

HandⁱⁿHand

— Real stories • Real advice

Issue 32 —

Ed

“Team Colostomy UK isn't just a team that plays rugby, it's an inclusive and ever-expanding family full of people ... no matter how tough things get, there's always someone who wants to be there for you.”

Ed's story

INSIDE:

- Introducing CliniShield Advance
- Sponsoring Team CUK
- Festiboob – Anna's charity festival
- Development, manufacturing and innovation of stoma pouches
- Caring for the environment

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Dear Reader,

A very warm welcome to the 32nd edition of Hand in Hand.

In this magazine you will find a variety of interesting articles, covering such diverse subjects, such as rugby, meet our new team, and the great work our nurse Anna Moseley put into hosting her very own charity festival. I hope you find this informative and please do give us feedback on any thoughts and suggestions.

I expect the festive period brought the opportunity to spend some time with friends and loved ones, maybe relaxing or even getting outside, for a walk – mine and the dog's favourite. I thought I would share a picture of our dog Bella enjoying a walk.



Happy reading!

Ben

Managing Director, For SecuriCare (Medical) Ltd. and CliniMed Ltd.

Ps – Any pet pictures will be delightfully received!

As I write this welcome article, England are about to play France in the World Cup Quarter Final, by now you will know the outcome of the whole tournament. Fingers crossed it turns out positively!

From a work perspective we might not make resolutions as such, but we do make plans, and this year is no different, as we strive to live up to our vision of “exceeding expectations, delivering better healthcare”. Something I hope rings true in your experiences of dealing with us. Be it new products or services we are continually looking to enhance our offering to our patients.

In closing I would like to thank everyone for their contributions to the magazine and our team here for producing it. If anyone has ideas for other topics to be included in future magazines, I am sure our editor Shpresa, would be delighted to receive them.

As we say goodbye to 2022 and welcome in 2023, I'd like to wish you all a Happy New Year.

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Playing for Team Colostomy UK

Ed's Story

By Ed Rowland

Team Colostomy UK player, Ed, shares how he came to have a stoma, what he does to prepare for a rugby game and why he loves being a part of Team Colostomy UK.

Background

I'm currently a serving front line Police Inspector with Cleveland Police, UK. I had my stoma surgery in 2016, following a 10-year battle with Ulcerative Colitis (UC).

Before my diagnosis, while serving as a police officer with Devon and Cornwall Police, I had been on holiday with friends and returned with what I thought was the usual 'holiday tummy'. However, time went by and my 'holiday tummy' wasn't getting any better and my physical health started to deteriorate. After visits to multiple doctors and numerous tests, I was diagnosed with UC.

Three years after my diagnosis and trying various medications, surgery was mentioned as an option. I refused to listen or contemplate surgery. I met with a surgeon, and I paid no attention and was completely shut off from what they said. I was in my mid-twenties and convinced myself that such surgery was for those older in life, a bag would make me undesirable to women and I had an irrational fear that I would constantly smell.

So, I continued getting by on medication and as I did, my anxieties around soiling myself in public began to take over my thoughts and eventually every interaction and routine I had was based around 'what if I can't make it to a loo in time'.

Surgery

In 2016, my UC flared, and I was admitted to hospital. I was told I had reached a point where medication was no longer an option, and that surgery was my only option. At this point, I had got married and had my first child in 2015 and I was therefore more accepting of the surgery.

The next day, I was taken down to theatre for surgery. I was petrified. I felt the blood drain from my limbs and thoughts of not seeing my wife or baby again flooded my mind.

I woke up from surgery, feeling very odd. There was no pain, no dull ache and no nauseous feeling, all of which had become my 'normal' over the last 10 years. As I started to come round, I remember looking down and seeing a horrible clear bag attached to me. I was disgusted, afraid, inquisitive and concerned all at once. Questions started to fill my mind: How do I change it? How do empty it? What if my wife is repulsed by it? But mostly the question: "WHAT HAVE I DONE?!"

I was soon provided with different bags. These weren't see through and for some reason almost instantly started to put my mind at ease. They felt less like a medical device, and it was a bonus that I couldn't see my own poo seeming stuck to in a bag on my stomach.

Recovery

I was eventually discharged and found myself being able to focus on my recovery. I slowly started to build my strength up by walking, just going a little further each day. Once I was cleared to exercise by my doctors, I started doing Pilates and exercising utilising bodyweight movements and very light weights, ensuring not to engage my core. I started to feel stronger, and I eventually started to enjoy going to the gym, trying different exercises and workouts and exploring my physical capabilities.

I returned to work 3 months after my surgery. After initially being told that I would not be able to work on the front line again, I refused to accept this and I'm eternally grateful for my Senior Officer who convinced me to keep fighting and find a way for me to re-join my colleagues on the front line. I did some research and came across equipment I could use to provide suitable protection for me and my stoma and this was purchased by the department. I was back, being a full time, front line officer without the fears and anxiety I had previously whilst suffering with UC.

Making a permanent change

I had the option to consider J-pouch surgery. It was the quickest 'no' I've ever given. There was no thought necessary. I felt great, I had no ill effects from my stoma bag, my life was no longer run according to the location of the nearest toilet and all the anxiety around my UC had gone. It was a no brainer for me. As a result, in 2020, I had further



surgery to make my stoma permanent and I'm now the proud owner of my very own 'barbie butt'.

Joining Team Colostomy

I came across Team Colostomy UK on social media, during my initial recovery from my surgery. They were running a competition and I was immediately intrigued. I liked, shared and commented and was selected as the winner. I received a hoody and a beanie hat as well as some other goodies, that were all packaged together in a cloud of positivity. I messaged the Team's Marketing Manager, Giovanni to give my thanks and praise the team.

I continued to follow the team's progress on social media and in 2019, while chatting to Giovanni, I was invited to play in the Leeds game. I was filled with excitement and anticipation, I hadn't played rugby since school and even then, it was union, not league!

Since the Leeds game, I've played a number of times and enjoy everything about it. My fitness level isn't the best, especially since my surgery and I've gained a few stone. However, Team Colostomy isn't about the game, or how good you are, it's about the people. A team that comes together from all over the UK, putting on matching shirts and running onto the pitch and giving it their all, proving teamwork and friendship is one of the most powerful things there is. We sit, before and after the game, talking about things that we normally wouldn't talk about with others, sharing hilariously embarrassing stoma stories and giving each other advice. It's a chance for partners and families to meet up and share their experiences of having a loved one having a bag, in a safe and positive environment.

Game Prep

To prepare for a game, I'm often thinking about it weeks in advance. I get excited by the challenge, it's addictive. I start by varying my exercise routine, from weights-based workouts to throwing some cardio days during the week. I look towards increasing reps and decreasing the weight when I'm lifting and then doing some Bronco runs as a cool down. The bronco run is running to three progressively distant points and is sometimes used to test aerobic capability. I'm not the fittest or the fastest but enjoy pushing myself to become fitter in between shift work and looking after my two young children.

The night before the game, I make sure I've changed my bag. I want one to be fresh on, to ensure it sticks all day the following day, but has been on long enough that I can feel confident that it's secure. I pack my kit the night before as I'm usually up early to get ready.

Game Day

Game day and a decent breakfast is a MUST. I make sure I've packed a full bottle of water, protein shakes and spare bag supplies. I also now ensure I pack a loo roll or flushable wipes, as club house toilets are known for running out of loo roll. I learned the loo roll situation the hard way when I had a leak during a game and had to do a quick bag change in the loo!

Position wise, I'm a forward. I enjoy running into people and really enjoy getting hit! Not something you usually hear someone say! Because I'm getting hit quite often and I have a parastomal hernia, I make sure that I wear a support belt when I play and sometimes wear the guard I got for work, just to try and reduce the charge of a tackle causing any issues with my stoma or hernia.

I'm still learning the game properly and consider myself more of the team member that builds up morale with humour and interactions as opposed to a born rugby star. Despite my desire to improve, unfortunately life gets in the way and I'm not able to play or practice as much as I would like.

Team Colostomy UK isn't just a team that plays rugby, it's an inclusive and ever-expanding family full of people, that come together for a laugh, for support and remind each other that no matter how tough things get, there's always someone who wants to be there for you.

SecuriCare is honoured to be the Gold Sponsor of Team Colostomy UK.

To find out more about Team Colostomy UK, their fixtures, or if you're interested in joining the team, visit their website.

www.colostomyuk.org/active-ostomates/team-colostomy-rugby-league/



Sponsoring Team CUK

By Giovanni Cinque
(Fundraising & Campaigns Manager at Colostomy UK)

Back in 2018 when we launched Team Colostomy UK, SecuriCare stepped up to become our first shirt sponsors, and we're delighted that four years later the partnership is still going strong.

Thanks to the support of SecuriCare, Welland, and our other partners, we've been able to achieve amazing things both on and off the Rugby League pitch and have delivered what can arguably be called one of the most successful stoma awareness campaigns ever.

Everyone says that the media love to spotlight bad news and it's hard to disagree with that sometimes, and certainly historically, the majority of 'stoma stories' that found their way into our newspapers, tv, radio, and online had a negative slant to them.

What we've found has been totally the opposite though.

Team Colostomy UK exists to challenge and change those negative perceptions about stomas which are still too prevalent today.

As our profile has grown so has mainstream media interest in us. Looking back to September 2021, for example, after a game against Chorley Panthers, when at our best estimate we reached over 3.5 million people over a 48-hour

period thanks to full page colour print features in the Mirror, Daily Express, and Daily Star, plus online coverage, and an appearance on BBC Radion 5 live, all telling the story about what can be achieved despite living with IBD, Bowel Cancer, Diverticulitis, and more.

The key to that success and all the publicity we continue to generate, was the willingness of our players to not only take that step on to the pitch again, either for the first time since stoma surgery, or in some cases, the first time ever, but to also trust us to tell their stories of how they've overcome and continue to face their own personal challenges, and play a collision sport like Rugby League. Of course, this would have been much harder to achieve without our partners.

It's not only through supporting Team Colostomy UK that SecuriCare's support has been felt. The funds generated



from sponsorship are directed into our Active Ostomates campaign, of which our Rugby League team is a part of.

Active Ostomates helps get people mentally and physically active again after stoma surgery. We deliver a range of free sessions online and in the community which aim to improve people's well-being and get their lives back on track as soon as possible.

Virtual classes include Yoga, Pilates, Chair Yoga, and Mindfulness & Meditation, while community classes (normally delivered in partnership with support groups or hospitals) include Chair Yoga, Art, and swimming. Since its launch over 10,000 people have attended an active Ostomates session, helping them on the road to recovery. Without the support of SecuriCare through their Rugby league sponsorship this would not have been possible.

We regularly receive some great feedback about our classes. The following are just some examples:

"I have been finding the Tuesday Mindfulness and Thursday Pilates sessions very helpful.

I only had my stoma 10 weeks ago, out of the blue while visiting relatives, as emergency major surgery, so I am on a roller coaster trying to adapt to this new lifestyle. When I joined the Pilates class I could do very little as my surgery was very recent and I was in a lot of pain. But now I can join in the majority of the exercises and can really feel my progress as I recover from this surgery and

severe infection. The mindfulness has helped with settling my mind, in what is a very stressful time for me"

"None of us were much good but that wasn't the point. We all had such a good time that we forgot why we were at the group in the first place. Surely that's the point of activities like these"

"It's the first time I've been swimming since I had my surgery last November. I was very nervous at first, but I got in the water and felt good! I felt confident when I got going. For anyone who's worried, don't be"

Four years on, it's quite amazing to look back at what we've achieved with the support of SecuriCare. We're looking forward to continuing our great relationship together.



If you'd like to find out more about Active Ostomates or Team Colostomy UK, please visit <https://www.colostomyuk.org/active-ostomates/>

Stoma Care

By Louise Harrison – Specialist Community Stoma and Continence Nurse

Hello, my name is Louise and I have worked in stoma care since 2015. Initially, I started in the NHS where I also worked as a Colorectal Nurse Specialist (CNS) before moving into the community 3 years ago.

There are many aspects to my role as a specialist stoma care nurse in the community and I love being able to address challenges and improve patients' quality of life. I act as an advocate for my patients, resolving issues with prescriptions and liaising with other healthcare professionals.

I also work with various healthcare providers to identify people that may not have had an Appliance Use Review (AUR) in a few years. This means that I am able to provide care to people in the community setting. Issues such as leakages and sore skin can be resolved, which helps improve quality of life.

In my role as a Specialist Community Stoma and Continence Nurse, I visit patients in their own homes to undertake reviews. These reviews are a good opportunity to have your stoma checked and to check the surrounding skin, check the template size (as these can change over time) and observe your technique. This provides you the opportunity to look at other products as they are updated over time. I will also provide lifestyle advice including diet, fluid intake and can discuss parastomal hernias if appropriate.

Many patients I meet put up with a whole host of problems. Sore skin surrounding the stoma itself is not the normal and the skin should look as it does on the rest of your abdomen. Sore skin can occur for a variety of reasons including leakages and irritation from the pouch itself, technique in applying and removing the pouch. Often these can be remedied by providing some useful hints and tips which are given at your review.



As we age our skin and body shape can change, this may result in a change in the shape and size of the stoma. Some patients can check their own template sizes, however, not all patients can do so. As a community stoma care nurse this is something I look to check at every visit.

I can provide patients with information regarding living a healthy lifestyle, which may include the importance of weight management. Simple advice can be discussed such as implementing exercise suited to all levels.

Dietary advice is often discussed during my review and eating a healthy balanced diet is achievable. Patients sometimes eliminate whole food groups as they didn't know they were allowed to eat them again. Often, trialling a food on different occasions may give a different outcome, therefore I would advise trying something again at a different time. Adequate fluid intake is essential for good health and the current recommendation is 8 glasses a day, unless there are underlying conditions that need fluid restrictions. Tea and coffee are part of this quantity and alcohol may be consumed, however, this may increase your stoma output.

Many people live healthy lives with a parastomal hernia (bulge around stoma) and from my experience, some people are unsure what they can do with regards to exercising. During my reviews, this is something that I discuss and provide advice regarding simple exercises. Lifestyle advice is good to know, so that you can help yourself. I can provide written information containing simple exercises and information that may help.

As a community nurse, I am involved in advising family members or carers to help them to care for their loved ones at home. That's the part of my job where I see the most impact: patients, family members and carers instantly benefit from having access to stoma care in the community.



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Festiboob

My name is Anna Moseley, I'm a SecuriCare Stoma Care Nurse and this is my story on how I came about organising a fundraising festival. It all started this time last year; I was having a get together with a group of friends at my house. These friends all played a pivotal part in my support whilst recovering from Breast Cancer. Over a few gins, I came up with the idea that I wanted to do a festival to try and raise money for the Triple Negative Breast Cancer (TNBC) Charity. After loads of laughter and a lengthy list of potential names, we agreed on FestiBoob as the festival name.

I was a little bit naive at first instance and thought I just needed a few bands, a venue and that would be the festival organised and ready to go. Turns out it needs a bit more planning than that. This is when my "Tittie Committee" was born as I was going to need some help getting it off the ground. Over the course of the year, we were able to organise a venue, bands, stalls, DJ, stage and a kids entertainer. During all the meetings and endless WhatsApp messages we were also able to put together a raffle and tombola and got some fantastic prizes donated, which really did make the day extra special.

As much as everyone was helping and giving up their time for free there was still going to be some outgoings which needed to be paid for. I contacted Neil Freeman the then Managing Director of SecuriCare who has now retired, he very generously agreed that SecuriCare would help with the funds needed.

All the money made would go towards the Shine Bright Foundation. The charity was set up in memory of Sarah Bennett who lost her battle with TNBC in 2013 and wanted to make a difference. I contacted the Charity and Tom the Founder was so supportive of my event and attended from Crewe with



his wife and their dog. The whole day was a huge success, the sun was shining, the bands played their music and the whole field was full of kids, dogs and pink everywhere! I am in the process of collecting all the money,

I'm pleased to say we have smashed and exceeded our original target of £2000 and we are nearly at £3000!

I am totally blown away by how generous everyone has been and how much help I had on the day with people travelling from across the UK to support. Last year was a little bit bleak at times and the festival has given me a purpose. Thank you so much to SecuriCare over the past year with your support during my cancer Journey. Being back at work I feel that my own experience with cancer has been a real eye opener.

People keep asking me about a Festiboob part 2, but I am not sure that my nerves could hack it!

Development, manufacturing and

innovation of stoma pouches

Welland Medical, our sister company, manufacture stoma care products that are distributed across the world. In this short interview, Welland explain how they develop and manufacture innovative products that are designed to suit the needs of people living with a stoma.



By Kirsty Robinson
(Brand and Communications Manager at Welland Medical Limited)

Where does product innovation come from?

At Welland Medical Ltd. we pride ourselves on our innovative spirit and ability to create novel solutions in everything we do, including our products. As a team we carry out extensive research to understand the requirements of those living with a stoma to ensure that we are creating products that suit their needs.

As part of our research we work closely with our Global Partners to carry out user and Stoma Care Nurse evaluations, then share this fundamental feedback to our Research and Development team who work on creating solutions to continually improve our stoma care products.

We appreciate your feedback about our products, and any ideas that you feel may help us improve the products we create. If you would like to share your insight, please visit our website.

What are the steps involved in making a stoma pouch?

Our pouches go through a range of stages and dependent on the type of pouch we are

creating the steps involved can vary. However, the standardised steps in place for every pouch are, we start with creating our hydrocolloid by mixing together raw materials, extruding the mix to be cut into flange (the part of the pouch that sticks to the skin) specific shapes. The process then continues to printing the cutting guide onto the flange and the incorporation of the bag and forming. We then proceed to carefully aligning materials to create the specific features for the range that is being manufactured. The pouch is continually checked throughout these stages, with in process testing and extensive quality checks to place.

For our drainable and urostomy pouches, the process then continues to the assembly of the drainable components or the insertion of the tap, all of which is then followed up by further testing, ensuring the security of the outlets.

The pouch then enters the final stage of our manufacturing process, packaging and labelling. Every pouch is hand packed, and labelled. Our team then operate the



logistics that ensure the right product goes to the right place and is delivered to those living with a stoma throughout the world.

How many members of staff does it take to make a stoma pouch?

On the shop floor, where we manufacture the product, the many steps that are involved in creating a pouch mean we have a number of colleagues throughout the process. On average we have no less than ten people partake in the manufacturing process, as detailed in question two, the stages include everything from mixing raw materials to extrude ahead of cutting and forming our flanges, through to forming the pouch with specific features and the extensive testing that is involved throughout.

The process of making one of our stoma pouches is extensive to ensure they are of the highest quality. From start to finish, colleagues from all departments play a role in making a pouch, whether that be at the research stage, to handling of raw materials through to the product being packaged and sent to our Global Partners, everyone is vital to the process.

How long does it take from start to finish for a pouch to be made?

We work in with large volumes so the time taken to create a pouch can vary. We own the manufacture of our raw hydrocolloid material

(the material created that forms the pouch flanges) and this is the most time consuming part of the pouch making process.

Once the pouch has gone through the steps required and inspection is completed, they are ready to be packed ready for release.

How do you ensure all products are made to a high quality and good standard?

Every Welland colleague understands the importance of quality and when it comes to our products extensive quality checks are performed on our products throughout the manufacturing process.

We have a dedicated QARA (Quality and Regulatory Affairs) team onsite that work closely with all departments at Welland to ensure that a strong understanding of the standards and regulations in place for medical devices are met.

What are the benefits of manufacturing in the UK?

We were founded in 1988 by a British couple with a desire to innovate the stoma care industry, something that is still at the heart of what we do today. From the very start our products have been created and manufactured in the United Kingdom, with our Global presence continuing to grow, we still pride ourselves on our roots.

We find that there are a number of benefits to manufacturing in the UK, including the regulations around quality and safety when producing any product, access to a highly skilled and dedicated workforce and links to be able to support our National Health Service (NHS).

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BLUEBERRY MUFFINS



Serving Size
8 Muffins



Prep Time
20 Minutes



Cook Time
20 Minutes



Total Time
40 Minutes

Ingredients:

Dry ingredients:

- 100g flour
- 35g rolled oats
- 1 tsp baking powder
- 1/4 tsp cinnamon
- 50g blueberries
- 1 tbsp sugar

Wet ingredients:

- 2 eggs
- 120ml milk
- 3 tbsp butter or coconut oil (melted)
- 2 tbsp honey
- 1/2 tsp vanilla extract

Topping:

- 1 tsp sugar for each muffin

Method

1. Preheat oven to 180°C
2. Grease a muffin tray with oil or butter
3. In a bowl, combine all of the dry ingredients, apart from the blueberries and stir well
4. In a separate bowl, combine all of the wet ingredients and stir well
5. Add the dry ingredients to the wet and stir until well combined
6. Half fill each section of the muffin tray with the batter
7. Add a few blueberries to each section and top with more batter so each section is nearly full
8. Add a few more blueberries and sprinkle with sugar
9. Bake for 20 minutes, or until the muffins are golden and a toothpick comes out clean
10. Set to cool before removing the muffins from the tray

SUPER SIMPLE PUMPKIN PIE

Ingredients:

- 425g / 1 can of pumpkin purée
- 397g/1 can of sweetened condensed milk
- 2 large eggs
- 2 pre blind baked 9 inch pie shells
- 1 table spoon of pumpkin spice mix

- **Pumpkin Spice Mix:**
- 1 tablespoon ground cinnamon
- 2 teaspoons ground ginger
- 1/2 teaspoon ground allspice
- 1/2 teaspoon ground cloves
- 1/2 teaspoon ground mace
- 1/2 teaspoon ground nutmeg
- Mix all the spices together and store in an airtight container for later.

Method

1. Arrange an oven rack on the lowest position in the oven and preheat the oven to 220°C
2. Place all of the ingredients in a large bowl and whisk until combined
3. Put the pie shells onto a baking tray. Divide the filling between the two pie shells
4. Pop in the oven and bake for 15 minutes
5. Reduce the oven temperature to 180°C and bake for another 15 to 20 minutes until a knife inserted into the centre comes out clean
6. Remove from the oven and allow to cool on a wire rack for 2 hours.
7. Serve immediately or refrigerate until ready to serve



Serving Size
2 pies



Prep Time
20 Minutes



Cook Time
20 Minutes +
2 hours cooling



Total Time
40 Minutes

Oat & Banana Chocolate Chip Cookies



Serving Size
10 cookies



Prep Time
20 Minutes



Cook Time
15 Minutes



Total Time
35 Minutes

Ingredients:

- 125g rolled oats
- 30g flour
- 1tbsp baking powder
- 1/4 tsp cinnamon
- A pinch of salt
- 1 egg (beaten)
- 1 banana (ripe)
- 2 tbsp honey
- 2 tbsp butter (melted)
- 1/2 tsp vanilla extract
- 40g dark chocolate (chopped)

Method

1. Preheat oven to 180°C
2. In a large mixing bowl, bash the banana with a fork
3. To the banana, add the baking powder, honey, cinnamon, vanilla extract, egg and butter and stir until well combined
4. Add the oats and flour to the rest of the ingredients and mix well
5. Add in the chopped chocolate, and stir to combine , then refrigerate the batter for 10 minutes
6. While you wait, place baking paper on a baking tray
7. Take a heaped spoonful of the mixture and pop it into your hands, roll into a ball, place onto the baking tray and press down gently to form small circle
8. Repeat with the rest of the mixture
9. Bake for 15 minutes or until golden.
10. Allow to rest on the try for a few minutes before transferring to a cooling rack. Store in an airtight container

Meet our *new team members*

We are excited to share with you comments from some of the new team members who have joined our patient services department. We asked them all to answer the four questions below, and hope you enjoy getting to know the team.

Questions:

- 1 What's your name?
- 2 What's your job title?
- 3 What do you like about working at SecuriCare?
- 4 What are your hobbies/ interests?

Nicola Windsor



Role: Part time patient development specialist

Why SecuriCare: The people here, our patients & the company's ethics

Hobbies: Bad DIY, even worse gardener, crochet & candle making.

Matt Jones



Role: Patient Services Support

Why SecuriCare: friendly environment – and interacting with our patients and hearing their stories.

Hobbies: going to live music – video creating

Giles Smith



Role: Patient Services Team Leader

Why SecuriCare: The people and the patients and the variety of the role.

Hobbies: Cycling, boxing, Arsenal.

Ted Bradley



Role: Product Follow-up Specialist

Why SecuriCare: The people

Hobbies: Before Covid, climbing big mountains (alps etc) and fitness instructing. Now, post-covid, trying to get fit again, and reading.

Kyria



Role: Patient Services Support

Why SecuriCare: I enjoying speaking with all the patients assisting them best in whichever way I can but mostly I enjoy the chats and listening to stories some have to tell.

Hobbies: My hobby is football and my interests are cooking and animals.

Lucy Watson



Role: Patient Services Support

Why SecuriCare: I enjoy being part of a team, helping to provide a professional service, as well as learning and building relationships.

Hobbies: Running - I love getting out into the fresh air. I also love the theatre - singing and dancing makes me happy.

Farakh Qureshi



Role: Patient Services Support

Why SecuriCare: It is a relaxed environment with friendly and helpful colleagues. We all get on really well!

Hobbies: I enjoy visiting new places, playing video games and watching football.

Sonia Rosina Knight



Role: Product Follow Up Specialist

Why SecuriCare: What a lovely, friendly and down to earth company to be a part of.

Hobbies: I am a keen runner, I have taken part in a few marathons. My friend and I even started up our very own run club. Also a very big fan of Liverpool Football Club!

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Curan Man



Curan Advantage

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or speak to our friendly customer care team on **0800 036 0100**
For more information visit: clinimed.co.uk/curan-range



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CliniMed Ltd, a company registered in England number 01646927. Registered office: Cavell House, Knaves Beech Way, Loudwater, High Wycombe, Bucks HP10 9QY. Tel: 01628 850 100 Fax: 01628 527 312 Email: enquiries@clinimed.co.uk or visit www.clinimed.co.uk. Curan® is a registered trademark of Curan Medical BV, 7007 C J Doetinchem, The Netherlands. CliniMed® and SecuriCare® are registered trademarks of CliniMed (Holdings) Ltd. ©CliniMed Ltd. 2022. PID 10401

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Caring for the Environment

Here at CliniMed & SecuriCare we understand the importance of environmental protection and are committed to operating our business in an environmentally sustainable manner.

Over the last decade, we have implemented many procedures to minimise our impact on the environment with our staff contributing to environmental campaigns along the way.

Here are just some of the schemes we have put into action at CliniMed.

 2009

SWITCH OFF campaign starts to reduce electricity consumption

 2012

CliniMed and SecuriCare both successfully completed a certification audit for the internationally recognised Environmental Management System standard ISO 14001:2004.

 2012

Plug in hybrid cars introduced

 2013

CliniMed launches video conferencing to reduce travelling for staff



♻️ 2013

Introduction of biodegradable packing bags

♻️ 2017

Paper reduction scheme initiated

♻️ 2018

Fully electric vehicles introduced

♻️ 2019

LED lighting installed in two distribution warehouses

♻️ 2021

Cycle to work scheme

♻️ 2021

Energy efficient boiler installed in our head office

♻️ 2022

Electric charging stations fitted for staff

2022 NHS 'Patient Satisfaction Questionnaire' Survey Results for

PharmaCare

In previous years PharmaCare has been required to publish a 'Patient Satisfaction Questionnaire' to NHS England demonstrating the level of satisfaction with the service we provide to our patients. Although it is no longer a requirement, we did however still conduct the survey as it matters to us to know whether our PharmaCare users are still happy with the service. The results of the survey were once again exceedingly positive. Taking everything into account, the PharmaCare service was rated positively.

Kate Isley the Head of Supply Chain had this to say about the feedback,

"Thank you to everyone who responded to our survey. We are passionate about providing our patients with the highest levels of service and our survey results demonstrate that we are continuing to do this. Your comments in particular about the professionalism of our team in PharmaCare, are very much appreciated."



100%

gave a rating
of good or
above

99%

would recommend
PharmaCare to
family & friends

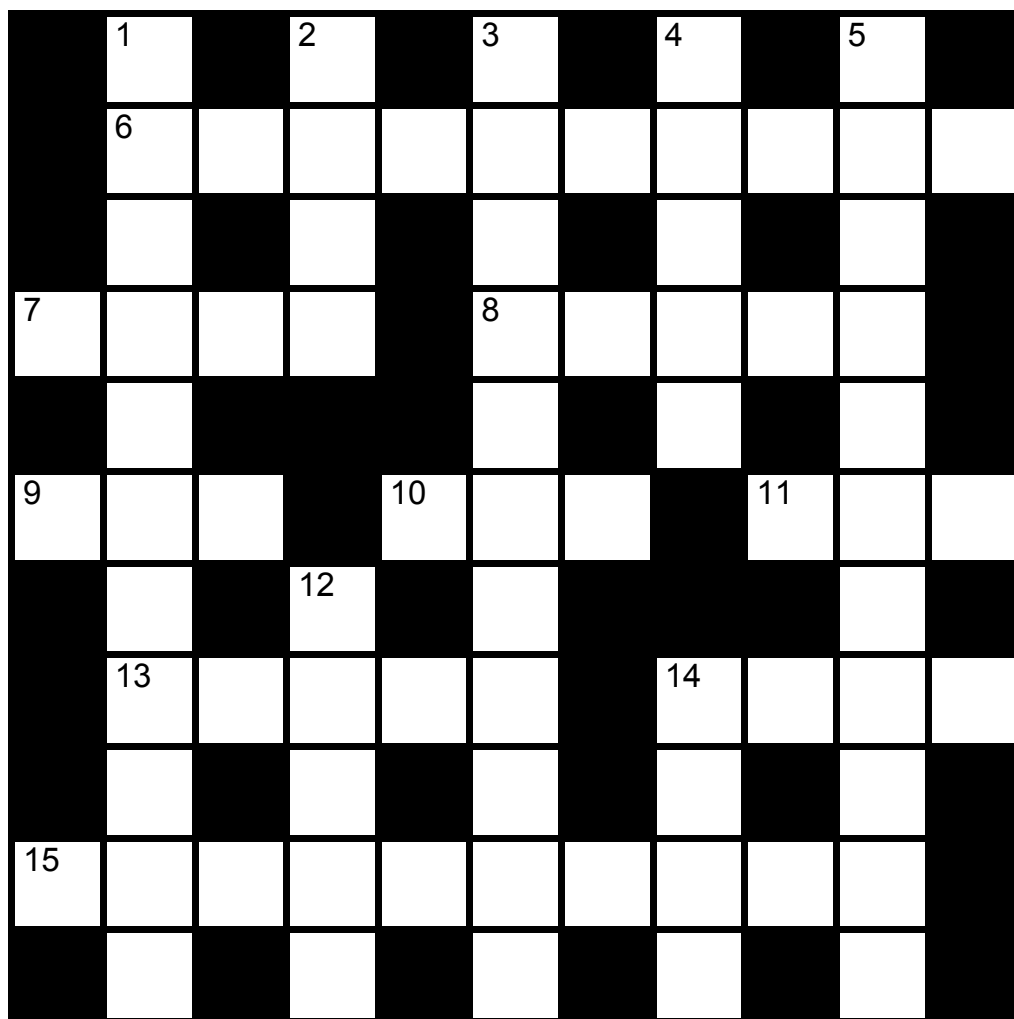
99%

rate the staff
very good



Puzzles

CROSSWORD



Across

- 6 Tacit (10)
- 7 European mountains (4)
- 8 Male duck (5)
- 9 Type of watch face or computer screen (1,1,1)
- 10 Star performer (3)
- 11 Exploit (3)
- 13 Socially inept single-minded experts (5)

- 14 Short nail (4)
- 15 Ancient (10)

Down

- 1 Danger to society (6,5)
- 2 Dangerous in March (4)
- 3 The one before (11)
- 4 Meat (5)
- 5 Fragrant hedgerow shrub (11)
- 12 First sign of the zodiac (5)
- 14 Follow (4)



SUDOKU

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EASY

HARD

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			5				6	7
9				1				
			6		3			5
						9	7	2

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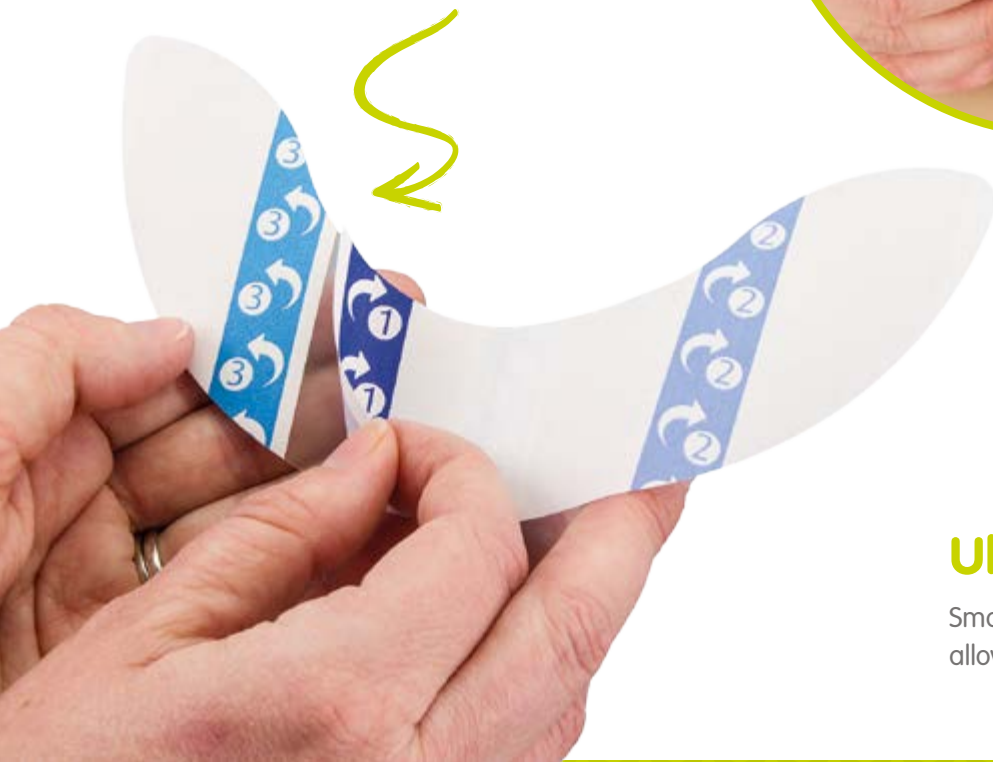
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PID 10221

Answers

CROSSWORD

Across

- 6 Tacit
- 7 European mountains
- 8 Male duck
- 9 Type of watch face or computer screen
- 10 Star performer
- 11 Exploit
- 13 Socially inept single-minded experts
- 14 Short nail
- 15 Ancient

Down

- 1 Danger to society
- 2 Dangerous in March
- 3 The one before
- 4 Meat
- 5 Fragrant hedgerow shrub
- 12 First sign of the zodiac
- 14 Follow

	1	P		2	I		3	P		4	S		5	H		
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SUDOKU

EASY

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5	8	4	3	1	9	2	7	6
8	2	5	6	3	1	9	4	7
4	6	9	2	8	7	3	5	1
7	1	3	9	4	5	6	8	2

HARD

2	3	6	9	5	1	7	8	4
5	8	1	3	7	4	6	2	9
4	7	9	8	2	6	5	3	1
1	2	5	7	6	8	4	9	3
3	6	7	1	4	9	2	5	8
8	9	4	5	3	2	1	6	7
9	5	8	2	1	7	3	4	6
7	4	2	6	9	3	8	1	5
6	1	3	4	8	5	9	7	2

Stoma support groups *near you*

Ayrshire & Arran Stoma Support Group

First Saturday of every other month (October, December, February...) 2pm – 4pm.

Ferguson Day Unit, Biggart Hospital, Biggart Road, Prestwick KA9 2HQ.

For further information contact Jim on 01292 220945 or 07729 771350 or email jimkraz@virginmedia.com

We request a small donation to the tea/coffee/ biscuits fund, a newsletter is sent out prior to each meeting for the price of five stamps or free if by email.

Bishop Auckland Stoma Care Group

Every other Thursday at 1pm.

St Mary's Church, Vart Road, Woodhouse Close Estate, Bishop Auckland DL14 6PQ.

For further information contact Betty 01388 814535 or Maureen 01388 818267

Carlisle

Every 2 months (October, December, February...) 11am – 12.30pm.

Harraby Community Centre, Edgehill Road, Carlisle CA1 3SN

Cumbrian Bellies

Search 'Cumbrian Bellies' on Facebook and Instagram!

For information about the next meet-up please email Nicola on rowson.nicola@yahoo.co.uk

Dartford Ostomy Support Group (DOGS)

3rd Wednesday of the month.

St Anselms Parish Centre, West Hill, Dartford DA1 2HJ.

For further information please contact Susan Norris on 0794 8974 350

Durham and Wearside Crohn's & Colitis Support Group

Every 3 months (June, October...) 2pm – 4pm.

Chester le Street Cricket Club, Ropery Lane, DH3 3PF.

For further information please email dw@groups.crohnsandcolitis.org.uk

High Wycombe Stoma Support Group

10th February, 14th April, 9th June, 11th August, 13th October, 8th December 1.15pm – 3.15pm.

Wrights Meadow Centre
Wrights Meadow Road, High Wycombe, Bucks, HP11 1SQ.

For further information call 0800 318965

Horden Stoma Support Group

First Monday of every month between 10am – 12pm.

Horden Youth & Community Centre, Eden Street, Horden Peterlee, Co. Durham SR8 4LH.

For further information contact Claire on 0191 5863520

Inside Out Stoma Support Group

Zoom 'Coffee Morning' meetings every two weeks

St. Mark's Hospital, Watford Road, Harrow HA1 3UJ.

For further information please email Barry Caplan on abmc23@virginmedia.com or call 07811 084 514

Kirby Ostomy Support Group

3rd Saturday of the month, 10.30am – 12.30pm.

The Clinical Education Centre, Glenfield Hospital, Groby Road, Leicester LE3 9QP.

For further details please contact Janet on kosg2013@btinternet.com or 07464 957982

Mercia Inside Out Support Group, East Staffs and Derbyshire

2nd Tues of the month- 1.30 to 3.30pm (evening meetings coming soon)

Stanton Village Hall, Burton-on-Trent, DE15 9TJ

For more information contact Sally Chester on 07500441442 or Stuart Whyman 07725909995 alternatively you can email merciasgroup@gmail.com

Nuneaton Stoma Support Group

3rd Wednesday, every other month, 7pm – 9pm.

Manor Court Baptist Church, Manor Court Road, Nuneaton, Warwickshire CV11 5HU.

For further information contact Bob Burrell on 07564 680803 or email nuneatonstoma@aol.com



Penrith

Every 3 months (April, July, October...) 11am – 12pm.

Temple Sowerby Medical Practice, Linden Park, Temple Sowerby, Penrith, Cumbria CA10 1RW.

For further information, contact one of the Stoma Care Nurses: Jill Coulthard, Gillian Harker, Emma Ludi, Nikki Armstrong, Ruth Hetherington on 01228 814179

Peterborough, Cambridgeshire

2pm – 4pm.

Stanground Community Centre, Whittlesey Road, Peterborough PE2 8QS.

For information contact Pat on 01733 247135/07721189813, Maria on 01778 702237 or Allan on 01354 653290/07836 661102

The Shropshire B.O.Ts (Bums on Tums)

2nd Thursday of each month, at 2pm.

Memorial Hall, Oswestry SY11 2EG
For further information call: Irene Constable - 01691 238357 or Carole O’Ryan - 01691 671624
Alternatively email: ireneconstable@phonecoop.coop

S.O.S Solent Ostomates Support

Last Wednesday of the month (excluding December)
2pm – 4pm.

Kings Community Church, Upper Northam Road, Hedge End, Southampton SO3 4BB.

For further information call 07527 707069 or email solentostomates@hotmail.co.uk

Stevenage Ostomistics

Last Saturday morning of each month 10.30am – 1pm.

Oval Community Centre, Vardon Road, Stevenage SG15RD.

For information contact Judy Colston on 01438 354018 or email neilcolston@btinternet.com (each session is ended with chair yoga!)

Wing Stoma Support Group

Every 2 months, 11am – 12.30pm.

Wing Hall, 71 Leighton Road, Wing, Leighton Buzzard, LU7 0NN.

For information call 0800 036011

Workington

Every 2 months (October, December, February...) 2pm – 4pm.

Workington Infirmary, Park Lane, Workington CA14 2RW.

You are not alone, Chesham Support Group

Last Monday of the month, 10.30am – 12.30pm.

The Kings Church Chesham Offices, Unit 11 Chess Business Park, Moor Road, Chesham, Buckinghamshire HP5 1SD.

For further details please contact Carla Wright 07846 354918 carla_wright@sky.com

Calling all support groups!

Ostomates and continence patients often call our Careline asking for advice and support. So, whether you’re a stoma or continence support group, we’d love to share your details.

If you’d like to share the details of a group to include in future editions of Hand in Hand please email info@securicaremedical.co.uk.

Help is a phone call away

Whether you are placing your next order with SecuriCare, in need of a friendly chat or advice about your stoma or continence care, help is closer than you think.



Useful phone numbers

SecuriCare Careline

0800 585 125

Colostomy UK

0800 328 4257

Urostomy Association

01889 563 191

Ileostomy & Internal

Pouch Association

0800 018 4724

Bladder & Bowel

Foundation

01926 357 220

Bladder and Bowel UK

(PromoCon)

0161 607 8219

SecuriCare Orderline

0800 318 965

Junior Ostomy

Support Helpline

0800 328 4257

Multiple Sclerosis Society

0808 800 8000

Spinal Injuries Association

0800 980 0501

Back Up

020 8875 1805

Mental wellbeing support

Mind

0300 123 3393

Samaritans

116 123

CALM

0800 58 58 58

Childline

0800 1111

Young Minds

0808 802 5544

The Silver Line

0800 4 70 80 90

Age UK

0800 678 1602

Cruse Bereavement Care

0808 808 1677

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