

# Hand *in* Hand

Real stories • Real advice

Issue 27

## Nathan Wheeler

SecuriCare blogger  
and ostomate

“A stoma is not a one  
size fits all condition...”

Nathan's story

### INSIDE:

- Celebrating the International Year of the Nurse and the Midwife
- A day in the life... of our nurses
- Raw Stories, Less Soreness. Get involved!
- Continence questions answered

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### Dear Reader,

Welcome to this edition of Hand in Hand. So, where shall I start? When signing off in my last introduction I said: *"I hope all the changes that we have to face in 2020 and beyond are positive ones and enrich our day to day lives."*

Every aspect of our lives since that point have been turned upside down and we've had to become familiar with terms such as 'lockdown', 'self-isolation' and 'social distancing' to name a few. I hope that throughout this we have been able to continue to support you in the way we always have.

From a business perspective we've had to relocate more than half of our team to work from home at the same time as we strive to ensure all products and services continue to be available to you; and that

our support teams are as accessible as they always have been. I hope you feel that we've lived up to your expectations.

It is also quite poignant and apt that this edition celebrates the International Year of the Nurse and I am sure we have all joined in with the Thursday night 'Clap For Carers' in recognition of medical staff. I think now more than ever they deserve to be highlighted for the work that they do for us all.

I trust you will enjoy all that is contained in this magazine and that it provides at least a short period of distraction from what's going on in the world around us and as usual, I'd like to thank all those that have contributed to this edition of Hand in Hand and look forward to catching up again soon.

## Happy reading!

**Neil Freeman,**

Managing Director, SecuriCare (Medical) Ltd and CliniMed Ltd

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# Celebrating

## the International Year of the Nurse and the Midwife

Nurses and midwives around the world play a vital role in providing healthcare services and support to people when they're often at their most vulnerable. These are people who devote their lives to others and provide care at a time of need. To acknowledge the important global role they play, the World Health Organisation designated 2020 as the International Year of the Nurse and the Midwife.

Nurses and midwives are the backbone of every healthcare system and now more than ever with the difficult times we're living in during the COVID-19 pandemic, we've seen this demonstrated time and time again. At SecuriCare, we have a large team of Stoma Care

Nurses who provide support to people with a stoma in hospital and the community. In this edition of Hand in Hand, we're featuring articles from both our SecuriCare Stoma Care Nurses and Nurse Advisors from our sister company, CliniMed, to mark the International Year of

the Nurse and the Midwife. We'd like to thank them, along with all healthcare professionals, for their hard work and dedication.

To celebrate their achievements, we've been looking back at some inspirational people from nursing history...



**Claire Bertschinger**  
(1953 – present)

After training and working as a nurse in the UK, Bertschinger joined the emergency disaster relief group of the International Committee of the Red Cross. Half English, half Swiss, she could work in several conflict zones including Afghanistan, Kenya, Lebanon, Sudan, Sierra Leone, Ivory Coast, Liberia and Ethiopia. A BBC interview with Bertschinger highlighting the Ethiopian famine in 1984 inspired Bob Geldof to launch Band Aid, which was followed by the biggest relief programme ever, Live Aid (1985), raising £150 million and saving an estimated 2 million African lives. Bertschinger continues to make history as an active nurse to this day.

## Inspirational nurses of the past



**Mary Seacole (1805 – 1881)**

Born and raised in Jamaica, Seacole had a passion for herbal medicine. When the Crimean War broke out, along with Florence Nightingale, Seacole tended to the wounded and used herbal remedies to nurse soldiers back to health. During the war, Seacole applied for a job at the War Office but was

refused, this inspired her to set up the 'British Hotel', which was a safe place where she could care for sick and recovering soldiers. After being awarded the Jamaican Order of Merit, a statue was erected at St Thomas' Hospital, London, to commemorate her work.



**Florence Nightingale (1820 – 1910)**

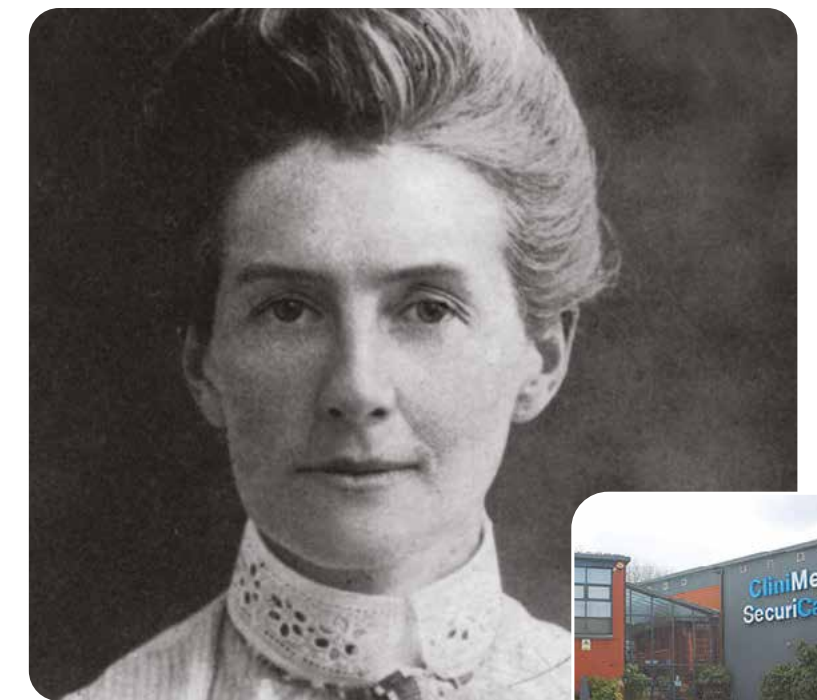
The 'Lady with the Lamp', Florence Nightingale was the British nurse who dug the foundations of modern nursing. During the Crimean War, she led the team of nurses responsible for British and Allied soldiers. In 1907, she became the first

woman to be awarded the Order of Merit and to this day 'International Nurses Day' is celebrated on 12th May to commemorate her birth and celebrate the importance of nurses in healthcare.



**Clara Barton (1821 – 1912)**

Clarissa (Clara) Barton was a pioneering nurse who was the founder and first president of the American Red Cross. Born in an era before women had the right to vote in USA, Barton's devotion to care led her to the battlefield of the American Civil War, where she nursed and comforted the wounded, earning the nickname 'Angel of the Battlefield'. Her service to humanity was recognised when she was inducted into the American Institution's 'National Women's Hall of Fame' in 1973. She was also honoured in 1948 with a commemorative stamp.



**Edith Cavell (1865 - 1915)**

Did you know? One of the buildings at SecuriCare's Head Office is named after Edith Cavell who was a British nurse, working in German-occupied Belgium during the First World War. She courageously saved the lives of many soldiers and helped hundreds of British, French and Belgian soldiers escape, but was tragically arrested, tried and executed in 1915.





# A day in the life of...

## our nurses

In this edition's 'A day in the life of...' we're celebrating the International Year of the Nurse and the Midwife by acknowledging the hard work of our nursing team. We spoke to Julie Perry, CliniMed Urology Nurse Advisor and Sharon Leighton, SecuriCare Stoma Care Nurse, to hear what their roles involve on a regular day. Please note these interviews were given prior to the COVID-19 pandemic.



"Being asked to write about a typical day in the life of a Urology Nurse Advisor for CliniMed is tricky because each day's different. It might be easier to let you know how I support patients and fellow healthcare professionals.

My primary role is to support patients and clinicians with continence related queries. Typically, I receive referrals from Continence Advisors or Community Nurses asking for support with a patient experiencing a continence problem. Firstly, I call the patient and explain who I am and gain consent to visit them at home. My territory is large and sometimes I find myself in the car for long

periods so it's all in the prep. I always try to avoid traffic and travel with a healthy lunch onboard – oh, the downfalls of a M&S sandwich and the calorie count!

My territory spans Wiltshire and Hampshire so some of my patients live in rural areas. I always have a chat about how easy their house is to find; I've found myself driving up a dirt track road looking for a certain landmark to turn at a few times! My visit will involve a patient assessment, if they give consent, and then we'll discuss my recommendations. It's important to make them feel comfortable and that they understand my role. There's a certain stigma and embarrassment attached to continence issues, it's important to hear how the patient is dealing with this and how I can then best offer advice and support.

Another side to my work includes teaching within care homes with community nursing teams and with

patients. Sometimes I teach rooms of 30 clinicians and other times it may just be one to one. I enjoy teaching; correct education can make a big difference to someone's care. I teach all levels of clinicians including managers, healthcare assistants and carers – it's important to teach in a way that's easy to understand. I like to make my sessions fun as some topics can be uncomfortable for some people, you'll almost always meet Doris and Boris (male and female life size anatomy mannequins) in my sessions – they're excellent ice breakers!

My role is both rewarding and interesting, I meet lots of people and can help them cope with the issues of incontinence and improve their daily quality of life. What a great job!" – **Julie Perry, Urology Nurse Advisor, CliniMed**



"Hello readers, my name's Sharon and I'm a Community Stoma Care Nurse. I found my niche when I started my career within district nursing over 20 years ago. Before working in stoma care, I worked in continence care with a specialist community nursing service. I was always known by my colleagues as the 'catheter queen'. This role led me to where I am today. I've worked as a SecuriCare Stoma Care Nurse for 3 years – now I'm in stoma care, I'll let you decide on the delightful name my colleagues chose for me...

I don't have a regular day because all my days are different. I start work at 9am and finish at 5pm, that's the extent of my routine! I'm always travelling all over the county delivering stoma care to patients in

their own homes, within clinic settings as well as residential and nursing care homes. I also travel to GP surgeries, hospitals and attend numerous meetings. When I'm not able to visit a patient, I provide support over the phone. Quality is key to promoting health and wellbeing, delivering a safe and effective service along with supporting my team. I strive to do my best, I think we all do.

I plan, organise and deliver the very best care that I possibly can, putting my patients first and involving them in their own stoma care.

I find this is the best way I can support their stoma journeys.

Outside of work, I'm a wife and mum to 3 teenagers, you could say I have a busy work and home life but don't we all! I relish family time. The help and support from my family helped me get to where I am today. I'll continue to try to make a difference in my family and patients' lives for as long as I can.

Would I have changed my career all those years ago? No. Proud to be a nurse. Proud to work for SecuriCare." – **Sharon Leighton, Community Stoma Care Nurse, Durham and Darlington**

*"Some days can be very emotional, especially managing end of life care and supporting patients and their loved ones with the psychological effects of stoma care. I have laughed and cried, sometimes it's hard not to become attached. Luckily, I have my friends' and colleagues' shoulders to cry on after those challenging days. Team meetings are essential for the team to reflect."*





# NHS formularies

## and their effect on ostomates

SecuriCare blogger and customer, Nathan Wheeler, shares a recent challenge as his prescription was affected by the introduction of NHS formularies to his local hospital. Formularies are cost saving measures set out by the NHS, they vary in different areas and may have little or no effect on you. Although we all recognise the need for NHS cost savings you may find Nathan's experience useful to know about should you experience something similar.

Rewind to March 2019, I wrote a blog for SecuriCare about NHS formularies after they were introduced to my local hospital. A year later, I wanted to update you with the effect they have had on my prescription.

Luckily, I'm happy with my stoma orders now. Lots of people think that when their prescription is changed or refused, it's because of their home delivery service, when in actual fact, it comes from the doctor's surgeries and governing NHS bodies.

To give you an overview of what happened to me with the NHS formularies... I wanted to try some different stoma products as I had been using the same ones for 10 years and thought there must be something better out there. I tried some samples and found that there was. I placed an order for the new products and didn't think anything of it. Cut to 2 weeks later, a voicemail from the doctor told me that my order had been declined. Obviously, this affected my anxiety because I rely on these products – I have a

permanent ileostomy and it's not going anywhere!

My Stoma Care Nurse explained that I couldn't have the products because they were too expensive for the NHS to source. I'm happy to use a cheaper product if it works, but it would've been nice to be told this before I was allowed to try and order the products. I wasn't even aware of NHS formularies and had to search a Facebook group to find out what they were.

The cost wasn't the only problem, the Stoma Care Nurse also said I was ordering too much. She didn't want me ordering an adhesive remover spray and wipes, she believed they were unnecessary. I explained to her that I am quite a hairy guy and have had problems in the past where just using the wipes has caused ingrown hairs and has caused openings under the stoma pouch. When this became a problem, my Stoma Care Nurse at the time advised me to use both and it has worked for me ever since. When I explained that I wanted to

keep both types of adhesive remover, as I don't want to end up in hospital again, I was laughed at and said it was an 'old wives' tale' and I wasn't allowed the products.

**I usually order 2 boxes of stoma pouches. I travel and work out a lot, I swim and to be honest – sometimes they leak or just aren't comfy. So I like to make sure I have enough spares in case something goes wrong.**

We spoke about stoma pouches too. She would only grant me one box of 30 bags for the

month under the new NHS formularies. I said to her, that this wasn't acceptable. That would mean that every bag would have to be perfect. There would be no room for error or any fault with the bags. I'm sure many of you with a stoma would know that things are rarely perfect, as much as you would like them to be! Hearing things like this really flared my anxiety.

A stoma is not a 'one size fits all' condition, so I took this further with the NHS. It's one thing looking after people with a stoma but having one yourself is different.

This was a difficult experience and I imagine that if anyone was still in the early days

of a stoma, it could have really affected their mental wellbeing. Fortunately, I have been allowed the prescriptions that I need to support my daily routine. Thankfully the SecuriCare team were there to help, they always check-in and deliver my products on time.

Hopefully, nobody else will have to go through the struggles I did, but if you ever do – make sure you stand your ground. I understand the formularies are in place to help the NHS, but it shouldn't mean we have to struggle with our day to day lives. At the end of the day, we are taught that we can carry on with normal life after surgery – don't allow the formularies to put limits and stop the care you need to live your best life. It can be sorted, I promise!

**Nathan Wheeler, SecuriCare blogger and customer**







# Introducing *Raw Stories, Less Soreness* Get involved!

In this article, our sister company, CliniMed, introduce their new **Raw Stories, Less Soreness** campaign which raises awareness of the importance of stoma skin health and asks ostomates to share their own experiences and advice.

Raw Stories, Less Soreness is a project that shares the experiences of people managing their stoma skin health and raises awareness of the importance of having healthy skin around the stoma. The project aims to build a community space where people can share their own experiences and hear and learn from others in the same situation.

We began the project by speaking to Chris from County Durham who had stoma surgery in 2017. Chris describes having stoma surgery as a big change and knows from experience how challenging it can be to get used to caring for a stoma. Chris had experienced very irritated skin around the stoma which understandably knocked her confidence, but thankfully she found ways to improve the skin around her stoma and now it looks just like it does on the rest of her body.



**Chris was the first person to get involved in the Raw Stories, Less Soreness project, thank you Chris!**

We had arranged to meet Chris to learn more about her experiences and to create a short film to capture her story, but this was unfortunately postponed due to COVID-19. When it's safe to do so, we'll be catching up with Chris and others to hear and share their experiences. Look forward to meeting you soon Chris!

Raw Stories, Less Soreness is an ongoing project, if you'd like to get involved and share your own experiences please email [editor@securicaremedical.co.uk](mailto:editor@securicaremedical.co.uk) and we'll get in touch.

If you'd like to read Chris's story and find out more head to [www.clinimed.co.uk/rawstories](http://www.clinimed.co.uk/rawstories)



# Stoma questions answered

As a registered nurse, Emma Vernon has been working in stoma care for over a decade. During this time she has lived and worked in Australia and taught stoma care to 10 nurses in Kenya. As a SecuriCare Nurse Manager, Emma spends a lot of time educating and sharing knowledge with others. Here she answers some frequently asked questions about living with a stoma...

**Q** Is it normal to have sore skin around my stoma?

**A** The skin around your stoma should be the same as the skin on the rest of your body. Sore skin is common (but not normal) and can occur for several reasons, including a leaking pouch, removing your pouch too quickly and a sensitivity/allergy (although uncommon) to the pouch adhesive.

Once the reason for the sore skin has been identified, the problem can be managed. If you have sore skin you should contact your Stoma Care Nurse for a review of your stoma, skin and the stoma products you're using. SecuriCare has a leaflet called 'Your Guide to Monitoring Skin Health around Your Stoma', which you can request by calling SecuriCare on 0800 318 965.

**Q** Can I learn to control my bowel movements?

**A** This depends on the type of stoma you have. If you have an ileostomy or urostomy, you won't be able to. If you

have a colostomy you could learn how to irrigate. Irrigation involves flushing your large bowel out via your colostomy using warm tap water and specialised equipment every day, or second day, meaning you only need to wear a small pouch or stoma cap.

Irrigation isn't for everyone and you will need to speak with your Stoma Care Nurse to see if you are suitable and what's involved. For more information I recommend Colostomy UK's 'Introduction to Irrigation' booklet, which you can find here: [www.colostomyuk.org/information/irrigation](http://www.colostomyuk.org/information/irrigation)

**Q** How do I tell people about my stoma?

**A** This depends on who want to tell and your relationship with them. I'd advise being honest and upfront, if you feel comfortable with this. Most people close to you would know that you have been in hospital and have had an operation. Try telling them what operation you had, why, and the result being your stoma.

When meeting new people, it'll depend on the relationship you form with this person. Remember this is your body and your life – you don't have to tell anyone. If you're comfortable telling new people, just tell it as it is. Most people are understanding and won't see you or treat you any differently.



Our SecuriCare Nurse Managers: Emma Vernon, Catherine Atkinson, Wendy Smith and Lynn Ridley (left to right)

**Q** Can I do anything to make my parastomal hernia better?

**A** Unfortunately, no. However, you can try not to make it worse by wearing a hernia support garment and avoiding heavy lifting. You might like to consider a stoma pouch that moulds around the hernia. A parastomal hernia can flatten and stretch your stoma further, so be sure to continuously measure your stoma to make sure your pouches are cut to fit.

If your parastomal hernia is causing pain and/or intermittent obstructions, you can try and see your Colorectal Surgeon to discuss a possible repair. This will not be suitable for everyone. In the short term, seek advice from your Stoma Care Nurse.

**Q** How can I help my friend cope with their stoma?

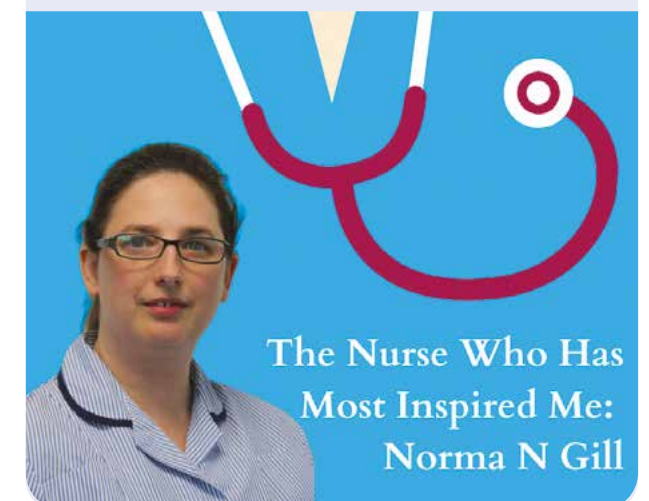
**A** Everyone acts differently about their stoma depending on the reason for their operation, the type of surgery they had and their personality. The best thing you can do for your friend is be supportive and try not treat them any differently. If they're willing to open up and speak about their stoma, let them and listen to what they have to say. Having a stoma doesn't have to be a negative part of their life. If your friend isn't willing to speak about their stoma that is okay too, for some people it's a very private thing.

## More about Emma:

"To celebrate International Year of the Nurse I'd like to acknowledge the work of Norma N. Gill (1920–1998) as an inspiration to me. Norma N. Gill was a leader with vision, creativity and innovation. I believe she was someone we can all aspire to be.

Norma N. Gill was the first ever Enterostomal Therapist (ET), specialising in stoma, wound and continence nursing. It's been written that Norma firmly believed stoma formation surgery should be a stepping stone to an improved quality of life rather than a sentence to a life of depression, isolation, rejection and shame. She devoted her life to revolutionising stoma care. She founded and started the World Council of Enterostomal Therapists (WCET).

The WCET gives stoma, wound and continence nurses from all over the world the opportunity to share their experiences and knowledge via a journal as well as a biannual conference. I've attended 2 WCET conferences over the years: one in Adelaide, Australia and the other in Stockholm, Sweden."





# A word on COVID-19

New Year's Eve saw not only the beginning of 2020 and a new year, but a new decade. With this new chapter, we've all experienced some strange times. At SecuriCare, we've put all our effort into looking after our customers and colleagues during the COVID-19 pandemic.

As a provider of NHS services, our employees are all 'key workers'. Through these uncertain times, our aim was, and continues to be, to run 'business as usual' ensuring that we continue to provide an outstanding service to our customers and continue to deliver your supplies.

Our Board of Directors meet regularly to review the situation regarding COVID-19 and make decisions that align with the UK Government's direction. Following the outbreak, in line with NHS and Department of Health and Social Care guidance, our first step was to encourage our customers to not increase orders, this helped our warehouse staff continue picking and packing your supplies while adapting to social distancing measures.

Lots changed in the months following the initial outbreak, the need for regular hand washing was reinforced, patient and customer meetings were postponed and business travel reduced where possible. Our colleagues, who were able to, were asked to work from home to reduce face-to-face contact and our SecuriCare nurses continued to provide expert care in hospitals and in the community.

As the situation in the UK develops, we'll keep updating you with the actions we are taking to maintain supply of your stoma/continence supplies and prescription medicines.

Thank you to our customers and staff! Stay safe.

Here are a few of our SecuriCare team who have been working from home:



## RAW STORIES LESS SORENESS

Chris described having stoma surgery as a big change and experienced very irritated skin to begin with. Thankfully she found ways to improve the skin around her stoma and now it looks just like it does on the rest of her body.

Head to [www.clinimed.co.uk/rawstories](http://www.clinimed.co.uk/rawstories) to learn more from Chris about why managing stoma skin health is so important to her.

**CliniMed Careline: 0808 271 8603**  
**Email: [info@clinimed.co.uk](mailto:info@clinimed.co.uk)**

**Aura®**  
with Manuka honey



# Ready, set, grow

Many gardens are in bloom during the summer months – full of spectacular displays of bright colours, scents and a variety of textures. While the sun is shining (hopefully), it's a great opportunity to enjoy the wonders of horticulture, and with indoor and outdoor gardening to enjoy, there are plenty of ways to have a go yourself.

## Gardening is good for you

As we know, due to social distancing needs, all gyms have been temporarily closed but that doesn't mean there aren't plenty of other places to be active in. If you're lucky enough to have a garden or outdoor space then it's not only an area for relaxing but can also offer a variety of additional health benefits too.

Working on a garden is a great way to improve strength, endurance and flexibility. In fact, you can burn 330 calories per hour while doing light gardening – more than walking at a moderate pace for the same amount of time.<sup>1</sup> Plus, physical activity can help to lower your blood pressure and reduce the risk of other medical conditions such as heart disease.

As well as physical health, gardening can help maintain mental wellbeing too. Exercise releases biochemicals called 'endorphins' into your body, these happy hormones help you to feel relaxed. Plus, rather than focussing on your worries, gardening prompts you to concentrate on the task at hand – whether that is planting, sewing seeds, watering or removing weeds.

No matter what time of year, it's always important to spend time outdoors. When in sunlight, your body is prompted to make Vitamin D. This super vitamin helps your body to absorb calcium to keep bones strong. It can be found in regular dairy products as well as seafood, leafy greens, tofu and dried fruit.

While sunshine is important to our health, if you're planning on spending time in the sun remember to use sunscreen to protect your skin.

## Summer gardening checklist

After spring showers and sunshine, gardens in summer are full of life. Many flowers will be showing off their bright colours as they are pollinated by bees and other insects.

- ☐ Keep watering to keep your soil moist
- ☐ Mow your lawn regularly

**Top tip:** *increase the height of the cutting blade in dry weather to keep your lawn healthy.*

- ☐ Take cuttings
- ☐ Remove weeds
- ☐ Harvest vegetables
- ☐ Remove faded flowers from bedding plants and roses – this is called 'deadheading'

While there's plenty to do in the summer, make sure you take time to sit and enjoy your garden!

## Indoor gardening 101

For city dwellers or those without an outdoor gardening spot, growing plants indoors can be just as rewarding. Plants not only cleanse the air in your home, they can brighten any room and provide a sensory experience with fragrance, sound, touch and taste. They don't have to take up too much space, they just need light and some care.

Almost all plants can be grown indoors in a container or pot. You can either grow from seeds or purchase them from your local

gardening centre or supermarket – you can even order plants online and have them delivered! Some good choices for inside growing include:

- ☐ **Vegetables:** peppers, salad greens, tomatoes
- ☐ **Herbs:** basil, parsley, chives, rosemary, oregano, coriander, lavender
- ☐ **Flowers:** pansy, marigold, petunia, roses
- ☐ **Fruits:** citrus, strawberries, blueberries
- ☐ **House plants:** cacti, succulents

Gardening isn't just about making your house look good, it's about enjoying the outdoors and producing something you can be proud of. Whether that's growing your own herbs and vegetables, mowing your lawn into perfect stripes or adding a cactus to your windowsill – gardening is for everyone!

## Help the bees and plant wildflower seeds

Bees pollinate all sorts of fruit and vegetables, making sure there's enough food for the entire food chain. Did you know that bees pollinate a third of everything we eat?<sup>2</sup> Some bees produce honey, which has been used both as a food source and for its healing properties since ancient times.

Honey is very important to our sister company, CliniMed's Aura® stoma pouches. Without bees, the unique Aura range wouldn't exist. All pouches in the Aura range contain medical grade Manuka honey, which may help to promote healthy skin around the stoma. Manuka honey comes from New Zealand, but we can still do our bit to help our bees in the UK by keeping our gardens healthy. CliniMed are giving away free wildflower seed packets that you can plant for the bees. And if you haven't tried the Aura pouch range yet, you might like to receive a free sample too.

**To receive your free wildflower seeds and/or a free Aura sample call 0800 318 965.**

1. CDC. Physical Activity for a Healthy Weight. Available at: [https://www.cdc.gov/healthyweight/physical\\_activity/index.html?s\\_cid=tw\\_ob387](https://www.cdc.gov/healthyweight/physical_activity/index.html?s_cid=tw_ob387) (accessed March 2020)

2. BBC. Would we starve without bees. Available at: <https://www.bbc.co.uk/teach/would-we-starve-without-bees/zkf292p> (accessed October 2019)





# Bee kind

Over the past 10 years, SecuriCare's sister company, Welland, has been supporting a cause close to many of their employees' hearts. St. Catherine's Hospice is based near to Welland's Head Office in Crawley, East Sussex and offers support and care to people living with or looking after someone during the final stage of their life. In 2019, St. Catherine's Hospice provided expert care to almost 2,500 people and made over 10,000 trips to care for people at home.

St. Catherine's has now been Welland's chosen charity for over 10 years and many employees have made a special connection with their work. Last year, St. Catherine's Hospice organised a local 'HeART to Heart' trail that saw artists from Sussex and Surrey design 26 unique heart sculptures. The hearts were placed throughout the local area to form a trail for members of the community to follow during the summer months.

Among the 26 hearts, one in particular stood out to Welland. The 'Bee Kind' heart. Designed by Sussex based art teacher and illustrator Johanna Patterson, the beautiful heart is embellished with honeycomb, bees and appears to be dripping in molten, golden honey. As you may know, Welland manufactures the Aura stoma pouch range containing medical grade Manuka honey making this heart Welland's perfect match.



Bee Kind sculpture in pride of place at Welland's Head Office

After 10 weeks, when the trail came to an end, a farewell exhibition and auction took place to find the hearts' forever homes and to raise much-needed funds for the hospice. Luckily, Welland secured the winning bid and



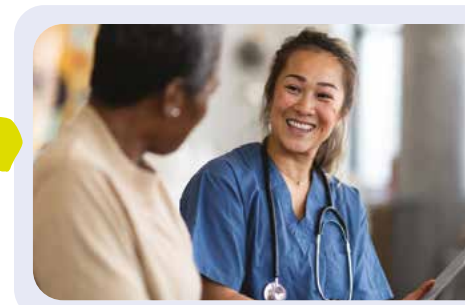
Art teacher, illustrator and creator of the 'Bee Kind' heart, Johanna Patterson

on 27th November 2019 they received a special delivery from St. Catherine's Hospice.

The heart also holds special poignancy for Welland as Chris Primett, Welland's recently retired Managing Director shared, "This heart is in special memory of one of our colleagues, who recently lost his fight with cancer, and the years he spent designing products to help improve the lives of others."

The Bee Kind heart now takes pride of place in Welland's Head Office for employees to enjoy.

## Continence questions answered



Urology and Continence Nurse Advisors Julie Perry and Sue Hinton have been busy answering commonly asked questions about urinary incontinence and bladder health...

**Q** Is it normal to leak urine?

**A** It's not normal to leak urine, however, some conditions/diseases of the urinary tract in both male and females may cause some leakage of urine.

Urinary incontinence i.e. loss of bladder control unfortunately can be common. This symptom can range from leaking urine when coughing to sudden strong floods depending on the cause and type of incontinence you may be experiencing. Your GP can support you with this and signpost you to the correct treatment.

**Q** Do I speak to my GP about my urinary incontinence or should I talk to a specialist?

**A** In the first instance it's better to speak to your GP, who will ask some questions regarding your problem and symptoms. Your GP may request a sample of urine and suggest some other investigations depending on your symptoms. You may be asked to take some medication to treat, help control or improve symptoms, your GP will discuss this with you. You may also be referred to a Continence Nurse Specialist; the most important thing is to ask for help and don't suffer in silence.

**Q** How do I know what product is best for managing my urinary incontinence?

**A** Once you have been assessed by either a Continence Nurse Specialist or a District Nurse, they'll be able to suggest what product(s) best meet your needs and lifestyle. Your nurse will support you and will help you if your needs change.

**Q** What is the difference between an indwelling catheter and an intermittent self-catheter?

**A** An indwelling catheter is used for short, medium or long term catheterisation and this procedure is always undertaken by a nurse. The catheter is held in position using a small inflatable balloon that sits in the bladder and is normally filled with sterile water.

An intermittent self-catheter is a single use catheter, that's inserted into the bladder via the urethra (urine outlet tube) to empty the bladder of urine and then removed. This procedure is usually done by the individual themselves. Some people with limited bladder function may have to conduct CISC (clean intermittent self-catheterisation) several times a day.

**Q** Why do intermittent catheters come in different sizes/lengths?

**A** The male and female urethra are considerably different in length. Male urethras are approximately 18 – 20cms in length and female urethras are approximately 2.5 – 5cms. It's important that the correct length of catheter is used to prevent causing any harm.

It's also important that the correct size of catheter is used. The width of a catheter is measured by a gauge called charrière (Ch) which was named after the French inventor, Joseph Charrière who was a 19th century Parisian maker of surgical instruments. The correct Ch is needed to ensure a good flow of urine when emptying the bladder.





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# NHS DAC Survey 2020

Each year we're required to by the NHS to send out a survey to a random selection of 600 SecuriCare customers to see how we're doing. As a DAC (Dispensing Appliance Contractor), we have a responsibility to monitor the quality of our service, the results of this survey are shared with NHS England so that they can see how well we are doing too. This year 217 questionnaires were returned; we'd like to share some of our results and comments with you...

How would you rate the  
supplier who sent you  
this questionnaire?

**95%**  
'excellent' or  
'very good'

How easy did you find  
it to contact them?

**99%**  
said SecuriCare  
was easy\* to  
contact  
\*\*'Very easy' or  
'fairly easy'

"The supplier I use takes a lot of stress and worry away when ordering my supplies. I find their service excellent and never had any issues or problems from ordering up to delivery of items..."

"The service is excellent-nothing to improve - 5 star"

"First class service. First class, polite staff."

"Can't fault drivers or telephone staff"

How would you  
describe their service?

**99%**  
described our  
service as good\*\*  
\*\*\*'Very good' or  
'fairly good'

We're pleased to receive such a positive response from our customers. As always, we want to keep improving so that we can deliver the best home delivery service for your stoma and continence supplies.



# Let's walk and talk

In this article, one of our Nurse Managers, Catherine Atkinson tells us about her experiences joining her running club and how exercise can boost mental and physical wellbeing.



I wanted to write about the benefits that exercise can have on our mental

health, and following the strangeness that 2020 has brought us, I feel that this is an even more important topic to talk about. No matter the circumstances, we can always exercise. The benefits of exercise to our physical and mental health and wellbeing is widely known and publicised. In fact, 1 in 4 of us will experience a mental health problem in any year.

We all know that exercise is good for our physical health, but it is also effective in dealing with anxiety, depression, stress and more. If you exercise regularly, you are likely to sleep better, feel more relaxed and more positive about yourself.

I haven't always been a runner and completed my first marathon in Chester last October. At the start of

2020 I had been training to run 3 marathons, these have since been postponed but nevertheless the exercise has maintained my physical health. I run because I feel it's important for my wellbeing. Since I started, I've joined a running club and have met some lifelong friends. Together we provide strength, support and encouragement to each other.

*"...the exercises and the combination of camaraderie and exercise was perfect."*

At the beginning of the year I also got involved with 'Red January', a community initiative that encourages people to support their mental health by doing something active every day. A run, walk, swim, gentle or vigorous exercise can all help clear the mind and make you feel better and stronger. No matter your ability, there will be exercises that you can do. Over the years, SecuriCare and CliniMed have teamed with professional sportspeople to help ostomates find an exercise routine that works for

them. After stoma surgery, exercise can greatly help strengthen core muscles which are important in helping to minimize the risks associated with forming a hernia around your stoma.

Last year a colleague and I attended a local stoma support group and put on an exercise session demonstrating exercises which can be done at home, sitting in a chair or bed. The group found the session very interesting and were happy to give the exercises a go at home. We had a good time chatting and laughing our way through the exercises and the combination of camaraderie and exercise was perfect.

I have also joined a group called 'Talk and Walk/Run' to help support and lead a group of runners and walkers. This group's ethos is to connect with people and to encourage talking. Not everybody feels comfortable going to a GP or therapist, so this gives people another way of connecting and communicating. Exercising with other people is a great way of having some extra

support. This group also branched out to men and formed a male group, it is widely recognised that some men find talking challenging. This group proved hugely successful and after they run or walk, they head to the pub for a much-needed drink and a member of the group will talk about his own personal struggles; everyone's stories are warmly received.

During this challenging time, we are all experiencing a loss of togetherness, but it will not last forever. We will be reunited and everything we have always enjoyed will be appreciated even more. The company of others is so important.

Once normal life starts to resume, check out what is happening locally with exercise groups, especially those with a focus on mental health and wellbeing. The ability to connect with people is great and for many it's a lifesaver. If you can't get out do some form of exercise regularly, it only needs to be a few minutes at home, start gently and build up, you will feel the benefits in so many ways.

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Tel.....  
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# Keeping up conversation

Many of us will experience the feeling of loneliness during our lives. For some people, loneliness can begin to feel life-defining and can have an impact on wellbeing. It's believed that loneliness can have an impact on our mental health, particularly if experienced for a long time. In turn, living with a mental health condition can increase the chance of feeling lonely. Often feeling lonely does not necessarily mean that there is nobody around you, you can be surrounded by people and still feel lonely. It's important to remember that you are not alone.

This year has caused a lot of worry. As a result of self-isolating and social distancing, many people have felt separated from their loved ones. If you, or someone that you know, is experiencing loneliness there are things that you can do to help improve wellbeing. This article has a few tips and suggestions that may help with managing loneliness.



## One step at a time

These tips may be useful but bear in mind that different things work for different people. Take your time and only try what you feel comfortable with, you may wish to revisit it at another time. It's important to take things at your own pace.

Opening up to friends and family might help them to understand how you're feeling and how they can support you. If you don't feel comfortable talking to the people you're close to, you may feel more comfortable speaking to a support service or careline.

## Take care of yourself

As things change, try to stick to a routine by waking up at a regular time each day and, if you're not working, planning the day ahead. This could include household chores, exercising or making time for hobbies and relaxing. Think about how some of the following affect how you feel and if you can influence them:

- Getting a good night's sleep
- Eating 3 meals a day
- Exercising regularly
- Enjoying fresh air
- Spending time with animals

## Keep going

Exercising regularly can help us feel good and you don't always have to go outside to get active. Incorporating exercises into your daily routine can help lift your mood, reduce stress and encourage the release of endorphins.

For a few exercises to try at home, call **0800 318 965** to request a copy of our sister company, CliniMed's 'Exercises to improve core strength' booklet. Alternatively, getting out for a walk each day can be a good way to enjoy some fresh air.

## Find the right support for you

When you're feeling lonely, you may feel like nobody wants to hear from you, this isn't the case and most people will want to help you. The conversation may feel difficult to start with but talking is a positive step in the right direction. Whether you decide to speak to friends, family or want to make new connections, talking might help you feel better. There are a number of charities, online forums and carelines available to you for free.

**Age UK** offers a telephone befriending service for over 60s called 'Call in Time', which allows you to sign up for a free weekly friendship call – a great way to speak to someone new. You can find out more by calling **0800 678 1602** or visiting **www.ageuk.org.uk**.

**Mind UK** also offers a free Infoline: **0300 123 3393**.



## SecuriCare Conversation Careline

Our Conversation Careline phone service is for anyone with a stoma and/or continence issues who is self-isolating due to the COVID-19 situation and would appreciate some company - we don't need to talk about stomas or continence. We're just trying to do our bit to support those who might be finding it a lonely time and would appreciate a friendly phone chat over a virtual cuppa.

The freephone number is **0808 273 6537** and open 9am - 6pm Monday to Friday.

Feel free to call when you need us.

## Caring for someone who might be lonely

Nobody should feel like they have no one to turn to. If you think that someone you know might be lonely, you can help them by:

Being there. If someone has reached out to you, or if you believe someone may be lonely, don't be afraid to ask them how they are feeling and what you can do to help.

Being patient. If someone is experiencing loneliness, they may feel overwhelmed by your offer of support. This may show as irritability or frustration, try to be patient and offer reassurance.

Being kind. Try and support them as they try to make steps for themselves to feel better, sometimes a bit of reassurance can help.





# Rubber Duck Day

At the start of the year we held a competition in celebration of National Rubber Duck Day (we didn't make it up – it's an official day held annually on 3rd January – we were surprised too!) starring our LBF rubber duck mascot. Did you take part?

We invited our Facebook followers to watch a set series of videos from members of our Patient Services Team sharing helpful feedback from users of LBF and asking viewers how many LBF ducks they could spot on screen. Our sister company, CliniMed's LBF range provides an effective barrier to protect intact skin from the harmful effects of bodily fluids, such as stoma output. For more information or to request a sample, call 0800 318 965.

SecuriCare customer, Helen Nobbs, was our lucky winner. Helen's bathroom had recently been redecorated, so the prize bundle which included a rubber duck bathroom set could not have come at a better time for her!

If you don't follow our Facebook page and you have a Facebook account then please go to [facebook.com/securicare](https://facebook.com/securicare) and join. We look forward to seeing you there.



One less mess  
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Convenience and discretion matter. Compact and discreet, Curan® Lady ready-to-use intermittent catheter is easy to open and has a gel chamber that ensures a mess-free coating. With so many benefits, Curan Lady fits into your life perfectly.

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

## This is how we kiss goodnight

Excellent news! One of our Stoma Care Nurses, Samantha Morland, recently had her first book published. 'This Is How We Kiss Goodnight' is a children's book available to buy online at Waterstones, Austin Macauley, Barnes and Noble, and Amazon.



Sam told us, "I've been writing children's stories for years, back when I started my nurse training in 2006. This book encourages children and adults to play out different goodnight kisses including the fairy kiss, dinosaur kiss, and unicorn kiss! It should appeal to both boys and

girls aged 2 – 5 and I'm hoping it brings a sense of fun, interaction and contentment at bedtime."

Are you on Instagram?  
Follow @samanthambooks for updates!



# SecuriCare

## bulletin

### Updated ordering hours

Our Orderline is now open to call 7.45am – 9pm Monday – Friday. Call 0800 318 965 to place your order today.

### New sponsorship: Back Up

SecuriCare and CliniMed have teamed up to support Back Up, a UK charity supporting people affected by spinal cord injury. Back Up supports people and their families to rebuild independence after a devastating spinal cord injury. Back Up offers a variety of services including a support line (020 8875 1805), mentoring and a number of courses that support anyone affected by a spinal cord injury.

We're proud to team up with a charity that inspires positive change and look forward to sharing more about our sponsorship with you soon.

### Conversation Careline

A phone service for anyone with a stoma and/or continence issues who is self-isolating at the moment due to the COVID-19 situation and would appreciate some company. We don't need to talk about stomas or continence, we're just trying to do our bit to support those who might be feeling lonely and would appreciate a friendly phone chat over a virtual cuppa.

Call Freephone 0808 273 6537, 9am – 6pm Monday to Friday

### Keeping up conversation

If you are being affected by loneliness, here are a few charities that can support you:

- **Samaritans**  
24-hour emotional support for anyone who needs to talk. Call 116 123 or email [jo@samaritans.org](mailto:jo@samaritans.org)
- **Mind**  
Information and guidance for living with a mental health problem. Call 0300 123 3393
- **The Silver Line**  
Support, advice and friendship for over 55s who may feel lonely or isolated. Call 0800 4 70 80 90 or visit [thesilverline.org.uk](http://thesilverline.org.uk)
- **Web of Loneliness**  
Online community providing tips and information on loneliness, also allows users to share artwork and poetry. Visit [webofloneliness.com](http://webofloneliness.com)
- **Age UK**  
Information and support for older people. If you live in England, call 0800 678 1602 or visit [ageuk.org.uk](http://ageuk.org.uk). Or if you live in Wales, call 0800 223 444 or visit [ageuk.org.uk/cymru](http://ageuk.org.uk/cymru)

### Reminder to order

Do you need to place your order? Consider your memory jogged! You can place your order now...

- Call 0800 318 965 (7.45am – 9pm, Mon – Fri)
- Email [orders@securicaremedical.co.uk](mailto:orders@securicaremedical.co.uk)
- Text your order to 07768 854 441
- Login to your SecuriCare Online Portal at [www.securicaremedical.co.uk](http://www.securicaremedical.co.uk)

### Enjoy playing rugby?

Whether you're young or old, male or female, you can get involved with Team Colostomy UK. This year's rugby fixtures may have been postponed due to COVID-19, but if you'd like to put your name down to play in a future match, please email [editor@securicaremedical.co.uk](mailto:editor@securicaremedical.co.uk).

### Team Colostomy UK: 2020 Sponsorship

SecuriCare started sponsoring Team Colostomy UK back in 2018 at the very start of this exciting journey. Fast forward to 2020 and we're delighted and proud to once again be Gold Sponsors. Over the past couple of years we've enjoyed being part of this great initiative, attending matches and even seeing our own staff members playing as part of the team.

Unfortunately, Team Colostomy UK's match fixtures have been postponed due to COVID-19. We're looking forward to cheering them on from the sidelines as soon as it is safe to do so. **#UpThePurps**



# The S word: sustainability

**Sustainability is defined by the Oxford Dictionary as ‘the ability to be maintained at a certain rate or level’. While sustainability is a term that can be applied to business and lifestyle, it’s commonly used to talk about the environment. In the quest for a sustainable future for our planet, we have to focus on meeting our present needs without putting the future health of the planet at risk, so that it can meet future individuals’ needs too. Achieving 100% sustainability will allow the Earth to carry on supporting human life forever.**

Since humans began to cut trees and burn wood, they have affected the natural balance of the planet. Fast-forward to the 18th and 19th centuries, the Western industrial revolution took advantage of the potential energy stored in fossil fuels. Coal was used to power more efficient engines and later to generate electricity. In the mid-20th century, the environmental movement became more popular as people started to notice the negative impact that burning fossil fuels was having on the planet.

Now more than ever, being a resident of planet Earth means that we have a responsibility to look after

our home. In October 2011, the world population hit 7 billion and has continued to grow since then. The increasing number of people living on our planet puts more pressure on natural resources such as food, water and shelter – the basic things we need to live.

As natural resources deplete, scientists are looking for new ways to recycle, reduce our carbon emissions and use alternative fuels. Although some changes aren’t maintainable, we can all make small changes for the better. Living sustainably means thinking about how we can live in harmony with the natural world around

us and protecting it from unnecessary damage.

In the last edition of Hand in Hand, we talked about how we can all do our bit to help the environment, but how can we encourage others to make a difference?

## Lead by example

Try and incorporate more eco-friendly steps into your daily routine. You might want to try to cut down on the amount of meat you eat, reduce food waste, start a compost heap or simply make sure to put the recycling in the right bin. Plus, whether you have an outdoor space or not, you can grow your own at home – go to pages 14 and 15 for some more gardening tips.

## Talk about it

If you’re passionate about doing your bit for the environment, let people know. The best way to encourage others to be more eco-friendly is to teach them how!

## Make it fun

Learning about the environment doesn’t have to feel like a science lesson. There are lots of interesting programmes to watch, books to read and podcasts to listen to. So, no matter how you prefer to learn, there’s something for everyone.

## Doing our bit

At SecuriCare, our EMS (Environmental Management System) team work hard all year round to encourage our colleagues to make positive changes to help the environment. Last year, we achieved our goals to reduce energy consumption, paper usage and car CO2 emissions. Our biggest achievements in 2019 were a 4.5% reduction in electricity consumption and a 10.4% reduction on paper usage – the equivalent to 140,000 sheets of paper!

Building on last year’s success, our EMS team have given us another 5 objectives...

## SecuriCare’s 5 Environmental Goals for 2020:

- **Electricity** - reduce electricity usage by a further 3% per person
- **Paper** - reduce paper usage by a further 10%
- **CO2 emissions** - maintain the average CO2 emissions per vehicle to under 113
- **Tonnage per mile** - maintain the tonnage per mile at the same levels as 2019
- **Postage** - reduce items of postage sent through the franking machine by 5%

As with many other things, our EMS team are expecting COVID-19 to influence our 2020 objectives. Our Operations Director, Stuart Short, has commented:

*“We should see the impact of COVID-19 on a number of these objectives. Electricity usage in our buildings should drop to some extent as there have been less people on site since the middle of March. Paper usage is likely to drop too. In addition, we are likely to see a significant reduction in business miles driven which will reduce our overall CO2 emissions.”*

To keep up to date with our progress, follow us on social media!

**Facebook:** [Facebook.com/securicare](https://www.facebook.com/securicare)

**Twitter:** @IStopContinence @OneStopStoma

**Instagram:** @clinimed\_securicare

**YouTube:** [YouTube.com/SecuriCareMedical](https://www.youtube.com/SecuriCareMedical)

Or subscribe to our eNewsletter! Let us know if you want to stay in touch by email next time you speak to us or visit [www.securecaremedical.co.uk](http://www.securecaremedical.co.uk)





## An update from our Corporate and Social Responsibility team

What an amazing year 2019 was for our CSR team – we raised a total of £4,218 for our corporate charity partner, Macmillan Cancer Support. If you've been following our activities, you'll know that we hosted regular dress down days and even held a static bike ride event, which had us cycle the distance from London to Paris and back!

Our 2020 corporate charity partner is Marie Curie. This wonderful charity provides care and support for people living with terminal illness, along with their families. We were off to a good start

this year with our monthly dress down days, an Easter raffle and plans in place to hold a Marie Curie Blooming Great Tea Party just before the Easter weekend, but due to COVID-19 this event was postponed. Keep an eye out on our social media channels for updates from the CSR team and let us know if you have any fundraising ideas we could take on board!

Along with raising funds for good causes, another key goal for the CSR team is to ensure we're doing our bit for the community. That's why we took part in

our local Shopmobility's pancake race, and why we hold regular donation drives in the office encouraging colleagues to donate goods to local charities like One Can Trust, Wycombe Homeless Connection and Wycombe Women's Aid. Although our plans have changed due to COVID-19, we're working hard to continue providing support to our community and to raise much-needed funds for our chosen charity. We're very excited about the things we have in store for the future!



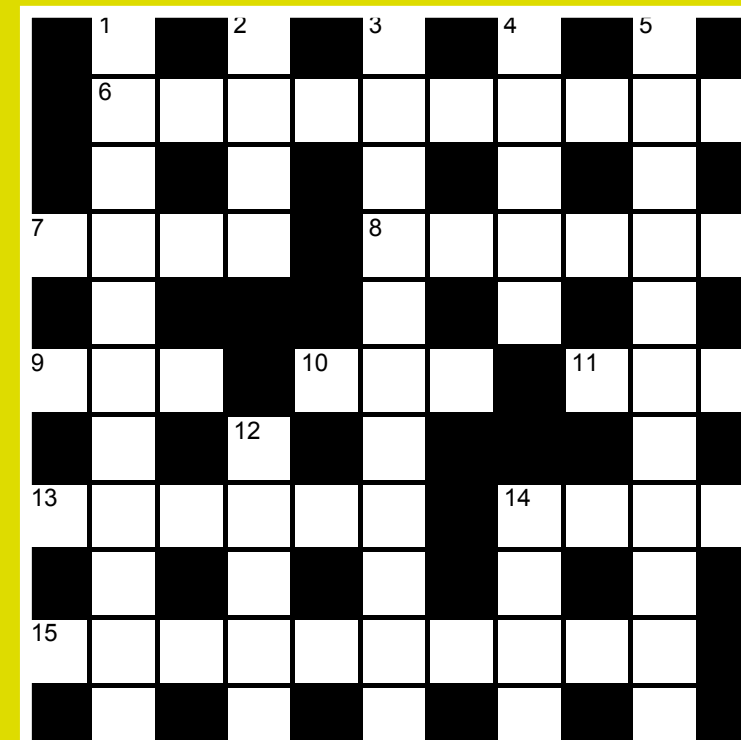
### CROSSWORD

#### Across

- 6 From e.g. Portsmouth or Basingstoke (10)
- 7 Passport endorsement (4)
- 8 Cause to remember (6)
- 9 Malt beverage (3)
- 10 Statute (3)
- 11 Some (3)
- 13 Hun king (6)
- 14 Vale (4)
- 15 Brave (10)

#### Down

- 1 Moving to and fro (11)
- 2 Fijian capital (4)
- 3 Defraud (5,6)
- 4 Fragrance (5)
- 5 Without purpose (11)
- 12 Unit of capacity (5)
- 14 Entrance (4)



### SUDOKU

#### EASY

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

#### HARD

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





# Answers

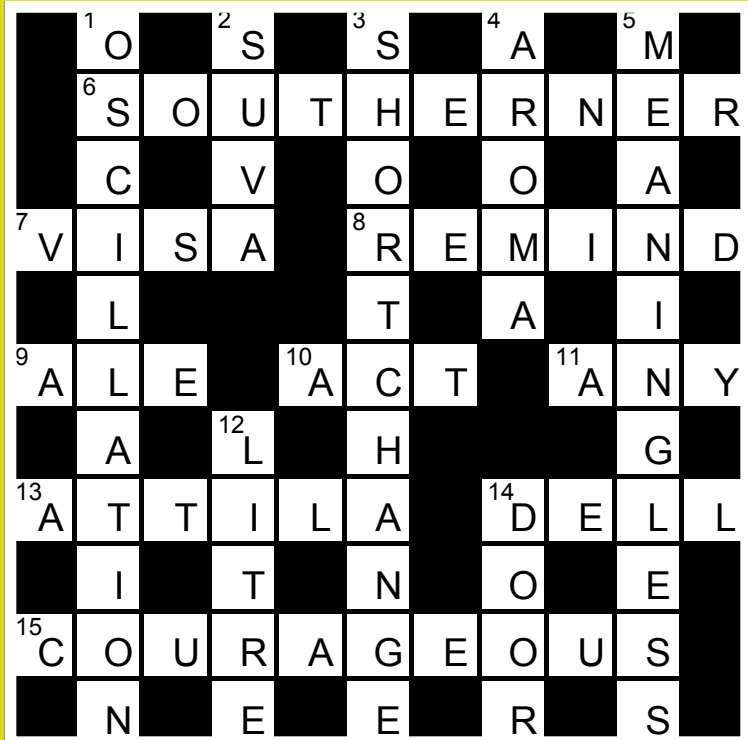
## CROSSWORD

### Across

- 6 Southerner
- 7 Visa
- 8 Remind
- 9 Ale
- 10 Act
- 11 Any
- 13 Attila
- 14 Dell
- 15 Courageous

### Down

- 1 Oscillation
- 2 Suva
- 3 Short change
- 4 Aroma
- 5 Meaningless
- 12 Litre
- 14 Door



## SUDOKU

EASY

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

HARD

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

# Monitoring skin health around your stoma

Introducing our guide to help you monitor skin health around your stoma. This guide offers advice to help you check the condition of your peristomal skin.

## What does 'peristomal' mean?

'Peri' is a Greek prefix that means 'around', you may have seen it in words such as perimeter and periscope. The word 'peristomal' skin is commonly used by healthcare professionals when talking about the skin around your stoma.

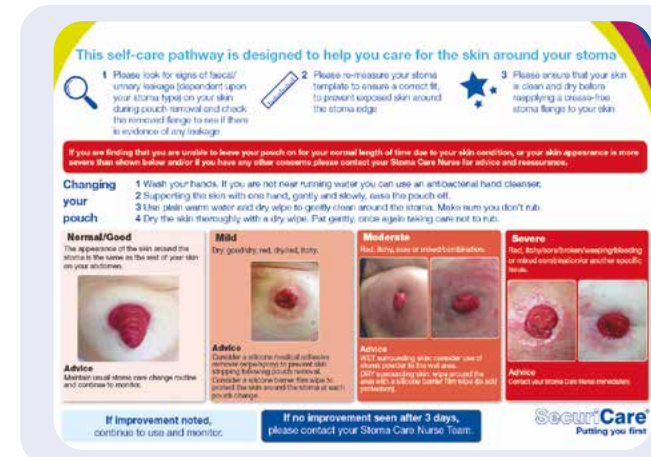
When it's healthy, your peristomal skin should look the same as the rest of the skin on your abdomen. This guide includes professional advice and solutions for managing sore skin. You can help to keep this skin healthy by changing your pouch in the right way. Our Stoma Care Nursing team recommend following these 4 easy steps:

1 Wash your hands. If you aren't near running water you can use an antibacterial hand cleanser

2 Supporting the skin with one hand, gently and slowly ease the pouch off

3 Use plain warm water and dry wipe to gently clean around the stoma. Make sure you don't rub

4 Dry the skin thoroughly with a dry wipe. Pat gently, once again taking care not to rub



As well as this, look out for signs of faecal/urinary leakage, ensure your pouch is cut to fit snugly around your stoma and apply your fresh pouch to clean, dry skin.

'Your guide to monitoring skin health around your stoma' will help you to describe the health of your skin to your Stoma Care Nurse or SecuriCare Patient Services contact. The guide provides examples of normal, mild, moderate and severe skin as well as signposting you when to contact your Stoma Care Nurse.

To request a copy of 'Your guide to monitoring skin health around your stoma' call **0800 318 965**.

This skin health tool is available at <https://lead.clinimed.co.uk/skin-health>, where you will also find a free skin health tool download, which provides a visual guide with descriptive terms for describing the health of the skin around your stoma.



# Ask-a-Pharmacist

Our high streets have been vastly affected by the temporary closure of retailers, restaurants, hairdressers and other service businesses due to COVID-19. In this edition's Ask-A-Pharmacist, we discuss how pharmacies have been affected by the pandemic with the PharmaCare team.

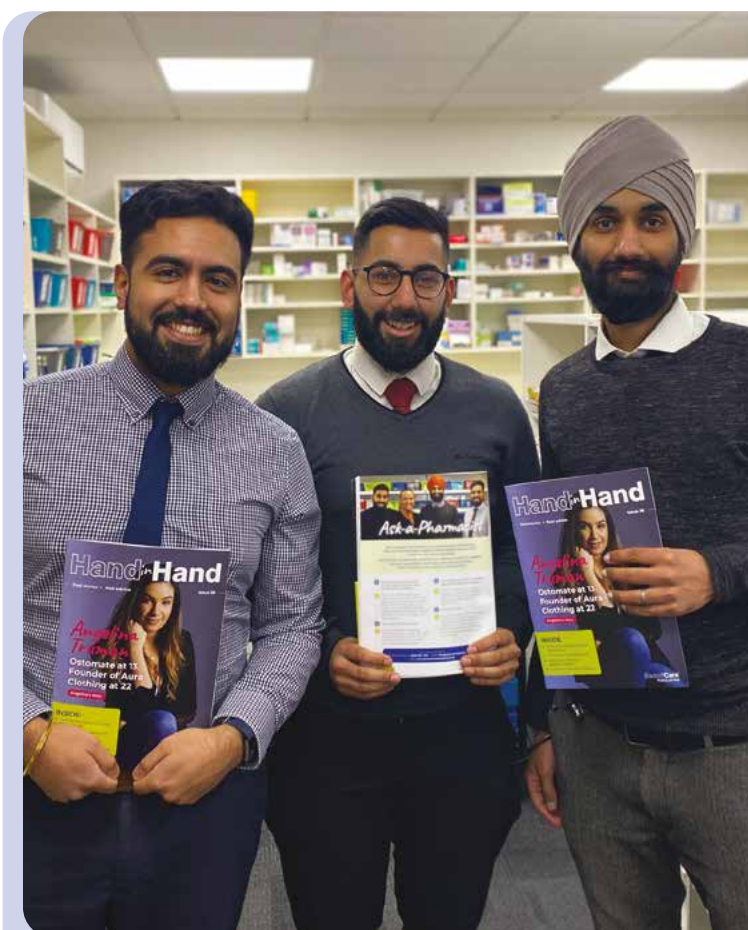
**Q** How have high street pharmacies been affected by COVID-19?

**A** During the first few weeks of lockdown, many of us were unable to leave our homes to get to the shops, post box and pharmacies due to self-isolation and shielding. As a result, many people have turned to online shopping alternatives for their weekly food shop, clothes shopping and their prescription medicines too.

As well as being encouraged to self-isolate if experiencing COVID-19 symptoms, the high street pharmacies were forced to change opening hours to facilitate social distancing measures and to accommodate sickness and absence of pharmacy workers. During this time, many people have turned to services such as PharmaCare to deliver their prescription medicines to their homes.

**Q** How can PharmaCare help?

**A** Our PharmaCare team has been working hard to continue delivering prescription medicines to our SecuriCare customers as normal. They're more than just a dispensing service for medicines, they're a friendly voice at the end of the phone offering trusted advice and reassurance during this challenging time.



To find out more about our in-house pharmacy and prescription medicines home delivery service, call PharmaCare on **0800 652 1554**

## Fish n' chips, rock n' roll... n' urostomies



**Anna Moseley, SecuriCare Stoma Care Nurse, shares her experience as a member of the Leicestershire Urostomy Association...**

The first thing you should know about me: I love attending Urostomy Association (UA) meetings. The second thing: I'm in a band. So naturally, a live music night seems like the perfect fundraiser to me. In 2017, we held our first fish n' chips fundraising evening with live music which went so well that 3 years later, we're still maintaining the tradition.

A cold, foggy night in mid-January, the perfect setting for a lively fundraising night if you ask me (and the rest of the Leicestershire Urostomy Association team)! No bad weather can dampen our spirits, especially when it comes to our fundraising events.

The night started with a local singer, Jody Bingham, who gave up his Saturday to plan an acoustic set, which did the job of getting all our lovely guests in the mood. I'd also roped my parents into running a tombola and we had a number of other games including 'heads and tails' and 'throwing a pound at a bottle of champagne'. Our entertainment certainly did the trick as over 80 people filled the hall and everyone seemed to be enjoying themselves. The night ended with my band taking the stage to perform a set of indie-rock covers, rather loudly – we must have been good because I definitely saw some heads bopping!

I consider myself lucky to be an honorary committee member of the Leicestershire UA.

We're a small team of dedicated members who want to arrange fun meetings and raise funds. The night was a big success and we managed to raise over £500. The time and effort put in by UA members Sue, Pam, Marianne (and their other halves) was noticed by all.

The first thing I told you about myself was that I love attending UA meetings. We try to hold a meeting every couple of months, usually in Market Harborough where we usually have a guest speaker, as well as discussion on living with a urostomy – and of course, lots of cake and a raffle. We also arrange days out to places of interest. Over past years, we've become a family and we're always looking for new members to try and support throughout their stoma journey.

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Not in the Leicestershire area?  
Find details of support groups near you on pages **38** and **39**.



# 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](mailto: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](mailto:rowson.nicola@yahoo.co.uk)

## **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

## **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](mailto:dw@groups.crohnsandcolitis.org.uk)

## **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 Katie Sewell on 0191 3332184

## **High Wycombe Stoma Support Group**

12th July, 13th September, 8th November 2019 10.30am – 12.30pm.  
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

## **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.com](mailto:nuneatonstoma@aol.com)

## **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](mailto:kosg2013@btinternet.com) or 07464 957982

## **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.

## **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](mailto:solentostomates@hotmail.co.uk)

## **Workington**

Every 2 months (October, December, February...) 2 – 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](mailto:carla_wright@sky.com)

## **New listings!**

## **Mercia Inside Out Support Group, South Derbyshire/East Staffordshire**

Bimonthly afternoon and evening meetings.  
Emmanuel Church, 31 Church Street, Swadlincote DE11 8LF.  
For information email [merciassgroup@gmail.com](mailto:merciassgroup@gmail.com)

## **Peterborough, Cambridgeshire**

2 – 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

## **Stevenage Ostomistics**

Last Saturday morning of each month 10.30am – 1pm.  
Oval Community Centre, Vardon Road, Stevenage SG1 5RD.  
For information contact Judy Colston on 01438 354018 or email [neilcolston@btinternet.com](mailto:neilcolston@btinternet.com) (each session is ended with chair yoga!)

## **Wing Stoma Support Group**

Every 2 months (2020 dates: 3rd August, 5th October, 7th December) 11am – 12.30pm.  
Wing Hall, 71 Leighton Road, Wing, Leighton Buzzard, LU7 0NN.  
For information call 0800 036011

If you'd like to share dates of your upcoming events and support group meetings, please contact [editor@securicaremedical.co.uk](mailto:editor@securicaremedical.co.uk)



# 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 so we can include in our Careline directory, please call **0800 318 965** or email **[info@securicaremedical.co.uk](mailto:info@securicaremedical.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**  
01386 430 140

**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

**Back Up**  
020 8875 1805

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