if you get a parastomal hernia?



What is a parastomal hernia?

A parastomal hernia is a bulge or swelling around or underneath your stoma. The hernia usually develops slowly and may increase in size over time.



Hints & Tips

In the months following your surgery



Avoid heavy lifting

For 3 months after surgery avoid heavy lifting, heavy pushing and pulling and overstretching. Straining and increasing abdominal pressure



1

Wear a support garment

As you become more active post operatively

3



Maintain a healthy weight

Support your stoma and tummy whilst coughing or sneezing

4



Wear a support garment if you are doing heavy work.

5



Take gentle exercise

Take regular, gentle exercise such as swimming or walking in the months following surgery. Avoid high impact sports such as rugby, football or strenuous racket sports.

What can cause a parastomal hernia?

When a stoma is created, the end of the bowel is brought out onto your tummy through the muscle of the abdominal wall. This process can cause a weakness or gap in the abdominal muscle. Sometimes a loop of bowel bulges through that gap causing a hernia to develop.



SCAN ME

SCAN ME!

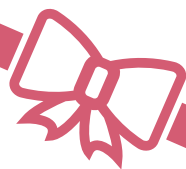
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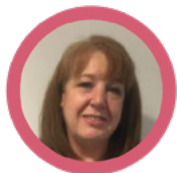
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Our team of expert stoma care nurses are here to share their advice with you.



Do you have a question for our nurses?

This could be about anything; a problem you or a relative are experiencing, a burning question you have been wanting to ask a nurse, nutrition, exercise, sex and intimacy, the list is endless.

Our nurses have a wealth of experience, and between them they are here to answer your questions.

Simply scan the code to your left with your smart phone and send us a question or email marketing@respond.co.uk

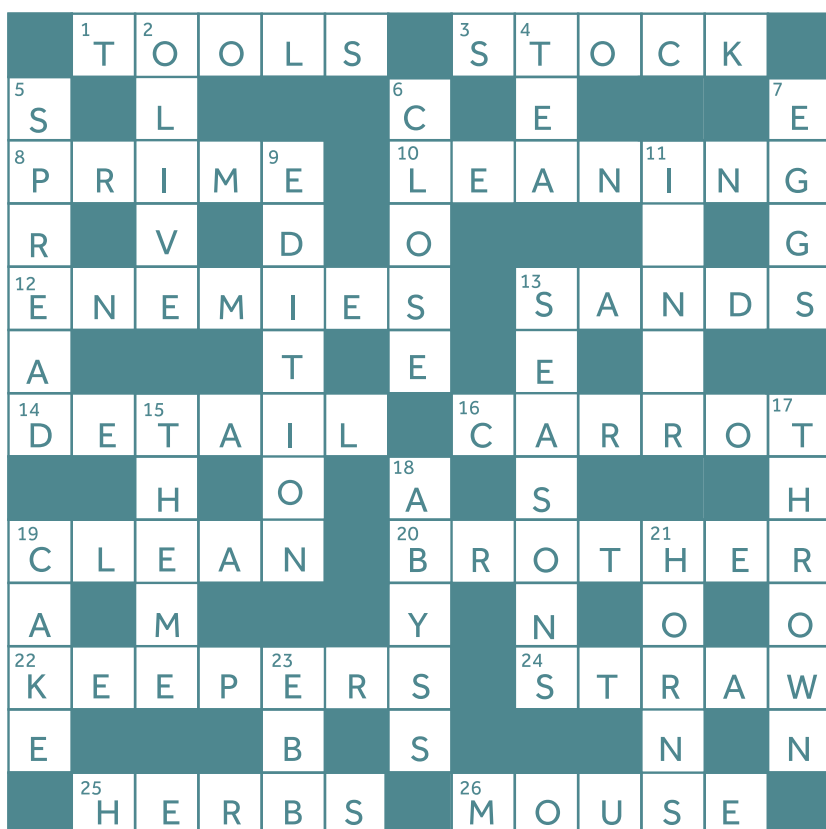


We would love to publish all questions and answers in the next issue of Connect to help other ostomates who could be experiencing similar issues. If you wish to remain anonymous please note this in the email.

Puzzle page

CATCH WORDS

Answers



Our literature collection available to you...

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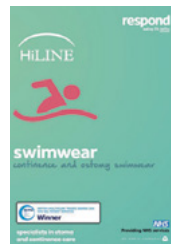

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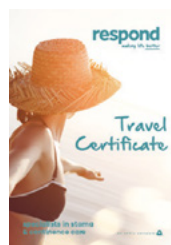

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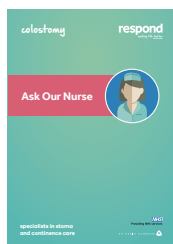

CONNECT

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TRAVELGUIDE

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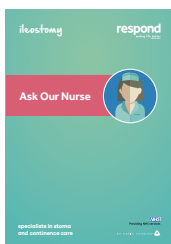
TRAVELCERT

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ENGLISH

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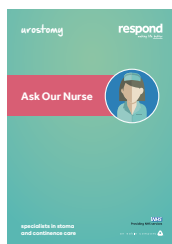
WELSH

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ENGLISH

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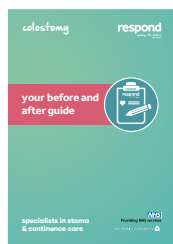
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Useful contacts

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

Urostomy Association

2 Tyne Place
Mickleton
Chipping Campden
Gloucestershire
GL55 6UG

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

Macmillan Cancer

87-90 Albert Embankment
London
SE1 7UQ

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

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

Mind

15-19 Broadway
Stratford
London
E15 4BQ

T 0300 23 3393
E info@mind.org.uk
Text: 86463
www.mind.org.uk

contact us

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0800 028 6848 (Northern Ireland)



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Closed Saturday

Peterborough

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PE7 8FZ

Direct 01733 348 883
Fax 01733 806 515
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Fax 01202 031708
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2 Victoria Avenue East
Manchester
M9 6HB

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Fax 0161 820 4510
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Perth
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PH2 8EP

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Fax 01738 657 221
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Larne
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Direct 028 282 60506
Fax 028 686 87999
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97 Manvers Street
Nottingham
NG2 4NU

Direct 0115 940 3080
Fax 0115 871 8097
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Monday to Friday
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**Our vision is to...
Support the need for greater
understanding for people living
with a stoma and invisible
illnesses.**

#BeTheChange



#BeTheChange Voices



Insights Community

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the campaign and sign up to get involved**

www.bethechangeuk.com

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