

A HIGHLY COMMENDED MAGAZINE

Connect

WINTER
ISSUE | 12



REFRESH
3in1
Special

P.25-30

**Meet Frank, 92,
whose dream is to
skydive one more
time for charity. P.23**

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

P.41

**Choose
freedom**

P.37

respond
making life better

THE QUICK ONE



Make slow and complex pouch changes a thing of the past. Our new 3IN1 **REFRESH** is an advanced adhesive remover spray with barrier film and fresh linen fragrance.

Let REFRESH simplify your daily stoma care routine.



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REFRESH
3IN1

an eakin company 

Please note:

If you are unsure whether a product containing a barrier film is right for you, please speak with your Stoma Care Nurse.

Connect

What's inside

ISSUE 12

- 4 A message from the Editors
- 5 Letters to the Editors
- 6 The magazine in a minute
- 7-8 Here to help – your questions answered by SCN Ruth Jones
- 10-11 Face of Connect - Ant Andrews
- 12-14 NEW products and services
- 16-17 NEW Meet our staff
- 18-19 A Day in a life of Stuart Coates
- 21 Q&A with our customer, Bridget
- 22 Starter / Snack – Pumpkin muffins
- 23 Meet Frank, a 92-year-old skydiver



Meet Frank



REFRESH
3in1

REFRESH SPECIAL

Read ostomates and nurses views

- 25-26 Behind the scenes with Rachel Allen



Product Solution Corner

With Community Stoma Care Nurse
Hazel Brooks

- 28-30 Product Solution Corner
- 32-34 Supporting our customers with the correct support garments
- 35 Meet Sarah, our HiLINE Support Garment Specialist
- 36 Main – Slow cooker pork casserole
- 37 NEW Product eakin freeseal
- 38 Catch words
- 40 What's been going on online?



- 41 Stoma Education with Billie
- 42 Meet our REFRESH influencers
- 43 NEW Pelican Healthcare Let's Talk Podcast
- 44 Dessert – Autumn Crunch Crumble
- 46 Catch Words – Answers
- 47 Literature Collection
- 48 Useful Contacts
- 49 Contact us

A message from the Editors



Nicola Spencer
Marketing Manager



Natalie Jones
Marketing Coordinator

Hello, and welcome to our Winter Issue of Connect 12.
As we head into our twelfth issue, we are pleased to
bring you our latest news, real-life stories, and advice
that will hopefully be helpful to you.

In this issue, we have some great editorials from
ostomates, support garment users, and nurse advice
from our team of experienced stoma care nurses. As
always, enjoy it and please do get in touch with us
with suggestions, feedback, and ideas.



Call:

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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



Hi Nicola & Natalie,

Just wanted to say a quick thank you for creating this magazine, I really really enjoyed it from the recipes to hearing other people's stories. I really liked hearing about how Billie had been getting on. I am 31 and although I have had a bag most of my life, I don't think it was until I was about 25 did I ever feel comfortable with it. It was inspiring to hear how quickly she took to hers and is a great role model for others.

I can say from my own experience once you become accepting of your bag (I call mine Colin) it really is a weight off your shoulders. It's amazing once you realise that it was all in your head and actually no one really cares about the bag. I hope she and you all can continue to inspire more people to feel open and free about their bags. Thanks

James

**We've received many wonderful
letters and emails,
keep them coming!**

The magazine in a minute



Your questions answered

Thank you for all the questions you have submitted to our nurse team. Our Respond Community Stoma Care Nurse Ruth Jones has answered these for you. Head to pages 7 and 8. Do get in touch if you would like your question answered.

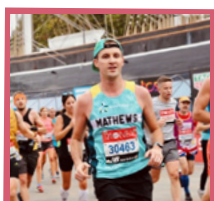
Pages 7-8



NEW Product and Services from Respond and Pelican Healthcare

As always, we like to keep you up to date with all the latest news from the group. In this issue we share with you our #BeTheChange signage launch day, the launch of REFRESH, Eakin Freeseal, and Pelican's brand-new Let's Talk podcast.

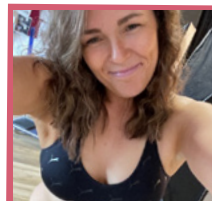
Pages 12-14



NEW Meet our Staff

New to Issue 12, we share with you activities from our team members. This issue we caught up with Adrian Matthews, who completed the London Marathon on behalf of his Mum, and we look into a day in the life of Stuart, our Warehouse Manager in Cardiff.

Pages 16-19



REFRESH Special

It's been 3 months since we launched our brand-new innovative product and, in this issue, we have a REFRESH special where we go behind the scenes with user Rachel Allen. We also have our Product Solution Corner with SCN Hazel, and you'll have the chance to meet our influencers.

Pages 25-30 & 42



HiLINE - Meet Sarah

We are pleased to introduce Sarah, our Support Garment Specialist, and we have a story from support garment user Jon sharing his experience and how we helped by recommending the correct garment.

Pages 32-35



What's been going online?

As always, for those of you who are not online, we share with you online activities that you can access via your smartphone's camera. We have the latest from Billie's education vlogs, an opportunity to meet our REFRESH influencers, and the brand-new podcast series from Pelican, Let's Talk.

Pages 40-43

Here to help...

your questions answered



Ruth Jones,
Respond Community Stoma Care Nurse

• **Q: Why is my pouch always full of air and very little waste food?**

• **A:** The pouch can be full of air depending on what you eat as certain foods give you more wind. Things like onions, cabbage, cauliflower and fizzy drinks can cause this and basically things that gave you wind before can do it now especially for colostomy patients. Foods such as ginger cake, ginger biscuits and probiotic drinks and yogurt can help and eating little and often.

• **Q: How can you avoid Blue Bag Syndrome?**

• **A:** Blue Bag Syndrome for urostomy users is due to a bacteria in the urine and therefore it is best to provide a specimen for the GP for analysis so that the appropriate treatment can be started if needed. Increase your fluid intake and change the pouch more frequently until treatment completed.

• **Q: I keep getting a lot of soreness around the base of my stoma, do you have any suggestions please?**

• **A:** One of the main reasons for soreness is the aperture being too big and the template needing adjusting. Also sometimes it can be caused by the faeces or urine getting underneath the flange. This can be for different reasons but in both cases it is best to be reviewed by the local stoma nurse. In the interim check the template is not too big by placing the backing of the pouch over the stoma and if skin is visible in the cut out area then it needs reducing. You can use the measuring guide in the product boxes, checking the measurements left to right and top to bottom. If you feel confident then you can contact your supplier and give them the new measurements and put in a new order. If when taking the pouch off there is faeces on the back of it, you may need to use a seal or change the pouch, so contact your stoma care nurse.

• **Q: My question is around mountain walking and climbing which was my escape before the wheels fell off the wagon. What have people learnt in terms of techniques, devices, approaches for managing their stoma when out on a mountain for a long day? I am getting my fitness back (slowly)! I now listen to my body and ignore my ego!**

• **A: It really depends on what sort of stoma it is.**

If you have a urostomy, then you could use a leg bag attached to the pouch which will give double capacity but also if you need to empty it, it can be more discreetly done as the leg bag opening can be accessed easily up the trouser leg if the leg bag is attached to the calf.

If the stoma is either a colostomy or an ileostomy then reducing what you eat in the hours leading up to walking can help although with an ileostomy eating things such as pasta, rice and potatoes can help thicken the output up. If a colostomy a large maxi pouch would give more capacity.

If an ileostomy then using an absorbing gel capsule in the pouch would also prevent the pouch from filling up so quick. Use a new one every time the pouch is emptied.

In all cases it is important that you take everything you need to change the pouch if needed and dispose of when convenient.

We hope these have been insightful and helpful, and if you have a question for our nurse team, please get in touch today.

This could be about anything – nutrition, exercise, sex and intimacy, challenges with your stoma. Simply scan the QR code below or email marketing@respond.co.uk





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**Only someone who has lived with this condition
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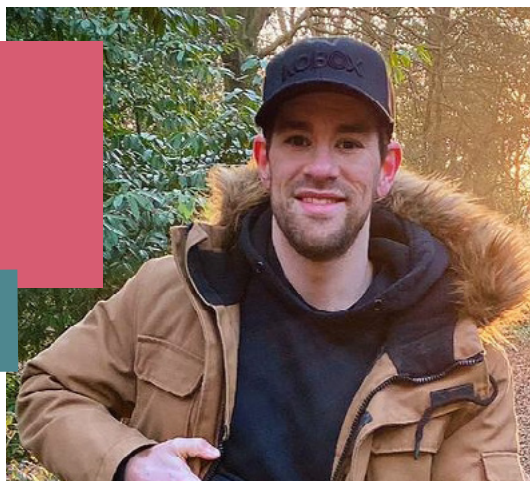
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Face of Connect

Introducing Ant Andrews

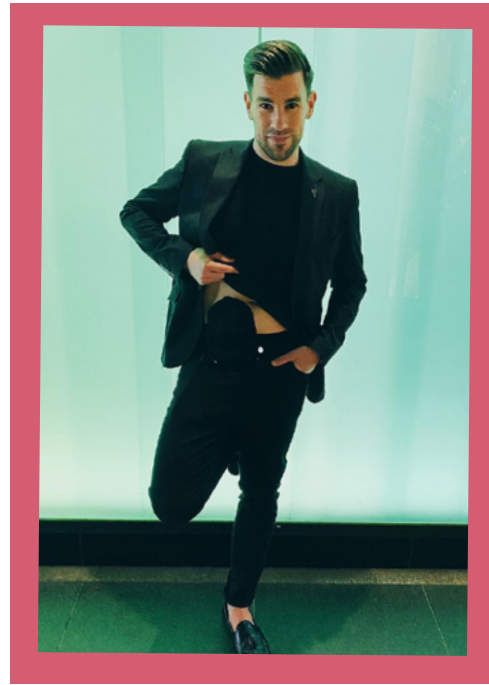
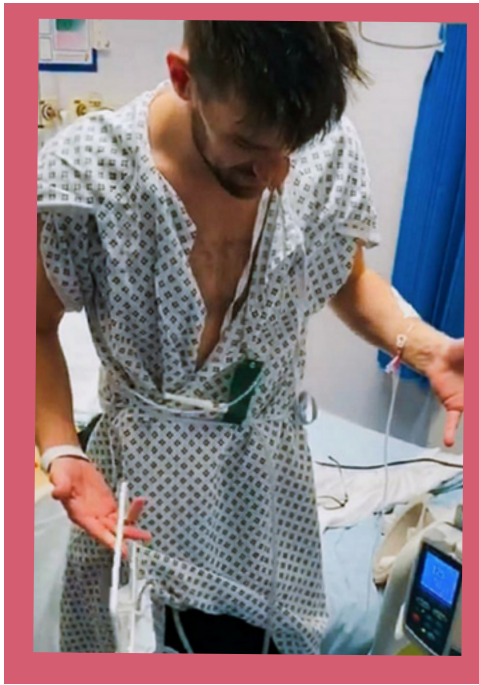


My name is Ant, I'm 32 and I have been suffering from Ulcerative Colitis for 12 years and recently I have had my ileostomy formed as I start my journey with my bag. I have been waiting for this moment for some time as I have finally got to a point where I am not suffering from symptoms and medication side effects at present and it's nice to tell you about myself and not be in pain.

My UC story started in 2009 when I had just started university. I remember when my symptoms first started as I had the standard diarrhoea, nausea and sickness, stomach

cramps, and dizziness, and put it down to a poor diet at university. I got the standard treatment of Imodium and was sent on my merry way and didn't think much of it. After several weeks, the symptoms only got worse, and I went to see my GP. My GP ran the standard tests, blood tests, stool samples, and others and all the tests came back within the normal ranges. I remember my doctor saying, "Everything is normal, so I'm not sure what else we can do". I remember feeling at the time quite empty and almost as if I wasn't that unwell as they hadn't found anything. I was later

referred to a specialist who stated I needed a colonoscopy and after this procedure (and the fun bowel prep) I was diagnosed with Ulcerative Colitis. I was put on prednisolone for several weeks and medication to help keep my flare under control and to achieve remission. I hadn't really taken in the enormity of the situation in front of me and just thought 'great a few tablets a day and I will be fixed'. I never thought I would ever be cured again. After several years of ups and downs with medications, flare-ups, and uncontrollable symptoms, my consultant and I elected to have an ileostomy formed. We



came to this decision as I had felt so low and unwell for such a long time, I wanted the opportunity to take out my colon and to see if my quality of life would improve. I had my ileostomy surgery in February of 2020 after 10 long years of pain. I remember waking up and feeling immediately better and happier. It didn't take me long to adjust to bag life, but it did take me ages to realise I didn't need to run off to the toilet anymore and I wouldn't go to the toilet in a normal way again. I mean, I don't know many people who kneel to go to their business.

I have been an IBD advocate for some time and I have loved having the opportunity to talk about my condition and my bag. Any opportunity I get I go out of my way to talk to people on social media, do posts with my bag out and just highlight that an invisible illness and disability can be seen in a positive light and that this really can be such an amazing experience. Having a bag has taught me things I never knew, has brought me closer to friends and family, and even making friends with others I would not have met otherwise.

My bag and stoma has changed my life for the better and I couldn't be happier.

*Thank you for reading,
Ant*

AWARD-WINNING PRESCRIPTION DISPENSING SERVICE

NEW
**PRODUCTS AND
SERVICES FROM**
respond
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pelican
HEALTHCARE

Award-winning service

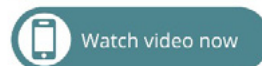
Our amazing Perth team were shortlisted for the Courier Business Awards in the service category and were finalists with two other companies. The awards ceremony took place at the end of October. Although we didn't win, we were honored to have been shortlisted, and our Perth team are worthy finalists. Keep up the hard work Perth!



#BeTheChange signage launch day

Back in June, we launched our new accessible toilet signage at Cardiff Central Library, as part of our #BeTheChange initiative. Voices panel member, advocate and Respond user, Rachel, joined us on the day to share in our excitement and to share her first-hand experiences when using an accessible toilet, and how important inclusive signage is for all with a stoma or invisible illness. Scan to watch our video today.

We would like as many organisations as possible to adopt to the signage, so if you have any ideas of who we should contact we'd love to hear from you, get in touch to marketing@respond.co.uk.



THE CARE RANGE

Introducing



Introducing **REFRESH!**

In the last issue, we shared with you that something new and innovative was coming soon. We are thrilled to share with you that our brand-new product **REFRESH** is now available. In this issue you'll have the opportunity to find out all about it.

REFRESH, a new addition to The Care Range is an innovative 3 in 1 spray developed to help simplify stoma care routines. Thanks to its unique formulation, **REFRESH** does the same job as using three individual products by combining the properties of adhesive remover, barrier film and a fresh linen fragrance all in one spray can. With just one product, pouches can be removed easily, peristomal skin is protected and any unpleasant odours are neutralised.

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

pelican
HEALTHCARE



Head to page 25 read **Rachel's story**

Head to page 28 to read our **Product Solution Corner** with **SCN Hazel Brooks**

Head over to page 30 to **request your complementary sample.**

Head over to page 42 to meet our **REFRESH trialists.**

AWARD-WINNING PRESCRIPTION DISPENSING SERVICE

NEW
PRODUCTS AND
SERVICES FROM
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pelican
HEALTHCARE



Meet Sarah, our support garment specialist. Sarah is available to answer all your support garment questions. If you require a fitting, Sarah is trained and available for home visits. To find out more and to get in touch visit page 35.

pelican
HEALTHCARE

EAKIN FREESEAL | Freedom from leaks

Our sister company Pelican Healthcare has recently launched a brand-new cohesive seal designed to give you freedom from leaks so you can live your life with complete confidence. Primarily designed for convex drainable users, the seal is 1.8mm thin, allowing for minimal impact on the fit of your pouch. Head to page 37 to find out more.



Pelican Healthcare's Podcast, Let's Talk...

Pelican Healthcare has recently launched their podcast, Let's Talk! The podcast follows their host Louise as she speaks to ostomates about their stoma journeys, covering topics such as mental health, sex and relationships, and common stoma issues. Head to page 43 to find out more.

NEW



There when you need us

The physical and psychological impact of facing or following stoma or internal pouch formation is life changing.

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

IA's One2One Support service is provided by qualified volunteers who have a wealth of personal experience and are ready to talk and offer support to individuals, families and their carers.

Contact IA if you'd like to speak with someone.



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NEW!!

MEET OUR STAFF



Welcome to our brand-new 'meet our staff.' Here you will have the opportunity to read about our amazing team members from various roles and departments across the business. In this issue we caught up with two of our wonderful members of staff so we could introduce them to you:

Adrian Matthews, our Financial Controller for the Eakin Group, recently ran the London Marathon for Bowel Cancer UK to raise money on behalf of his Mum.

And we caught up with Stuart Coates our Warehouse Manager where we find out a little more about him and his team along with some fun personal outside of work insights.

Here's what they had to say...

London Marathon

By Adrian Matthews

Shortly after retiring from teaching, Mum was diagnosed with primary bowel cancer in 2017. Following successful surgery and chemotherapy, she was able to get her life back on track as an active grandmother until a follow-up scan in autumn 2019 showed she had developed metastases on her lungs.

Mum's positive mental attitude, tenacity and determination have always

been among her many inspirational traits and have also helped her fight breast cancer during the last 10 years. This inspiration helped Dad to complete the Prudential Ride London, raising over £2,000 for Bowel Cancer UK - an organisation which helps us and others during the toughest of times.

Mum has always been a huge role model to me, but the challenges she continues to overcome have encouraged me to tackle my own challenge, which I hope will

make her proud, as I've been training (over a much longer period than anticipated!) to run the London Marathon for Bowel Cancer UK.

A contribution to Bowel Cancer UK will help them to continue providing hope and support for all those affected by a bowel cancer diagnosis.

Bowel Cancer UK's vision of a future where nobody dies of the disease is monumental. It would be incredible if future

patients and families would no longer have the same degree of uncertainty and emotional stress that's currently involved with a bowel cancer diagnosis. Thank you for taking the time to read our story.

The immense backing I've had from friends, family and colleagues is what got me over the line in a time of 3:43:18. It was a painful (and

not pretty) last 8 miles, after some schoolboy errors in the build-up resulted in me nursing cramp in both legs – something I'd fortunately not experienced for years but will remember for years to come. Not quite hitting my target time can be the only explanation for me finding myself entering the ballot for next year, when I had immediately told myself that I wouldn't be going anywhere

near a marathon again!


I'm so proud to have completed this challenge for such an invaluable charity, during a very tough period of finance and fundraising. Thank you for the incredible (and often witty!) support and encouragement these last 2 years – it really has meant a lot to me, the charity, and my family.



From us all at the Eakin Group, well done Adrian on beating your fundraising target, and for completing the marathon!



020 7940 1760 Monday to Friday 9am-5pm
admin@bowelcanceruk.org.uk

 @bowelcanceruk
 @bowelcanceruk
 @bowelcanceruk

A Day in the Life of Stuart Coates

Warehouse Manager,
Taffs Well, Cardiff.



1. How long have you been in your role?

I have been with the company since April 2011 initially joining the Cardiff warehouse department.

2. What does a day in the life of a warehouse manager look like?

What are your main responsibilities?

My main responsibilities are working closely with the warehouse teams to ensure they work efficiently and effectively as possible, ensuring customer expectations are fully met.

I also work with the other parts of the business to have vision of any potential problems, then aim to alleviate them as much as possible to always keep the service

levels as high as possible. Plus, constantly working with 3rd party suppliers and carriers to maintain the levels our customers are expecting.

3. Tell us about your team?

We are a team of over 20 here in our Cardiff warehouse in South Wales. The team is made up of warehouse operatives, customisation assistants and dedicated delivery drivers, and DPD. I also work with other distribution sites across the United Kingdom and Northern Ireland to ensure all sites are able to provide the service

4. What's the best thing about your job?

Working with and developing the team to complete the work, always looking to work with other departments in the company to improve the service we provide.

5. ...And the biggest challenge?

Making sure that the end user is happy with the service we provide, keeping the warehouse teams up to date with any new information we can use to improve ourselves.



Respond Warehouse, Taffs well

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

I believe our accuracy and efficiency are second to none, we strive to get the orders right the first time every time.

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

Being promoted to Warehouse Manager in May 2016, then being part of a warehouse move then subsequent system update due to expansion. Then more recently being able to work with the company through the pandemic ensure the service we provide didn't falter.

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

I feel I'm a good listener, which helps to solve problems.

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

Look to always challenge yourself, never settle for second best, always look to learn and improve.

10. How would your friends describe you?

Friendly, reliable and tall.

11. What's your main hobby / interest outside of work?

My partner and I are currently renovating a house, but most of the work is being completed

by my father-in-law and myself, so I've learnt a lot in the process. This is our second house in recent years and maybe look to another in the future!

12. What does your perfect weekend look like?

Spending time with the family, either on a 'staycation' or somewhere overseas. I'd love to take them to Disney in Florida!

13. Which famous person would you most like to meet and what would you ask them?

I'd love to meet Peter Kay, I've had tickets for his shows twice but never been able to make it. I'd simply ask him to put on another show so I can go!

Talk About

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Q+A with Respond

respond
making life better

We love speaking with our customers and hearing their feedback on our service. We recently caught up with Respond service user and Wessex Support Group member, Bridget, on her experiences of our service. Bridget has been an urostomate for 14 years due to Interstitial Cystitis and has been with the Respond service for over 3 years. Here's what she had to say.

Respond service user, Bridget

1. Can you please talk us through how you started using the Respond service?

I used another company beforehand, my Wessex Stoma Group had a day out to Pelican in Cardiff and we had a talk on Respond and I decided I would like to try them.

2. Was there anything that worried you about changing services?

No worry because Respond made it so easy and helped me do it.

3. What difference would you say there is between us and your old service?

Quicker deliveries and getting text messages to say when it's arriving.

4. How has your experience been of the Respond service?

It has been great. The staff on the phone when ordering are always so nice and I do have a chat with them. You can always get support just give a ring and someone will help if you have a problem.

5. Have you ever had any issues with the service?

No issues.

6. How do you receive your goods?

Delivery driver/courier and how do you know?

My goods come by delivery driver (DPD) always get a text to say on the way and on the day get the time slot always told what hour to expect order.



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

Polite, helpful and knowledgeable.

8. How important is it to you to know that your supplies will be with you on time?

Very important.

9. How do you normally place your order?

By phone.

10. How did you find out that you did not have to use the same service you were using? Did you find out from your stoma nurse, support group?

My support group.

11. What advice would you give to somebody about changing where they get their supplies from, if they were worried about changing their service or thought it would be difficult?

If you know someone that uses them you can always ask. It was very easy and my previous company didn't ring to ask questions.

12. How likely would you recommend our service?

Very likely, it is top notch.

13. Where would you say we could improve?

Nothing to improve.

14. Do you use any of Respond or Pelican products?

Yes Pelican Adhesive Remover, night bags, and Respond GUARD lavender wipes.

15. Any other comments or feedback that you would like to share?

Glad I changed because I did have a few problems with my other company. With Respond no problems. I also enjoy reading the Connect Magazine with helpful tips and like doing the quizzes.

To find out more about our award-winning service please contact us on:



phone

0800 220 300

0800 028 6848 (N.Ireland)



online

respond.co.uk



email

hello@respond.co.uk

Starter/Snack

Pumpkin muffins

Prep time 15 minutes

Cook time 15 minutes

Serves 12

Perfect for a
mid-morning
snack!

Ingredients:

- 225g plain flour
- 2 tsp baking powder
- 1 tbsp ground cinnamon (or 2 tsp pumpkin spice)
- 100g caster sugar
- 50g soft light brown sugar
- 200g pumpkin purée (from a can or homemade)
- 2 large eggs
- 125g slightly salted butter, melted



Recipe card

Method:



STEP 1

Heat the oven to 200C/180C fan/gas 6. Line a 12-hole muffin tin with muffin cases. Mix the flour, baking powder, cinnamon and both sugars together in a large bowl. Break up any lumps of brown sugar by rubbing them between your fingers.

STEP 2

Whisk the purée and eggs together in a jug, then add to the dry ingredients with the melted butter. Whisk for 1-2 mins with an electric hand whisk until just combined.

STEP 3

Bake for 15 mins until golden and risen and a skewer inserted comes out clean. Lift onto a wire rack to cool completely. Will keep for three days in an airtight container.

Meet Frank,

a 92-year-old skydiver!

Respond customer and ex-paratrooper, Frank Spencer, is going to be skydiving for charity at 92 years old! Here's his story... Frank Spencer is an ostomate and ex-paratrooper from Balsall Common, whose dream is to skydive one more time.

After losing his wife 2 years ago, Frank moved to Balsall Common to be closer to his daughter. His wife suffered from dementia and so Frank decided to fundraise for the charities in their local area that meant a great deal to them. So, Frank decided to fundraise for the two charities: The Lily Mae Foundation and Alzheimer's Society.



After serving 32 years as a paratrooper, being located all around the world, Frank will be taking to the sky once again for his fundraising. During his time in service Frank survived being blown up in a Jeep, being tangled with another soldier's parachute and being shot twice. He has also beaten more recent battles since leaving the force and has recently fully recovered from cancer – so Frank is more than ready for his next challenge!

Frank's daughter Carol Gill, 69, said: "As an ex-paratrooper,

he's always wanted to jump again. "It came as quite a shock when we discovered he had bowel cancer, and after that he kept saying 'I want to do another jump' and I kept saying 'but you are 92'.

Frank has longed to take the plunge once again ever since retiring from service, and has decided now is the time, following his recovery from bowel cancer earlier this year. The shock diagnosis came just a week before Christmas, but despite being told his chances of having an

operation were slim, Frank was pushed up the waiting list and given all clear in March.

Frank is "feeling fighting fit" and it has always been a dream of his to jump again.

Thanks for reading,
Frank

THE FRESH ONE



Make slow and complex pouch changes a thing of the past. Our new 3in1 **REFRESH** is an advanced adhesive remover spray with barrier film and fresh linen fragrance.

Let REFRESH simplify your daily stoma care routine.



To find out if this is 'The One' for you... scan the **QR code** with your smart phone or visit respond.co.uk/refresh or call **0800 220 300 | 0800 028 6848 N.Ireland**

REMOVE. PROTECT. REFRESH.



an eakin company 

Please note:

If you are unsure whether a product containing a barrier film is right for you, please speak with your Stoma Care Nurse.

REFRESH Special

Behind the scenes with Rachel Allen

This Summer I had the honour of being asked by Respond to be part of the launch of their new innovative 3 in 1 product, **REFRESH**. This exciting product is truly one of a kind acting as a barrier film, adhesive remover, and deodoriser in the form of a fresh linen fragrance. It removes the need for several tools, creating an eco-friendly product that is kind to the environment, and your stoma care routine.

When you're having a bad day and your little friend isn't being patient in their outfit changes, opening several products in an emergency bag change is simply a nightmare! The complexity of the experience is finally taken away. Armed with a soft, thin cap on the spray can for quick and easy use whilst controlling an active stoma, **REFRESH** is easy to use with the valuable time taken back, as well as your storage. One of the best features for me is the choice of sizes. Available in a 150ml spray can and 50ml, this cute little can of freedom



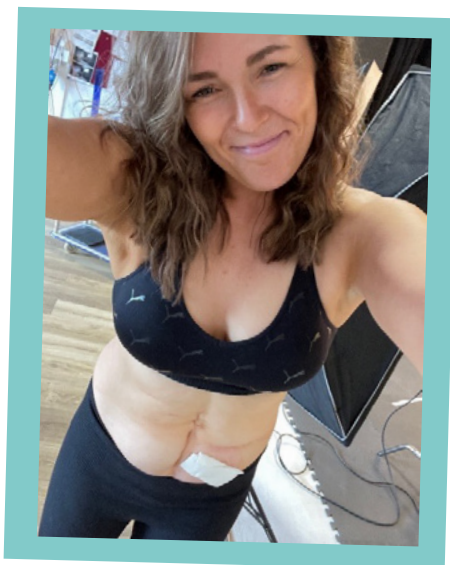
allows you to travel extra light in terms of stoma supplies, whilst your bigger one can stay at home.

Having two ostomates in our household, the waste and recycling we create have always been a concern of mine. I am always looking for ways to reduce our environmental impact. **REFRESH** is 100% recyclable and free from air pollutants found in traditional aerosols. This means I can stop ordering several products that can create non-recyclable waste and use **REFRESH** for both practical ease and minimising environmental impact. On my Instagram @gutsy.mum I share how life works in our household with two ostomates, and how I use craft trollies to store my supplies. They carry enough for a week's supply before

replenishing at the end of each week. We store the stock delivered by Respond in our garage, as we simply don't have the space. This little can will give back some precious storage space and leave me with little to carry back and for when replacing stock.

As a Mum to a 5-year-old ostomate, I am always encouraging independence during bag changes and emptying. Products needed for this aren't always child-friendly in terms of easiness to open and use. The 50ml spray can is perfect for little fingers, with no coldness to the skin on application giving no nasty shocks for our little one's precious tummies.

Part of the launch included a photoshoot where I was filmed and photographed going through the process



of carrying out a bag change. Using the new product in this way meant customers would have a true-to-life example to view in video form. When informed of this new concept applied to instructions in a new product it was nothing but singing to my ears! Such a fantastic idea, nothing beats watching someone else use a product to learn how to get the best from it. As we know, not everyone learns in the same way. As individuals we may gain more through listening, speaking, doing, or watching. The concept behind these instructions creates more accessibility as you watch each step being carried out, giving you confidence when using it for the first time. More importantly for new ostomates, it is essential when getting to grips with stoma life that you understand what a product does and how to use it properly.

I would like to take this opportunity to thank Nicola, Natalie, Meg, and Claire for being so supportive during this process, and the gentlemen who carried out the videography and photography for making me feel so comfortable during the photo shoot. It was most certainly one of the most out-of-body experiences I have ever had! Being a Mum who is just trying to use her little corner of the world to show that having a stoma doesn't have to be a negative experience, finding the right products is a total game-changer. When you find something that works and that you can rely on, you can start doing the things you had been putting on hold, tick off your bucket list, and live life to the full.



Take care,
Rach x

You can follow Rachel
on Instagram

 @gutsy.mum

THE PROTECTIVE ONE



Make slow and complex pouch changes a thing of the past. Our new 3in1 **REFRESH** is an advanced adhesive remover spray with barrier film and fresh linen fragrance.

Let **REFRESH** simplify your daily stoma care routine.



To find out if this is 'The One' for you... scan the **QR code** with your smart phone or visit respond.co.uk/refresh or call **0800 220 300** | **0800 028 6848** N.Ireland

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Please note:

If you are unsure whether a product containing a barrier film is right for you, please speak with your Stoma Care Nurse.



Product Solution Corner

Simplicity

with Hazel Brooks

Community Stoma Care Nurse

Welcome to our fourth 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 *simplicity of a stoma care routine*.

We know complex changes can be a challenge for an ostomate, and recently our Community Stoma Care Nurse, Hazel, helped a patient overcome this by introducing our brand new-innovative 3 in 1 **REFRESH** advanced adhesive remover spray, barrier film with fresh linen fragrance.

Case Study

I suggested **REFRESH** for my patient as she was as she was having issues with remembering which product to use and when and relied on her husband's guidance at every bag change. She just needed a confidence boost, and the **REFRESH** gave her that; total self-confidence and more importantly the independence she needed.

By explaining step by step and demonstrating to her that by just using the **REFRESH** throughout her bag change with no other products she did not have to think what product next, this would make things so much easier giving her the independence she wished for with no confusion which she said that she had.

All patients are overwhelmed when being given a stoma especially when older as my patient was. **REFRESH** totally changed my patient, she is now totally independent, not reliant on her husband so he is able to leave his wife knowing that she could manage alone. She calls the **REFRESH** her "magic potion", it has changed her outlook and made her a happy lady not struggling and reliant on her husband.

What is REFRESH?

REFRESH is an innovative 3 in 1 spray developed to help simplify stoma care routines. Its unique formulation does the same job as using three individual products by combining properties of an adhesive remover, barrier film and a fresh linen fragrance all in one spray can.



Features and benefits

- Combined adhesive remover, barrier film and fresh linen fragrance
- 360-degree spray
- Propellant free
- Aims to protect the peristomal skin
- Helps remove residue
- Alcohol free and less chilling on application
- 100% recyclable

How can this help YOU?

- ☒ Are you looking to simplify your daily stoma care routine?
- ☒ Is your current bag change slow and complex?
- ☒ Are you tired of carrying and using multiple products?
- ☒ Are you environmentally conscious?

**If you have answered yes to ANY of these,
then REFRESH 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 unsure whether a product containing a barrier film is right for you, please speak with your Stoma Care Nurse.

Please send me a sample of REFRESH

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Supporting our customers with the correct support garments post-surgery

Living with a stoma By Jon Hayes

I consider myself a fit & active 73-year-old who at the beginning of January 2020 was looking forward to a fortnight's golfing holiday in Mexico.

That all changed on the 5th of January when I was rushed into hospital as an emergency case, suffering from extreme abdominal pain.

I was diagnosed with a ruptured colon plus severe peritonitis and informed that an immediate colectomy operation was required to save my life and that this would result in the creation of a stoma.

Whilst extremely grateful to the surgical team for the prompt diagnosis and operation, this was obviously a major emotional shock for me, as I had received no prior guidance or advice about 'living with a stoma' and therefore did not know what to expect.



Unfortunately, post-operatively the bowel 'went to sleep' for some time and I spent 5 weeks in hospital on intravenous feeds, until the stoma started working. During this time, I lost 14kgs in weight and most of my muscle.

Following my discharge and being unsure whether or not my stoma was permanent, my main goal was to resume as much of a normal life as possible (regaining my weight and hopefully returning to golf). The stoma nursing team was very helpful and supportive in these endeavors, but I was strongly advised that caution and proper physical support were

required to prevent the risk of developing a parastomal hernia (which apparently occurs in up to 70% of all ostomates).

Unfortunately, my discharge also coincided with the first Covid lockdown, resulting in all face to face follow up clinics being cancelled; however, my stoma nurse was able to put me in touch with Respond (specialists in on-going stoma care) to organise support wear appropriate to my needs and demands.

Nikki, from Respond, carried out a home visit to assess the most appropriate support for my day-to-day needs



and explain the importance of ensuring proper support for various activities. This coupled with physiotherapy exercises designed to re-build the core muscles allowed me to develop a routine to gradually recuperate.

In the initial stages, I used a HiLINE support belt for general daily wear and found that this was not too intrusive and gave me the support, comfort, and confidence for normal activities, including light exercise such as walking. However, for activities of a more strenuous nature (e.g., physio exercises, gardening, etc.) Nikki had prescribed a hi-resistance belt, which both she and my physiotherapist (Alex) insisted I wore before commencing any possible strenuous exercise.

Being determined to get back to my pre-op fitness, throughout the lockdown period I established a regular exercise routine, incorporating the specific exercises prescribed by Alex together with frequent walks, in all instances wearing the appropriate support wear as advised. During this time as my weight and fitness began to return Alex gradually developed the exercises, with the aim of a return to golf and Nikki periodically reviewed the state of my stoma, to ensure no ill effects. Due to this (and with the easing of the initial lockdown), I found that provided I was wearing the hi-resistance belt, I was able to fully return to playing golf without any worries about damaging my stoma.

At this stage, some nine months after the operation, there had still been no formal post-op review and I, therefore had no idea whether a reversal operation would be feasible. However, both Nikki and Alex continued to impress on me, the importance of continuing my routines to ensure that, if an operation was possible, I was in the best physical position and if not, that I had recovered as far as possible to my previous level of activeness.

Also, during this time, as both my fitness and weight returned, it became apparent that the hi-resistance belt was beginning to restrict my movement. Therefore, following another physical assessment with Nikki, it was decided that a hernia support vest would allow for greater freedom of movement, whilst still providing the level of support necessary to minimise the risk of a hernia or other stoma issues.

Since that review, I have continued to wear this support vest for all exercise activities and have encountered no issues with my stoma or significant restrictions in my flexibility of movement.

Further to this, I have recently been able to have a surgical review with my consultant where it was decided that due to my general fitness and wellbeing, a reversal would be possible and that, the

prognosis for the operation would be very good.

This reversal was carried out a few weeks ago and despite the operation proving to be more involved than originally foreseen, my recovery so far has been extremely good, with much of that due to my fitness leading into the operation.

Once again, I have contacted both Nikki and Alex for advice about starting my recovery program and both have been extremely helpful and supportive. They have explained that in the initial

stages the abdominal muscles will be weak, and it is therefore important that I wear an appropriate support before considering any strenuous activity.

With that proviso, I have already started on a new course of physiotherapy exercises, ensuring that I continue to wear the hernia support vest, to minimise the risk of complications to the healing wounds. It is a gradual process of progressive development, but initial progress is good, and I am determined to commit to this activity until I am back in the

position of being able to swing a golf club.

I realise, I have been fortunate to have a reversal operation.

However, I have no doubt that the support and advice I received over the last 18 months together with my commitment to get back to my 'previous life' significantly helped my recovery and outlook on life. It made me realise that, even if I could not have had a reversal, with thought and planning, having a stoma need not unduly restrict or alter my everyday life.



**HiLINE Breathable
Stretch Support Belt
RES 6B**



**HiLINE
Activ Belt
RES 9**

If you have any questions about support garments and fittings or if you're interested in finding out more, please feel free to get in touch with our support garment specialist, Sarah.

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, Sarah, 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, Sarah, is available for...



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



07395 280553



sarah.bardsley@hilinegarments.co.uk



SCAN ME

**specialists in stoma
and continence care**

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Main

Slow cooker pork casserole

Prep time 15 mins

Cooking time 6-8 hours

Serves 4

Serving tip

Serve with a side of your choice - green winter veggies, mash potato or a warm crusty loaf of bread and butter! Delicious.

Ingredients:

- 1 tbsp vegetable or rapeseed oil
- 4 pork shoulder steaks (about 750g), cut into large chunks
- 1 onion, chopped
- 1 leek, chopped
- 1 carrot, chopped
- Bundle of woody herbs (bouquet garni) – we used 2 bay leaves, 3 sage leaves and 4 thyme sprigs, plus a few thyme leaves to serve
- 1 chicken stock cube
- 2 tsp Dijon mustard
- 1 tbsp cider vinegar
- 2 tsp cornflour
- 1 tbsp honey



Recipe card

Method:



STEP 1

Heat your slow cooker. Drizzle the oil in a wide frying pan over a high heat. Season the pork, then add to the hot pan. Avoid overcrowding the meat – you may want to do this in batches. Cook until deep brown all over, then transfer to the slow cooker. Add the onion and leeks to the frying pan and cook for a few mins, until they soften. Add a splash of water and scrape any tasty bits from the bottom, then tip everything into the slow cooker. Add the carrot, herbs, stock cube, mustard and vinegar, season, then add enough water to just cover the ingredients. Stir, then set your slow cooker on low for 6-8 hrs, or high for 5-6 hrs.

STEP 2

In a saucepan, mix the cornflour and honey with 1-2 tsp of liquid from the slow cooker, until you have a smooth paste. Add 100ml more liquid, bring to a simmer until thickened, then stir back into the casserole. Serve with mash or dumplings, scattered with thyme leaves.

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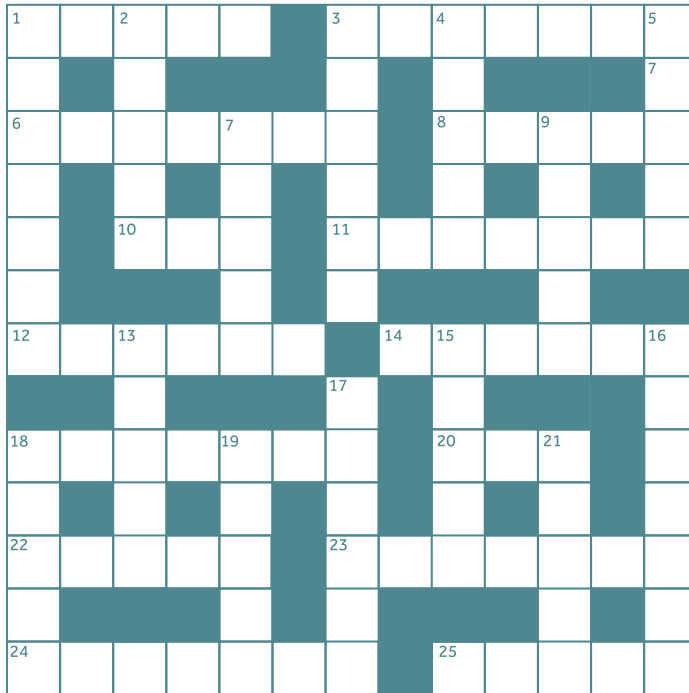
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Puzzle page

CATCH WORDS



Across

1. For better or ___ (5)
3. Roll up your ___ (7)
6. Act in haste, repent at ___ (7)
8. ___ Rouge (5)
10. Cul de ___ (3)
11. Snakes and ___ (7)
12. ___ said than done (6)
14. The ___ of the exercise (6)
18. A ___ of hope (7)
20. It is an ___ wind that blows nobody any good (3)
22. ___ space (5)
23. Ireland, the ___ Isle (7)
24. Evenly ___ (7)
25. Older and ___ (5)

Down

1. A warm ___ (7)
2. It never ___ but it pours (5)
3. ___ the show (6)
4. ___ and flowed (5)
5. The ___ of time (5)
7. Bob's your ___ (5)
9. Variation on a ___ (5)
13. The patience of a ___ (5)
15. The father of the ___ (5)
16. ___ and lightning (7)
17. ___ or foe? (6)
18. Bride and ___ (5)
19. The Ides of ___ (5)
21. ___ and bounds (5)

Looking for online support?

Colostomy UK's Private Facebook Support group has over 9,000 members. It is a safe community in which you can find support from others living with a stoma. It's not just for those with a stoma; friends, family and healthcare professionals are welcome too. You can find us at: www.facebook.com/groups/colostomyassociation2011

There is plenty of support available via our website, www.ColostomyUK.org. Not only is there a wealth of information, we also have 'Live Chat' support available 09:00–17:00 on weekdays.

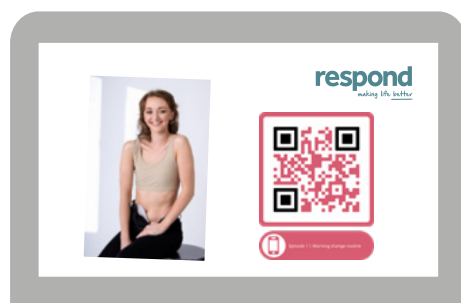
Don't forget, if you can't find the support you need online, you can call our Stoma Helpline (0800 328 4257) 24-hours a day.

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 from the group.

Stoma Education with Billie

NEW vlog series addressing common concerns for ostomates



Meet our **REFRESH** influencers

Pelican Healthcare have recently launched their podcast,

Let's Talk...



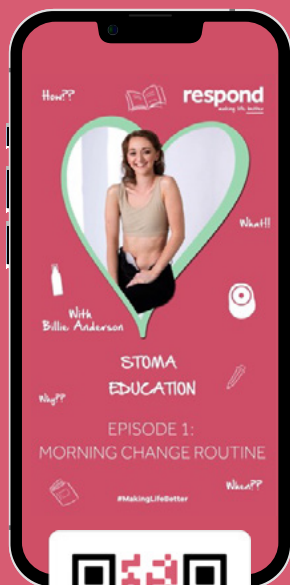
Stoma Education with Billie

 @billieandersonx

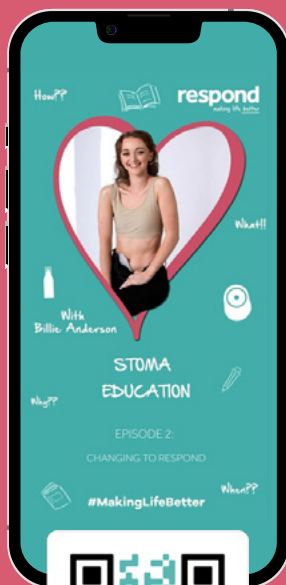


NEW vlog series addressing common concerns for ostomates

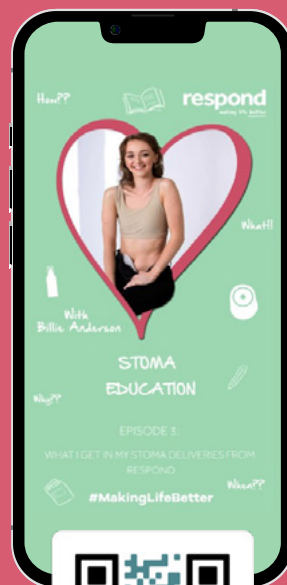
In the last issue we introduced to you our Face of Respond and to our brand-new series of Stoma Education with Billie. For those of you who are not on the social channels, we wanted to share with you the activity to date. Simply scan the QR code to listen to the latest vlogs from Billie.



Episode 1



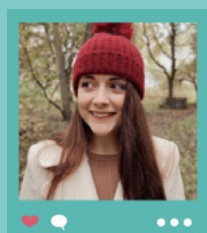
Episode 2



Episode 3

Meet our **REFRESH** influencers

We would like to introduce you to our 5 **REFRESH** trialists and users: Amy, Billie, Chris, Keith and Rachel, who have been working with us throughout the development of our new 3 in 1. You will have read lots about **REFRESH** through this magazine, now you will have the opportunity to scan QR codes to watch our influences videos and see what they have to say about our brand-new product...

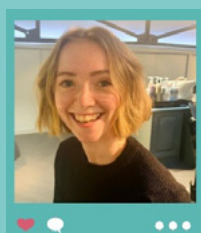


Amy Robinson

@ibdwarrirprincess



Amy's video



Billie Anderson

@billieandersonx



Billie's video

'The adhesive remover and the barrier in one is absolutely spot on'

'It does actually smell like fresh linen!'

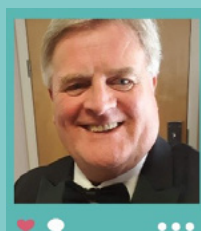


Chris Turner

@sydneystoma



Chris's video



Keith Thomas

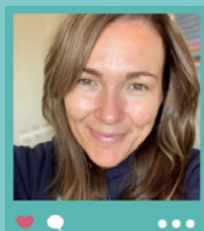
@keiththom2014



Keith's video

'My skin was quite angry, and has calmed down since using 3 in 1'

'It's a 3 in 1... it does what is says on the can'



Rachel Allen

@gutsy.mum



Rachel's video

'Having the flexibility of the two different sizes is great'

Let's Talk...



Pelican Healthcare have recently launched their podcast, Let's Talk!

The podcast follows their host Louise as she speaks to ostomates about their stoma journeys, covering topics such as mental health, sex and relationships, and common stoma issues. Through ostomy advice and inspiring stories, the podcast aims to provide a platform for ostomates to share their voice and provide support for people living with a stoma.

"I felt that others sharing their stories would help those who may well feel isolated, alone or not understood during their stoma journey. It's a way of sharing more relatable stories of those who have awareness accounts, so the content will be more dimensional and helpful. I am hoping this is something those living with stomas and IBD can listen to with ease." – Louise, Let's Talk Host

In episode 1, Louise sits down with Ant and Jack to learn all about their journeys living with IBD from a male's perspective. They discuss the details of their diagnosis, going through stoma surgery, and how it has impacted their lives. Along the way, we also learn about their experience becoming an ambassador for Pelican ModaVi and raising awareness in the online stoma community. You can listen to Let's Talk on your chosen podcast host by scanning the QR code below...



Dessert

Autumn Crunch Crumble

Prep 20 minutes

Cook time 30 minutes

Serves 4

Top tip

Why not serve with natural yogurt, ice cream or crème fraîche.

Ingredients:

- 140g plain flour
- 100g margarine
- 4 tbsp rolled oats
- 2-3 tbsp demerara sugar
- 1 tsp cinnamon
- 4 eating apples or pears or 6 plums (or a mixture)
- Handful sultanas, soaked in hot water for 10 mins
- 1-2 tbsp honey



Recipe card

Method:



- STEP 1
Heat oven to 200C/180C fan/gas 6. Sift the flour into a bowl and add the margarine.
- STEP 2
Using a fork or your hands, mash together the margarine and flour until it resembles breadcrumbs and there are no remaining lumps of margarine.
- STEP 3
Add the oats, sugar, and cinnamon to the flour and margarine mixture.
- STEP 4
Core the apple and/or pears, and stone the plums, if using. Chop all the fruit, keeping the skin on for added flavour, vitamins, and minerals, and put in an ovenproof dish in layers.
- STEP 5
Drain the sultanas and add to the fruit. Drizzle with the honey.
- STEP 6
Sprinkle over the crumble mixture. Bake for 20-30 mins until the crumble topping is golden and the fruit is bubbling.

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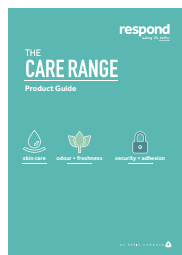
CATCH WORDS

Answers

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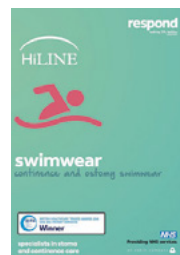

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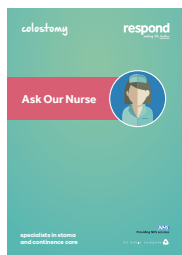

MENTALHEALTHBOOK

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TRAVELGUIDE

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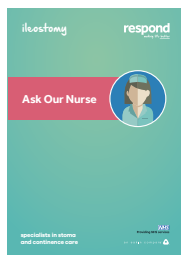

TRAVELCERT

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ENGLISH

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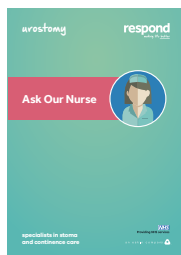
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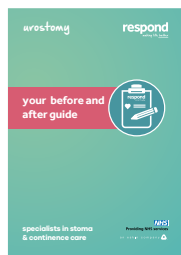
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RG1 4QA

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

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
Cygnets 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

**Our vision is to...
Support the need for greater
understanding for people living
with a stoma and invisible
illnesses.**

#BeTheChange



#BeTheChange Voices



Insights Community

**Head over to our new website to learn more about
the campaign and sign up to get involved**

www.bethechangeuk.com

**specialists in stoma
& continence care**



Providing NHS services

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