

HAND *in* HAND

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INSIDE THIS ISSUE

Issue 24

SHOOTING HOOPS Gary Davidson discusses his fantastic sporting career

THE SKY IS THE LIMIT Ros Bruce shares her story

TEAM COLOSTOMY UK Our exciting new sponsorship project

ASK-A-PHARMACIST Introduction to our new feature



FEATURING...



New Products



Ultra Frame



FOREWORD

Dear Reader,

A very warm welcome to the latest edition of Hand in Hand.

When I'm asked to write the foreword to the magazine I like to know the expected content to see if there is a theme I can latch onto and in this instance, it's been really very easy. It's clear that all those that have contributed have set themselves challenging goals despite the personal challenges they have faced and shown a determination to succeed which is an example to us all.

Be it in business or sport, winning awards or ticking off the "bucket list" - having that drive and will to win can only stand us in good stead in our day-to-day lives.

I'm not sure I could ever see me throwing myself out of a plane but learning to fly is on my list and I have an introductory flying lesson booked in over the next few weeks. I am also currently fully focused on ticking off an exciting component of my bucket list which you never know, might get written about in a future edition of Hand in Hand.

We all have our foibles and fears but with the right attitude we can overcome more than we think and what at one time terrified us, can be something we take on and soon enough look back upon with pride and wonder what all those fears were about.

On that note, I hope you enjoy this edition of Hand in Hand and all it has to offer and feel motivated by the articles to try something you've always wanted to and perhaps share for a future publication.

As ever, I would like to thank all involved in creating this edition and particularly those that have taken the time to contribute.

Enjoy the Summer and I hope I will have something equally inspirational to write about in the next edition..

Happy reading!

Neil Freeman

Managing Director,
CliniMed Ltd & SecuriCare (Medical) Ltd



CONTENTS

Issue 24

- 04** Shooting hoops
- 06** Colostomy UK - Campaigns that matter
- 08** Another good year for SecuriCare
- 10** The sky is the limit
- 12** Dance like nobody's watching
- 14** The IBD and Ostomy Support Show
- 16** The Jasmine Stacey Collection
- 18** In a league of their own
- 22** Success of our paediatric support group
- 25** Day in the life of... A Product Specialist
- 26** Amazing Aled
- 28** Puzzles
- 32** Support Groups
- 34** GDPR - A new law is in place
- 36** CSR update
- 38** Ask-A-Pharmacist
- 40** CuranMan
- 42** Recipes
- 44** Useful Telephone Numbers

04

SHOOTING HOOPS



18

TEAM COLOSTOMY UK



38

ASK-A-PHARMACIST



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SHOOTING HOOPS

CliniMed ambassador, Gary Davidson, discusses his outstanding sporting career.

My name is Gary Davidson and I've been a CliniMed Ambassador since May 2017. I live in Ardrossan, Scotland with my wife Jayne and our 2 children, Stephanie and Connor.

I have been a sportsman since 1975 competing in swimming, table tennis, wheelchair basketball and wheelchair rugby union. I have represented Great Britain and Scotland in all of these sports. A career highlight was representing Great Britain at the 1984 Paralympics playing wheelchair basketball.

I also held British and World records in swimming and in 1981 I became the World Junior Champion in table tennis. I was also involved in bringing wheelchair rugby union to Scotland and represented Scotland at the first 6 nations in 2013.

I still compete and enjoy playing basketball with Paisley's Wheelchair Warriors, where I am the head coach. A big mission of mine is to help develop wheelchair sport throughout Scotland by attending schools and sports events where appropriate.

You can see why sport has given me a great life, it has allowed me to travel to USA, Canada and most countries in Europe. I have made great friends and even met my wife who was in the crowd watching me play for GB in Aylesbury at the Stoke Mandeville International Games in 1982. This will be my 42nd season playing basketball and I was selected to captain and play for the Scottish wheelchair team who are sponsored by SecuriCare and CliniMed. Going forward I still strive but struggle to keep wheelchair basketball alive in Scotland. For me it's onwards to the next 7 years to my big 60th birthday.



Gary competing in his sports

COLOSTOMY UK – CAMPAIGNS THAT MATTER – STOMA FRIENDLY TOILETS



At Colostomy UK we are proud of our pedigree, few can claim to have been supporting ostomates for more than half a century! In the past couple of years we have added new strings to our bow. In addition to our core services, (24-hour helpline, quarterly magazine, support literature, volunteers, Facebook support group) we are now active as advocates for ostomates' rights. This includes campaigning to raise awareness about the bigger issues that affect people with stomas and running projects to empower them in their day-to-day lives. You might have caught wind of this on social media.

We know that many **Hand in Hand** readers have additional needs when using the loo. Although rarely a problem at home, it can be when people are out and about. We also know that not all accessible toilets are equipped to make things like bag changing easy. There are other issues too. Our recent lifestyle survey confirmed what we knew anecdotally: that ostomates are often challenged and even abused when they use accessible toilets. This issue affects non-ostomates too. Through our work with other charities (most recently with UK Toilet Consortium), it is clear that people with continence problems more generally endure the same. At the heart of the problem is public ignorance, which isn't helped by the 'hidden' nature of many conditions.

It was with the above in mind that we launched our stoma-friendly campaign. We have been working with businesses and public bodies across the UK, encouraging them to improve their accessible toilet facilities. We have had lots of successes, ranging from shopping centres and tourist attractions to sporting venues. Sainsburys are the latest and have committed to make improvements across all their stores.

We are also trying to raise public awareness about stomas in general and, more specifically, about the needs of ostomates in relation to things like toilet facilities. With the latter we have produced the signage stickers pictured on the right, which reference the hidden nature of some conditions. You may have seen these, as more and more places are displaying them. Marylebone Cricket Club, Stoke City F.C. and West Bromwich Albion are recent takers. They followed Intu Shopping Centre and The Deep Aquarium in Hull. Our volunteers are also helping to get them displayed at facilities in their local area.

We are also active on social media and other media outlets, using every opportunity to give profile to all things stoma. Our piece in Huffington Post (April 2017) 'Last Night the BBC's Holby City Got it Wrong' generated lots of debate and was subsequently used by surgeons to formally raise concerns with the corporation about their portrayal of stoma surgery.

You can find out more about our campaigns and projects on our website. If you are planning a trip abroad this year, you might be interested

General Manager, Libby Herbert, launching Sainsbury's new stoma friendly toilets



to read about our work with airports and the civil aviation authority. We also encourage you to follow us on Facebook and Twitter. If you do, then don't forget to 'like' and share our posts. It's a great way to help raise awareness about the things that matter to you!



ANOTHER GOOD YEAR FOR SECURICARE IN THE NHS DAC SURVEY

This year's results are in from the NHS DAC* Survey and we're delighted that the results are once again so positive. As a DAC, SecuriCare is required to prepare an annual report for the NHS on the level of satisfaction felt by you. Every DAC across the UK is required to complete this report as part of their NHS contract.

The questionnaire was sent to a random selection of 592 patients and 220 were returned - a response rate of 37% - high by average standards for a self-complete survey. We hope this response rate, along with the unprompted positive comments from the survey, indicates the high esteem in which the SecuriCare delivery service is held.

THE RESULTS

When rating the overall service 94% of respondents provided a 'Very Good' rating whilst 99% of patients commented it was either 'Very Easy' or 'Fairly Easy' to contact SecuriCare. When asked to rate the staff, the information available, the contact options, quality, reliability and overall service of SecuriCare 95% of respondents gave a rating of 'Very Good' or 'Excellent'.

Thank you to those who completed the survey, we really appreciate you taking the time and we will continue to strive to not only maintain these results but exceed them next year.

* Dispensing Appliance Contractor

99%
found it 'Very Easy' or
'Fairly Easy' to
contact SecuriCare

94%
rated the Overall
Service 'Very Good'

95%
of patients said the staff,
information available,
contact options, quality and
reliability was 'Excellent' or
'Good'



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THE SKY IS THE LIMIT

Urostomate, **Ros Bruce**, describes her skydive experience to raise money for the Fight Bladder Cancer Charity.

Ros
with her
instructor



I was 42 years old when I first noticed a problem. I just thought I had a number of urinary tract infections as I always had the urgency to urinate. After weeks of test results coming back with no justification to why I always needed to go to the toilet I was eventually sent for a scan on the 30th November 2010, with doctors believing I had kidney stones. It came as a great surprise to me when I got a phone call the same day from my doctor telling me a

growth had been found, with the probability it was cancer.

A couple of weeks passed and with further testing I was told it was definitely bladder cancer. I was convinced that life had

ended on that day and that I would spend my life in hospital. On the 2nd February 2011 I had my surgery, with no other option than to have my bladder removed and to have a Urostomy formed.

It took me a while to recover and to accept I had a bag for life, I never thought I'd go outside again. I began knitting to keep busy along with another bladder cancer buddy, we often raffled handmade items to raise some money. I also joined the Fight Bladder Cancer Group on Facebook which was the best thing I did, it got me in touch with other ostomates and made me realise that I wasn't the only one going through this experience. I have made friends for life.

quiet up in the sky! It was the best experience ever and I believe that if I didn't have bladder cancer, it is something I may never had done. As a group we managed to raise £8,000 and I individually raised £3,000 which I am very proud of.

It is now over 6 years since I had my bladder removed, and as well as my skydive, I recently got a tattoo to mark 5 years since my operation which reminds me how far I've come and also in memory of buddies sadly not here. I also recently celebrated my 50th Birthday where I organised a party to raise more money for Fight Bladder Cancer, we managed to raise £733.

To all those struggling right now please believe you will get there. I know it's tough but it makes you stronger and even presents you with a world of opportunities.

Live for today and you can do whatever you want.

Thanks,
Ros Bruce



The weather didn't dampen
The Fight Bladder Cancer Group's spirits



Ros' sky dive
50th birthday
cake



Ros flying the flag!

DANCE LIKE NOBODY'S WATCHING

SecuriCare patient, **Sam Melling** who has previously been featured in *Hand In Hand*, shares her passion for festivals and how she doesn't let her stoma affect her favourite hobby and gives advice on attending events.

This year I have continued with my adventures following my total proctocolectomy not wanting to let the surgery set me back, I certainly threw myself into letting my hair down again! Festivals and Ibiza have been my thing since way before I had my bag and to be completely honest with you, the thought of toilet facilities pre-bag always horrified me – I go into full “princess mode” having to deal with unclean facilities – who doesn't though?!

So now the preparation is at levels beyond “what do I wear” and “who shall we go & see?” Now I require adequate supplies (and a bag that I can fit it all into!) and use of a (hopefully) clean disabled toilet, add into the equation “invisible illness” when queuing for said loo - it's always going to be an interesting prospect. But last year I was pleasantly surprised...

I decided to start small and attend some of the day festivals in London. Lovebox and FieldDay appealed to me so I contacted them both in advance to ask for advice on accessibility. I'd above anything else recommend you do this for any festival, especially if you just want to put your mind at ease. They were more than happy to help and both sent over detailed access information including accessible drop off points, contacts for the day and also advised me where to head upon arrival so I could obtain bands gaining me access to viewing platforms at stages and of course the disabled toilets!

This welcoming attitude was experienced at the events too which made the time even more enjoyable. Ok if I'm being completely honest, I might have cheated and paid extra for the use of “posh toilets” but I still used the “normal” disabled toilets at each to test them out and was pleased with all I used! The benefit about having access to both options meant I was always nearby some form of toilet which is always a win - win!



We all know how difficult it is to prepare and plan days out but try every available point of contact and ask the questions no matter how silly they seem because you never know what's available and how willing people are to accommodate until you ask. Go forth into the summer of 2018 and dance like no one's watching and if they are ...give them something to watch!

Festivals that Sam would commend highly for facilities:

- Field Day
- Lovebox
- Steelyard
- WeAreFstvl

Additional and well serviced bookable facilities for events:

www.vipees.co.uk/
www.loowatt.com/buytickets.html
clubclassevents.com/
www.when-nature-calls.co.uk/



Sam with her friends

WOULD YOU LIKE TO SHARE YOUR STORY?

We'd love to hear from you!
Contact editor@securicaremedical.co.uk for more information.

THE IBD AND OSTOMY SUPPORT SHOW— EVERY THURSDAY!

Stephie Simpson, co-founder of The IBD and Ostomy Support Show explains to us what it's all about.

"Have you ever felt lonely by having an ostomy? But you don't like the groups on social media? Well, the IBD and Ostomy Support Show maybe the perfect fit for you! "What on earth is that?" I hear you say!

It is a live recorded YouTube show aired every Thursday on different topics surrounding— you guessed it - IBD and ostomies, there is also a live chat feature where you can ask the hosts questions. We try to cover as many different topics for people with ostomies as we can, not just IBD and have various guest hosts.

What started as an idea mentioned in a late night conversation between Louise (CrohnsFighting) and I, has become quite a popular platform for people seeking information. We have 5 hosts; Louise, Natalie (the Spoonie mummy), Rachel (Rocking2Stomas), Steve (#bagdaddy) and me, Stephie (Colitis to Ostomy). We have 6 stomas between us!

We each are in the comfort of our own homes and the show has been described as "like being a fly on the wall to a friend's private conversation". We talk very candidly about our lives with each of us giving a recap of our own week before diving into the week's topic (including our now famous tangents!). Through our illnesses we have found friendship and kindred spirits, not just with each other but with the viewers that interact

either via private message or on the live chat.

We have had themes for specific months such as ostoMYlove - which was self-care, bag roulette – where we all tried each other's stoma bags, ostoMYfit - which was fitness and maSTOMaChef which was if you couldn't guess, food! With these themes we actively encourage people to join in whether they do it publically or privately it is up to them.

We try to be impartial with the guests we have on the show and tailor the topic to be relevant to the guest. For instance, when we had Lauren Henderson (founder of the Purple Wings charity) as a guest we spoke about different charities and campaigns. Whereas with Lorraine Alikhanizadeh from Comfizz we spoke about hernia support and fitness.

Viewers are actively encouraged to participate through polls and questions, even by offering their own ideas on topics. The show appreciates each and every viewer and their opinions; we feel that the show can give people a voice and a chance to be heard.

**The IBD
& Ostomy
Support
Show**

Through the show we have been able to visit an ostomy factory and take part in focus groups which ultimately (hopefully) will help a wide range of people. As we are not medical professionals we endeavour to remind people we can only speak from our own experiences and what works for us might not work for others.

The IBD and Ostomy Support Show is live every Thursday at 8pm GMT on YouTube, links are shared on Facebook and Twitter throughout the week. We hope to see you there this Thursday!"

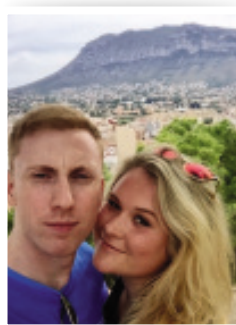


Jasmine Stacey

COLLECTION

Ileostomate, Jasmine Stacey, talks to us about setting up her own underwear business.

Jasmine Stacey Collection was formed as part of my own journey with Crohn's Disease. I had my surgery for my permanent ileostomy when I was 20, I am now 26. It hit me hard. I couldn't cope with the bag, the fact it was going to be there forever, the scarring and to top it off the pain I was in after having open surgery. As the pain gradually started to ease, I noticed that I wasn't having to run to the toilet every 5 minutes and that the excruciating stomach cramps weren't there. It then dawned on me, my ileostomy could give me my life back and it has!



The aim with JSC (Jasmine Stacey Collection) was to create something different, something that looks sexy, classy and timeless but still gives you the full support, comfort and confidence you crave from underwear. I wanted to provide an easy to use website

with empowering images and to provide something a little diverse from what is out there already. All of my collections focus on sex and intimacy after surgery and building a foundation for confidence as this can be daunting after surgery and sometimes overlooked by medical professionals.

Since starting JSC, we've been featured on many TV programmes (BBC THREE- Amazing Humans), newspapers, magazines and online platforms - it really has been a dream come true. However, it's not all been easy, the realities of balancing a chronic illness, work (I am a nurse), business and personal life has been difficult but just knowing that I am making a difference to women's confidence and hopefully helping them come to terms with their bags is the best reward ever.



My advice for any new ostomate is to take your time to heal and try to acknowledge fully what your body has been through and that you've come out the other side - that is one massive WIN. Take everyday step by step, things will get better. I would advise you to surround yourself with positive people, seek to connect with other ostomates. Do little things to make you feel good about yourself to try and reconnect with your body. Altered body image can have a lot of long term psychological affects which hits AFTER your body has healed physically. You are not a different person. You are a lot stronger, resilient and incredible for going through what you've been through. Take it in your stride and don't be afraid to say it's not okay once in a while but most of all never give up on your dreams.



IN A LEAGUE OF THEIR OWN

At Colostomy UK one of our key objectives is to spread awareness of what is still a very much misunderstood 'hidden condition' and to show that having a stoma isn't a barrier to being active and achieving anything you put your mind to.

What better way to do this than starting up our own Rugby League Team. If we're going to use sport as a vehicle to showcase that people with a stoma can do anything, then why not use the toughest team sport out there.

At the start of the year we asked for people who were playing or wanted to give Rugby League a go to get in touch. The idea was to put our toe in the water to see what the interest levels were. The response was positive enough for us to think that we might actually be able to get something off the ground and people from around the country have been in touch.

As we've had a wide mix of ages and experience wanting to get involved we're starting with a social version of the sport – Masters Rugby League – which is a social version of the sport with slightly modified rules to cater for players of all ages and abilities. I'm proud to say that 6 months after we first floated the idea, Team Colostomy UK RL will make its debut against Medway Dragons Masters at Medway Park on 21st July. SecuriCare (Medical) Ltd and Welland (Medical) Ltd have come on board as partners which has allowed us to produce an eye-catching kit.

It's been great for us to get to know a little bit

about those that have signed up to play and it's been encouraging to find out that there are a number of people out there playing Rugby League with a stoma, showing that having a hidden condition doesn't need to be a barrier to living the life you want.

PLAYER STORIES

Kav Ellison, 27, plays for The Chorley Panthers. In 2015 he had stoma surgery due to Ulcerative Colitis. In his own words "I started playing rugby at High School and soon joined The Panthers. I represented Lancashire twice in my younger days, and I've played for about 14 years. I've helped with coaching for 3-4 years and got my level 2 coaching badge last year. I can honestly say that having a stoma hasn't had much impact on me playing rugby, maybe it did push me towards coaching a bit more".

John Flood from Kent Team Colostomy UK's debut will be his first ever game of Rugby League, although he has a background in Rugby Union. John last played Union in 2014 and since then has had 29 operations in 4 years. "I've had Ulcerative Colitis since a very young age but it started getting worse around the age of 19 or 20. I was in and out of hospital in my late 20's and early 30's and unfortunately medication just wasn't helping anymore.

The new kit sponsored by SecuriCare, with rugby legend Martin Offiah



In 2013, I had many operations which resulted in me having a permanent Ileostomy. Unfortunately I thought this had put an end to my rugby career. Then I read about Team Colostomy UK, and I wanted to join this huge and exciting project, hoping it can spur me on to play again."

Both stories highlight that you can still achieve anything you put your mind to and the 17 men who will put on the Team Colostomy UK shirt on 21st July are proof of this.

We are always on the lookout for new players so if you'd like to join us please email giovanni.cinque@colostomyuk.org


To find out more about Team Colostomy UK Rugby League find us on twitter @TeamColostomyUK or email giovanni.cinque@colostomyuk.org



Kav Ellison playing for the Chorley Panthers
(Photo credit Geoff Walsh)

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SUCCESS OF OUR PAEDIATRIC SUPPORT GROUP 'GUT FEELING' IN LEICESTER

Michelle and Felicity (Fliss), SecuriCare Stoma Care Nurses (SCN) from Leicester identified there was little support for parents and children once discharged, apart from the contact they have with their SCN. Here they share the details of the new paediatric support group they've set up at the Leicester Royal Infirmary (LRI) which SecuriCare has been responsible for since 2014.

"When we started to think about starting up a paediatric support group we developed a questionnaire to identify what parents/children felt they would benefit from. Unfortunately, we had a very poor response, but on seeing people face to face the need for some form of extra support continued to be identified.

We decided to bite the bullet, book a venue and send out invitations to those people who were known to us and agreed to be contacted. We also advertised the event on Securicare's website, Facebook, and put posters up within the Paediatric Unit at LRI.

We held the first event at Eyres Monsell Young People Centre in Leicester and were supported by our CliniMed Product Specialist, Eva, who kindly provided refreshments and some goodies for the gift bags. We also received

some lovely donations and a gift card from Wilkinsons in Hinckley, which contributed towards the arts and crafts available on the day and also provided the children with a gift. Around 30 people attended with a mixture of children, their families and friends. The children had the opportunity to take part in arts and crafts, play table tennis and pool, play on the computers and play games. For the babies there was a soft play area.

Feedback was positive from both children and adults. It gave parents the opportunity to chat about life with a child who has a stoma, and the impact it has, including potential future surgery. It highlighted that parents felt they needed something specifically for them, to discuss issues in relation to travel, pouches, school, support wear etc. For the children, it gave them the opportunity to mix amongst other children who have a stoma.

Following the success of our first event, we have since run two more events. Feedback from the first event has meant we have started bringing samples to the sessions ranging from Welland pouches and other CliniMed products to samples of support wear for children to wear over their stomas to help offer additional support when crawling, playing etc. Parents have found this really useful.



Our third event was held over Christmas and had a Christmas party theme which included games, party food, Christmas jumper competition, Christmas crafts and presents for all the children. It was at this event the group was named 'Gut Feeling' as suggested by one of the children.

Dates for 2018 meetings

Feedback from both children and parents has been taken into account when planning our events for 2018.

Tuesday 7th August 2018 11am – 2pm
Abseiling at the Outdoor Pursuits Centre, Loughborough Rd, Leicester, LE4 5PN.
5yr + for this activity. Siblings welcome at concessionary rate of £7 per person. Please bring a packed lunch and wear comfortable clothing (e.g. trainers, joggers, jeans, coat). We will need to know numbers for this so please confirm ASAP, via email (michelle.hill@securicaremedical.co.uk or phone (0116 258 5184).

Saturday 27th October 2018 11am – 1pm
Eyres Monsell Club for Young People, 168 Whitteney Dr, Leicester LE2 9AQ. Halloween themed events – apple bobbing, mummy wrapping, optional fancy dress and spooky crafts. Guest speaker to be confirmed.

Saturday 15th December 2018 11am – 1pm
Eyres Monsell Club for Young People, 168 Whitteney Dr, Leicester, LE2 9AQ. Christmas Party. (Best dressed Christmas Jumper competition).

Many thanks to all those who have attended to make it a success and hope to see you next time.

For further information please contact Michelle Hill at michelle.hill@securicaremedical.co.uk or call 0116 258 5184.

Michelle and Fliss



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DAY IN THE LIFE OF... A PRODUCT SPECIALIST

In this edition of our '*Day In The Life*' series we asked Mike Ferrier, Product Specialist, to tell us what it is like to be out and about in the field.

My name is Mike Ferrier, I am a Product Specialist for CliniMed covering Urology, Continence and Wound Care in Scotland.

I've been with CliniMed for about 18 months and it has flown by (what they say about how time flies when you are enjoying yourself, it's true).

Healthcare has been my whole career starting in 1981 as a Dental Technician. I moved into sales in 1990 and have seen a huge change in products, processes and advances in technology in that time.

My day to day role has not changed too much in this time. I still get a buzz from meeting key decision makers in the NHS, and also doing educational events to enhance knowledge of our product range.

On a regular day I could be out the house from 7am to get to my first call at 9am and not be back in the house until after 6pm. No 2 days are ever the same. Averaging 3-5 calls per day, which could be a mix of fixed appointments or cold calls with Nurse Specialists, Pharmacy, Procurement, Ward Staff or Community Staff. Selling our range of products through education is vital to ensure appropriate use of the product range.

Lately I have been really privileged to become involved with Wheelchair Basketball Scotland and in particular a chap called Gary Davidson who is an ex Paralympian (See Gary's article on



page 4). We have built a great working /friend relationship and are looking forward to holding and attending many events in the Wheelchair Basketball arena.

In conclusion, my short time with CliniMed has renewed my enthusiasm for sales (even though I am reaching the twilight of my career), and I'm looking forward to whatever challenges await me in the future.

Mike Ferrier

AMAZING ALED

Hi, my name is Aled Griffiths and I'm 14 years old and live in Britain's ocean city, Plymouth. I was born in 2003 with a rare medical condition called VACTERL Association. This is an umbrella name that covers lots of different problems. Each letter of VACTERL corresponds to a different anomaly:

V - Vertebrae
A - Anal
C - Cardiac
T - Trachea
E - Esophageal
R - Renal
L - Limbs

My anomalies include VACRL but the main issues for me are my hands, bowel and bladder. I have lots of problems with fingers and thumbs which makes life more of a challenge but nothing that stops me.

I had my first operation at the young age of 2 days old, this was to form a colostomy because of an imperforate anus. I kept the "bag" for a year during which time I had surgery to create an anus. Bowel control was always going to be an issue. I was put on different medication,

tried different stimulants, and eventually settled for rectal washouts. These were unpleasant, especially at a young age but they kept me clean which meant I could be more social. However, because of my hand issues there needed to be a different solution to give me more independence.

In 2012, I had a bladder augmentation which meant I had to catheterise, due to my hand issues I also had a Mitrofanoff created which allowed me to catheterise via my tummy area.



Aled standing proudly with his British Citizen Youth Award

However, the operations didn't stop there. It was decided that an ACE would be created at the same time which would allow me to do bowel washouts via the stoma rather than rectally. That operation was life changing, I now had the ability to visit the bathroom on my own.

Having stomas hasn't stopped me from doing things. I might have to consider how to do my washouts on school trips without the other kids knowing but that's about it. At the age of 12 I travelled to India (without my parents) as part of a charity to help rebuild a school. Being in India I caught the usual Delhi belly but I managed to cope on my own which was quite an achievement.

Since the age of 8 I have given presentations about my medical condition and how I've coped with various issues. These presentations have been really well received as they show that life must continue no matter what stands in the way. You may need to change the way you do things to achieve your goal but you should never give up. These presentations have been noted by various charities, and I am now an ambassador for both Mitrofanoff Support and Colostomy UK.

My work to promote my medical condition and the charities I am involved with has also been noticed. In April 2015 I was one of the Rotary Club GB and Ireland Young Citizen Award winners. Then in July 2015 I received a Diana Award. However, the awards have since grown. In October 2017 I was invited to the Palace of Westminster where I was awarded the British Citizen Youth Award, I received a medal and am now the proud owner of a post nominal. Not bad for a 14 year old boy, even if I do say so myself.

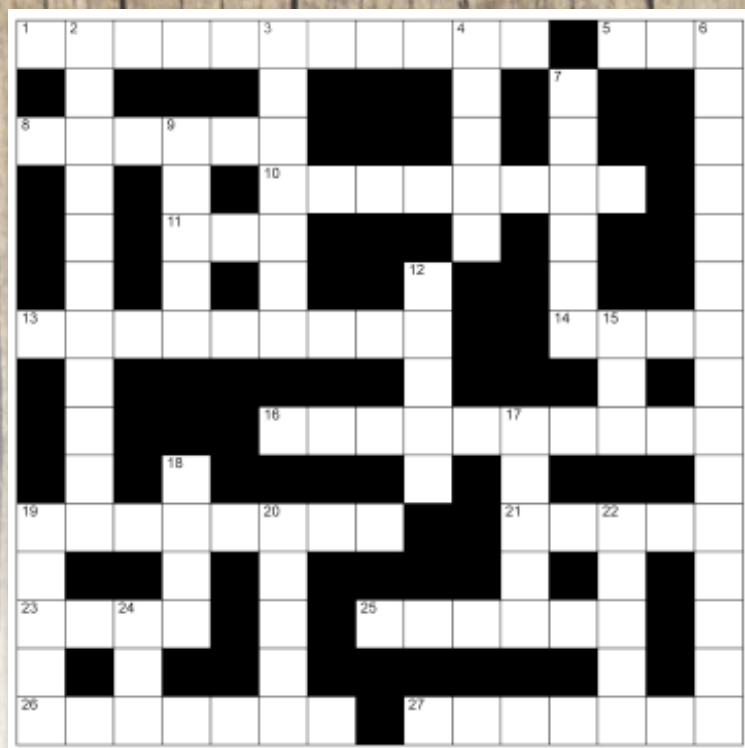
Anyway, as much as I would love to keep talking about myself, I have a PlayStation waiting for me. However, please remember that whatever lies ahead always "Be You and Believe in Yourself".

Take care, Aled Griffiths



Outside the Palace of Westminster

HAND IN HAND PUZZLE PAGE



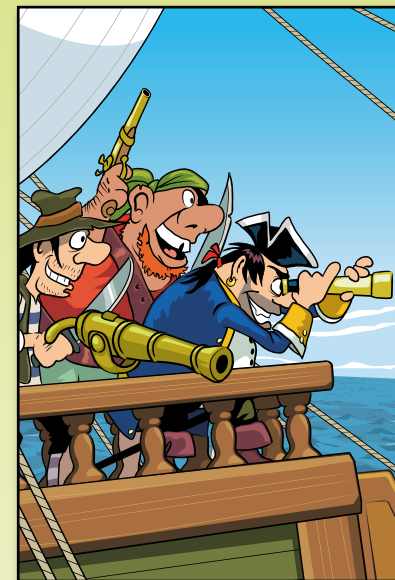
ACROSS

1. Medium alive and ticking (11)
5. State of Canberra - on stage? (3)
8. Unicellular alga used to colour the cat, reputedly (6)
10. Charged chorister on song with five hundred (8)
11. Rub up the wrong way for a twang (3)
13. Substance from medium metal cops, (9)
14. Jason's transport (4)
16. Chocolate bar, lightweight, message by flier (10)
19. Media maybe, with ESP (8)
21. Detection method, backwards and forwards in all environments (5)
23. Black iron upset (4)
25. Headgear worn by fielding cricketer? (6)
26. Vingt-et-un or bridge? (7)
27. Use lint on this container (7)

DOWN

2. Star is actor confused with noblemen (11)
3. Commander is mad liar (7)
4. Five leave out regurgitation (5)
6. Motoric triangle as used by Pythagoras (15)
7. I arrange feast for celebration in Madrid (6)
9. Seaman in too forbidden fruit (5)
12. One Megabyte, outside, for reading parts of the service (5)
15. Tot on naval vessel (3)
17. Sounds like German river Capone finished in the country (5)
18. Top flier right on tree (4)
19. Action performed with a hem or a model (5)
20. When in Lima go to the last stage of development (5)
22. Rod is confused for this day (5)
24. Public house in winning position (3)

JUST FOR FUN PUZZLE PAGES

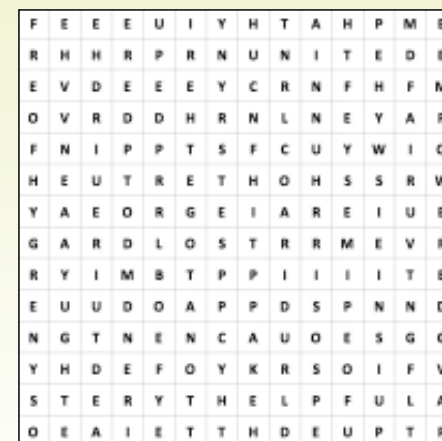


SPOT THE DIFFERENCE

10 to find!

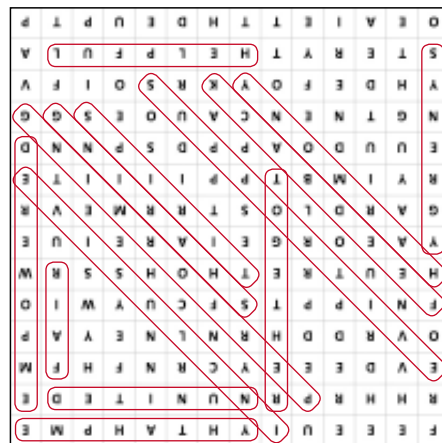
TEAMWORK WORD SEARCH

- | | |
|------------|-----------|
| TOGETHER | EMPOWERED |
| HELPFUL | HARMONY |
| SUPPORTIVE | SYNERGY |
| FEEDBACK | SPIRIT |
| PERFORMING | UNITED |
| INCLUSIVE | FAIR |
| EMPATHY | SHARING |



Answers can be found on page 30

PUZZLE SOLUTIONS



CliniMed®

New sizes
available

To security, we've added comfort



Uneven surfaces around a stoma can make life with a stoma pouch difficult. HydroFrame® with Manuka honey flange extensions and Hyperseal® with Manuka honey washers are designed to provide extra security and prevent leaks, even for problematic stomas. To that security we've added the comfort of medical grade Manuka honey, which may help to promote healthy skin around the stoma. Live life to the full with our kindest stoma accessories yet.

☎ Careline: 0800 036 0100 ☎ www.clinimed.co.uk
☎ enquiries@clinimed.co.uk

Hyperseal®
with Manuka honey
HydroFrame®
with Manuka honey

For a **free sample** of Hyperseal, HydroFrame or HydroFrame Mini with Manuka honey, please complete the coupon and return it to: CliniMed Ltd., FREEPOST HY241, High Wycombe, Bucks, HP10 8BR (NO STAMP REQUIRED), call the CliniMed Careline on **0800 036 0100** or visit www.clinimed.co.uk

- | | | |
|---|---|---|
| <input type="checkbox"/> New! Hyperseal with Manuka honey - 30mm low profile | <input type="checkbox"/> New! Hyperseal with Manuka honey - 40mm low profile | <input type="checkbox"/> New! Hyperseal with Manuka honey - 50mm low profile |
| <input type="checkbox"/> Hyperseal with Manuka honey - small low profile | <input type="checkbox"/> Hyperseal with Manuka honey - small high profile | <input type="checkbox"/> Hyperseal with Manuka honey - large low profile |
| <input type="checkbox"/> HydroFrame with Manuka honey | <input type="checkbox"/> HydroFrame Mini with Manuka honey | |

Mr/Mrs/Miss/Ms: _____ Initials: _____ Surname: _____ Address: _____
Postcode: _____

Tel. No: _____ Email: _____

- ☐ I understand that this request will be handled by CliniMed Limited or SecuriCare (Medical) Limited. I would like my details to be kept on file, so that I can be kept up to date with information about relevant new products and services.

Manufactured by Welland®, a CliniMed® Group company. Welland products are distributed in the UK by CliniMed Ltd. Tel: 01628 850100 Fax: 01628 523579 Email: enquiries@clinimed.co.uk or visit www.clinimed.co.uk. For Ireland, contact Fannins N. Ireland: 028907 35581 or Fannins Eire: 0035312 907047. CliniMed Ltd., a company registered in England number 01646927. Registered office: Cavell House, Knaves Beech Way, Loudwater, High Wycombe, Bucks HP10 9QY. CliniMed®, Aura® Welland®, Hyperseal® and HydroFrame® are registered trademarks of CliniMed (Holdings) Ltd. ©2017 CliniMed Ltd. PID 4303 May 2017

SUPPORT GROUPS

AYRSHIRE & ARRAN STOMA SUPPORT GROUP

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

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

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

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

DARLINGTON STOMA SUPPORT GROUP

3rd Wednesday of the month between 6pm–7.30pm.

Harrowgate Club and Institute, Salters Lane North, Darlington DL1 3DT

For further information contact Sister Jacqui Atkinson on 01325 743005

DURHAM STOMA SUPPORT GROUP

First Monday of every month between 4pm–6pm.

Old Trust Headquarters, University Hospital of North Durham, North Road, Durham DH1 5TW

For further information contact Sister Max Santana or Sister Katie Sewell on 0191 3332184

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

NUNEATON STOMA SUPPORT GROUP

3rd Wednesday, every other month, (September, November, January...) 7–9pm.

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

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

CARLISLE

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

Harraby Community Centre, Edgehill Road, Carlisle CA1 3SN

WORKINGTON

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

Workington Infirmary, Park Lane, Workington CA14 2RW

PENRITH

Every 3 months (October, December, March...) 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, Catherine Mitchell, Nikki Armstrong, Ruth Hetherington on 01228 814179.

DURHAM & WEAR SIDE CROHNS & COLITIS SUPPORT GROUP

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

Every 2 months (September, December, March...) 2pm–4pm. **For further information contact Lyle Darwin by emailing dw@groups.crohnsandcolitis.org.uk**

S.O.S SOLENT OSTOMATES SUPPORT

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

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

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

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

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, HP5 1SD

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

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

If you'd like to share dates of your upcoming events and support group meetings, please contact **editor@securicaremedical.co.uk**

JOIN AN ONLINE SUPPORT NETWORK THAT'S JUST FOR YOU!



www.facebook.com/SecuriCare



[@OneStopStoma](https://twitter.com/OneStopStoma) or [@1StopContinence](https://twitter.com/1StopContinence)

A NEW LAW IS IN PLACE GIVING YOU MORE CONTROL

You may have heard or read that a new data protection law has recently come into effect. We have been working hard to ensure that we understand and comply with it, and we would like to take this opportunity to share our work and explain what it means for you, our customers. .

WHAT IS GDPR?

The General Data Protection Regulation, or GDPR for short, is a new set of rules which became effective on 25th May 2018. It replaces the old Data Protection Act 1998, and is a more robust up-to-date piece of law, reflecting the advances in technology in recent years.

HOW IS SECURICARE PREPARING FOR THIS NEW LAW?

Here at SecuriCare, we're used to handling information about our customers securely, as we work to standards laid down by the NHS. This means that we already have systems and processes in place to ensure that your information is safe in our hands.

As GDPR has put into law that organisations are "accountable" at all stages of information handling, we've carried out a complete review of our processes to ensure that they reflect the new law. This means we are able to keep records of decisions we make about data, with reasons and full consideration of any risks involved.

GDPR also introduces rights, some of which are new, for individuals to control what is done with their information so we have made sure that we have processes in place to ensure that we respond correctly if you ask to exercise any of those rights.

Recognising that our staff are key to compliance, we've been undergoing extensive training to ensure all our staff are familiar with the new law and your rights.

WHAT DOES THIS MEAN FOR OUR CUSTOMERS?

The first principle of the GDPR is that information about individuals must be handled "fairly, lawfully and transparently". We have always observed this principle, but there are three important things which you may find when you contact us, or hand information over to us:

- In most cases, the information we hold about you will include health information, so we need to ensure that you expressly agree to us holding it for each type of use, and that when you agree, it is in the full knowledge of who we are, why we need your information, and what we will do with it. (By the way, we will never pass it to third parties unless the law requires us to!). If we feel that the consent we already hold from you could be clearer, we will have either telephoned or written to you



to ensure that we have your informed and express agreement. So if you have received a "Checking Your Preferences" letter from us, and would like to still hear from us, please contact us in one of the ways described in the letter.

- Every communication you receive from us will now include a simple method for you to withdraw your consent to contact.
- We've reviewed our Privacy Notice to include the additional information GDPR requires – for example, information about your rights, and who to contact if you have a complaint. Look out for our updated Privacy Notice on our website www.securicaremedical.co.uk, or contact us for a copy of it.

If you need any more information about this subject, or about your own preferences for contact, please don't hesitate to contact us on:

Telephone: 0800 036 0100

Email: orders@securicaremedical.co.uk

Post: Suzanne Bryden, Group Director of Legal Services, Cavell House, Knaves Beech Way, Loudwater, High Wycombe, Bucks HP10 9QY

CSR UPDATE



Our new chosen charity to support for 2018 and 2019

2017 proved to be another busy year for the CliniMed and SecuriCare Corporate Social Responsibility (CSR) Team as we completed our second year as a Corporate Partner to Crohn's & Colitis UK. In addition to raising funds to support the amazing work of this charity, we also supported other national charity days including Red Nose Day, Children in Need, Macmillan Coffee Morning and Save the Children.

In 2017, we raised over £7,500 for Crohn's and Colitis UK with staff across the business participating in a variety of events and fundraising activities. In March, we joined in Red Nose Day's 'Make Your Laugh Matter' campaign by asking staff to come up with their favourite jokes, the best of which were combined into a short video that was posted on our social media pages and people were asked to vote for their favourite. In May, we celebrated 'World IBD Day' which raises awareness of people living with Inflammatory Bowel Disease by wearing purple to work and having a purple balloon themed raffle where we sold 100 purple balloons filled with raffle tickets aligned to a range of prizes.

In June, a number of the team completed the 'Walk It London' event which is a sponsored 10k walk around London. The walk started in Brunswick Square and passed the British Museum, Somerset House, the Royal Opera House, Trafalgar Square and many other great attractions. It was a great day out and was enjoyed by all that attended.

We also held a number of dress down days at work where staff at our Head Office wear non-businesswear. We try to think of a new theme each time and this year they included Rock Star, Bollywood and Halloween. Stay tuned to see what themes we come up with this year!



Our 100 balloon raffle



The CSR Group presenting Rachel from Crohn's and Colitis with the fundraising total

So what have we got planned for 2018?

We're starting the year supporting a new charity. Every two years the staff at CliniMed and SecuriCare vote for a new charity to support and for 2018 and 2019, they voted for...Macmillan!

Macmillan provides help and advice to those living with or affected by cancer, they provide support from the moment someone is diagnosed, through treatment and beyond. They're a source of support, giving people the energy and inspiration to help them feel more like themselves. It's a great cause and we're really pleased to be able to support the charity and raise much needed funds for Macmillan.

We've got a packed schedule of activities planned for 2018 and will update you on our fundraising progress in the next issue.

INTRODUCING ASK-A-PHARMACIST!

Welcome to Ask-A-Pharmacist, our latest feature in Hand in Hand, where you can ask questions to our helpful Pharmacy team.

PharmaCare is our registered Pharmacy offering a medicines home delivery service, we are one of the few home delivery companies to have our own onsite pharmacy.

SO WHAT EXACTLY CAN PHARMACARE OFFER YOU?

- Delivery of your medicines alongside your stoma and continence supplies
- A prearranged day for delivery with optional text message updates
- A repeat prescription ordering service (subject to GP agreement)

To kick off the new feature we asked some frequently asked questions (FAQ's) to the team, see their answers below.

FAQ Q & A

Q: WHAT ADVICE CAN PHARMACARE GIVE ME OVER THE PHONE?

There are many things we are able to help with over the phone, for example we can:

- Remind you to reorder your medication so you don't run out
- Advise you how often you should be taking your medication and how long for
- Make you aware of potential side effects you might experience from taking certain medications
- Provide health advice and answers to any concerns you may have
- Offer you travel advice

Please give us a call and we will do our best to help. If we are unable to find you an answer we can guide you to a relevant healthcare professional who can.

Q: WILL MY MEDICINES ARRIVE AT THE SAME TIME AS MY STOMA/CONTINENCE SUPPLIES?

Yes, we will synchronise your prescriptions and medication with your stoma/continence supplies to ensure they arrive at the same time. You will receive a text

message informing you when you can expect your delivery so there is no need to wait around. We provide a **full healthcare package** tailoring our service to suit each patient's individual needs.

Q: I HAVE A STRONG RELATIONSHIP WITH MY CURRENT PHARMACIST AND I AM WORRIED THAT THE SERVICE WON'T BE AS PERSONALISED OVER THE PHONE?

We really enjoy speaking with patients over the phone, it's the best part of our job. We're a small team who pride ourselves on building relationships and getting to know our patients – just the same as your local Pharmacist does.

Q: IS IT A PROBLEM TO GET MY MEDICATIONS DELIVERED TO DIFFERENT ADDRESSES?

No, we can deliver to your preferred address which can easily be changed. We can also deliver to your workplace which many patients find helpful.



The PharmaCare team

Q: CAN ANY OF MY FAMILY MEMBERS GET THEIR PRESCRIPTIONS THROUGH PHARMACARE?

Yes, we are able to offer our Pharmacy service to any family members living at your registered address. If your family members receive their medication at different times, we will synchronise all family members medication so that they arrive in one delivery.

If you take any regular medication and think you would benefit from using our service, please call one of our knowledgeable Pharmacists on **0800 652 1554**. Once set up you will be able to order your medication from PharmaCare and your stoma or continence products from SecuriCare to be delivered to you in one delivery.

Do you have any questions you would like to ask our Pharmacists? You might want to know what it's like to be a Pharmacist, how you should store your medications or what to do if you forget to take your medication.

If you have any questions for our Pharmacists, please email them to editor@securicaremedical.co.uk.

**THE FIRST 3 RESPONDENTS
WILL RECEIVE A BOUQUET
OF FLOWERS!**

Your questions and answers will be published in the next edition, unless you have asked for an immediate response in which case we will put you in contact with our Pharmacy team. We look forward to receiving your questions!

Have you heard about the new Curan Man?

The Curan Man catheters have been exclusively designed for men who need to carry out intermittent self-catheterisation, they are sterile and single use. The Curan Man comes pre-lubricated with a mess-free hydrogel coating, it also features the soft Blue Grip® allowing for a non-touch application.

The discreet, innovative, compact design allows the catheter to be folded so it can be stored in a pocket or bag. Easy to open even for those with limited dexterity. The hydrogel coating and smooth polished eyelets ensure a comfortable insertion. If away from home, the Curan Man can be resealed into the packaging after use, ready for disposal when convenient.



Evaluations carried out at CliniMed Ltd showed that users loved the unique masculine design and found it really easy to use. They particularly liked how easy it was to open and that it could be put back into its container once used. There are often no bins in men's toilets for immediate disposal of catheters and this was seen as a great advantage by those who tried it.

Curan Man is now available on prescription.



One less mess
to think about



New Curan® Man, for intermittent self-catheterisation, is designed with you in mind. Lubricated with a mess-free gel to ensure smooth insertion and removal, Curan Man is easy to use. Clean and hygienic, the single-use catheter has a soft guide to aid no-touch application and can be fully resealed after use for convenient disposal. Foldable for discreet, compact carrying away from home, Curan Man fits in to your life perfectly.

For more information or a free sample, call the CliniMed Careline on 0800 036 0100

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CliniMed®



A HEALTHY SUMMER

FOODBYCAMILLA

Our resident food blogger, Camilla Mustad is back with healthy, nourishing recipes for breakfast, lunch and dinner! Camilla runs the food blog, foodbycamilla.com.

Camilla has created some tasty recipes for you to try at home.



CHICKEN AND TOMATO RISOTTO

Ingredients

- 400g chicken fillet (diced)
- 350g risotto
- 250g mini plum tomatoes (skinned and halved)
- 1 litre vegetable stock
- A knob butter
- Parmesan cheese
- A pinch of salt
- A pinch of pepper
- Lemon
- Oil for cooking
- Basil to serve

Method

- 1 Put oil in the pan over medium heat; cook the chicken for 3-4 minutes or until cooked through. Set aside.
- 2 Place the butter in a large saucepan and heat gently until the butter has melted. Add the risotto and stir for 1 minute.
- 3 Add the stock a quarter at a time. Let the risotto cook whilst stirring often, add more stock as it is absorbed
- 4 After you have added half the stock add the tomatoes, salt and pepper. After 20-22 minutes the rice should be creamy and tender, the tomatoes should be soft and all of the stock should have been soaked up.
- 5 Add the chicken to the risotto and stir.
- 6 Add a squeeze of lemon, grated parmesan cheese and fresh basil before serving



POTATO SALAD

Ingredients

- 800g potatoes
- ¼ red onion (optional)
- A handful of parsley
- 1 spring onion
- Dressing
- 1 tbsp Dijon mustard
- 1 tbsp whole grain mustard
- 1 tsp honey
- A squeeze of lemon

- 1 Put the potatoes in a large pot, cover them with water and bring to boil. Boil for about 15- 20 minutes until they are fork tender. Set aside to cool.
- 2 Meanwhile, prepare the dressing by whisking together the mustard, honey and lemon juice in a bowl.
- 3 Mince the red onion, parsley, spring onion and set aside.
- 4 When the potatoes are cold, quarter them and place in a bowl.
- 5 Add the red onion, parsley and spring onion to the potatoes. Add the dressing and toss to coat the potatoes

CINNAMON BUNS

Serves 15-18

Ingredients

For the dough

- 275g flour
- 175g spelt flour
- 50g sugar
- 25g fresh yeast
- 1 tsp salt
- 2 ½ tsp cardamom
- 100ml milk
- 1 egg
- 75g diced butter
- 1 egg for brushing

For the filling

- 2 ½ tbsp cinnamon
- 90g diced butter
- 90g brown sugar

Method

- 1 Place the flour, sugar, salt and cardamom into a bowl
- 2 Mix the milk, yeast and egg in a saucepan. Stir and heat up to 30 degrees to dissolve the yeast.
- 3 In a bowl, combine the egg/milk mixture to the dry ingredients. Bring the dough together with your hand or by using a spatula. Knead for 10 minutes or until the dough is smooth and elastic.
- 4 After 10 minutes add the diced butter.
- 5 Put the dough in an oiled bowl, cover with a damp tea towel and let the dough rise for 1-1 ½ hours until doubled in size
- 6 Meanwhile, make the cinnamon stuffing. In a small mixing bowl beat the sugar and cinnamon into the softened butter with a fork until well combined. Set aside
- 7 When the dough has doubled in size, tip it out of the bowl and knock the air out. Roll the dough into a rectangle.
- 8 Spread the cinnamon filling over the surface of the dough, ensuring the filling reach all the edges.
- 9 Starting with the long side of the rectangle, roll the dough into a sausage shape. Cut the roll into 15-18 equal slices.
- 10 Place the slices on to baking trays. Cover them with tea towels and leave to prove for about 30- 40 minutes.
- 11 Preheat the oven to 180 degrees.
- 12 When the buns have risen. Beat the remaining egg together in a small bowl and brush the tops of the buns with egg glaze.
- 13 Bake the buns for about 12- 15 minutes.
- 14 When the buns have finished baking, remove them from the oven and transfer to a wire rack to cool



EVERYBODY LIKES AND REACTS DIFFERENTLY TO DIFFERENT FOODS, SHOULD YOU HAVE ANY CONCERNS WITH THESE RECIPES OR ANY FOOD ITEM, PLEASE CONTACT YOUR LOCAL STOMA CARE NURSE.

Do you belong to a stoma or continence support group?

We'd love to hear from you...

Ostomates and continence patients often call our Careline asking for advice and support. We'd love to share your details with anyone who needs this type of support.

Please contact us on:

0800 036 0100

info@clinimed.co.uk



USEFUL TELEPHONE NUMBERS

SecuriCare Careline

0800 585 125

SecuriCare Orderline

0800 318 965

Age UK

0800 169 2081

Colostomy UK

0800 328 4257

Urostomy Association

01889 563 191

Ileostomy Association

0800 018 4724

Junior Ostomy Support Helpline

0800 328 4257

Samaritans

116 123

Bladder & Bowel Foundation

01926 357 220

Multiple Sclerosis Society

0808 800 8000

Bladder and Bowel UK (PromoCon)

0161 607 8219

Spinal Injuries Association

0800 980 0501

SecuriCare (Medical) Ltd,
Compass House, Knaves Beech Way,
Loudwater, High Wycombe,
Bucks HP10 9QY

Tel: 01628 850100
Fax: 01628 810839
Email: info@securicaremedical.co.uk
www.securicaremedical.co.uk