

# Hand<sup>in</sup>Hand

Real stories • Real advice

Issue 26

## Angelina Truman

Ostomate at 13.  
Founder of Aura  
Clothing at 22

Angelina's story

### INSIDE:

- Tackling the stigma with Team Colostomy UK
- My journey to Miss Beauty UK
- Welcome to the team Sheffield Steelers
- Continence questions answered

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### Dear Reader,

Firstly, a very warm welcome to this edition of Hand in Hand and to our new look.

It's always good to see progress being made and certainly looking back through our first 25 editions of Hand in Hand it's clear to see how we have grown. Looking forward to what's to come in this edition, I hope that you enjoy reading it as much as our team enjoy putting it together.

Everyone's contributions are very much appreciated and are vital in ensuring the magazine is just as fun as it is informative. It's always fascinating for me to read through each edition's articles, especially with the focus on positive change this time, which I think is something that we can all relate to, whether in our working or private lives.

## Happy reading!

**Neil Freeman,**

Managing Director, SecuriCare (Medical) Ltd and CliniMed Ltd

Not all change is readily welcomed, but we often find that we have a more positive perspective when we look back at life's challenges. Gearing up for any change can be a challenge in itself, I hope that I have prepared you all for the changes you are about to encounter in this new look edition of Hand in Hand!

So in closing, I hope all the changes that we have to face this year (and beyond) are positive ones and enrich our day to day lives.

As ever I would like to thank all involved in creating this edition, particularly those that have taken the time to contribute and I'd encourage anyone who feels they would like to, to have a go.

# Contents

## Cover story

"My aim is to empower ostomates and make them feel special"

4

Tackling the stigma with Team Colostomy UK

6



Author interview: Mama's got a Brand New Bag

12

- 8 My journey to Miss Beauty UK
- 14 Ask-a-Pharmacist
- 18 Welcome to the team Sheffield Steelers
- 23 Continence questions answered
- 27 A day in the life of... Stephen Wright
- 38 Stoma support groups in your area

Published by SecuriCare (Medical) Ltd. Compass House, Knaves Beech Way, Loudwater, High Wycombe, Bucks HP10 9QY. T: 01628 850100 E: editor@securicaremedical.co.uk

Editor: Maddy Mills Design: www.cherrythinking.com Print: www.classicprinters.eu

Thank you to everyone who has contributed to this issue.

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# Inspirational individual

**My name is Angelina, I am 22 years old and I am the founder of Aura Clothing.**

After many months of being in pain, I was diagnosed with Crohn's disease at the age of 12. I was taken out of school and sent home with a number of medications, including steroids (prednisone), which I ended up taking throughout my journey with Crohn's.

Shortly after leaving the hospital, my symptoms got worse and I ended up being admitted to hospital once again. I was fed through a nasogastric tube for 6 weeks in the hopes that my symptoms would improve. Unfortunately, this didn't work out.

I tried changing my diet, exercising, several other medications (including Infliximab and Adalimumab), small operations and more. Nothing kept the inflammation under control and I was getting worse and worse. After almost a year of trying different treatments, I was rushed into hospital.

My doctor told me that I would have never made it through the night if I hadn't been admitted.

I was immediately put on drips to receive total parenteral nutrition (TPN) through a chest port and I was kept in for a further 4 months. This is when I was told that I was having an ostomy.

I don't think any length of time can prepare you to undergo such a big operation. At the age of 13, I had no other choice but to have an ostomy. It was my last hope to have a 'normal' childhood again.

I had the ostomy for a total of 5 years before deciding to make it permanent. I had another operation after finishing my A-Levels to remove my rectum and make my ileostomy permanent.

**I remember recovering from my surgery and not having that horrible pain that comes with Crohn's disease anymore. I felt free, I felt like a 'normal' person again. I felt like I was no longer defined by Crohn's disease.**

Although having an ostomy improved my quality of life, I wasn't aware of the emotional distress that came with it.



It is one of the hardest transitions that anyone can go through physically and mentally.

It was only until recently that I really started to accept myself. In my opinion, being chronically sick has been a blessing in disguise. When you're unwell, you learn to tolerate physical pain because you have to.

**The overwhelming emotional distress can make you feel like someone's holding your head under water. It's hard not to feel anxious and depressed.**

Being sick made me who I am today. I may be biased, but I think some of the most amazing and inspirational individuals you may meet are people who have been through chronic illness.

When you're sick, you understand things that others don't. You don't take things for granted or dwell on things. Sickness gives you knowledge on life as it eats away at your own. It's so much more than having an ostomy or an illness. It's having your life out of your control and fighting to get it back.

My biggest struggle with living with my ostomy was clothing. I found it so hard to find the right clothing that hid everything and that supported my ostomy.

I wanted to dress like my friends and feel like a normal teenager, but instead I found myself wearing baggy clothes. I decided to take matters into my own hands and create a clothing company for ostomates.

After 4 years of hard work and determination, I launched Aura Clothing, a new clothing brand that brings innovative technology and the finest fabrics to clothing for those living with an ostomy.

I wanted to create a clothing line that was fun, colourful and different. My aim is to empower ostomates and make them feel special by creating clothing that is functional as well as fashionable.

We work with leading EU manufacturers and use the best quality fabrics to ensure that our customers get the best product.

**AURA**  
CLOTHING

Check out our collections at [www.aura.clothing](http://www.aura.clothing)







SecuriCare is delighted to sponsor Team Colostomy UK.

Over the past couple of years, SecuriCare has sponsored Team Colostomy UK, a special rugby league team, the goal of which is to raise awareness for, and provide support to, those living with a stoma, as well as their friends and family. The team is made up of people with and without stomas, and those there to support the cause.

Following major traumatic surgery, particularly after stoma surgery, many individuals may feel fearful of returning to physical activity. Maintaining a healthy lifestyle is important to everyone.

Exercise is a great way to improve physical health and emotional wellbeing too. By incorporating different activities to improve core strength into your daily routine, you may not only start to feel better in yourself but also see other unexpected benefits. For those with a stoma, exercise before and after surgery may help to reduce the risk of developing a parastomal hernia.

A parastomal hernia is caused by the intestines pushing through the muscles around the stoma, resulting in a noticeable bulge under the skin. To try to prevent a parastomal hernia developing, you might like to try a few exercises to help improve core strength. Jay Hyrons, a qualified Clinical Personal Fitness Trainer, has used her knowledge and experience of having a colostomy to develop a fitness plan, which can be found at [www.clinimed.co.uk/hernia-prevention-video](http://www.clinimed.co.uk/hernia-prevention-video).

After stoma surgery, it's important to return to exercise at your own pace. It may begin with a walk to the corner shop or even a few exercises in the comfort of your own home. If you'd like to try a new activity, there are organisations such as Colostomy UK that can help you do just that. In May 2019, 3 willing volunteers made the journey from the SecuriCare head office in High Wycombe to Chorley, home of the Chorley Panthers, for the first Team Colostomy UK

match of the season. Despite the unexpected rain, the new kit was on, boots laced up and Team Colostomy UK walked proudly onto the pitch to face their competitors with grins stretching from ear to ear.

Living up to their 'panther' name, the Chorley Panthers were ferocious on the pitch. Neither team seemed to notice that it was a charity match. The tackles came one after the other, the teams battled to cover the ground and the first try was conceded within 10 minutes – by Team Colostomy UK! Huge crowds of people attended the game to support both teams. Every pass of the ball caused the crowd to cheer. The score got lost in the excitement and after an hour of game play, the match drew to a close. The match ended with all players covered in mud and grass (and completely out of breath!). Both teams gathered round to shake hands and give 3 cheers.

During the match, ostomates were invited to trial UltraFrame®, our sister company CliniMed's revolutionary film flange extender. The thinnest in the world, UltraFrame is extremely durable, secure and discreet. To see how UltraFrame held up in a game of full contact rugby visit [www.clinimed.co.uk/UltraFrame-Rugby-Video](http://www.clinimed.co.uk/UltraFrame-Rugby-Video).



Follow us on social media to find out more about Team Colostomy UK's future matches.

*"It has been a phenomenal second year for Team Colostomy UK Rugby League. With regular coverage in the local press, Rugby League magazine, features on the BBC and in the Guardian, we've made some impact in #TacklingTheStomaStigma by reaching the wider world with inspiring stories of everyday people with a stoma doing great things on the pitch. However, for me, the biggest highlight has been the feeling of community, friendship and comradery amongst all the players. In a short period of time, we've become a family.*

*We're really grateful to SecuriCare for their sponsorship over the last 2 years. It's been a fabulous partnership, and we've loved having some of the SecuriCare and CliniMed team join us on the pitch as well."*

**Giovanni Cinque, Fundraising and Development Manager, Colostomy UK.**





## My journey to

# Miss Beauty UK

Rachael Kin, SecuriCare blogger

Since childhood, I've been drawn to the glamour of the fashion industry. Any piece of scrap paper I could find I would use to draw beautiful women flaunting all kinds of wild and wonderful outfits. I would collect pictures of models from magazines and stick them all over my bedroom wall. I thought one day I could be like that.

When I realised I wasn't going to be tall enough to cut it on the catwalk, I started modelling for local photographers and as my confidence grew, so did my portfolio. I finally felt like the women in the pictures I had drawn all those years ago.

I was living a very healthy lifestyle. I enjoyed sports and was a keen runner, jogging around 30 km a week. I especially enjoyed running for charity and in 2016, I ran the Race for Life, accidentally finishing in the race that started half an hour before mine! I was feeling fit and ready to fulfil a major ambition by competing in the London Marathon.

At that time, I felt life was great. I had everything I'd ever dreamt of. However, in February 2017, my life was turned upside down. It was during a workout class on a Tuesday evening when everything seemed normal, that I first noticed something was wrong.

The sessions were always intense, but this particular time I really struggled to keep up. There wasn't any pain, I thought I'd caught a tummy bug, so I finished early and went home. I didn't think my symptoms were anything serious and I had no idea of what was about to happen.

As the weeks passed, my symptoms didn't. I gradually became too weak to exercise at all and a lack of energy meant that maintaining a full-time job and social life was nearly impossible.

Over the next few months, I stopped all training and was unable to work. Extremely unwell, my weight had plummeted to nearly 45 kg, and I became almost completely incontinent.

I was fighting a losing battle and the cause was still undiagnosed. When the results from my colonoscopy came back, I was diagnosed with ulcerative colitis. Just a few weeks later, having lost the ability to fight any longer, I developed a severe bloodline infection and was taken for surgery to remove all of my large bowel.

I spent 6 whole weeks in the hospital recovering from the infection and operation. During this time, I came to terms with the fact that my independence had been taken away from me.

I had gone from being fiercely independent to totally vulnerable. I couldn't walk, brush my teeth or have a shower unaided. The intravenous steroids made my body unrecognisable.

I lost all confidence in myself, all because of something that I couldn't have prevented. I was 27 years old, I didn't know anybody else my age with a stoma. This left me feeling totally isolated and from a once confident young woman, I found myself hiding away from the world.

I soon found out how challenging adjusting to an ileostomy was going to be. Even though I was loaded with information from the hospital, some questions remained unanswered. For a while, I'd lie awake questioning whether I would ever be able to wear the same clothes or eat the same food again, never mind swim in a bikini or get back to modelling.

I knew that to heal, in mind as well as body, I needed to be open about what had happened. I soon realised that if I had made it this far, I could go a little further.

Itching to break the stigma around stomas, I decided to apply for a beauty pageant. I did some research and found a connection with Miss Beauty UK, which is a national beauty pageant and a platform celebrating the beauty and diversity of humanity, focusing on mental health, hardship and a healthier world through charitable work and campaigns.

I am proud to say my hard work paid off when I was crowned the winner, becoming the first ever ostomate to win a national beauty competition. I'll be flying to Florida, USA to compete internationally in the finals of Miss World Imperial Beauties this year.

More than 2 years on, I'm still recovering and have a long way left to go. I have accepted a new reality with Sheila, my stoma. It has given me new eyes to see the world in all its glory and through its worst storms.

To read more from Rachael and our other SecuriCare bloggers, visit [www.securicaremedical.co.uk/blog](http://www.securicaremedical.co.uk/blog).





## Product review

# Flushable Aura<sup>®</sup>

with Manuka honey



"Hi! I would just like to say to anyone wanting to try the disposable colostomy bag, you'll be so happy you did. I've had my colostomy just over 1 ½ years. I wouldn't let anyone see me with my colostomy bag and I really hated how I looked and felt.

My clothes never felt right, partly because of where my stoma had to be placed and partly because of the size of the bags.

I was just about to go on holiday when I got some free samples of the Aura Flushable pouch from CliniMed. All I can say is I'm now ordering Aura Flushable for my next delivery! They're so easy to use. You just pull the outer cover off and put it in the bin. The bag and flange can both be flushed away. I was in Spain and I had no problem with them adhering to the skin even though it was very warm.

The flange is so neat against your skin... I felt like I wasn't even wearing a bag! It turned my confidence right around. I bought a bikini and I was able to go to the beach or lie by the pool without feeling like people were looking at me! I must say I felt very proud of myself. I never thought I'd feel this way again. A massive thank you from the bottom of my heart!"

**J Aicken**

## UltraFrame<sup>®</sup>

"I do a lot of swimming and recently I did a jet ski experience day wearing these flange extenders. They are so thin and comfortable and did exactly what I wanted of them, keeping my flange well and truly secure and in place."

**J Brady**



For a free sample of **Aura Flushable** or **UltraFrame**, call **0800 318 965** or visit **www.clinimed.co.uk**.

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# can you see it?

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CliniMed Careline: **0800 036 0100**

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# Mama's got a Brand New Bag

An interview with author, Hope Lovejoy

"This is a short story about a small family of 3: Aki, Peter and their daughter Summer. It covers a fleeting period of their lives, just 4 months in fact. There was a relatively innocuous error, which resulted in a doctor perforating Aki's intestine when he removed a polyp during a routine colonoscopy. This story details the tiny steps Aki took to recover from the surgery to repair the perforation and find her way back to normality. I like to think this is simply a heartening tale about how the family coped throughout this ordeal. It is a story that takes an upbeat view of living with a stoma and colostomy bag, which millions of people do. The tale also reflects the different ways Peter and Aki muddled through during this period, based on their respective English and Japanese customs and habits."

– Hope Lovejoy, author of *Mama's got a Brand New Bag*.

**Can you describe the story in a single sentence?**

Mama's got a Brand New Bag is a heart-warming tale of how a small family deals with the ups and downs of life.

**One of my favourite aspects of the book is its gently humorous and down to earth approach to living with a stoma. How did you find the balance between writing about a topic some may find sensitive whilst maintaining a level of humour?**

It was difficult at the time Aki had her colostomy. The moments of humour were few and far between.

But time does heal, and the anger and fears fade. When writing the book some time later, Aki consciously wanted it to be positive and upbeat, and seeking to find a lighter side of the colostomy helped her heal and move on.

**Aki has a colostomy and is the main character of the book. Which 5 words best describe Aki?**

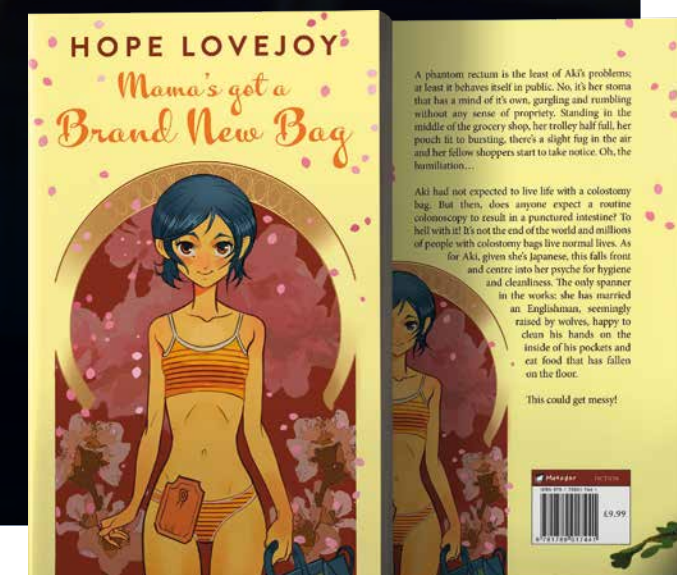
The five words that perhaps reflect the emotional rollercoaster that Aki endured are fearful, strong, resilient, optimistic and hopeful.

**If Aki could teach us one life lesson, what would it be?**

In life's tough moments, trust in your body and follow your own instincts, but don't try and go it alone and embrace the support that friends and family are willing to give.

**How important is it to educate and raise awareness about people living with stomas?**

Living life with a stoma makes life more difficult, but it's just that. Aki did not look for anyone to make allowances for her. People with stomas can still live extraordinary lives, or simply ordinary ones if they choose.







**Did you know? SecuriCare's in-house pharmacy, PharmaCare, offers a free prescription medicines home delivery service, which is ideal for SecuriCare customers.**

**PharmaCare conveniently combines your stoma or continence supplies with your prescription medicines in one discreet package – which means no more waiting in the pharmacy!**

**Q** Can PharmaCare offer me the services that I can receive from my high street pharmacy?

**A** If you have questions about your prescription, we can offer a pharmacy advisory service to give specific advice about your medicines. Plus, we can support you with repeat dispensing and prescription management. We can also deliver to family members at the same address.

**Q** Can I speak to a Pharmacist?

**A** Yes, you can speak to a qualified Pharmacist Monday – Friday, 9am – 5pm. Your dedicated pharmacist will get to know your needs and can provide a personalised service every time.

**Q** Can I receive my stoma or continence supplies and medicines together?

**A** Yes, we can deliver your stoma or continence supplies and prescription medicines in one discreet package. We can also deliver separately when required.

**Q** Is it easy to order?

**A** You can place your order via Freephone, post or email. If you are using the SecuriCare home delivery service, simply request to start using the PharmaCare service and start adding your prescription medicines to your future orders.

For more information:  
Call PharmaCare on **0800 652 1554** Email: **info@pharmacaremedical.co.uk**  
Visit: **www.pharmacaremedical.co.uk**

# Diving in



Colostomy UK's Active Ostomates project is helping people get active after stoma surgery. Delivering a range of free sessions through stoma support groups and in the community, they're hoping to improve the physical and mental wellbeing of people with a stoma. Activities on offer range from chair yoga, rugby, archery and swimming.

They've also put together a booklet featuring lots of exercises to practice at home, which you can find at [www.colostomyuk.org/get-involved/active-ostomates](http://www.colostomyuk.org/get-involved/active-ostomates).

The aim is to allow ostomates to try a variety of exercises in a supportive environment with people they are comfortable with. One rainy day last June, Dawn Buswell and Sophie Page (pictured), SecuriCare Stoma Care Nurses from Leicester, travelled to Aylestone for an Active Ostomates swim session.

Despite the wet weather, a number of people attended with guests to have a splash around in the pool. A few of the guests hadn't had the opportunity to swim in years. Nevertheless, the swimming cozzies were on and everyone was in the pool.

Dawn and Sophie spoke to the swimmers about different types of products, including stoma caps and flange extenders that may come in handy for anyone who requires a little more confidence getting into the water. There was also a large variety of supportive swimwear (available for men and women) to look at. By the end of the session, guests headed home with armfuls of advice booklets and plans to purchase new swimming costumes and trunks before their next summer holiday. For many people, just getting into the water again has given them confidence to use their local pool facilities.

This session was one of many organised by Colostomy UK. Between 2016 and 2019, Colostomy UK has delivered over 150 sessions to around 2,500 ostomates and they're still growing! To find more information about other 'Active Ostomates' events in 2020 visit [www.colostomyuk.org/get-involved/active-ostomates](http://www.colostomyuk.org/get-involved/active-ostomates).



For questions regarding stoma supplies to help you in the water, call our Careline team on **0800 318 985**.



## Product review



### Curan Lady

"I have tried other products, but in my opinion, this product is the easiest I've used. It's always well lubricated with the gel, which means you don't get any excess mess or leakage that you may get with other products."

W Marsh



### Curan Man

"I have used this product when out. It is very discreet and convenient, especially with the pouch and clip making it very discreet for carrying. This blue rubber grip is also very helpful as I have some dexterity problems. All together a handy and easy-to-use product."

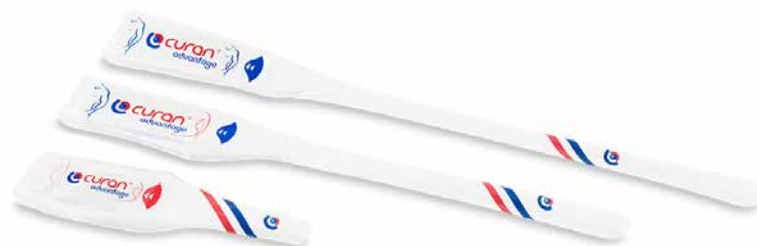
M Corbett



### Curan Advantage

"I found these helpful. They are comfy to use, as I found other brands hurt or felt scratchy. I would be lost without them."

T Henwood



If you use an intermittent catheter and would like a sample from the Curan ISC range, call **0800 318 965** or visit **www.clinimed.co.uk**.

ISC = intermittent self-catheterisation.

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



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CliniMed®







SecuriCare and our sister company CliniMed support many initiatives that promote health and wellbeing in the stoma and continence communities. Over the past few years, we have sponsored sporting teams such as Team Colostomy UK (rugby league), Glasgow Rollin Rocks (wheelchair basketball) and basketballscotland (wheelchair basketball league). We are now excited to announce SecuriCare and CliniMed's sponsorship of Sheffield Steelers Wheelchair Basketball Club.



Founded in 1987 by a handful of ex-patients from the Spinal Injuries Unit at Lodgemoor, a division of the NHS Sheffield Teaching Hospital Trust, they are an inclusive club with players of all abilities, from amateur to world-class. Inspiring all ages and abilities, we are looking forward to attending games and cheering the teams on.

The club boasts some of the world's best players, including budding Paralympians, with numerous ex-players going off to start their own teams in Nottinghamshire, Derbyshire and Wolverhampton.

The Steelers train at their multi-sport training venue in the Spinal Injuries Unit at Northern General Hospital, Sheffield.

Spinal injuries affect approximately 50,000 people in the UK and around 2,500 people are newly affected by spinal injuries each year.

The brain and spinal cord are important in maintaining normal bodily functions. Parts of the body communicate by sending impulses around the body via a network of neurons.

Some spinal injuries can interrupt these impulses, causing varying emotional and physical complications.

These include loss of movement, feeling in parts of the body and control of bladder and bowel movements.

Sports teams such as Sheffield Steelers and our other sponsored wheelchair basketball initiatives, basketballscotland and Glasgow Rollin Rocks, provide an opportunity for those affected by spinal injuries to join the team and get active.

Over recent years, CliniMed Product Specialists have attended a number of matches to cheer on the teams and to educate players and spectators about the SecuriCare home delivery service and CliniMed's product range.

Gary Davidson, Paralympian and Glasgow Rollin Rocks player (pictured), was introduced to the Curan® ISC (intermittent self-catheterisation) catheter range in 2018.

*"I go to so many different venues, public toilets, hotels, restaurants and meetings about sports. It would be difficult to manage my needs if it wasn't for Curan Man. Sure, there are other ISC catheters out there, but nothing has ever given me the convenience that I have now."*





# Out & about with Back Up

**Back Up is a charity that exists to transform the lives of everyone affected by spinal cord injuries. They deliver a range of services to build confidence and independence back into people's lives, offering a supportive network when it's needed most. The Back Up team recently invited Judith McDonald, CliniMed Urology and Continence Marketing Manager, to volunteer as a 'buddy' over a long weekend in Manchester. Judith shares her Back Up experience...**

This was my first time volunteering as a 'buddy' with Back Up. I joined them on a 'Next Steps' residential course in Manchester, which is specifically designed for people with a spinal injury who are able to walk. The course aims to build people's confidence in getting out and about and socialising.

We stayed at a small hotel in the centre of Manchester. Out of 13, there were 2 course leaders and 4 'buddies', including me. The buddies were there to provide a listening ear and practical support if needed. Some of the participants had lived with a spinal injury for a number of years, but

most had received their injury in the last year or so. What everyone had in common was that they could all walk, mostly aided – although some could walk more easily than others depending on their level of injury and how recently it was sustained.

The group met informally on the Friday afternoon and then walked to a nearby restaurant for an evening meal. On Saturday we came together for a more formal chat before heading off on foot into Manchester town centre to visit the People's Museum. Sunday was a Manchester 'scavenger hunt' that involved finding sites of interest and taking photos.

Whether by wheelchair or on foot, the participants were working out ways to manage kerbs, steps, getting in and out of public transport and uneven pavements and streets. Taxis were on standby throughout the weekend for those who needed a rest. For many of the participants, this was the most walking they had done since their spinal injury.

Monday was set aside for discussion. To begin with, everyone talked about how they had coped over the last 2 days. We chatted about the practical and emotional sides of living with a spinal injury.

Access to financial aid and Personal Independence Payment (PIP) was a big topic, so were discussions around pain, fatigue, depression and guilt.

Everyone shared their different experiences and coping mechanisms. Bladder and bowel management was talked about too, including the use of intermittent catheters for self-catheterisation.

This gave me the opportunity to provide everyone with a brief overview of the Curan catheter range, other CliniMed continence products and our delivery service, SecuriCare, along with PharmaCare, SecuriCare's prescription medicines home delivery service.

Monday was rounded off with a curry and pub quiz, which was great fun!

We met for breakfast on Tuesday morning and said our goodbyes. I was sad to leave as I'd met a great bunch of people. I learned about their lives, their differing injuries and how important it was for them to have access to practical and emotional support.

I saw how this course raised confidence levels whilst providing the additional benefit of allowing participants to share their experiences with each other.

Back Up certainly provides plenty of support, not only with this 'Next Steps' course but also with its other services too.

You can find out more about Back Up at [www.backuptrust.org.uk](http://www.backuptrust.org.uk).



# Dear Hand in Hand readers...

## Mr Spackman's wonderful fundraising

"I've been with SecuriCare for many years now and thought you may be interested to hear my story.

When I retired in 2002, both my wife and I were taken ill. I needed surgery for ulcerative colitis and my wife had suffered a mild stroke that left her confined to a wheelchair for several months.

We were determined not to let these setbacks spoil our retirement together, so in 2005, we embarked on our first charity fundraising event. We were going to raise money for a new children's hospice, opening just outside our home town of Bristol. After attending the official opening by Her Royal Highness, The Countess of Wessex, we were

inspired to continue our fundraising efforts.

We have now raised and donated in excess of £33,000 to local and national causes. My wife and I are now in our 80s and our efforts are now helped by our 2 daughters and sons-in-law. Although we have cut back slightly, we continue to run popular quiz nights and a regular craft stall and tombola stall at one of Bristol's large out-of-town supermarkets. Our Know Your Britain Quiz is a speciality and is always very popular!

I'm hoping this is of some interest to some of you and maybe a positive that others may relate to."

Kind regards

*Mr Spackman*

# Continence questions answered

As registered nurses, Continence and Urology Nurse Advisors Sue Hinton and Julie Perry are trained to offer expert support and advice for finding the most appropriate product solution for continence-related problems. Julie and Sue have been busy answering some frequently asked questions on the topic of incontinence...

**Q** *I'm getting older, so surely I should expect to be incontinent?*

**A** **Julie:** Incontinence can occur for a variety of reasons, but no, growing older does not necessarily mean that you will develop continence problems. Seek advice from your GP or Practice Nurse if you are incontinent.

**Q** *Why am I incontinent?*

**A** **Sue:** You can be incontinent of urine, faeces or both. There are many reasons why you may have become incontinent, this should be investigated based on your symptoms, frequency of episodes and the amount/volume.

I would suggest that you make an appointment to see your GP or Practice Nurse, and if possible, before your appointment, keep a diary to record your incontinence.

A continence diary can help your GP or nurse to understand the problem and identify possible causes of your incontinence. You may also be referred (or in some areas refer yourself) to your local continence or bladder and bowel service.

**Q** *I am really embarrassed that I can leak urine, but I don't know what to do or how to broach the subject?*

**A** **Julie:** Firstly, I'd advise that you make an appointment with your GP surgery to rule out any underlying causes for your problem such as a urinary tract infection (UTI). Once you've made an appointment, the advice I'd give would be to look at lifestyle changes such as a healthy diet high in fibre and regular exercise to avoid constipation. You should aim to drink 2 litres of fluids a day, unless you have been advised not to for another medical reason. Lastly, try exercises to strengthen your pelvic floor, you can find instructions for these online, YouTube is a good place to start.

My preferred source is the NHS page, which I have included here: [www.nhs.uk/common-health-questions/womens-health/what-are-pelvic-floor-exercises](http://www.nhs.uk/common-health-questions/womens-health/what-are-pelvic-floor-exercises).

Please check with your healthcare professional before attempting any new exercises.

**Q** *Can incontinence be cured?*

**A** **Julie:** The simple answer is yes, however, incontinence is a symptom not an illness so it depends on the cause of your incontinence. Once you have been investigated and the cause of the incontinence has been diagnosed, there are many treatment options. These range from simple pelvic floor exercises, medication and possible surgery in some cases. The first step is making an appointment at your GP surgery.



# The bees' needs

If you follow us on social media or subscribe to our eNewsletter then you'll be aware that our sister company, CliniMed, recently ran a competition for Bees' Needs Week. A bee hotel, a pack of wild flower seeds and a tub of Manuka honey were up for grabs!

Bee hotels are a great way to boost the population of bees in your garden and help battle the decline of these important pollinators.

## Our winner...

Many thanks to all those who entered - we had a whopping 400 entries from across the CliniMed and SecuriCare community, but there could only be one winner. We asked: "In which country is Manuka honey made?" and the correct answer was New Zealand.

Congratulations to SecuriCare patient, Barry Bradwell, whose correct entry was chosen at random after the closing date.

Barry told us: "My wife has a portion of the garden that is left wild, and she's trying to cultivate a meadow flower area. A bee hotel would be the perfect addition... and who doesn't like Manuka honey? What a treat!"

Want to keep up to date with our eNewsletters? Give us a call on **0800 318 965** and let us know you're happy to receive emails from us.

This great little invention attracts solitary bees who like to nest in small spaces such as hollow stems. Having something like this in your garden could mean welcoming a variety of species such as the Red Mason bee, the Blue Mason bee, the Leaf Cutter bee or the White Faced bee.

Manuka honey is well known for its therapeutic properties. It has antibacterial, antiviral, anti-inflammatory and antioxidant properties, and has traditionally been used for a range of needs from wound healing to soothing sore throats since ancient times. CliniMed includes medical grade Manuka honey in the hydrocolloid flanges of their Aura® stoma pouch range which may help to promote healthy skin around the stoma.



# Your views matter



HydroFrame<sup>®</sup>  
with Manuka honey

At the beginning of 2016, Alan Martin (pictured) woke up to find his urine a rosé colour, which soon turned to a deep red Merlot (his words). Following a diagnosis of bladder cancer, Alan underwent robotic radical cystectomy to remove his bladder, leaving him with an ileal conduit also known as a urostomy.

After his stoma formation surgery, he struggled with his mental health and accepting his stoma. With the help of Southmead Psychology Department, Alan built his confidence and now walks 100 miles a month and enjoys cold water swimming at least 10 days a month – brrr!

Alan recently entered our sister company, CliniMed's 'Your views matter' competition, leaving this insightful review of HydroFrame flange extenders:

"I had constant soreness around my stoma, I have tried many flange extenders in the past, all of them making me sore, until I started using HydroFrame with Manuka honey. Overnight results. No more soreness, easy to apply, comfortable and fully secure. Security is so important to me, I cold water swim all year round and HydroFrame never lets me down.

I've been using it for a year now and I am clear of all soreness - thank you so much to the honey bee! Thank you CliniMed for all the products and support you give me."

HydroFrame with Manuka honey are flexible hydrocolloid flange extenders containing medical grade Manuka honey, which may help to promote healthy skin around your stoma. These skin-friendly flange extenders will help to protect against leaks and increase pouch wear time, particularly during activities such as gardening or sports – including cold water swimming!



For a free sample call **0800 318 965**.



# Add something *extra* to your order

There are a number of SecuriCare booklets and complimentary items available to you. Simply ask for them to be added to your next order.



To place your next order:  
Call: **0800 318 965** Email: **orders@securicaremedical.co.uk**  
Visit: **www.securicaremedical.co.uk**  
View our online Advice and Support booklets at  
**www.securicaremedical.co.uk/advice-and-support**

# A day in the life of... *Stephen Wright*

In this edition of 'Day in the life of...' we hear from Stephen Wright, Clinical Services Director (designate), SecuriCare (Medical) Ltd.

"Hello, my name is Stephen and I joined the SecuriCare team as Clinical Services Director (designate) in August 2019. I'm a registered nurse and have worked in a variety of different roles and clinical settings. I've worked at Milton Keynes General Hospital as a Stoma Care Nurse, St. Mark's Hospital in Harrow as a Nurse Practitioner and more recently, at The Royal Free Hospital as a Senior Matron.

My role has 2 main components, the first is leading the SecuriCare Stoma Care Nursing service, the second is looking after our stoma care contracts and identifying new opportunities. Headed by our Nurse Managers, SecuriCare has 4 teams of Stoma Care Nurses across the country. I support our Nurse Managers to look after and lead the stoma nursing teams who deliver care within the hospital and community settings.

Each day is different. Although I'm based at SecuriCare's head office in High Wycombe, I'm often on the road visiting NHS hospitals across the country.

I also visit our Stoma Care Nurses teams, attend their local meetings and work 'hands on' with Stoma Care Nurses. All this close working means I'm always up to date with current nursing practice.

I recently undertook a stoma workshop with some members of our warehouse team. This included a game of 'pin the pouch on the pinafore' – the idea was to place the correct pouch on the correct area of the bowel. I think it's important for all of our staff (even on the non-clinical side) to understand all of the different types of stoma pouches we supply.

This year, I'm looking forward to working closely with the Stoma Care Nursing teams across the country. I'm keen to build on previous successes and ensure that SecuriCare nurses deliver a first class service to our patients.



**Workshop with Derek Deadman, Distribution Operative (on right).**

*Fun fact about Stephen: at a wedding reception or any occasion where there is a disco you'll find Stephen dancing the night away – he has a few moves!*



Join our online  
*community!*



Facebook.com/securicare



@1StopContinence  
@OneStopStoma



@clinimed\_securecare



Youtube.com/  
SecuriCareMedical  
Youtube.com/CliniMedLtd

*Don't miss out! Stay up to date  
with the latest from SecuriCare by  
subscribing to our eNewsletter.*

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

## Ordering online with *SecuriCare*

With SecuriCare, you can choose your preferred ordering method – by telephone, email, text or online. The Online Ordering Account at [www.securicaremedical.co.uk](http://www.securicaremedical.co.uk) allows you to add sample or prescription products to a basket, 'favourite' items making them easier to find in future and store your personal details and past online orders, meaning repeat orders can be sent at the click of a button.

**Q** *I use SecuriCare but don't have an online account – how do I get one?*

**A** Go to [securicaremedical.co.uk/online-account-registration](http://securicaremedical.co.uk/online-account-registration). Fill out the short form, making a note of the email and password you register with, as you'll need these to log in to your account. Once completed, click 'Log In' to get started.

**Q** *Why can't I see any past orders in my account?*

**A** Once you create and submit your first order with your online account, it will show in your 'Order History'. Only orders made through your online account (not over the phone, text or email) currently display here. When you want a repeat order, simply go to 'Order History', select a past order and click 'Add To Basket' next to either an individual item or the summary of total items in that order. Then go to your basket and checkout without any typing or calls required.

**Q** *My order won't submit – why not?*

**A** If the 'Next Step' or 'Confirm' buttons in the checkout process aren't working, it's usually because vital information is missing in your account settings. Go back to the account settings page, ensure you have added addresses for both delivery and your GP, then try again.

**Q** *I can't find the product I want using the 'Other Brands' search bar...*

**A** Don't worry! The 100 most popular items we supply appear in the search bar when you start typing them, but if your product does not appear, you can simply type it out in full and click 'Add To Basket'. There is no restriction whether you type the product name, order code or both. The product will be saved into your 'Order History' after submission, so you won't need to type it out again next time.

If you get stuck whilst using your online ordering account, there is a FAQs page with advice, which you can access at anytime from within your account.

*Happy ordering!*





# London to Paris

Throughout the year SecuriCare's dedicated CSR (corporate social responsibility) team work hard to put the 'fun' in fundraising by coordinating a number of events with one goal: to raise money for charities.

SecuriCare's current chosen charity is Macmillan Cancer Support. Aiming to support each individual's unique cancer journey, Macmillan consists of a vast network covering the whole of the UK.

In the Summer of 2019, the staff of SecuriCare and our sister company, CliniMed, set off on an adventure: a 234 mile cycle from London to Paris – all without leaving SecuriCare's Head Office.

With the help of 2 static bikes, a number of volunteers and sugary baked goods, we set off at 7am on our journey to Paris.

The miles were ticked off one by one and in the early afternoon we arrived in Paris (hypothetically of course!).

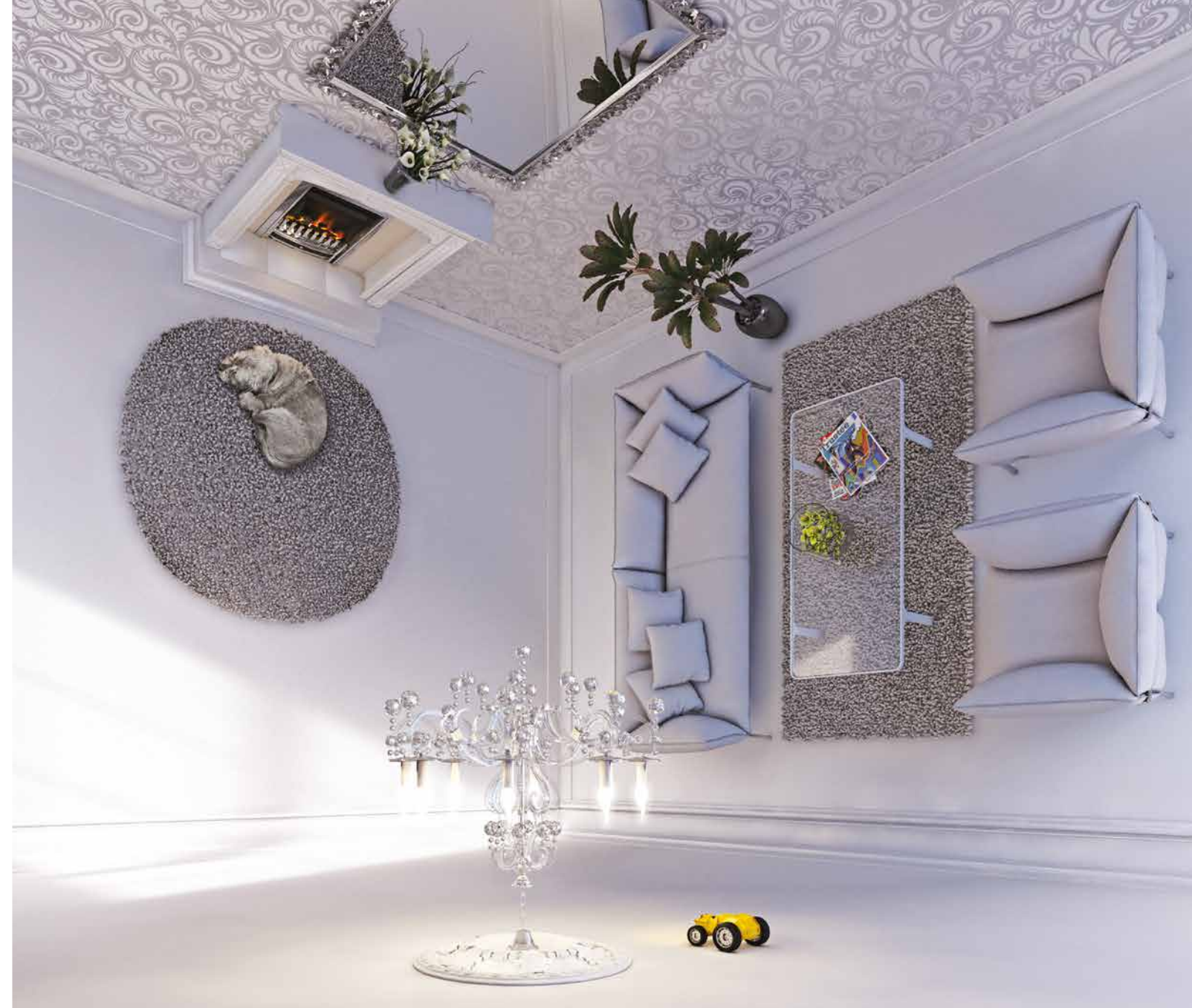
A bakery's worth of home baked delights were brought in by colleagues, which certainly helped fuel the cyclists. The Macmillan Cancer Support team came along to join in the fun and help finish off the leftover cake.

As well as cycling from London to Paris, our CSR team have coordinated a number of themed dress-down-days ranging from 'festival' to 'Brits abroad' all the way to 'Halloween'. In total, almost £5000 has been raised for charity in 2019.



You can keep up to date with our fundraising activities through our social media accounts.

Follow us! [Facebook.com/securicare](https://www.facebook.com/securicare)  
[@1stopcontinence](https://twitter.com/1stopcontinence) [@OneStopStoma](https://twitter.com/OneStopStoma)  
[Instagram @clinimed\\_securecare](https://www.instagram.com/clinimed_securecare)



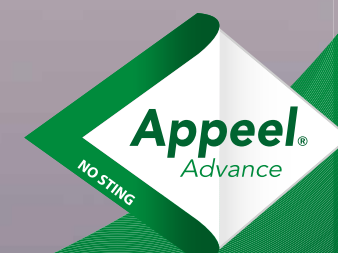
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For more information or to request a free sample, call our free confidential CliniMed Careline 0808 115 1375 or visit [www.clinimed.co.uk](http://www.clinimed.co.uk).

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# NHS DAC Survey 2019

Every year we are required by the NHS to send a survey out to a random sample of 600 SecuriCare patients. The results of this give us the chance to look at how well we are looking after our patients. After crunching some numbers and analysing the results, we share our findings with NHS England in a formal report, so that they have insight into SecuriCare's performance.

The SecuriCare team is delighted to have received such positive results: 93% of the 250 completed surveys rated us 'excellent' or 'very good'.

**93%**  
'excellent' or  
'very good'

We also received some lovely feedback:

"I feel so lucky to get all my needs from SecuriCare. The staff are all very polite and helpful. I couldn't manage my stoma without their help. Thank you all very much."

"Excellent service with resourceful staff who are both understanding and helpful."

**94%**  
of people...

said SecuriCare staff were polite and took the time to understand their needs.

Thank you to all our SecuriCare patients. Although positive results, at SecuriCare, we never rest on our laurels and are always striving to find ways to improve and deliver a first class service.

## SecuriCare support

*across the country*

From Aberdeen to Aylesbury, Croydon to Chester, the SecuriCare team has been busy meeting Hand in Hand readers around the UK. We've travelled by car, train and plane throughout our tour. Along the way we've brought inspirational speakers, product information and most importantly tea and coffee to all!

Every meeting has been special: meeting fellow ostomates and new friends at each venue. The CliniMed Product Specialist team has talked about the latest products, including the Welland ranges. We've had guest appearances from our friends at Colostomy UK, IA (Ileostomy & Internal Pouch Association), Urostomy Association and SupportX. Even when we thought we couldn't cram any more excitement in, we've been joined by special guest speakers including Jay Hyrons, qualified Clinical Personal Fitness Trainer and colostomate as well as James Sharman from Talk Ostomy.

If you weren't able to attend a SecuriCare date in 2019, then make sure to keep an eye on the SecuriCare website for meetings near you in 2020.

If you can't make it along to a meeting but are still looking for some additional support, you may wish to attend a local support group. Gillian Harker is a regular at the Carlisle Stoma Support Group, here's what she has to say about her support group journey:

"The Carlisle Stoma Support Group lives up to its name perfectly. Overseen by SecuriCare Stoma Care Nurses Jill Coulthard, Gill Harker and Ruth Hetherington, we meet every other month in Harraby Community Centre by kind invitation of Centre Manager Liz Jackson. Comfort, fellowship, support, laughter and reassurance is offered in bucket loads to those lucky enough to be ostomates.

Encouraged by refreshments, we spend time in the cheerful company of like-minded people who don't mind the occasional moan, or query, as we are all bobbing along in the same boat.

A warm welcome is always extended to new members. I really look forward to every other month, to meeting up with a really professional and positive group. We are so fortunate to have such a service, long may it continue."

You can find more information about support groups near you on **pages 38 and 39**.



# Sustainability at SecuriCare

Each year, the Environmental Management System (EMS) team at SecuriCare's Head Office set key environmental objectives for the company to work towards during the year. These goals help to run our company in the most environmentally friendly way that we can. Our main environmental focuses are: reducing paper waste, lowering electricity consumption and limiting carbon dioxide (CO<sub>2</sub>) emissions.

Our aim to reduce electricity consumption by 3% in 2019 was exceeded with a whopping 7.2% reduction. Our other target was to reduce paper usage by 10%, we achieved this goal too by discouraging unnecessary printing and encouraging paper recycling. Over the year our paper usage has reduced by 22.4% - equal to 390,000 sheets of paper. As for the future, we're continuing to work hard to reduce carbon emissions, reduce electricity consumption by a further 3% per person and cut paper usage by a further 15%.

## 2019 results



Electricity consumption: 7.2% reduction



Paper usage: 22.4% reduction



390,000 sheets of paper saved = 47<sup>1</sup> trees

### 5 steps to becoming more eco-friendly:

- Unplug chargers, microwaves and computers when not in use
- Ask your electricity provider for a 'smart meter', this will let you know exactly how much energy you're using (and could save you money)

- Ask for online documents instead of print-outs
- Waste not, want not. Try not to over purchase food to reduce the risk of it going 'out of date'
- Get composting – turn food waste back into energy by starting your own compost heap at home if you have a garden

Reference: 1. 8,300 sheets of paper per tree <https://www.reference.com/science/many-trees-make-textbook-6d5fal1f20445a74>

# Puzzles

## WORDSEARCH

Acacia	Lily
Agave	May
Arnica	Musk
Arum	Pink
Aster	Poker
Balm	Poppy
Briar	Reseda
Canna	Rose
Cosmos	Sesame
Daisy	Stock
Flag	Thrift
Geum	Tulip
Iris	Whin
Ixia	Yucca
Jasmine	Yulan

J	A	S	M	I	N	E	R	K	B	J
T	D	U	N	Y	R	A	N	N	A	C
I	R	I	S	A	U	E	L	I	L	Y
A	H	I	I	W	K	C	S	P	M	A
W	A	R	N	I	C	A	C	E	G	A
D	B	Y	P	P	O	P	C	A	D	C
N	A	L	U	Y	T	O	V	D	P	A
F	S	E	M	A	S	E	S	O	I	C
L	T	U	S	M	U	S	K	X	L	I
A	E	K	O	O	J	E	I	P	U	A
G	R	S	T	H	R	I	F	T	T	Z

## 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

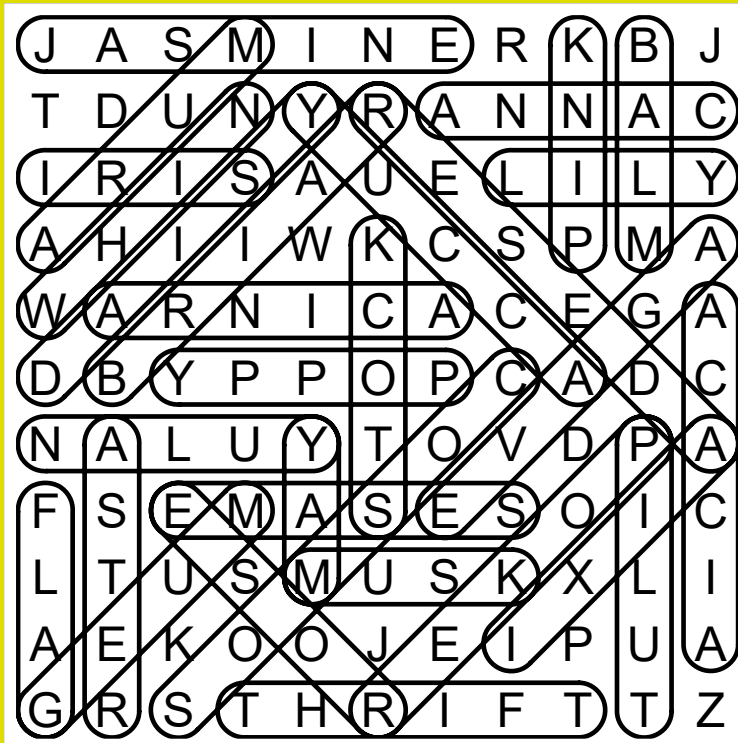
4					6			2
6				5			7	4
		5				9		
					9			
	6	1	2		3			
7	3				4		5	
	8							
			9			7	2	6
2					5			3



# Answers

## WORDSEARCH

Acacia	Lily
Agave	May
Arnica	Musk
Arum	Pink
Aster	Poker
Balm	Poppy
Briar	Reseda
Canna	Rose
Cosmos	Sesame
Daisy	Stock
Flag	Thrift
Geum	Tulip
Iris	Whin
Ixia	Yucca
Jasmine	Yulan



## 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

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

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CliniMed Careline: 0800 036 0100



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# Stoma support groups *in your area*

## **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](mailto: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 5 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 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](mailto:nuneatonstoma@aol.co.uk)

## **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

## **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 (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.

## **Durham & Wearside Crohns & 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)

## **Wing's Stoma Support Group**

First Monday of every other month (commences 3rd February 2020) 11am - 12.30pm. For further information call 0800 036100.

## **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)

## **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

## **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](mailto: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

## **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)

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 585 125** 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**  
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](mailto:info@securicaremedical.co.uk)

[www.securicaremedical.co.uk](http://www.securicaremedical.co.uk)

PID 8310

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