

HAND *in* HAND

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INSIDE
THIS ISSUE

Issue 23

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CA FACEBOOK GROUP GOES ON TOUR A visit to Welland to see how pouches are made

TRAVEL

FEATURING...



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FOREWORD

Dear Reader,

A very warm welcome to the latest edition of Hand in Hand. So summer is almost upon us once more and thoughts turn to what to do or where to go.

When looking back over what holidays have meant to me over the years, it makes me wonder what holidays will be like in the future.

When first taken on holiday by my parents back in the 60's I would have been more than happy with a 4.00am start for a 6 hour drive to Devon, a few days on the beach with a bucket and spade with the odd ice cream thrown in for good measure.

Nowadays thoughts turn to how quickly we can get to the most exotic locations and what activities we can cram in to the time we have away, which again has crept up from a few days to perhaps 2 or 3 weeks.

Safari's, bungee jumping or sky diving maybe, what happened to sandcastles, donkey rides and kiss me quick hats?!

So where will we go in the future and what will we do? Who knows, one day albeit unlikely, we could all be planning to go to the moon and back in August!

Wherever we go and whatever we do, travel advice is always welcome and I hope that the hints and tips contained in this magazine are useful in planning whatever you are going to do this year.

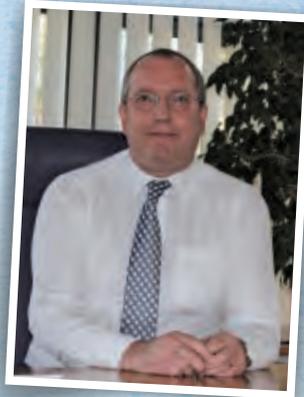
A big thank you to all involved in creating this edition and particularly those that have taken the time to contribute ideas and information that we hope is of interest to you.

So while I ponder whether my next sun lounger will be in Margate, the Maldives or on the Moon I trust you will enjoy all Hand in Hand has to offer and I look forward to welcoming you to the next edition soon.

Have a great summer!

Neil Freeman

Managing Director,
CliniMed Ltd & SecuriCare (Medical) Ltd



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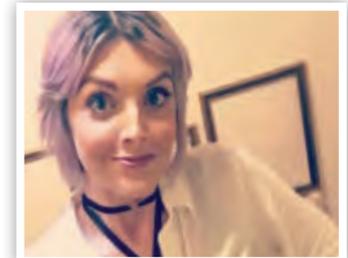
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SUN, SEA, SAND AND A STOMA

SecuriCare patient, *Michael Mather-Burns* shares his experience of travelling with a stoma and shares his top tips.

I've always said that travelling is in my blood! I'm certain that I lived in a tropical country in a previous life as I'm at my happiest on a beach or laying by a pool with the sun beating down on me. I've been fortunate to visit some amazing places over the years such as Barbados, Cuba, Dubai, Grenada, and of course my second home, Turkey. I have a holiday routine; daytime is for sightseeing, sunbathing and catching up on sleep and then night is for food, drinks and of course my second favourite past time... SHOPPING!!



So once the dust had settled after my stoma surgery back in October 2015, the reality began to dawn on me. Would I still be able to travel? Would I get funny looks if I took my top off and how would I feel or react for that matter?! Then of course there are the practicalities. I have an ileostomy so I have to empty my stoma bag several times a day (well that's an understatement as I suffer from high output) so how would I deal with emptying the bag if I'm on a beach or on a boat trip somewhere? The panic started to set in as I began to feel that the thing I loved the most (after family and friends of course) would become just a distant memory and I would turn into a pale, vitamin D deficient bore. "No chance" I told myself and then tried to put it to

the back of my mind and concentrate on my recovery. I had worse things to stress about than would I ever get a suntan again!

Fast forward five months and my wedding anniversary was fast approaching, we'd always gone on holiday for our anniversary, so we decided to bite the bullet and get something booked. Now, most normal people in my situation would've decided that for their first holiday with a stoma they'd go somewhere relatively close to home and only a couple of hours away on a plane. Well no – not me, that's not my style! We booked 16 nights in Thailand, only a mere 16 hours worth of travelling and 40 degree heat to contend with.



Here are my top ten tips when travelling

- 1** Buy comprehensive travel insurance – becoming ill abroad can be a costly experience if you don't have full cover for all your health conditions.
- 2** Make sure you pack enough supplies as running out in a foreign country could prove extremely problematic and expensive. I tend to try and work out how many pouches, wipes etc that I would normally use in that period then double it.
- 3** Keep yourself hydrated. This is even more important if you have an ileostomy and your output is liquid rather than semi solid. As ostomates, we can lose a lot of fluids at the best of times but in a hot country this is especially important as we will lose more through perspiration.
- 4** Always pack a supply of anti-sickness medication in case you experience an upset stomach. This can help to slow down your output and prevent dehydration.
- 5** Take a higher Sun Protection Factor (SPF) sun cream than you used before your surgery. Having an ostomy can change the way your body reacts to sunlight and also some medications can cause increased sensitivity to UV rays.
- 6** I have found that heat can affect the adhesive on pouches so I always make sure that I pack flange extenders for extra support and change my pouch more often than I normally would.
- 7** Don't hide your body away. Be proud of your scars and stoma, it has saved your life and (hopefully) improved your quality of life so why should you hide it away in fear of strangers seeing you.
- 8** Remember that some medications that are readily prescribed in the UK can be banned in the country you're visiting, so it's really important for you to do some research beforehand.
- 9** Most delivery companies offer a complimentary travel bag and travel certificate, the latter being extremely useful as it explains what your stoma is in several different languages, so should you be stopped by foreign airport security you won't need to have a difficult conversation trying to explain what your pouch is!
- 10** Lastly and most importantly... DON'T BE AFRAID. Yes, travelling with a stoma can be more problematic but if you're well prepared and maintain a degree of caution you should be able to travel wherever and whenever you want. As ostomates we sacrifice enough in our normal day to day life that we shouldn't have to sacrifice our holiday time with family and friends or that beautiful golden tan for that matter!

TRAVELLING ABROAD WITH A STOMA

SecuriCare patient, **Andy Mitchell** shares his experience of travelling abroad with a stoma.

In December 2015, I woke up with a stoma. I make my living (partly) by leading birdwatching holidays abroad, usually to Cuba which I've been visiting for 30 years now.

This article is about how I coped (so far!) and I hope it will help many of you, who may have similar doubts about going away from home and overseas.

I'm lucky to have a very supportive partner and after much discussion with Joan, we decided not to make any travel plans until I felt well enough. Eventually, I felt good and had come to terms with pouches, bags and wipes, so we decided to visit Cuba for a holiday in November 2016.

PLANNING

I have a travel list which has developed over time, to ensure I don't forget anything. I work out how many pouches I use on an average day, add that up for the time I'll be away and then add some more for back-up – around 10% more. When actually packing, I put the majority of the pouches in my checked-in luggage but keep a number in my hand luggage and in Joan's hand luggage, so that if my main bag goes astray, I'm not left without any pouches.

MY HOLIDAY

The actual travelling went really well and the comedy scene, where I floated to the ceiling of the aircraft over the Atlantic, underneath a pouch that has inflated hugely because of the compression, thankfully didn't occur. I did get searched at Edinburgh airport and the security man knew all about stomas and was commendably discreet. In Cuba, the plumbing didn't allow for paper to be flushed down the toilet and this was a great advantage as there was always a small bin next to it to dispose of my neatly wrapped bags. Another of my worries – that an adhesive



Andy with Angel Martinez, his friend for 30 years in Cuba searching for the rare and elusive Zapata Wren



Cuban Trogon, the national bird of Cuba

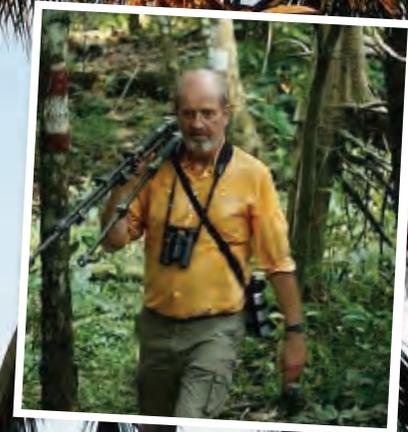
developed in the UK wouldn't continue to stick in the tropical heat and humidity - proved unfounded.

As the days passed I grew more confident. Most days we went birdwatching, just as I would when leading a tour, but I could back out at any time. This was a great boost to my confidence and I began to feel very happy about the prospect of leading tours again. I had taken a handful of stoma caps to use whilst swimming. I'm not a great swimmer but I had to go swimming in the Caribbean! One day, I plucked up the courage and went into the sea. As Joan said "With all these beautiful young women in bikinis on the beach, who is going to be looking at you?"

I'm now preparing to lead a tour and I'm getting a little nervous. I think that's understandable. I have my travel list on my desk and my pouches are ordered and on their way to me. I'm sure I'll be fine. I hope all this will persuade you that travelling abroad – even going for swim – can still be part of your life. **It just takes a bit of planning and some courage – go on!**



Dawn in the Zapata Swamp, Cuba



Andy bird watching

PREPARE, RELAX, ENJOY

Everyone has different experiences of travelling with a stoma but it's important to regain any loss in confidence and continue to have a full and active lifestyle. We've put together some helpful pointers for you to consider when flying.

PACKING BEFORE YOU GO

- Think of the phrase 'Don't put all your eggs in one basket.'

Pack supplies in hand luggage if possible and pack at least twice your usual usage whilst away and if putting supplies in checked luggage, ensure you split across different checked cases.

- Liquids not exceeding 100ml can be carried in one clear plastic bag, contents should not exceed 1 litre in total.
- Be sure to check if liquid products are available in a wipe option. Products such as LBF and Appeel are, so you don't have to worry about taking a can onboard.
- Ensure you take pre-cut pouches with you onboard, as scissors are not permitted. SecuriCare can arrange to cut your pouches for you if you'd like to use this service.



AT THE AIRPORT

- Try to have a clean pouch when going through security for your comfort and discretion.
- Your pouch will not set off an alarm but may be viewed if you are required to enter a body scanner.
- Avoid wearing anything that may set off alarms (jewellery, belts etc).
- Avoid fizzy drinks or food that may make your output runny.
- If you need to be searched, present the airport staff with your travel certificate, which explains your condition and is translated into 11 languages. If you don't have one, contact your SecuriCare Customer Service Contact and they'll happily send one to you.



ON THE AEROPLANE

- Consider where you're seated on the plane, you may want to sit near a toilet so you can easily access it.
- Use toilet facilities before the in-flight meal is served, toilets are often less busy, giving you time to deal with your pouch without people waiting outside.
- Don't skip meals, eat a low fibre meal before the flight, it's important to maintain a regular routine and skipping meals may impact on your output.
- Some people can suffer from increased abdominal gas due to changes in airline cabin pressures. This may not affect everyone and even those without a stoma may be prone to this.

WHILST AWAY

- Store appliances in a cool dry place.
- Do not leave supplies in the boot of a car or in direct sunlight as this may affect the adhesive on appliances.
- Consider the disposal of pouches (use disposal bags as usual) unless using an Aura Flushable pouch which can be flushed down any toilet that accepts toilet paper - please note these pouches are for colostomates only.
- Different places have different mineral content in their tap water and although it may be deemed safe to drink, this can cause tummy upsets. In some places you should avoid tap water at all costs.
- Alcohol can cause dehydration, it's important to stay hydrated and drink lots of non-alcoholic drinks too!

And most importantly enjoy your holiday! It's important that you have the confidence to do what you've always done and travelling should be no different.

We'd love to see photos of you on holiday! If you'd like to share your photos with us email editor@securicaremedical.co.uk and we'll publish them in our next issue.

Enjoy your holiday!

SECURICARE ROADSHOW IS ON THE ROAD AGAIN.

This year, the SecuriCare Roadshow is on the road again and we're visiting 11 locations all around the country. The Roadshow is a great opportunity to listen to speakers, find out about the latest products and innovations within the stoma industry and meet other ostomates. This year we're being joined by a number of ostomates including **Ruth O'Neill**; The Stoma Coach, **Jay Hyrons**; former Bodybuilder and **Mani Jeetla**; fitness and weightlifting enthusiast, who will be sharing their experiences. A number of airport representatives are also presenting at our Roadshow events, providing useful information and tips on how to pass through security confidently with minimal disturbance.

Top Tips for Airport Security

We asked **Paul Meacham**, Training Standards and Evaluation Officer at Birmingham Airport to provide his top tips for going through airport security:

- 1** Arrive early to avoid queues and reduce stress
- 2** If you are chosen for a body search, inform the Security Officer as soon as possible about your stoma (they will deal with many every day). This will assist them with identifying items such as hernia belts and stoma bags.
- 3** If you wish to have a search in private then please ask, this is available for everyone if required.
- 4** Please adhere to liquid restrictions. Liquids should be placed in individual containers and be a maximum of 100ml each. These should be placed in a transparent resealable bag (20x20cm).
- 5** Place all liquids separately outside of your cabin baggage in the tray provided.
- 6** Prescription medicines are allowed in cabin baggage, but you must carry supporting documentation for the prescription.



Paul Meacham and Jo Jones from Birmingham Airport



Annette Calam, Janet Chesney and Jennifer Pagan from the SecuriCare and CliniMed teams

We're only half way through our roadshow and we've still got 5 more stops around the country. If you'd like to join us, please contact the **Careline Team on 0800 585 125**.

NEWCASTLE 22nd June

HIGH WYCOMBE 6th July

ABERDEEN 23rd September

SHEFFIELD 12th October

SWANSEA 21st October



We look forward to seeing you soon!

MR UHEBA AND I

In January, **Kirsti Spaven** shared her story in her local newspaper, *The Argus*, about her successful battle with bowel cancer to help raise awareness of World Cancer Day. In this issue of *Hand in Hand*, she shares her story of what it was like living with a stoma...



Things don't always happen the way you expect them to. Waking up in recovery after a five hour operation to remove a cancerous tumour from my bowel a couple of years ago, I noticed what I thought was a plastic bag of black coffee resting on my belly. I remember trying to push it off, but strangely it appeared to be attached to me. A kind and patient nurse explained that this was an ileostomy, which the surgeons had found necessary to give me to prevent risk of infection.

My 2014 New Year resolution had been to learn a new skill. Little did I know then that this would involve changing a stoma bag with

a minimum of fuss and at record speed. It was difficult at first. I couldn't bear to look at it, let alone empty or change it. Let's face it, not many people have seen their own intestines in broad daylight. After 38 years of marriage, my husband drily commented that he finally felt he knew me inside out. The nursing staff at the hospital were wonderful.

"What are you going to call it?" asked one, "most people name them after their consultant". This was a bit of a turning point, and in the following weeks and months, Mr Uheba and I somehow managed to find a way to live together.



Kirsti with her husband

It wasn't always the easiest of relationships. Sometimes it felt as if we were actively fighting each other. It turned out that Mr Uheba was quite fussy about his food, and likely to throw a substantial tantrum if presented with anything remotely tasty. His pet dislike was chilli, with curry a strong second. I can only be thankful that at least I was at home when, after a particularly excellent dinner of spicy lamb, he decided to go on the rampage and I practically had to redecorate the bathroom.

We gradually settled into a routine. If I gave him the food he wanted, emptied him regularly and changed him every other day he was really quite well behaved. We were able to go out together, though usually following a fairly well mapped out route with reasonable lavatories within easy reach. Occasionally, when jumping the queue and using disabled facilities, I had to remind the odd raised eyebrow that not all disabilities are visible. Pulling up my jumper and exposing a full to bursting stoma bag usually did the trick.

People are funny like that.

What to wear once I got out of the hospital nighties and back into the real world presented a bit of a problem. I was acutely conscious of what I was carrying round on my body, and very anxious that it should not be visible. In the early days I was convinced that the whole world just knew I had a stoma, but of course nobody did. Talking to people about what had happened to me also revealed the surprising number of others who co-exist quite happily with their stomas, and I learnt that many regard them as a blessed relief after struggling with, for example, IBS or Crohn's Disease.

After nine months and many tests and investigations, the time was right for me to have the stoma closed and one sunny afternoon in Haywards Heath, Mr Uheba and I parted company. My body eventually settled back into some sort of normality without Mr Uheba, but even if it wasn't love at first sight I can safely say I will never forget him.

WHAT'S A GIRL TO DO..?

SecuriCare patient, **Sam Ashwood** shares her story and how her stoma changed her and her life...



Friendship isn't about who you've known the longest. It's about who walked into your life, said "I'm here for you" and proved it.

To say that from 2015 to the present day has been a rollercoaster of emotion, heartache, pain (more pain) and anxiety would be an understatement. But for me, it's all about balance. Friends and family have given me that balance. In 2015, I fell ill and was rushed into hospital with toxic megacolon even though I'd never actually been diagnosed with IBD. This came as a huge shock but finally I had a reason for being so ill. Fast forward to recovering post subtotal colectomy with end ileostomy and (the ever delightful) mucous fistula ...my husband decides to leave. Talk about knock a girl when she's down! I'm not going to lie, it took its toll - not being prepared for the operation and then waking up to find not one but two bags, then the complete fear of the unknown having felt very secure up to this point - I slumped into, and understandably so, a depressed state of anxiety.

I lost my best friend when my husband left, but gained a strength I never realised I had, my friends and not to mention Team Mum and Dad! Throughout this whole up and down journey they have all been there to drink, laugh, dance, holiday with, plan with, help with shopping and most importantly just sit in silence with. I'm an only child and have found my need for independence ("alone time") has affected my recovery. I wanted to bottle things up, overthink, sit in the house on my own,

but I've found that opening up to them individually or sitting in silence with them has continued to help make each day a little better than the last, and I'm getting much better at sharing my "alone time".

In actual fact, I feel very lucky even on the worst days, as I would class the people I hold dear



Sam post surgery



Sam with her friends

to me as family - even those people who I've met in a fleeting instance at a festival. They've all helped and will continue to help save me in some way, shape or form.

As I prepare for my next surgery (proctectomy), I will continue to share and unload my burdens with my friends as although I'm absolutely petrified of the future I'm also excited for what it holds because this girl has found a little bit of her smile in each and every one of them. My bag will be for life and I hope my friends are too.

I guess what I'm trying to say is only those who care can hear you when you're quiet - I was screaming inside and they all heard me - so make sure you are heard too. **It doesn't matter how much you share each time - just make sure you share.**



WOULD YOU LIKE TO SHARE YOUR STORY?

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

LIVING WITH A STOMA: MY ADVICE

SecuriCare patient, Paul Gladwell tells of his experiences of managing his stoma and shares his advice.

As a bit of background I'm a retired accountant, aged 66. I had the first of my operations in December 2009 but was released too early and had to be emergency re-admitted within days. I use the term "first" as I needed another two a year later; what remained of my bowels started to leak internally so I finally went back for remedial surgery which lasted all of three days before springing yet another leak! Touch wood, since then nothing untoward has happened and long may this remain the situation.

Having now had a stoma for almost seven years, I have learnt a great deal – sometimes the hard way. Things may have changed since then however, this is meant as a helping hand to those who wish to learn from the experience of others. It's not intended as a definitive guide to what to do, but it works for me.

There are many different types of stoma pouches available and you may find an alternative to the one introduced to you in hospital suits you better. Contact SecuriCare on 0800 318 965 if you'd like to get samples and try something new. Equally the bags come in different sizes; I've always stuck to the largest but it's personal choice.

You will probably have already found that you have no real control over how fast the bag fills, although different foods are digested

at different rates. My advice would be to take any opportunity presented to empty it until you get used to how your own system works. Stomas do change size so keep measuring it to make sure the hole is cut to the correct size, only use the special scissors to do this; if you use ordinary scissors you may puncture the bag- been there, done that!

Be prepared for accidents to happen, especially in the first few months, and make yourself a kit (as shown in picture) all kept in the disposal bag. I make up ten at a time, since it works out easier. I would also recommend cutting the hole in advance and always err over rather than under - the last thing you need to be doing is trying to cut the hole when you desperately need to get it fitted! I used to carry an emergency kit like this in a 'man bag' everywhere I went and believe me I used it more than once. Once your stoma settles down in size you can order the bags pre-cut to your requirements or arrange to have your home delivery service do it for you.



I really don't know if there is a recommended frequency of change but keep an eye on the adhesive flange to make sure it's not about to leak – you do get a visual warning. I change mine twice a week but see what works for you.

When changing the appliance, warm the adhesive of the new one; I put it on a towel rail. You would be surprised how much better it sticks when warm.

That's about all I can think of but above all do not worry about it. Take your time, get used to it and get on with your life! I have!



FITNESS & EXERCISE: THE NEXT STEPS OF MY JOURNEY

SecuriCare patient, Mani Jeetla returns to Hand in Hand to tell us about his experience with adjusting his diet and training regime.

It's been a busy few months for me as I've not only been upping the ante on my training but I spent some time in Punjab, India, where I attended two weddings and supported my brother-in-law, Amritpal Singh Nandra, at the International Deadlifting Championships in Mumbai, where he won gold!

I recently decided to increase my training days in order to hit my personal target of 130kg deadlift of two repetitions. The increased demand on my body left me tired and feeling lethargic and led to craving calories and carbs (the bad ones!). I managed to combat these by eating dark chocolate, protein flapjacks and a huge cheat meal breakfast day on Saturdays. This meal would include 6 to 7 pancakes, 7

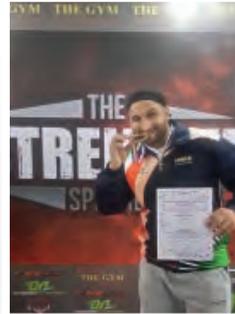
scrambled eggs with the egg yolks, Greek yogurt fruit smoothie (500ml) and a large cup of tea.

Ok, enough about my cravings, let's now talk about the reality of supplements and our bodies.

For a whole year, I had been taking a popular athletes



Mani's brother-in-law Amritpal Singh Nandra after winning at the International Deadlifting Championships in Mumbai



supplement and some of you may know that these supplements can cause side effects including loose motions or high water retention in the body. I did not suffer from either of these side effects as I did not use excessive amounts but for some reason, I felt rather dehydrated and had a sore heated feeling in my bladder! I discussed the symptoms with my GP, who advised that if I was to keep using the supplement, I would have to drink double my water intake.

Two months later, there was some slight bleeding when I went to the loo which prompted my GP to refer me for a scan and low and behold, there was a 4cm stone (along with 2 little ones) in the bladder! My consultant



Mani with his wife Jass

told me to come off the supplement immediately and prescribed me the relevant medication prior to my operation. She also mentioned that my body could not take in sufficient water due to my ileostomy and my high protein diet was causing a bit of a "perfect storm" in my system.

Two weeks after my operation to remove the stones, I was back in the gym, this time without Creatine but still on my high protein diet. I have to admit that it was difficult, but after some getting used to, I was left with better muscle definition. So all in all, a good lesson learned from supplements and it's now plain sailing from here.

I urge all of you who may be interested in training extensively to take careful steps, talk to your consultant or GP and ask for advice and carefully consider the side effects. I may have been too optimistic about making gains back then but learnt the hard way in the end.

I hope that some of this information has been useful for those of you who are eager to get started in exercise or even to get back into your routines.

Mani





freedom to be...

What does freedom mean to you?

Perhaps it's spending time with friends and family, or getting around to doing that thing you've been meaning to do for a while... for some, freedom is simply having the ability to be yourself again.

Over the years, we've received countless feedback about the benefits that using a flushable colostomy pouch can have, from improving self-confidence and self-image, to getting back a sense of normality and freedom.

Recently we at CliniMed have been travelling up and down the country getting to know some of those who currently use our flushable colostomy pouches and asking them "What does using a Flushable pouch mean to you?" We've had the pleasure of meeting some amazing people who all bravely agreed to be filmed so that they can share their experiences with you.

We were so inspired by all of their stories that we are now creating a set of short films to feature on a brand new microsite (a mini website that will link to our main CliniMed website). The new microsite will be dedicated to 'all things Aura Flushable' and will provide a social community for people to learn and share

their experiences of using a flushable colostomy pouch.

An introduction to a few of the people we've met...

Back in February, we visited Michel, from Wiltshire. Michel is originally from France and still spends time travelling back to his home town to visit his family and friends. A former marketing man before his retirement, Michel started using the Flushable pouches when they were first available over 20 years ago to make travelling with work easier. Michel loves to socialise and often enjoys regular trips to his local jazz club.



We also met Nancy, from Marple, near Stockport. Nancy has a passion for music particularly playing the piano and has an active role in her local church community. Since discovering the Flushable pouch range, Nancy has applied for a new passport and plans to take full advantage of her newfound freedom.

Films and microsite coming soon!

We're working hard to bring all the films and articles about Aura® Flushable together for the new microsite and we look forward to sharing this with you in the next issue of Hand in Hand.

For those who haven't heard of the range, Aura® Flushable is our latest flushable colostomy pouch which combines the latest dispersible technology with the added kindness of medical

grade Manuka honey. The inclusion of medical grade Manuka honey to the Hyperflex® hydrocolloid may help to promote healthy skin around the stoma.

Aura® Flushable provides more choice than ever before of how to dispose of a used pouch. You can choose to flush both the biodegradable inner liner and flange, or simply remove the flange and flush away the inner liner along with the waste.

We want to ensure that as many people as possible know that a flushable colostomy pouch exists and have the opportunity to try one - and what better way to learn about them than from the people that are using them.

To find out more, or if you'd like to share your story either by film, or in a written article, please call us on 0800 036 0100 or email flushableadvocacy@clinimed.co.uk

We'd love to hear from you!

For more information on Aura® Flushable, visit www.clinimed.co.uk/aura-flushable



THE CA FACEBOOK GROUP VISITS THE WELLAND FACTORY

Colostomy Association volunteer **Sarah Squire**, tells us about her factory tour at Welland where she and a number of attendees from the Colostomy Association had the opportunity to listen to talks and see how the pouches are made.



Sarah Squire, Colostomy Association Volunteer

In November 2016, we were invited to visit the new Welland Medical factory in Crawley. Having been to other meets with the CliniMed Group, I must admit I was excited. A factory tour, on the face of it, doesn't sound very exciting...or so I thought. I have been to a number of stoma appliance factories now and they are fascinating. We ostomates rely on these products to live our lives comfortably and seeing the manufacturing process is really very interesting.

We were welcomed by Chris Primett, Managing Director of Welland and Marc Blamire, Marketing & Regulatory Affairs Director of CliniMed and SecuriCare, who gave us an overview of the company and the way all the companies fit together. They are all part of one group CliniMed (Holdings) Ltd, Welland are the innovators so they design and manufacture the pouches, CliniMed markets and distributes them in the UK and SecuriCare delivers them to our homes.

When it was time for the factory tour, we donned the (not-so) flattering paper coats and mop caps and made our way to the factory floor. We were split into two groups and shown around the factory, we started at the beginning of the process where the flanges are made, (which at the start resembles a large lump of

Play-Doh!) and moved to the slick automated production of the bag and then finally onto quality check of the finished product. The thing I was most impressed with was the care taken to make sure the products are as good as they possibly can be for the end user. All the staff I met from management to factory floor workers seemed to really 'get' how a good product allows us to live a happy and confident life.

After a lovely spread at lunch we listened to an interesting talk from Moira Evans, Product Development Clinical Lead who shared patient evaluation feedback regarding the benefits a flushable colostomy bag can have. As a result of the feedback received from the evaluation, CliniMed created a booklet of user quotes entitled "Flushable Stoma Products, What They Mean To Me."



The CA Facebook Group attendees with the ClinMed, SecuriCare and Welland team

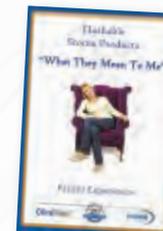
To finish off the afternoon, we were invited to take part in an ideation session with the Welland Research and Development Team. Say no more, a group of outspoken ostomates being asked to voice their opinion on things they would like improved on stoma appliances – we LOVE to give our opinions on what works and what could be better. We split into three groups to come up with ideas that we then ranked in importance. The groups then fed back and it was really interesting to hear what others had come up with. Generally, the groups agreed problems like pancaking, sore skin are issues important to us, along with various other ideas for improving products. We are the ones that are living life with a stoma and it feels good to have appliance manufacturers listen and take on board what we think. After all, WE are the experts really!

Many thanks to all group members who came along to the event and a very special thank you to Frances Chalmers, Research, Education and Market Development Manager at CliniMed, who went the extra mile to organise the meet up to suit our needs and along with her team made it a very enjoyable, informative day.

If you'd like to join the closed CA Facebook Group, search Colostomy Association in your Facebook search box. Select the group and click on the join tab and one of the admins will add you.

Sarah

If you'd like to receive a free copy of the book of user quotes entitled "Flushable Stoma Products, What They Mean To Me", call our Careline Team on 0800 585 125.



The group during the ideation session

Aura Convex - One easy solution for your convexity needs

We are delighted to announce the launch of a brand new range of stoma pouches to our existing Aura[®] range. A unique feature of the Aura[®] range is the introduction of medical grade Manuka honey to our skin-friendly Hyperflex[®] hydrocolloid. The inclusion of Manuka honey may help to promote healthy skin around the stoma.

Blending comfort and security, the new Aura[®] Convex range of one-piece stoma pouches has been carefully designed to provide extra support and reassurance to ostomates with poorly sited, recessed or retracted stomas.

Aura[®] Convex conforms to your body shape at body temperature to provide a secure seal around the stoma. The versatile dome-shaped flange acts to provide gentle pressure to help your stoma protrude into the bag to prevent leakage.

New features of the Aura[®] Convex range

- Inclusion of medical grade Manuka honey in the Hyperflex[®] hydrocolloid flange
- Soft domed flange can be folded during application to ensure a secure and comfortable fit
- Laser-cut Dual-Carb[®] 2 filter to ensure less ballooning and more effective management of gas and odour
- Integrated belt loops (with optional belt) to discreetly secure the flange in place for extra security and reassurance
- A range of pouch and plateau sizes to suit individual needs, now including a brand new 60mm plateau

The urostomy range also includes a soft and flexible outlet bung for added comfort and control, as well as a non-return valve to separate urine collected in the pouch from the stoma itself.

Aura[®] Convex is now available on prescription. If you are already using a convex pouch and would like to try something new, why not request a free sample today? Call the CliniMed Careline Team on 0800 036 0100 or email us at info@clinimed.co.uk

For more information, please visit www.clinimed.co.uk



EMPLOYEE NUMBER:
1,984,657



They build the comfort,
we build the security

New Aura[®] Convex

- **Security and comfort** of a versatile and adaptable convex pouch
- Skin-friendly Hyperflex[®] hydrocolloid flange with medical grade **Manuka honey for extra kindness**
- **One easy solution** that meets most convexity needs
- Range of pouch and plateau sizes including **new 60mm plateau**

Find out more at www.clinimed.co.uk

CliniMed Careline: 0800 036 0100



CliniMed[®]

Convex
Aura[®]
with Manuka honey

Manufactured by Welland[®], a CliniMed[®] Group company

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Are you experiencing frequent pop-offs and looking for an alternative solution to urinary sheaths?

BioDerm® is an external continence device for men that can remain in place for up to 3 days, providing a longer-lasting alternative to urinary sheaths.

Available in one size, this device attaches to the tip of the penis and not the shaft, and is therefore ideal for patients with:

- Retracted anatomy or retracted anatomy when sitting
- Large tip and a narrow shaft
- Frequent erections

BioDerm® can also be used in sheath users experiencing leaks or frequent sheath fall offs during the day or at night, disturbing their night's sleep.

Made from a thin, skin-friendly hydrocolloid material, BioDerm® is suitable for patients with sore or fragile skin.



"It's about time somebody made a smart product that actually works."
Caleb B., June 2016



"At last something for retracted anatomy."
Mrs A. R. Continence Nurse Specialist, Oct 2013

Would you like to request a free sample?

Contact the CliniMed Careline Team on 0800 036 0100 or visit www.clinimed.co.uk for more information.

BIODERM®

Discreet. Dignified. Dependable.

DAY IN THE LIFE OF... A SENIOR ADMINISTRATOR

In this edition of our 'Day In The Life' series we asked SecuriCare Senior Administrator, Sharon to tell us about what it's like working in the Administration Team.

I am a Senior Administrator and I've worked for SecuriCare for three years. I'm an avid theatre fan and a member of the local amateur dramatics society, performing plays and musicals in my spare time!

I start my day sending the reminder to order emails for the Customer Development Specialists and replying to any emails sent into SecuriCare by our patients. Once I have completed this, it's on to Electronic Prescriptions Service (EPS) matching, this is where we download prescriptions sent to us by GP surgeries, so they are ready to match to the orders that have been placed.

I then share out the downloaded prescriptions among the Administrative Team, who then get to work releasing orders. As well as EPS, we also receive paper prescriptions through the post, these are split into their respective categories and are handed out amongst the team. While releasing orders, we sometimes come across errors so we always double check them against patient orders to ensure we are sending everything our patients require.

As well as clearing prescriptions, my team and I have many other duties that need to be completed on a daily basis, these can range anywhere from logging information to liaising with the SecuriCare Nursing Team when new patients join our Home Delivery Service.



I find working at SecuriCare very rewarding and I like knowing that I help make patients' day to day lives that little bit easier. I really enjoy working with the Administration Team as we all work well together and get on very well.

Sharon Holloway

CSR UPDATE



The CSR team presenting the fundraising cheque to Crohn's & Colitis UK



Sarah Welch and Sam Grimwade painting at a local school

This year is proving to be another busy year for the CliniMed and SecuriCare Corporate Social Responsibility (CSR) Team as we embark on our second year as a Corporate Partner to Crohn's & Colitis UK. In addition to supporting the amazing work of this charity, we will continue to support other national charity days such as Red Nose Day, Children in Need and the Macmillan Coffee Morning.

In 2016, we raised over £5,000 for charity, with staff across our business participating in a variety of events and fundraising activities. From cycling 64 miles from London to Brighton and walking 10K around the sights of London as part of the Crohn's & Colitis UK

Walk It London event, to themed dress down days and cake sales held at our Head Office in Loudwater. Our staff are always ready to show their support.

We recently invited Crohn's & Colitis UK to our Head Office to receive their fundraising cheque for 2016.

So back to 2017 and what do we have planned?

Friday 24th March was Red Nose Day and staff at our Head Office fundraised by not wearing business wear for the day and buying themed cupcakes. As part of Red Nose Day's 'Make Your Laugh Matter' theme, we made our laughs matter by asking staff to come up with their favourite jokes, the best of which were combined in a short video that was posted on our social media pages on Red Nose Day and people were asked to vote for their favourite.

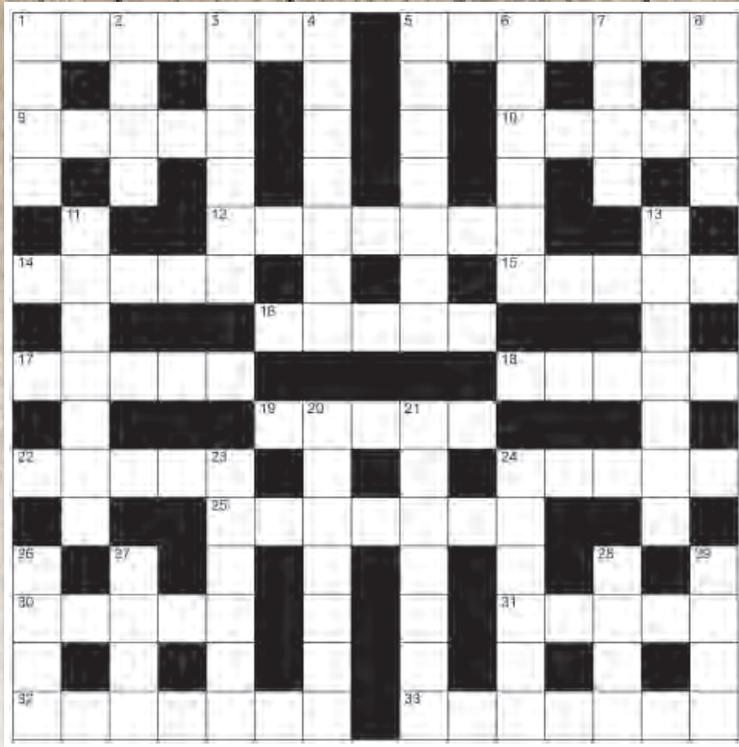
Friday 19th May was World IBD Day which carries with it a purple theme and so we held a "Wear Purple" dress down day and blew up 100 purple balloons filled with raffle tickets, which were sold to staff in exchange for a donation to Crohn's & Colitis UK.

In June, we are entering a team for this year's Walk It London event. Last year's team had a really enjoyable day out and raised valuable funds at the same time for Crohn's & Colitis UK.

Later on this year we are also planning to give staff the opportunity to participate in a community project. These days are always eagerly anticipated and involve us contributing something practical to the local community. In previous years, our projects have included re-decorating classrooms at a local school, carrying out a school playground makeover, gardening work at a local hospice, and we even took over a local charity shop for a day. This year we are looking for a new challenge, so please watch this space for further updates.



HAND IN HAND PUZZLE PAGE



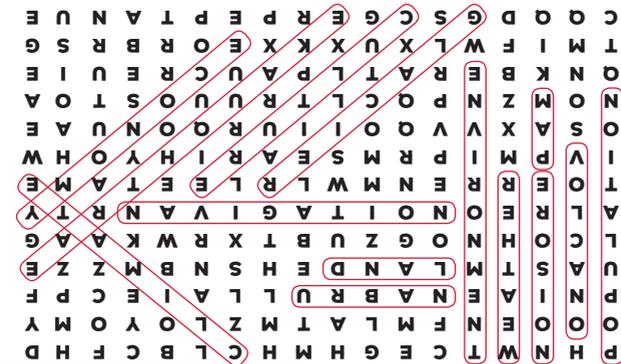
ACROSS

1. Ramps used to assist in crossing rivers (7)
5. Astounding (7)
9. Raucous (5)
10. Protruding bump (5)
12. Speakers (7)
14. Flowers (5)
15. Used to assist in lifting (5)
16. Not moving, hung around (5)
17. Talent (5)
18. A thin biscuit (5)
19. Escape (5)
22. Amphibians (5)
24. To strike (5)
25. A metal (7)
30. A lord (5)
31. Dull-witted person (5)
32. Garden centre (7)
33. To put forth, pushed (7)

DOWN

1. A place for your income (4)
2. A part of your eye (4)
3. Welcomes (6)
4. Tasted, tried out (7)
5. Olympic competitor (7)
6. A sneaky attack (6)
7. A small island (4)
8. Joy, a feeling of happiness (4)
11. Crazy, lost the plot (7)
13. Insists on (7)
20. Smooth feeling, a soft fabric (7)
21. A light downpour (7)
23. To plot, conspire (6)
24. Smear, distort (6)
26. A group of people (4)
27. A phobia (4)
28. Mucus (4)
29. Study, scan words (4)

PUZZLE SOLUTIONS



JUST FOR FUN PUZZLE PAGES



**SPOT THE
DIFFERENCE**
10 to find!

GEOGRAPHY WORD SEARCH

- | | |
|-------------|------------|
| CLIMATE | CULTURE |
| EARTHQUAKE | ECONOMY |
| ENVIRONMENT | EROSION |
| EXPLORE | GLACIER |
| LAND | MAP |
| NAVIGATION | POPULATION |
| RURAL | SOIL |
| TOURISM | URBAN |
| VOLCANO | WEATHER |

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

Answers can be found on page 31

NEW PRODUCT ANNOUNCEMENT



Hyperseal washers with medical grade Manuka honey

New sizes now available!

At CliniMed, we are constantly striving to develop our products to ensure we can provide you with the comfort and security to live life to the fullest.

We are pleased to announce that we have recently extended our Hyperseal with Manuka honey washers range to now include a 30mm, 40mm and 50mm (inner diameter) size. This means there are now six different sizes available on prescription for you.

Hyperseal with Manuka honey washers are designed to add extra adhesion and security to stoma pouches. They are ideal for use on stomas with crevices, fistulas or scar tissue that could be making the surrounding stoma site uneven. Hyperseal with Manuka honey washers help by moulding to the body contours around

the stoma, providing extra security and protection against leakage, even during extended wear time. They can be stretched, shaped and cut to suit your needs, offering extra security where it's needed most.

The unique Hyperflex® hydrocolloid contains medical grade Manuka honey which may help to promote healthy skin around the stoma.

The new range of Hyperseal washers are now also available in a new tower dispenser box, for quick and easy dispensing and a helpful reminder for when you're running low on supplies.

If you'd like to try a free sample of Hyperseal, please call one of our friendly Careline Team on 0800 036 0100 or email info@clinimed.co.uk

For more information please visit www.clinimed.co.uk/hyperseal



SUPPORT GROUPS

AYRSHIRE & ARRAN STOMA SUPPORT GROUP

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

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

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

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

BISHOP AUCKLAND STOMA CARE GROUP

Every other Thursday at 1pm.

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

For further information contact Betty 01388 814535 or Maureen 01388 818267

DARLINGTON STOMA SUPPORT GROUP

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

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

For further information contact Sister Jacqui Atkinson on 01325 743005

DURHAM STOMA SUPPORT GROUP

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

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

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

HORDEN STOMA SUPPORT GROUP

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

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

For further information contact Claire on 0191 5863520

NUNEATON STOMA SUPPORT GROUP

3rd Wednesday, every other month, January, March, May... 7-9pm.

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

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

CARLISLE

Every 2 months, 11am-12.30pm, June, August, October...

Harraby Community Centre, Edgehill Road, Carlisle CA1 3SN

WORKINGTON

Every 2 months, 2-4pm, June, August, October...

Workington Infirmary, Park Lane, Workington CA14 2RW

PENRITH

Every 3 months, 11am-12pm, July, October, January...

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

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

DURHAM & WEARSIDE CROHNS & COLITIS SUPPORT GROUP

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

Every 2 months 2pm-4pm, June, September, December...

For further information contact Lyle Darwin by emailing dw@groups.crohnsandcolitis.org.uk

S.O.S SOLENT OSTOMATES SUPPORT

Last Wednesday of the month 2-4pm (excluding August & December)

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

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

KIRBY OSTOMY SUPPORT GROUP

3rd Saturday of the month, 10:30am-12:30pm

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

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

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



www.facebook.com/SecuriCare



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



Do you belong to a stoma or continence support group?

We'd love to hear from you...

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

Please contact us on:

0800 036 0100

info@clinimed.co.uk

USEFUL TELEPHONE NUMBERS

SecuriCare Careline

0800 585 125

SecuriCare Orderline

0800 318 965

Age UK

0800 169 2081

Colostomy Association

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

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Loudwater, High Wycombe,
Bucks HP10 9QY

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