

A HIGHLY COMMENDED MAGAZINE

# Connect

SUMMER  
ISSUE | 13

**Pelican  
Healthcare wins  
Prestigious  
Design Award**

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**Events  
are back!**

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*#TheGetTogether2022*

*"My scars and stoma tell  
my story and I am proud of  
what I have fought through!"*

Read Phillipa's Story

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*It's A Family Thing!*

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Ambassadors**

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**respond**  
making life better

# This is Keith... He's Family.

**Keith** has been an ostomate for 10 years. He loves the new Pelican ModaVi bag, he is a bus driver for First Cymru Buses, and loves to bake in his spare time.

"Everything is on time, everything is in perfect condition, I'm one happy ostomate."

Joining Respond has never been so easy, get in touch today and let us do the rest!  
#JoinTheRespondFamily



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## A message from the Editors



Nicola Thompson  
Marketing Manager



Natalie Jones  
Marketing Coordinator

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Hello, and welcome to Connect 13!

We hope you enjoyed the last issue of Connect and found it insightful and informative. We are delighted to be sharing our Summer Issue with you, and this issue is full of exciting news - company updates, real-life stories, delicious Summer recipes and so much more. Go grab your drink and take a read...

We hope you enjoy, happy reading  
Nicola & Natalie

## We'd love to hear from you...

Do you have a burning question? A story to share, or a topic you would like to see featured in the next issue? If so, we would love to hear from you!

**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](mailto:marketing@respond.co.uk)



**Or, write to us at:**

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

# What's inside issue 13?

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## Service

We are very excited to share with you our brand new 'It's A Family Thing!' campaign. You'll also find other service-related news such as Peterborough office move, and meet some of our new Customer Services Advisors.

Pages 5-13

## Events

Finally, after what seems to feel like forever, our events are starting up again! After waiting so long we eventually had the opportunity to welcome our ambassadors to Cardiff, South Wales. We also invited Jake, 6, one of our youngest ostomates for a tour of our factory in Cardiff during his school half term. Jake's Mum, Rachel Allen shares the experience with us.

Pages 15-17

## Real life

In this issue, we have real-life stories from ambassadors Phillia Welch on her stoma journey and we caught up with Keith Thomas who shares his experience on returning to work post stoma surgery.

Pages 19-23

## Product

If you haven't had a chance to read about our brand new innovative products then head to this section. We caught up with SCN Hazel and her patient's experience of REFRESH, and we bring you more on Pelican Healthcare's new freeseal®. We also caught up with two members of our amazing Product Management Team who have been a big support in all of these exciting product launches.

Pages 26-34

## Company news

A section not to be missed! Read all about Pelican Healthcare winning a prestigious international design award for ModaVi, our brand new graduation programme and newly launched Knowledge Nest our education platform to support our wonderful nurses.

Pages 36-41

## Online

We know that not all of our customers have access to the internet or our social channels, so we want to share with you all the brilliant content that our digital team has been working on. You won't be disappointed.

Pages 44-47

# NEW

## Service

# It's A Family Thing!

We are so excited to share with you our brand new 'It's a Family Thing' campaign.

Over the next few months, you will see exciting new activities across our website, social media channels and featured in stoma charity association journals.

We are working with a bunch of amazing ambassadors (meet them all on page 46) to bring our service to life and showcase what Respond means to them and we feel very lucky to be working with them. Like us, they are also passionate to make a difference.

Our aim is for you to feel supported and connected, with a personal, caring service. Our experienced customer care advisors, warehouse teams, delivery drivers, and nurses are here to listen and support you, putting your care at the heart of what we do. It's what families do!



## So, here's our story...

Our story started with a man who was inspired to help his family, and we carry these values on, into the ostomy family that we are so proud to support.

From pre-op to old age, and everything in between, we are there for you. Someone to lean on... someone to ask... someone who understands... and someone who listens.

We know what pouch Keith has on repeat prescription, but we also know Keith loves to bake in his own time.

We know that Summer loves the REFRESH spray, and we also know that she is a social media advocate for people living with stomas.

They both know that they can rely on us to deliver.

Launching this summer, you will see a few familiar faces already in this issue of Connect – Keith, Summer, and Billie and over the next coming months you will get to know them a whole lot more.

## #ItsAFamilyThing

## Read our latest reviews



Your feedback is very important to us here at Respond, so that we can continuously review and improve our services. We're proud to provide all our customers with our award-winning, exceptional service, and hearing how much our service means to you means the world to us.



Read below some of our recent reviews:

  
**HEALTHCARE DELIVERY REVIEWS**  
4.92  
5.0 (15/12/2020)  
100% of responses recommend Respond Healthcare

"The service is quick and reliable. The staff are very knowledgeable and friendly... I am extremely happy that I found Respond to be my supplier."

  
Providing NHS services  
VERIFIED PROVIDER

  
**HEALTHCARE DELIVERY REVIEWS**  
5.0  
5.0 (15/12/2020)  
100% of responses recommend Respond Healthcare

"Cannot fault Respond at all. Door to door delivery is great and there is **always someone at the end of the phone** should you have a problem.

Everyone at Respond is helpful, kind and knowledgeable."

  
Providing NHS services  
VERIFIED PROVIDER

  
**HEALTHCARE DELIVERY REVIEWS**  
5.0  
5.0 (15/12/2020)  
100% of responses recommend Respond Healthcare

"I have used Respond for many years. **They are on the ball.** They deliver on time and I get everything I have ordered. I also get a phone call 'hello are you well do you need anything', **that's worth a lot to knowing they care and they are just so nice.**"

  
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**HEALTHCARE DELIVERY REVIEWS**  
5.0  
5.0 (15/12/2020)  
100% of responses recommend Respond Healthcare

"The Respond team are very helpful, **they made me feel very comfortable with helping me with everything I needed.**

I think it's lovely that they like to check in with you too!"

  
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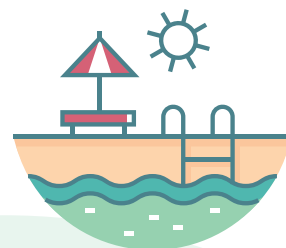
Scan the QR code with your smart phone to read our amazing reviews.



Are you happy with our service? Please review us! Scan the QR with your smart phone.



# Upcoming Summer bank holidays



It's that time of the year again when we are all looking forward to the Summer bank holidays. With these in mind, we would just like to ask you to plan ahead and place your orders in advance. Please see below our opening hours for the bank holidays.

## July



Our **Northern Ireland** care centre will be closed on **Tuesday 12th**, reopening on Wednesday 13th at 8am. Please note this is for Northern Ireland only, all of our other centres will be open as usual this week.

## August

Our **England, Wales and Northern Ireland** care centres will be closed on **Monday 29th**, reopening on Tuesday 30th at 8am. Please note our Perth care centre will be open as usual this week.

# Is it time to place your order?

If so please contact us using one of the following options:



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**online**

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



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**and our friendly care teams  
will take care of the rest!**

# Thank you

**From the Respond team**

# Did you know?

As well as receiving your stoma supplies from us, you can also receive your continence supplies too!

Millions of people are affected by urinary incontinence and if you, or someone you know, uses continence care products such as catheters, sheaths, and urinary leg bags, then why not order all your supplies from Respond?

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

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

## Get in touch today to order your continence supplies



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online  
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email  
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# We've moved...

## new home for our Peterborough office

We have some exciting news for our customers in Peterborough. Our Peterborough care team has recently moved to their new office! We have included their new address below, but you don't have to worry about updating the address your prescription goes to, as our team has already taken care of it!



*Write to us at our new address:*

**Freepost: RUCY-CRXB-ZRGC**  
**Respond Healthcare**  
**12 Swan Court, Forder Way Cygnet Park,**  
**Hampton, Peterborough**  
**PE7 8GX**

# This is Summer... She's Family.

**Summer** is a 21 year old psychology student from Essex, who had her stoma operation last year. She's been using Respond for 7 months, and is a social media advocate for people living with stomas.

*"It's so easy and quick and they are always so lovely and chatty when you call."*

Joining Respond has never been so easy,  
get in touch today and let us do the rest!  
#JoinTheRespondFamily



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### Meet our new customer services advisors

We are pleased to introduce you to some of our new customer services advisors who have joined Respond over the past few months.

You've probably spoken to them over the phone, so we thought we would introduce them to you in this issue of Connect.

### Nottingham:



#### Darija Kulakovska

My name is Darija, I was born in Vilnius, the capital city of Lithuania. When I was 16 years old my family and I moved to England and I've lived here for 10 years. I started to work in Respond Nottingham's team in December 2021, so I am quite a newbie.

### Peterborough:

#### Katie Roonay

I'm Katie, I'm from Peterborough and in my free time I foster wildlife! At home I currently have 2 juvenile hedgehogs I am looking after until they are healthy enough to be released.



A big welcome to all our new customer services advisors!

# Starter/Side

## Epic Summer salad

**Prep time 10 minutes**  
**Serves 6**

### Top tip

Perfect for BBQs with no cooking required!  
Serve as a side.  
(the Korean honey skewers recipe featured on page 24 would be a great mains).

### Ingredients:

- 400g black beans, drained
- 2 large handfuls of baby spinach leaves, roughly chopped
- 500g heritage tomatoes, chopped into large chunks
- ½ cucumber, halved lengthways, deseeded scooped out and sliced on an angle
- 1 mango, peeled and chopped into chunks
- 1 large red onion, halved and finely sliced
- 6-8 radishes, sliced
- 2 avocados, peeled and sliced
- 100g feta, crumbled
- handful of herbs (reserved from the dressing)



### Recipe card

### For the dressing:

- large bunch mint • small bunch coriander • small bunch basil • 1 fat green chilli, deseeded and chopped • 1 small garlic clove • 100ml extra virgin olive oil or rapeseed oil • 2 limes, zested and juiced • 2 tbsp white wine vinegar • 2 tsp honey

### Method:



#### STEP 1

Make the dressing by blending all of the ingredients in a food processor (or chop finely them), saving a few herb leaves for the salad. You can make the dressing up to 24 hrs before serving.

#### STEP 2

Scatter the beans and spinach over a large platter. Arrange the tomatoes, cucumber, mango, onion and radishes on top and gently toss them together with your hands. Top the salad with the avocados, feta and herbs, and serve the dressing on the side.

# Events are back!

## The Get Together 2022

We recently held an exciting event with our group of ambassadors. Our event brought together a group of inspirational people to help us raise awareness of those living with a stoma, and to celebrate our achievements this past year. From taking a tour of our factory, to an insightful training session

and watching them all beam with confidence during our photoshoots, we wanted to say a BIG thank you to all our wonderful ambassadors for making the two days so special.

**Here are some pictures from the day.**

**Make sure to follow our social media channels to keep up to date with any events we hold in the future.**



**A BIG thank you to all of our ambassadors - Chris, Rachel, Billie, Jack, Maryrose, Louise, Phillipa, Angelina, Summer, Amy & Keith for such a brilliant day!**

## #TheGetTogether2022



"What a great experience this event was! Meeting up with fellow ostomates, learning about each other, and the way products are manufactured – was fascinating! What a great few days away celebrating life with a stoma!"

Jack

"Being a part of this amazing event has given me hope, strength and purpose to keep doing what I am doing. Respond and Pelican have not only helped me connect with others in the ostomy community but has let me have a say in representation of the ostomy community and build forever friendships. Thank you for an amazing event."

Maryrose

"It was amazing to finally get together with the awesome teams from Pelican and Respond and any my fellow ambassadors. Two days that will live in my memory forever, thank you."

Keith

# Little Jake's visit to Pelican HQ

We recently organised a very special visit to our head office and factory, for one of our littlest ostomates, Jake. Jake and his mum Rachel (who you may know as gutsy.mum on Instagram) came to have their own private tour of our factory, to see how their Pelican ModaVi bags are made. This was an extra special trip, all to help little Jake with acceptance of his stoma, and for all our hardworking colleagues to see firsthand the importance of their roles in making our bags.



## So, here is Rachel's experience of the day...

"Me and my mini ostomate had the honour of having a private factory tour with Pelican and Respond Healthcare.... Jake was presented with his very own lab coat with his own name badge, which was unbelievably sweet, he really looked the part. I don't know what I imagined before going, but what shocked me the most was the number of people working in the factory. It's easy to assume these days that most things are done with machinery, and while there was a lot of this, there was an equal measure of people. The factory workers welcomed us and took the time to talk to Jake, ask him questions and introduce themselves. The factory supervisor gave a very detailed insight, into the manufacturing process but in a way that Jake could understand. He encouraged Jake to get involved and a kind female member of staff helped him to produce his own bag. Being the inquisitive being he is, Jake asked a lot of questions which the staff

kindly answered. The atmosphere in the factory was filled with pride, compassion, and kindness. I want to extend a special thank you from the bottom of my heart to Claire and Owen. You have given a little boy perspective and life experience to appreciate what he has and learn how special and unique it is. Your kindness knows no bounds, and your fellow staff members are so warm, it feels like a great big hug every time we see you all. Yes, it's corny, and yes it may seem over the top, but Pelican and Respond truly feel like a second home. Without them Jake and I wouldn't be where we are today, and I thank the gods every day we have the access and means to be able to live our lives to the fullest with the security that both companies bring. Thank you to all involved for an unforgettable experience. I will treasure the memories with my boy forever and never let him forget as he grows up who supported his ostomy journey."

Scan the QR code below to watch Rachel's video of their trip to our factory!



# Talk About

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# My stoma journey and my experience with Respond

By Phillipa Welch

Last year was the hardest for me than any and also for my family. I had developed a Rectovaginal Fistula due to my Crohn's and Colitis in early January and was suffering really badly in pain I couldn't sit down without being in absolute agony. I was told I would have to have a procedure to place a seton stitch in the area to keep the fistula from expanding. So after the procedure I was sent home the next day and had been told to go on with life as normal, but the week I was back home the pain had got even worse than it had before, so I was then admitted back into the hospital to be told I needed an emergency stoma placed as the seton had become infected and I had developed sepsis. I was very scared about having the stoma but I had no choice, it was stoma or my life at serious risk.

My stoma was formed in February and I stayed in the hospital for 3 weeks to adjust to everything. I had to have a bile bag placed as I kept getting blockages and couldn't stop vomiting, that eventually subsided and I was sent home to get on with life with my fresh stoma.



I ended up going back to the hospital the following week with excruciating pain thinking I had another blockage, it turned out I had developed C. diff (Clostridium difficile) so I had to be isolated in a side room for 2 weeks. I had to take lots of medication and was yet again sent home.

Unfortunately, 3 days later I collapsed at home and was rushed back into hospital. I had to have emergency surgery as I had peritonitis as well as sepsis and Cdiff, my bowel had perforated and was starting to spread throughout my body and things had taken a turn for the worst. I was put into an induced coma and was put on a ventilator in intensive care as

## Real life

they had now found fluid around my lungs and I was struggling to breathe completely. My family had then been told that I had multiple organ failure and didn't know if I was going to make it through the night but I pulled through! I then spent 2 months in hospital starting my recovery journey, also - I also had to learn to walk all over again.

2 weeks into my recovery from surgery I had been told I had developed blood clots on my lungs due to not moving for a long time and was put on blood thinners. I also had lost a dramatic amount of weight being 4st 5lbs which was traumatic to see. I had to have an NG tube placed to build my weight up and also a PICC line (Peripherally inserted central catheter) placed with nutrition going through it. Weeks went on recovering and my life was no longer in danger, I was finally sent home for good!

It's now been just over a year since everything happened and my appetite is phenomenal, my weight is great I'm now at 9 stone which is a massive improvement for me! I'm no longer on blood thinners and I'm finally living my life to the fullest with my stoma "Seb" which I wouldn't change for the world! I am now stronger, better and more confident than ever before and I am so grateful to still be alive and happy! I love my body now more than ever! My scars and stoma tell my story and I am proud of what I have fought through!



Respond has been brilliant with me. I had previously been with two other stoma suppliers for all my products in the first few months into my recovery and decided to change to Respond shortly after as they were more reliable and I received my products much quicker!

Ever since I've been with them I have felt quite cared for and a main priority. I was also a contest winner to trial the brand new REFRESH 3 in 1 spray (which is brilliant!) and I now feel even more involved with them than ever! I would now say after finally meeting all of the Respond team at the Get Together Event 2022 we are all like a massive family and that I really am so grateful to be working with such an amazing company as they are fantastic!

# Returning to work post ostomy surgery

By Keith Thomas

The thought of returning to work after an illness can be daunting enough, but after major surgery, it may seem impossible. There are the physical hurdles to get over as you would expect, but many people may struggle with the psychological side of it. Being a full-time bus driver with a stoma can certainly throw up a few challenges but I have a steely determination – and I knew that I wanted to get back to a normal life as soon as possible after my ileostomy.

In 2013, a year after my operation, I had the strong desire to return to a job (bus driving) I had enjoyed years before, and one where I felt fulfilled. I applied to First Cymru and from the outset I was totally open about what I had been through; illness, my operation, my stoma and I was completely up front about the fact I was still discovering the particular challenges that working full time presented. Luckily First took a chance on me and I have had the most amazing nine years.

To be fair to my employers, and myself, I have developed routines



that I stick to quite rigidly because they work for me. Firstly, if I have to do a bag change, I do it at night; if there are any unfortunate leaks, it's easier to sort it out when the pressures of being at work are not hanging over me. If everything is fine, then I immediately feel more confident while I am at work.

Secondly, I make sure I am well hydrated throughout the day. This is very important if you have an ileostomy – and imperative in hot weather. I found this out the hard way when I collapsed after a shift and was taken into hospital where I was treated and then supported to recognise the signs of dehydration. I make myself drink the night before my shift and put them in the fridge overnight. I carry them with me in an insulated bag which might mean my work bag is a bit heavier but that's not a problem, becoming dehydrated certainly is.

Thirdly, I make sure I am totally familiar with my route; where the public toilets are, the distances and times between them so that I know how long it will take to get to the next one if I need to use it. I always use the toilet at every terminus; a routine wee and I always take the opportunity to empty my colostomy bag ensuring that I'm completely comfortable on my next journey. I have recently started driving an unfamiliar route and initially I had doubts as to whether it would be a suitable one for me, but thanks to me doing some "homework" everything has worked out perfectly.



Sticking to such routines in your working day not only eliminates any potential bag problems, but can ensure your day is a happy and productive one. I am very active on social media and use various platforms to raise awareness about living with an ostomy and to share positive aspects of my job. My employers and colleagues have been a massive support in all that I do, including my fundraising for charity that I commit myself to in my spare time.

Being a good bus driver is of paramount importance to me. I endeavour to be professional, supportive and happy! I try to be the very best I can be and I set out to encourage others along the way. I have taken part in a short film demonstrating how drivers have overcome personal health/ wellbeing challenges in their lives and how they manage as a bus driver. This film is currently being used for driver training purposes. Then, most recently, I am proud to have appeared in another film aimed at recruiting the next generation of bus drivers.



During my time at First Cymru, I have been nominated by my employers for several awards and I have been lucky enough to have come away as a winner and a runner-up. These were proud moments indeed for me and my family. And now- to top it off- I actually have seen a dream come true, my picture on the side of a bus! (I am possibly the first ostomate to be featured on the side of a bus.)

When all is said and done, to do any job with a stoma can be a challenge, but I believe **you owe it to yourself to give it your best shot.** This has been a major factor in my achievements and if you're prepared to do that, who knows where it might take you.



Thank you to Keith for sharing with us this insightful story and thank you to Phillipa for sharing the ordeal you have gone through. You are an inspiration. We are sure both stories will help others in similar situations.

Make sure to check out Keith's instagram page @keiththom2014 and Phillipa's @phillipakayx

If you would like to share your inspiring story, please email us [marketing@respond.co.uk](mailto:marketing@respond.co.uk)

# Main

## Korean chilli, sesame & honey chicken

Prep time 15 mins

Cooking time 20 mins

Serves 6-8

### Top tip

Please be mindful when enjoying sesame seeds in case of upset with your colostomy or ileostomy. They may be removed from the recipe!

### Ingredients:

- 12 chicken thighs, boneless and skinless
- 2 tbsp soy sauce
- 1 tbsp sesame oil
- thumb-sized piece ginger, grated
- 4 spring onions, sliced

### For the glaze:

- 4 tbsp Korean chilli paste (gochujang) or use a mixture of 3 tbsp ketchup and 1 tbsp sriracha chilli sauce
- 2 tbsp honey
- juice ½ lime
- 1 tbsp soy sauce
- 1 tsp sesame oil
- 2 tbsp sesame seeds



### Recipe card

### Method:



#### STEP 1

Toss the chicken in the soy sauce, sesame oil and ginger. Thread each thigh on two long metal skewers, so that each skewer pierces one side of the thigh. Keep threading the chicken, making sure it's packed onto the skewers tightly. Chill until you're ready to cook. Mix the ingredients for the glaze.

#### STEP 2

Heat the BBQ. If using a coal BBQ, wait for the coals to turn ashen before you start cooking. Cook the kebab for 5-8 mins on each side (depending on the heat). Once nicely charred but not fully cooked through, start painting on the glaze. The honey will catch if cooked for too long – the key to nice sticky chicken is applying the glaze in layers, turning the kebab often.

#### STEP 3

Once the glaze has been used up and the chicken is cooked through (it'll take about 20 mins in total), transfer to a plate and leave to cool for 5 mins before serving, scatter with spring onions.

# MORE THAN A BEAR

Buttony has a stoma too!



[www.buttonybear.org.uk](http://www.buttonybear.org.uk)



Supporting children and  
young people with a stoma

Registered Charity

A BEAR  
NAMED  
BUTTONY

# Product



*Working in conjunction with our team of nurses we are focussing 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 **REFRESH 3 in 1** advanced adhesive remover spray, barrier film with fresh linen fragrance.

## Product Solution Corner

# Simplicity

**with Hazel Brooks**

Community Stoma Care Nurse

## Case Study

I suggested **REFRESH 3 in 1** 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 **REFRESH 3 in 1** 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 **REFRESH 3 in 1** throughout her bag change with no other products she did not have to think what product next. This has made bag changes so much easier giving her the independence she wished for with none of the confusion she had had previously.

All patients are overwhelmed when being given a stoma especially when older as my patient was. **REFRESH 3 in 1** 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 is able to manage alone. She calls **REFRESH 3 in 1** her "magic potion", it has changed her outlook and made her a happy lady no longer struggling and reliant on her husband.

## What is REFRESH?



**REFRESH 3 in 1** is an innovative 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
- Available in 50ml and 150ml
- 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?



**REFRESH**  
**3in1**

# THE ONLY 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.

"By combining an adhesive remover, barrier film and deodorant all in one product Respond have made my stoma bag routine simpler and also made it kinder to the environment."

Amy

## REMOVE. PROTECT. REFRESH.

### Please note:

If you are unsure whether a product containing a barrier film is right for you, please speak with your Stoma Care Nurse. For Scottish requests, we will need to seek Stoma Care Nurses approval first.



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If this is the 'one' for you, simply fill in the form below,  
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☐

CONNECTSUMMER/2022

## A Day in the Life of Meg Ward & Lowri Wilkshire

Product Management Team  
Head Office, Cardiff, Wales.



**Meg Ward**  
Product Manager



**Lowri Wilkshire**  
Product Executive

### 1. How long have you been in your role?

**M:** I have been in my current role as Product Manager for a year this April and I have been with the company for 5 years now. I interviewed to work at the company a day after I graduated from university.

**L:** I'm a few days shy of a year in the job now (feels like longer and has flown at the same time!) but I've been working with the company for two years.

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

#### What are your main responsibilities?

**M:** The Product Management Team is responsible for championing the product. Now this could be product that already exists within the market, or it could be supporting the development of a product which is to be released to market in two years' time. In terms of the day to day it could be looking at ways in which we could increase sales for one range within our product portfolio or it could be working with the research and development team to

perfect a product for ostomates which needs to address a specific unmet need. The other important role we play within Product Management is the voice of the customer where we need to present what it is that ostomates need and want within a range of products for it to work for them.

**L:** It's hard to describe what a day looks like in Product Management because no two days are the same! The job is always changing, and it certainly keeps you on your toes. One moment you're working on new product development, hashing out design

concepts with engineers, and the next you're discussing sex positivity after surgery with stoma care nurses. Of course, product is always at the heart of what we do, our main responsibility is to the ostomy community. It's something which I know drives the whole team to do our best, and it guides our work all the way from development through to in-life activities.

### **3. Tell us about your team?**

**M:** The team is very driven and hardworking, but we also know how to have fun and have a laugh! It is important to have that balance.

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

**M:** The best part of working within Product Management is being able to support projects which aim to make life better for ostomates.

**L:** The best part about my job is the ability to

look at what's available, the journeys people take from pre-op to life with a stoma, and think "how can we make this better?" I have the privilege of learning from nurses and people living with a stoma about their experiences in my work. Trying to find solutions for common challenges faced by nurses and people living with stomas is very rewarding. I am also very lucky to work with a lot of lovely people who are extremely driven to make potential solutions a reality.

### **5. ...And the biggest challenge?**

**M:** Product Managers need to be communicators, strategists, innovators, organisers, researchers and so much more. And the challenge of this is knowing when to switch to the right role.

**L:** For me the biggest challenge is anything involving the NHS Drug Tariff. Applications to list

products on the tariff are very admin heavy, and there are usually a lot of codes to sort through. But it can't be avoided, so the best thing to do is grab a hot drink and power through!

### **6. What makes you feel proud about working for Eakin Health Care / Pelican & Respond?**

**M:** I love the fact that we work with ostomates and nurses to develop innovative solutions which aim to improve the quality of life of anyone with a stoma.

**L:** The people I work with. Everyone I've worked with in my time here genuinely cares about what they do, and is motivated to get the best results they can for patients. I take pride in knowing that I work with a team and a company that really cares about what we make.

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

**M:** My current biggest achievement is supporting and being heavily involved in bringing Pelican ModaVi to the market. Launching Pelican ModaVi was an incredibly proud moment for me.

**L:** My biggest achievement, as silly as it may seem, is the current set up of insight reporting. I'm very pleased with how these reports have developed since their start in terms of style and content. The reports started as simple research results but they've grown a lot since then, and I'm really happy with the level of analysis they're able to provide.

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

**M:** I think it may be the ability to story tell. It is Important to be able to convey the needs of the ostomate to the

engineers and convince certain individuals within the business that ostomates will need specific needs meet and for a product to include certain features for them to buy in to our brand or product.

**L:** I think it has to be curiosity. It's really important to keep an open mind and eye to new possibilities in ostomy. We're always looking for new innovations, so being naturally curious allows me to ask questions, to see potential shortfalls or opportunities.

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

**M:** 100% try it! It is such a varied field where you will get to support and communicate with various departments from R&D, Manufacturing, Marketing and Procurement. If you are a curious and passionate person you will learn so much and get a lot of job satisfaction from helping customers improve their

experience with either a product or service.

**L:** Go for it! The most important things in product management are passion, drive, and an inquisitive mindset. Every day is a school day, as long as you remain open to learning new things the rest will slot into place.

## 10. How would your friends describe you?

**M:** I hope my friends would describe me as kind and sociable. I am always hosting drinks and dinners and trying to go the extra mile to make someone's day that bit better.

**L:** Curious, a bookworm, and a little off my rocker at times. My partner still hasn't forgiven me for managing to convince him it was a good idea to swim in the sea on a freezing January day.

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

**M:** During lockdown we bought our first home and ever since we have been filling our weekends with DIY and hosting friends and family.

**L:** There's nothing better than a good bit of baking. I make a mean lemon drizzle cake which usually lasts about two days in my house before being devoured (this doesn't sound too bad until you consider I live with one person!). Still trying to get the hang of pastries but I didn't burn the last shortcrust I made so counting that as a step in the right direction!

## 12. What does your perfect weekend look like?

**M:** I LOVE food and trying out new places to eat in Cardiff whilst also balancing the eating out with a weekend run or Pilates class.

**L:** A perfect weekend for me would involve popping a beef joint in the slow cooker ready for dinner, packing up a few sandwiches and a good book, pulling on my walking boots and heading out for a hike with my boyfriend and our beagle.

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

**M:** I would love to meet a female role model of mine who is Susie Wolff. She is the Team Principal for Rokit Venturi racing in Formula E. I love the adrenaline of racing and she undertakes important grassroots work globally to ensure that girls and women of all ages are aware of the opportunities available to them.

**L:** I'd love to meet David Attenborough. He must have so many stories to tell. I'd be interested to know what his most memorable animal encounter was.

Our Product Team are always interested to hear from you, so if you would like to get in touch and be involved with our latest product innovation, surveys, and insights, sign up today by scanning the QR with your smartphone.



choose  
freedom



eakin  
freeseal®

pelican  
HEALTHCARE

## Choose Freedom, choose eakin freeseal®

**Pelican Healthcare, part of the Eakin Group, recently launched their innovative new seal, eakin freeseal®. An entirely new seal formulation, designed to provide freedom from leaks and sore skin. Read how eakin freeseal® has made a difference to the lives of two ostomates.**

When developing the new seal formulation, the eakin R&D team wanted to develop a seal that was not only thin and easy to remove, but provided the same great security, absorbency and comfort expected from an eakin seal.

What the team achieved, is a seal that is **1.8mm thin, absorbent, mouldable and easy to remove.** These features make eakin freeseal® the ideal seal for convex drainable users, discreet and secure, while providing effective protrusion of the stoma.

Two recent converts share their experience of using eakin freeseal® and how it has given them freedom from leaks and sore skin.

Introducing Summer, a 21-year-old student who leads an active lifestyle that includes playing tennis and travelling to various countries. Summer is a very new ostomate, having only had her stoma formed in June 2021. Yet during this short period Summer has tried several products but struggled to find anything that really worked for her.

*"I struggled a lot with my stoma to begin with as everything I tried itched, hurt or leaked."*

*"My stoma nurse suggested I try a seal... they were so helpful but one thing I didn't like was how thick they are, I could feel they were there. They weren't very malleable, so trying to stretch it to the size of my stoma didn't work."*

Eakin freeseal® seal formulation is designed to keep the seal mouldable while being very thin at **1.8mm**, allowing ostomates to stretch, rip, wrap and mould to the shape of their stoma, ensuring a secure fit, and freedom from leaks and sore skin.

*"When I heard about freeseal® I knew I had to try it...I did and thought this is so nice. It is so easy to get to the right size to fit around your stoma."*

*"My skin around my stoma has always been really sore since the surgery, there's always been red bits around the edges, but since I've started to use the freeseal® they've actually started to heal."*

Fellow ostomate Louise, a 36-year-old mum, who leads a busy lifestyle working as an Operations Manager and enjoys hiking. Louise may be familiar to you as @crohnsfighting. She has been a vocal voice in the stoma community for a number of years, having had 3 stomas formed over the past 12 years, with her most recent in 2020.

Louise also commented on the mouldability of the eakin freeseal®

*"You can still rip it and wrap it which is an amazing feature that I love."*

Louise was equally as thrilled with eakin freeseal® ability to extend the wear-time of her pouch and how easy it was to remove.

*"I wear a bag for 3 to 4 days at a time...taking off my bag and seeing there's little to no residue left on my skin from the freeseal® is great. I'm using less adhesive remover, it's easier and quicker to clean my site."*

Eakin freeseal® formulation is designed to minimise the residue left on the skin, making it easy to remove, while it actively absorbs output **preventing leaks** and therefore **protects against skin damage**.

Summer was equally impressed with freeseal® ability to extend her pouch wear time:

*"I've noticed I don't need to change my bag every day, which I was doing, I can change it every couple of days because it is stopping stuff [output] coming through, which I was so surprised about because even using the previous seals I was still getting stuff coming through... I even had my bag on the other day for 3 days which is literally unheard of since my surgery."*

At Pelican Healthcare, our aim is to enable ostomates to live with complete confidence, to not have to worry about leaks, and not to have life defined by their stoma. With this in mind, eakin freeseal® has been designed to give peace of mind against leaks and sore skin.

If you would like to sample eakin freeseal® visit [pelicanhealthcare.co.uk](https://pelicanhealthcare.co.uk)

**Choose freedom,  
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NEW

# choose freedom

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eakin freeseal<sup>®</sup> is just  
1.8mm thin, ideal for  
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Choose freedom from  
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**pelican**  
HEALTHCARE

# Company news



## Pelican Healthcare Wins Prestigious International Design Award

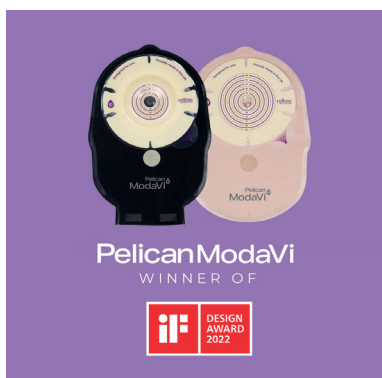
Congratulations to our colleagues in our sister company Pelican Healthcare on winning the prestigious **iF DESIGN AWARD** for their latest innovative ostomy bag range; ModaVi.

Launched in Germany in 1953, the iF seal signifies good design for consumers and the design community.

One hundred thirty-two high profile design experts from over 20 countries made up this year's iF jury panel whose task it was to find and award submissions with the greatest innovative power. A record number of 10,776 products and projects from 49 nations were registered for the **iF DESIGN AWARD 2022**.

The ModaVi product was judged on a wide range of criteria including; its function and how it can be used so easily, how it's made, its ability to support the user, what new components it possesses, and how it serves society.

Based on feedback and extensive insight from nurses and ostomates, the ModaVi range was developed to not only deliver clinical performance, but also with lifestyle



in mind, a key component in its award win. It has features that allow ostomates greater independence and more control of their day to day lives in line with Pelican's values of 'improving the lives of the UK ostomy community'. Its design was centred on challenging stigma, and making a difference to someone's life, not allowing

people to be defined by a stoma. ModaVi provides the support, freedom and quality of life someone living with a stoma deserves.

ModaVi was three years in the making and resulted from significant investment, which included a million pounds on new machinery at Pelican Healthcare's HQ in Cardiff. The range has patent protected features, and was trialled extensively with positive feedback from ostomates and nurses. For the product to be recognised for its design qualities is really the icing on the cake for the in-house design team.

**To find out more about the design features of the award-winning Pelican ModaVi bag range, visit [pelicanhealthcare.co.uk/product/modavi/](https://pelicanhealthcare.co.uk/product/modavi/)**



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the UK  
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surgery.

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To donate £5 on your mobile device  
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donate £10 text TCUK to 70191.

**Thank you for your support.**



**We are very proud that we have two people who have joined our Eakin Brighter Future – Eakin Healthcare’s new Graduate Programme. We welcomed two new graduates Tristan Lee who is based in Cardiff, South Wales and Stuart Nelson who is based in Comber, Northern Ireland.**

### **What is Eakin Brighter Future?**

Eakin Brighter Future is an exciting venture for us as it will help us to grow our potential leaders of the future. We are looking forward to the fresh thinking and the skills and technical knowledge that Tristan and Stuart can bring to the business.



### **What does the graduation scheme look like?**

Tristan and Stuart will be on The scheme which started in September 2021 will run for 18 months. During this time, Tristan and Stuart will spend around six months in the different parts of the businesses – Commercial, Operations and Eakin Research and Development. As well as having clear responsibilities in each place of work they will be undertaking projects throughout their time. Spending time in each area, they will develop a strong understanding of the whole business.

### **How will they be supported?**

Tristan and Stuart will be supported by a line manager in each part of the business they are working in; a nominated Mentor; as well as colleagues and people in support functions such as HR, Learning and Development and IT.

**We very much look forward to working with Tristan and Lee over the coming months. A very big welcome from us all.**



# Respond Cymraeg

Rydym yn gyffrous iawn i rannu gyda chi ein bod wedi lansio ein sianeli Facebook ac Instagram Cymraeg pwrpasol newydd!

We are very excited to share with you that we have launched our new dedicated Welsh language Facebook and Instagram channels!

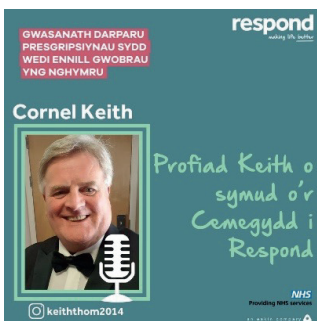


Gwnewch yn siŵr eich bod yn mynd draw i'n tudalen Facebook ac Instagram **@respondcymraeg** a dilynwch ni am fwy o gynnwys Cymraeg.

Make sure to head over to our Facebook and Instagram pages **@respondcymraeg**, and follow us for more Welsh content!

Dal i fyny ar ein blogiau wedi'u cyfieithu i'r Gymraeg trwy ewch gwefan [respond.co.uk/blog](http://respond.co.uk/blog)

Catch up on our Welsh translated blogs visiting [respond.co.uk/blog](http://respond.co.uk/blog)





# Knowledge Nest

**Pelican and Respond Education Webinar series – working with stoma patients to address their needs**

**We are excited to share with you Knowledge Nest our educational platform for nurses and ostomates. Respond and Pelican have recently hosted a series of webinars, based on themes of working with stoma patients to address their needs.**

To keep up to date, and to watch previous episodes on demand scan our QR code with your smartphone.  
Or visit [ostomyknowledge nest.com/](http://ostomyknowledge nest.com/)



# BHTA

We often speak and refer to the BHTA, we have won awards via BHTA, we carry logos on our website and promotional material and it's important for you as our customers to understand why an organisation like BHTA is so important to us.

We pride ourselves on delivering an exceptional service to you every day, and working closely with associations like the BHTA ensures that we are working and adhering to the industry standards.

We are proud  
members of



### Who are the BHTA?

Founded in 1917, the BHTA has been championing better healthcare for over 100 years.

### Why are Respond a member of the BHTA?

As members of the BHTA, we have voluntarily committed to their Code of Practice, the first and only code in the healthcare industry to be approved by the Chartered Trading Standards Institute (CTSI). This demonstrates our dedication to going above and beyond our legal obligations to you, meaning that as a customer, you can be confident we are a company you can trust.

### We promise:

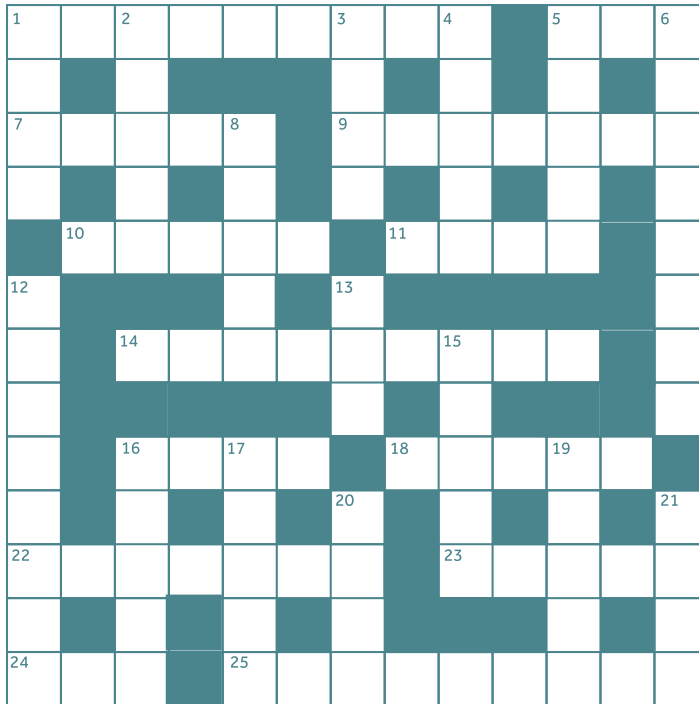
- You will always be treated with respect, compassion, and dignity
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Buying a product or service from a member of the BHTA also gives you an extra layer of consumer protection. We always hope you are more than satisfied with the service you received from us, but in the unlikely event that you feel you were treated unfairly at any point in the process, the BHTA will act as a free, impartial consumer reconciliation service.

**To find out more about the BHTA please visit [bhta.com](https://www.bhta.com)**

# Puzzle page

## CATCH WORDS



### Across

1. A little \_\_\_\_ is a dangerous thing (9)
5. Like two peas in a \_\_\_\_ (3)
7. Left on the \_\_\_\_ (5)
9. \_\_\_\_ and spills (7)
10. A hole \_\_\_\_ (2,3)
11. The best things in life are \_\_\_\_ (4)
14. Out of the \_\_\_\_ into the fire (6,3)
16. \_\_\_\_ of the bunch (4)
18. Adam's \_\_\_\_ (5)
22. A tight \_\_\_\_ (7)
23. On the \_\_\_\_ (5)
24. \_\_\_\_ or no (3)
25. A \_\_\_\_ in a pear tree (9)

### Down

1. \_\_\_\_ and tell (4)
2. A drop in the \_\_\_\_ (5)
3. Blind \_\_\_\_ (4)
4. Trial and \_\_\_\_ (5)
5. Keep a finger on the \_\_\_\_ (5)
6. One good turn \_\_\_\_ another (8)
8. \_\_\_\_ dress (5)
12. A \_\_\_\_ of justice (8)
13. All good things must come to an \_\_\_\_ (3)
15. \_\_\_\_ over the cracks (5)
16. It never rains but it \_\_\_\_ (5)
17. Talk is \_\_\_\_ (5)
19. Straight \_\_\_\_ (5)
20. \_\_\_\_ and tear (4)
21. Ireland, the Emerald \_\_\_\_ (4)



# 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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# What's been going on online?



## Latest blogs

We have lots of wonderful blog posts written by our ambassadors available on our blog page [respond.co.uk](https://respond.co.uk). Below are just a few of the most recent ones:

**Keith is back for his next instalment of Keith's Corner, with a blog all about his experience returning to work with an ostomy, and the steps he put in place to ensure he feels confident and secure with his ostomy at work.**



**4th February was World Cancer Day, a day dedicated to raising awareness, improving education and resources for all. Our ambassador, Maryrose, shares with us her experience of bowel cancer in this insightful blog, urging everyone to get their symptoms checked.**

**Self-love was a hot topic this Valentine's Day and is something we should include in our everyday routine. Amy has shared this lovely blog post about her journey to self-love, and how important it is to recognise and appreciate all the wonderful things about yourself.**





# International Women's Day 2022

On 8th March we celebrated International Women's Day, and this year we focussed on using our #BeTheChange Insights Community platform to help ostomates use their voice and spread awareness about important women's health topics such as fertility, periods, and general women's health.

We would like to share with you the following two blogs written by Voices panel members, Rachel and Amy, who discuss issues and experiences they have faced as women with an ostomy.

We also asked our Voices panel members Rachel, Angelina and Amber, to share with us their thoughts on International Women's Day, and the importance of using your voice to help drive change. Scan the QR code below to watch their video, we hope you enjoy!



**Rachel** (@gutsy.mum on Instagram) also shared with us a wonderful blog all about the women who inspire her, and the importance of talking about issues female ostomates may experience, which may not have been discussed pre-surgery.

**Amy** (@ibdwarriorprincess on Instagram) shared her insight and experience with important women's health issues, such as diet, mental health and fertility.

To read more from Rachel and Amy visit [respond.co.uk/blog](https://respond.co.uk/blog)  
If you are looking for any further advice or support regarding the issues discussed in the blog posts, please do not hesitate to contact your healthcare professional or stoma care nurse

# Meet our Respond ambassadors

We are so grateful to work with our amazing group of ambassadors. From discussion groups, idea sessions and helping to create eye-catching content, keep an eye out for these familiar faces!



Rachel

@gutsy.mum



Billie

@billieandersonx



Ant

@ibdlife



Maryrose

@big\_c\_stomaandme



Chris

@sydneystoma



Phillipa

@phillipakayx



Laura

@2bagsforlife



Summer

@summers\_stoma



Keith

@keiththom2014

Make sure to follow our  
ambassadors and our social  
media channels to keep up to  
date with all of our activity!

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# Let's Talk...



If you hadn't already heard the news, Pelican Healthcare have launched their own podcast, Let's Talk, which dives into the lives of ostomates as they open up about their stoma journeys.

With a range of topics, from sex with a stoma to dealing with mental health, the Let's Talk podcast aims to provide a platform for ostomates to share their voice and provide support for those living with a stoma.

Louise, the podcast host, who has a stoma herself, shares why she felt inspired to launch the podcast:

"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



Listen to Let's Talk on Spotify by scanning the QR code below!





We are the **national charity** for people with - or about to have - a **urostomy** (or other form of **urinary diversion**).

Only someone who has lived with this condition **truly understands what it is like**. We use our experience to help people live their best lives before, during and after surgery.

Whether you're looking for **information** or feel in need of **emotional support** (or both), we are here for you. We help families and carers, too.

Join our friendly community today!



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[www.urostomyassociation.org.uk](http://www.urostomyassociation.org.uk)



# Dessert

## Strawberry shortcake slice

Prep 25mins  
plus overnight chilling  
Serves 14

### Ingredients:

- 600ml double cream
- 1 tbsp vanilla bean paste
- 1 tbsp orange blossom water
- 125g icing sugar, plus 2 tbsp
- 500g shortcake biscuits , plus 3 crushed
- 350g strawberries , sliced



### Recipe card

### Method:



#### STEP 1

Line a 20cm cake tin or dish (either a square or rectangle works well) with cling film, leaving an overhang. Whip 500ml of the cream, the vanilla, orange blossom water and 125g icing sugar with an electric whisk until thick and billowy.

#### STEP 2

Add a layer of biscuits to the tin, and spoon over some of the cream, about 1cm thick all over. Add a layer of strawberry slices, then repeat with the cream, biscuits and strawberries until you fill the tin, finishing on a layer of biscuits. You'll have some strawberries leftover to serve. Press everything down well so every biscuit is covered in cream. Cover and chill overnight.

#### STEP 3

To serve, flip the tin onto a serving plate, and remove the cling film. Whip the remaining 100ml cream with 1 tbsp icing sugar and dollop on top of the cake, swirling it around. Top with the remaining strawberry slices in lines, sift over the remaining 1 tbsp icing sugar, and sprinkle the biscuit crumbs in between the rows of strawberries. Cut into slices to serve.

# Puzzle page

## CATCH WORDS

# Answers

|                 |                 |                 |   |                 |   |                 |                 |                 |   |                 |   |                 |
|-----------------|-----------------|-----------------|---|-----------------|---|-----------------|-----------------|-----------------|---|-----------------|---|-----------------|
| <sup>1</sup> K  | N               | <sup>2</sup> O  | W | L               | E | <sup>3</sup> D  | G               | <sup>4</sup> E  |   | <sup>5</sup> P  | O | <sup>6</sup> D  |
| I               |                 | C               |   |                 |   | A               |                 | R               |   | U               |   | K               |
| <sup>7</sup> S  | H               | E               | L | <sup>8</sup> F  |   | <sup>9</sup> T  | H               | R               | I | L               | L | S               |
| S               |                 | A               |   | A               |   | E               |                 | O               |   | S               |   | E               |
|                 | <sup>10</sup> I | N               | O | N               | E |                 | <sup>11</sup> F | R               | E | E               |   | R               |
| <sup>12</sup> T |                 |                 |   | C               |   | <sup>13</sup> E |                 |                 |   |                 |   | V               |
| R               |                 | <sup>14</sup> F | R | Y               | I | N               | G               | <sup>15</sup> P | A | N               |   | E               |
| A               |                 |                 |   |                 |   | D               |                 | A               |   |                 |   | K               |
| V               |                 | <sup>16</sup> P | I | <sup>17</sup> C | K |                 | <sup>18</sup> A | P               | P | <sup>19</sup> L | E |                 |
| E               |                 | O               |   | H               |   | <sup>20</sup> W |                 | E               |   | A               |   | <sup>21</sup> I |
| <sup>22</sup> S | Q               | U               | E | E               | Z | E               |                 | <sup>23</sup> R | O | C               | K | S               |
| T               |                 | R               |   | A               |   | A               |                 |                 |   | E               |   | L               |
| <sup>24</sup> Y | E               | S               |   | <sup>25</sup> P | A | R               | T               | R               | I | D               | G | E               |

# This is Billie... She's Family.

**Billie** has been a Respond customer for 3 years. She wanted to be Belle from Beauty and the Beast when she was younger, and currently dreams of being a Chef.

*"Your customer service team are just fantastic, and they just make the whole thing so easy."*

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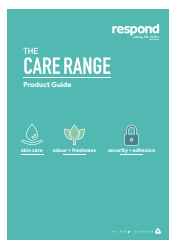


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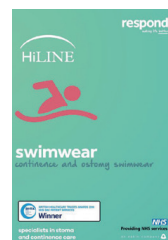
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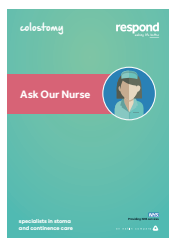
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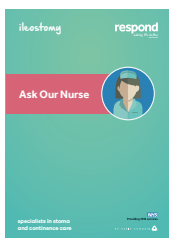


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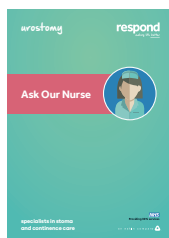
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Winnersh,  
Wokingham  
RG41 5RD

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

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## Ileostomy Association

Danehurst Court  
35 - 37 West Street  
Rochford  
Essex  
SS4 1BE

Freephone: 0800 018 4724  
T: 01702 549859  
E: [info@iasupport.org](mailto:info@iasupport.org)  
[www.iasupport.org](http://www.iasupport.org)

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## Urostomy Association

2 Tyne Place  
Mickleton  
Chipping Campden  
Gloucestershire  
GL55 6UG

T: 01386 430 140  
E: [info@urostomyassociation.org.uk](mailto:info@urostomyassociation.org.uk)  
[www.urostomyassociation.org.uk](http://www.urostomyassociation.org.uk)

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## Crohns and Colitis UK

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

T: 0300 222 5700  
[www.crohnsandcolitis.org.uk](http://www.crohnsandcolitis.org.uk)

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## Macmillan Cancer

87-90 Albert Embankment  
London  
SE1 7UQ

Freephone: 0808 808 00 00  
[www.macmillan.org.uk](http://www.macmillan.org.uk)

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[community.macmillan.org.uk/cancer\\_](http://community.macmillan.org.uk/cancer_experiences/ileostomy_and_colostomy_discussions/)  
[experiences/ileostomy\\_and\\_colostomy\\_discussions/](http://community.macmillan.org.uk/cancer_experiences/ileostomy_and_colostomy_discussions/)

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## Mind

15-19 Broadway  
Stratford  
London  
E15 4BQ

T 0300 23 3393  
E [info@mind.org.uk](mailto:info@mind.org.uk)  
Text: 86463  
[www.mind.org.uk](http://www.mind.org.uk)

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# contact us

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**0800 220 300**  
**0800 028 6848** (Northern Ireland)



## Cardiff

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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

12 Swan Court  
Forder Way  
Hampton  
Peterborough  
PE7 8GX

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

## Ferndown

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Ferndown  
Dorset  
BH22 9NG

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

## Manchester

2 Victoria Avenue East  
Manchester  
M9 6HB

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Fax 0161 820 4510  
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Closed Saturday

## Scotland

9 York Place  
Perth  
Scotland  
PH2 8EP

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

## Larne

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Larne  
BT40 1BU

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

## Nottingham

97 Manvers Street  
Nottingham  
NG2 4NU

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Fax 0115 871 8097  
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