SecuriCare (Medical) Ltd is a specialist supplier of stoma care services. These Clinical Nursing Standards for Stoma Care are integral to the company’s clinical governance framework. They are evidence-based, using the model provided by the Colorectal & Stoma Care Nursing Standards (RCN 2002) in addition to other resources and sources of evidence. They describe a level of excellence in care delivery which users of the standards should aim to achieve and reflect the RCN Principles of Nursing Practice.

These Standards are intended primarily as a resource for the SecuriCare Nursing Team, providing

- a framework for practice
- a measure for excellence against which practice may be audited
- a training aid for SecuriCare nurses new to a specialist role

As specialist nurses, the principal purpose of adopting clinical standards must be to improve care outcomes for patients. In addition they give SecuriCare’s partnership organisations, i.e. hospital trusts and primary care organisations, a clear understanding of the quality of service which SecuriCare provides.

The Standards may also be used as a reference by other health care professionals, for example as a training resource which may be used in conjunction with the Skills for Health competence CHS10 (Undertake Stoma Care).

Originally developed in 2005 by a group of experienced SecuriCare Nurses, the Standards were revised, and subsequently accredited by the RCN, in 2008. Since then there have been many developments within healthcare, including an increased focus on quality, greater emphasis on health outcomes and support for patients with long-term conditions, as well as significant reductions in hospital stay through enhanced recovery programmes, all of which may impact on the patient undergoing stoma surgery. Reviewing our Standards in 2011 in the light of these developments, they continue to provide a relevant and effective framework for care provision.

A small but important change has been made to some terminology. Outside the hospital setting a patient with a stoma is now referred to as “a person with a stoma”;

“A standard is a level of quality against which performance can be measured. It can be described as ‘essential’ - the absolute minimum to ensure safe and effective practice, or ‘developmental’ – designed to encourage and support a move to better practice.”

(Department of Health, Social Services and Public Safety, 2006)
The preparation of the patient who may require a stoma should begin as soon as surgery is considered. The stoma care nurse (SCN) initiates an individualised plan of care which addresses both psychological and physical needs.
### Pre-operative Guidelines

(relates to Standards 1-4)

<table>
<thead>
<tr>
<th>Related Documents</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Gather information</strong> regarding patient</td>
</tr>
<tr>
<td><strong>Contact patient pre-operatively</strong> at the earliest opportunity. <strong>Arrange appointment</strong> for pre-op discussion</td>
</tr>
<tr>
<td><strong>Explain SCN role and pathway of care</strong> to patient/carer</td>
</tr>
<tr>
<td><strong>Assess</strong> patient’s level of understanding before and after discussion</td>
</tr>
<tr>
<td><strong>Provide opportunity for patient/carer to discuss planned surgery and related lifestyle issues</strong>, within a safe and confidential environment</td>
</tr>
<tr>
<td><strong>Provide supportive multimedia information</strong>, including appliances, specific to stoma type and appropriate to patient needs. Offer volunteer visitor</td>
</tr>
<tr>
<td><strong>Explore the patient’s feelings</strong> and address their fears and anxieties, thereby encouraging the development of a therapeutic relationship</td>
</tr>
<tr>
<td><strong>Mark the optimum site</strong> using the acknowledged criteria. Document in patient’s medical records</td>
</tr>
<tr>
<td><strong>Document interactions</strong> in healthcare records</td>
</tr>
</tbody>
</table>

#### Pre-operative Care – Standard 1

*Comprehensive and thorough preoperative assessment is imperative for successful rehabilitation of a patient that is to undergo the formation of a stoma.*

(Slater, 2010)

**TOPIC:** PRE-OPERATIVE CARE  
Care Group: Patients who may require a stoma  
Sub Topic: Pre treatment – Information collecting

**Standard Statement**

The stoma care nurse obtains and maintains appropriate information to plan care in conjunction with patient/carer.

**Criteria**

The stoma care nurse:

- has local referral policies for patients who may require a stoma
- obtains information about the patient’s relevant medical history from the health care records
- in discussion with the patient/carer, ascertains the emotional and physical state of the patient, along with their social circumstances, cultural & religious beliefs
- discusses an agreed plan of care with the patient/carer
- has knowledge of policies regarding patient confidentiality & data protection

**Outcome Statement**

Comprehensive information is collected, recorded and updated to facilitate the planning of patient care.
The benefits of providing good quality, evidence based information, which is in a form appropriate to patient need, have been well documented. Conversely, provision of poor quality or no information can have an adverse effect on patient recovery. (Greenwood, 2002)

TOPIC: PRE-OPERATIVE CARE
Care Group: Patients who may require a stoma
Sub Topic: Pre-operative – Information to patient

Standard Statement
The patient/carer is informed of planned treatment and ongoing care by the stoma care nurse.

Criteria
The stoma care nurse:
- maximises patient privacy and confidentiality within a safe environment
- assesses the patient’s level of understanding regarding diagnosis and planned surgery
- assesses the individual patient’s needs and provides appropriate information on planned surgery, care and implications of stoma on lifestyle
- provides supporting information about relevant stoma types and related management
- offers opportunity for patient to practice pouch change prior to operation in accordance with appropriate care pathway
- in agreement with the patient, involves carers where appropriate
- evaluates the patient’s understanding of the information given
- provides details of other relevant agencies for support
- records and updates information in patient health records regularly

Outcome Statement
The patient/carer is informed according to their level of need.

Pre-operative Care – Standard 3

Empowering patients through the development of a trusting and compassionate nurse/patient relationship, using good and effective information and communication skills with acknowledgement of an individual’s culture, religion and gender can promote a positive outcome for the patient. (Borwell, 2006)

TOPIC: PRE-OPERATIVE CARE
Care Group: Patients who may require a stoma
Sub Topic: Patient psychological support

Standard Statement
Patient receives appropriate psychological support.

Criteria
The stoma care nurse:
- ensures a private, confidential and safe environment which promotes effective communication
- uses listening and reflecting skills to explore and clarify the patient’s feelings
- has knowledge of other sources of psychological support and an awareness of when to refer
- offers the patient an opportunity to meet a suitable, trained, volunteer visitor
- records the agreed relevant information in patient health records

Outcome Statement
The patient receives appropriate psychological support at all stages of care.
A correctly positioned stoma has the potential to positively impact the patient’s rehabilitation, his/her physical ability to manage the pouch change procedure, and ultimately their emotional and psychological wellbeing. (Rust, 2011)

**TOPIC:** PRE-OPERATIVE CARE

**Care Group:** Patients who may require a stoma

**Sub Topic:** Marking a stoma site

### Standard Statement

**The patient’s stoma is correctly sited.**

### Criteria

The stoma care nurse:

- provides a private, confidential and safe environment
- assesses factors influencing the choice of stoma site for each patient by examination, observation and discussion, including factors such as lifestyle, culture and disabilities
- marks the optimum site for the stoma in consultation with the patient
- records information on siting in patient’s medical records

### Outcome Statement

Correct procedures are undertaken to ensure optimum siting of the stoma.

---

### Reflective Outcomes

**Pre-operative Care**

- Write an outline of the initial information you need to gather to effectively plan the care for your patient with a stoma, including the possible need for a carer’s involvement.
- Detail why this information is significant to the best clinical outcomes for the patient with a stoma.
- List all aspects to be covered when discussing the treatment planned with your patient with a stoma and or carer.
- Describe the psychological support a patient with a stoma may need and why.
- List and explain the benefits a visit from a trained volunteer may bring to the clinical outcome of your patient.
- Discuss when you would address the patient’s sexuality and what steps you would take when discussing this with your patient.
- List the factors for consideration when siting a stoma and discuss the reason for these considerations.
As part of a continuing process the stoma care nurse assesses and monitors the condition of the stoma and coordinates post-operative teaching of stoma care.
At each interaction with the patient:

- **Assess:**
  - condition of the stoma
  - condition of the peristomal skin
  - stomal output
  - bridge/stents/peristomal sutures

- **Check appropriate appliance** is in situ and is secure

- **Provide adequate supplies** of suitable appliance

**Teach patient/carer** to become competent at an appliance change prior to discharge, including preparation, pouch emptying, pouch renewal, skin care, disposal and the importance of hand washing

**Discuss implications of stoma on lifestyle with patient/carer including:**
- dietary issues, rectal discharge, hygiene, physical activity, sexuality.

**Address patient’s need for psychological support in relation to the change in body image**

**Evaluate and document all interactions and liaise** with relevant health care professionals

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### Related Documents

<table>
<thead>
<tr>
<th>SecuriCare Practice Standards</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>“A step by step guide to pouch changing”</strong></td>
</tr>
<tr>
<td><strong>“Nutritional Advice”</strong></td>
</tr>
<tr>
<td><strong>“Advice on going home”</strong></td>
</tr>
<tr>
<td><strong>“Adjusting to life with a stoma”</strong></td>
</tr>
</tbody>
</table>

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**By the process of continual assessment the stoma care nurse can identify potential problems and adapt stoma management accordingly.** (Collett, 2002)

**TOPIC:** POST-OPERATIVE CARE  
Care Group: Patients with a stoma  
Sub Topic: Stoma management (1) – Assessment

**Standard Statement**

The stoma care nurse monitors the status and output of the stoma.

**Criteria**

The stoma care nurse:

- provides a private, safe and confidential environment
- at each interaction with the patient the SCN assesses the condition of the stoma, peristomal skin and output
- records any abnormalities in the patient’s healthcare records
- liaises with appropriate members of the multidisciplinary team and reviews patient care accordingly

**Outcome Statement**

Correct procedures are undertaken to ensure early detection of complications and abnormalities.
The patient with a newly formed stoma will have little idea of which stoma appliance will suit them best and will be reliant on advice and guidance from their nursing team and the stoma care nurse specialist. (Williams, 2008)

**TOPIC:** POST-OPERATIVE CARE  
**Care Group:** Patients with a stoma  
**Sub Topic:** Stoma management (2) – Appliance selection

---

**Standard Statement**

The patient and the stoma care nurse agree a suitable stoma appliance.

**Criteria**

The stoma care nurse:

- provides a private, safe and confidential environment
- assesses the patient’s needs
- guides the patient in selecting an appropriate appliance/equipment
- ensures a record is kept of the selected appliance/equipment
- provides ongoing review of the selected appliance

**Outcome Statement**

A suitable stoma appliance/equipment has been selected that meets the needs of the patient.

---

The aim of supportive stoma care is to maximise the individual’s potential for independent living. (Winney, 2006)

**TOPIC:** POST-OPERATIVE CARE  
**Care Group:** Patients with a stoma  
**Sub Topic:** Stoma management (3) – Teaching

---

**Standard Statement**

The stoma care nurse manages a programme for teaching the patient/carer to become competent with the management of the stoma prior to discharge.

**Criteria**

The stoma care nurse:

- provides a private, safe and confidential environment
- assesses the patient’s needs and plans a teaching programme in agreement with the patient/carer
- teaches the practical skills and reinforces the teaching given by the use of additional written and verbal information
- evaluates the teaching programme and the progress of the patient/carer
- discusses relevant lifestyle issues with patient/carer
- provides ongoing psychological support
- liaises with other members of the health care team
- records progress in patient’s health care records

**Outcome Statement**

Prior to discharge, the patient/carer can demonstrate basic skills and knowledge regarding their stoma, enabling them to cope independently at home.
Post-operative Care

- List the stoma related aspects you would monitor and record post-operatively.
- List 3 complications you may encounter post-operatively and describe how you would manage each of them.
- Discuss which criteria would influence the appropriate pouch selection for a patient with a stoma.
- Discuss stoma management methods which may help your patient with their psycho/social adjustment.
- Describe the steps in teaching a patient with a stoma to become competent in their self management.

Discharge Planning

Early discharge planning and establishing goals for rehabilitation is an ongoing process which should begin as soon as possible after hospital admission.
## Discharge Planning Guidelines

(relates to Standard 8)

<table>
<thead>
<tr>
<th>Action</th>
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</tr>
</thead>
<tbody>
<tr>
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<td></td>
</tr>
<tr>
<td>➤ Provide supplies in accordance with current SecuriCare ordering policy.</td>
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</tr>
<tr>
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<td></td>
</tr>
<tr>
<td>➤ Provide information on safe disposal of used appliances in accordance with local policies</td>
<td></td>
</tr>
<tr>
<td>➤ Provide information on appropriate action to take if stoma problems arise</td>
<td></td>
</tr>
<tr>
<td>➤ Provide patient/carer with written contact details</td>
<td></td>
</tr>
<tr>
<td>➤ Provide appointment for a home visit within a week of discharge</td>
<td>SecuriCare Practice Standards</td>
</tr>
<tr>
<td>➤ Liaise with the primary health and social care team according to patient’s needs. Discharge letters sent to GP and District nurse in accordance with SecuriCare Practice Standards</td>
<td></td>
</tr>
<tr>
<td>➤ Inform patient of support services available following discharge and reinforce with written details</td>
<td></td>
</tr>
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<td>➤ Document interactions in healthcare records</td>
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</tr>
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</table>

### Related Documents
- Discharge Planning Guidelines
- Discharge from hospital can prove particularly stressful for patients with a newly formed stoma …Ongoing contact with the stoma nurse should be encouraged to help ease the transition from hospital to home. (Fulham, 2008)

### Discharge Planning – Standard 8

**Discharge Planning Guidelines**

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</table>

### Standard Statement

The stoma care nurse coordinates a discharge plan according to the patient’s individual stoma care needs.

### Criteria

The stoma care nurse:

- assesses that the patient/carer is competent in managing safe appliance change and disposal
- provides relevant information to facilitate safe discharge
- ensures the patient has adequate supplies of equipment and information on obtaining future supplies
- liaises with the primary health care team
- initiates a programme of community follow-up
- documents interactions in health care records

### Outcome Statement

The patient is provided with a safe transition between hospital and home.
The safe and effective disposal of waste starts with the health care practitioner. (RCN, 2007)

TOPIC: POSTOPERATIVE CARE
Care Group: Patients with a stoma
Sub Topic: Disposal of stoma waste

**Standard Statement**

The stoma care nurse facilitates safe disposal of stoma waste.

**Criteria**

The stoma care nurse:

- has knowledge of and adheres to local and national environmental policies relating to waste disposal
- provides information to patient/carer regarding correct procedures for safe disposal of stoma waste
- provides the opportunity for the patient to use toilet disposal stoma pouches if appropriate
- assesses appropriate arrangements for stoma waste disposal are in place
- liaises with primary health care team and others if special procedures are required for the disposal of stoma waste (e.g. infectious waste)
- assesses the patient/carer is competent in managing safe disposal of stoma waste

**Outcome Statement**

Correct procedures are followed for the safe disposal of stoma waste.

---

**Discharge Planning**

- List all the actions required for the discharge of your patient.
- List the information you would provide your patient.
- List other health care professionals who may be involved in the discharge and explain what information you may need to provide to them.
- Discuss what arrangements may be made for follow-up immediately following discharge.
- Discuss the national and local policies that may affect your patient in the disposal of stoma waste, including any special arrangements that may, in some cases, need to be considered.
- Detail the steps covered when teaching your patient the disposal of their stoma waste.
- List any other health care professionals that may need to be included in managing the disposal of stoma waste in the primary care sector.

---

**Reflective Outcomes**
The stoma care nurse provides ongoing support and advice in the community to individuals with a stoma which addresses their physical and psychological needs, with the aim of facilitating their independence in stoma management and maintaining stoma related health.
Further home visits arranged according to Practice Standard

Stoma Clinic appointments made in accordance with Practice Standards for ongoing support, reassessment of stoma and appliance update

Reiterate procedure for ordering supplies

Liaise with healthcare team according to patient’s needs

Provide telephone support as required

Document interactions in patient records (including telephone/email contacts)

When patients self care and equally feel supported in doing so, they are more likely to have greater confidence and a sense of control, to have better mental health and less depression and to reduce the perceived severity of their symptoms. (Mathers et al, 2011)

TOPIC: CONTINUING CARE
Care Group: People with a stoma
Sub Topic: Rehabilitation and ongoing care

Standard Statement

The stoma care nurse provides continuing support to enable the person with a stoma to maintain stoma-related health and well-being.

Criteria

The stoma care nurse:

- provides a responsive, easily accessible follow-up service
- offers follow-up at regular intervals to re-assess the needs of the person with a stoma
- provides appropriate information and advice on relevant lifestyle issues taking into consideration the individual’s cultural and religious beliefs
- provides ongoing psychological support
- liaises with other members of the health & social care teams to address the needs of the person with a stoma
- documents interactions in health care records

Outcome Statement

The person with a stoma/carer is provided with ongoing support and advice according to their needs.
Rehabilitation and Ongoing Care

- Describe the follow-up service available in your area to a person with a stoma.
- List others in the MDT who may need to be involved in the ongoing care of a person with a stoma.
- Discuss any psychological problems a person with a stoma may encounter once they are back in their own home.

The resources which are required in order to achieve the standards

<table>
<thead>
<tr>
<th>Facilities</th>
<th>Policies</th>
</tr>
</thead>
<tbody>
<tr>
<td>Membership of local multi-disciplinary team.</td>
<td>Stoma Care Clinical Guidelines.</td>
</tr>
<tr>
<td>Stoma Clinics.</td>
<td>SecuriCare Practice Standards.</td>
</tr>
<tr>
<td>Access to a private, safe environment suitable for clinical consultations.</td>
<td>SecuriCare Ordering Policies.</td>
</tr>
<tr>
<td>Knowledge of local support services.</td>
<td>Company/Local Trust Policies (eg Confidentiality, Data Protection, Patient Referral, Health &amp; Safety).</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Documentation</th>
<th>Equipment</th>
</tr>
</thead>
<tbody>
<tr>
<td>SecuriCare Stoma Care Pathway &amp; Nursing Record.</td>
<td>Selection of stoma appliances/accessories</td>
</tr>
<tr>
<td>Access to health care records.</td>
<td></td>
</tr>
<tr>
<td>Patient information literature.</td>
<td></td>
</tr>
<tr>
<td>SecuriCare Service Literature.</td>
<td></td>
</tr>
</tbody>
</table>

This is not intended to be an exclusive list and other resources may be required in certain situations.
References and Bibliography


Mathers et al. (2011). *Care planning. Improving the lives of people with long term conditions*. Royal College of General Practitioners.


SecuriCare (2007) *Fast Track Protocol*, available on request from SecuriCare (Medical) Ltd., High Wycombe


WCET UK (2010) *Role descriptives of a stoma care nurse specialist* World Council of Enterostomal Therapists
