These Clinical Standards have been developed and reviewed by a working party of experienced Stoma Care Nurses working within the SecuriCare (Medical) Ltd specialist nursing team.

The accreditation of the contents of these standards by the RCN does not imply that the RCN is confirming the competence of any individual practitioner.

SecuriCare Stoma Care Clinical Nursing Standards. 5th edition, 2016.
SecuriCare (Medical) Ltd has the largest specialist stoma care nursing team in the United Kingdom, with over 30 years’ experience of providing specialist stoma care services to NHS Trusts, and Clinical Commissioning Groups. These Clinical Nursing Standards for the delivery of stoma care underpin and are integral to the company’s clinical governance framework, which is fundamentally based on 3 key principles: patient safety, clinical effectiveness and patient/user experience (NHS England, 2014). They are evidence based, using the Colorectal & Stoma Care Nursing Standards model (RCN, 2002), and additionally supported with further evidence based resource offering further opportunities to expand on knowledge. They describe a level of excellence in the delivery of care which users of the standards should aim to achieve, and reflect the Royal College of Nursing (RCN) Principles of Nursing Practice throughout.

Quality Standards are created and developed to cover complete care pathways for health within a defined area. They are “aspirational” but achievable and are not targets. Standards are integral to the government’s quality agenda. The development of standards sets a benchmark of what care should look like, aiming to improve patient care and eradicate variations (NICE, 2014).

As specialist nurses, the principle purpose is to improve care outcomes. In addition, a standard also gives patients and the wider public the opportunity to see what care they can expect from us and gives our partnership organisations and commissioners the assurance and confidence that SecuriCare delivers a structured, high quality, patient focussed approach to our service provision.

The standards were developed primarily as an internal document to provide a standardised format, enabling a consistent approach to the delivery of stoma care by the SecuriCare clinical nursing team; however it may also be used as a reference tool by other health care professionals.

Originally developed in 2005, by a cohort of experienced stoma care nurses, the standards were revised, and subsequently accredited for the first time by the RCN in 2008. Since this point there has been significant development within healthcare, including greater emphasis on health outcomes and increasing focus on quality of care delivery. Ongoing advances within stoma care surgery and wider availability of enhanced recovery programmes have all contributed to reduced in-patient stays. The inclusion of patients with long term conditions being more involved in decisions about their care, have all impacted on the care delivered to patients. Reviewing our standards in 2011, 2014 and 2015, in light of these ongoing advances, ensures that they continue to provide an effective, safe and relevant framework, whilst meeting the needs of the specialist nurse.
The standards remain a practical working tool closely aligned to the SecuriCare pathway for stoma care. The document is divided into 4 main sections:

- Pre-operative care
- Post-operative care
- Discharge planning
- Continuing care

Within each section the individual standards specify the criteria required to meet the outcome. Each section is also supported by evidence and guidelines which give detail of the required steps necessary to assist the clinician meet the required standard. Learning and development for the healthcare professional is supported by the inclusion of Reflective Outcomes for each section. This encourages the user in reflection, evaluation of care and self-audit of practice, leading to overall service improvement. Service delivery is regularly audited through Patient Reported Experience Measures (PREM), which also supports service development. This resource can also be used as the basis of a structured teaching tool.

Within the “The Code”, the Nursing & Midwifery Council (NMC, 2015), states that a registered practitioner must:

- “Provide a high standard of practice and care at all times” and
- “Deliver care based on the best available evidence or best practice”

The Stoma Care Clinical Nursing Standards are designed to support SecuriCare specialist nurses in achieving these aims.

Pamela White BSc. RGN.
Clinical Governance Lead
SecuriCare (Medical) Ltd.
Pre-operative Care

The preparation of the patient who may require a stoma should begin as soon as surgery is considered. The stoma care nurse (SCN) initiates an individualised plan of care which addresses both psychological and physical needs.
**Pre-operative Guidelines**

(relates to Standards 1-4)

<table>
<thead>
<tr>
<th>Action</th>
<th>Related Documents</th>
</tr>
</thead>
<tbody>
<tr>
<td>Gather information regarding patient</td>
<td></td>
</tr>
<tr>
<td>Contact patient pre-operatively at the earliest opportunity. <strong>Arrange appointment</strong> for pre-op discussion</td>
<td><strong>Protocol for Fast Track Care (SecuriCare)</strong></td>
</tr>
<tr>
<td>Explain SCN role and pathway of care to patient/carer</td>
<td><strong>SecuriCare Stoma Care Pathway</strong></td>
</tr>
<tr>
<td>Assess patient's level of understanding before and after discussion</td>
<td></td>
</tr>
<tr>
<td>Provide opportunity for patient/carer to <strong>discuss planned surgery and related lifestyle</strong> issues, within a safe and confidential environment</td>
<td></td>
</tr>
<tr>
<td>Provide supportive <strong>multimedia information</strong>, including appliances, specific to stoma type and appropriate to patient needs. Offer volunteer visitor</td>
<td><strong>Patient Information booklets</strong></td>
</tr>
<tr>
<td>Explore the patient's feelings and address their fears and anxieties, thereby encouraging the development of a therapeutic relationship</td>
<td></td>
</tr>
<tr>
<td>Mark the optimum site using the acknowledged criteria. Document in patient's medical records</td>
<td><strong>Best Practice Guidelines (CliniMed Ltd, 2006)</strong></td>
</tr>
<tr>
<td>Document interactions in healthcare records</td>
<td><strong>Record Keeping; Guidance for nurses and midwives. (NMC, 2009)</strong></td>
</tr>
</tbody>
</table>
Comprehensive and thorough preoperative assessment is imperative for successful rehabilitation of a patient that is to undergo the formation of a stoma. (Slater, 2010)

**Pre-operative Care – Standard 1**

The assessment should consist of establishment of rapport with the patient followed by the gathering of information, diagnosis, and the identification and management of safety issues relevant to that individual.

(Royal College of Anaesthetists, 2014)

**Pre-treatment Assessment**

**Standard Statement**

The stoma care nurse obtains and maintains appropriate information to plan care in conjunction with patient/carer.

**Criteria**

The stoma care nurse:

- has local referral policies for patients who may require a stoma
- obtains information about the patient's relevant medical history from the health care records
- in discussion with the patient/carer, ascertains their emotional and physical state, along with their social circumstances, cultural & religious beliefs
- discusses an agreed plan of care with the patient/carer
- has knowledge of policies regarding patient confidentiality & data protection

**Outcome Statement**

Comprehensive information is collected, recorded and updated to facilitate the planning of patient care.
In preparing a patient for surgery, the nurse responsible for the patient’s care should act as their advocate and seek to establish that the patient has received a comprehensive explanation of planned operation and understands the aims of treatment, dispel any misconceptions and fully discuss the implications of stoma surgery.

(Fulham, 2008)

### Pre-operative – Information to patient

#### Standard Statement

The patient/carer is informed of planned treatment and care by the stoma care nurse.

#### Criteria

The stoma care nurse:

- maximises patient privacy and confidentiality within a safe environment
- assesses patient’s/carer’s level of understanding regarding diagnosis and planned surgery
- assesses individual patient’s needs and provides appropriate information on planned surgery, care and implications of stoma on lifestyle as well as ethnic and cultural considerations
- provides supporting information about relevant stoma types and related management and potential impact on sexuality
- offers opportunity for patient to practice pouch change prior to operation in accordance with appropriate care pathway
- in agreement with the patient, involves carers where appropriate
- facilitates opportunity for patient to ask questions and seek clarification in relation to the information provided
- provides details of other relevant support and ensures patient has contact details
- records and updates information in patient health records

#### Outcome Statement

The patient/carer is informed according to their level of need.
Empowering patients through the development of a trusting and compassionate nurse/patient relationship, using good and effective information and communication skills with acknowledgement of an individual’s culture, religion and gender can promote a positive outcome for the patient.

(Borwell, 2006)

### Psychological

#### Standard Statement

**Patient receives appropriate psychological support.**

#### Criteria

The stoma care nurse:

- demonstrates acceptance and empathy through verbal & non-verbal communication
- uses listening and reflective skills to explore and clarify patient/carer feelings, taking account of their cultural & religious beliefs
- has knowledge of other sources of psychological support such as self-help/support groups and an awareness of where and when to refer
- offers the patient an opportunity to meet a suitable, trained, volunteer visitor
- records information appropriately in patient health records

#### Outcome Statement

The patient/carer receives psychological support prior to surgery.
It is important to thoroughly assess the patient’s abdomen and fully involve them in the final choice of stoma site. It is well documented that an ill-sited stoma may affect the psychological, physical and emotional wellbeing of a patient’s quality of life.

(Cronin, 2014)

Marking a stoma site

Standard Statement

The patient’s stoma is correctly sited.

Criteria

The stoma care nurse:

- provides a private confidential and safe environment, facilitating opportunities for patient/carer to ask questions and seek clarification
- assesses factors influencing the choice of stoma site for each patient
- marks the optimum site for the stoma in consultation with the patient taking into consideration lifestyle, cultural & religious beliefs
- records information on siting in patient’s healthcare records

Outcome Statement

Ensures optimum siting of the stoma.
Pre-operative Care

- Write an outline of the initial information you need to gather to effectively plan the care for your patient with a stoma, including the possible need for a carer’s involvement

- Detail why this information is significant to the best clinical outcomes for the patient

- List all aspects to be covered when discussing the treatment planned with your patient and or carer

- Describe the psychological support a patient may need and why

- List and explain the benefits a visit from a volunteer may bring to the clinical outcome of your patient

- Discuss when you would address the patient’s sexuality and what steps you would take when discussing this with your patient

- List the factors for consideration when siting a stoma and discuss the reasoning for these considerations
As part of the care pathway the SCN facilitates post-operative teaching and assessment of stoma care.
### Post-operative Guidelines

(relates to Standards 5-7)

<table>
<thead>
<tr>
<th>At each interaction with the patient:</th>
</tr>
</thead>
<tbody>
<tr>
<td>- <strong>Assess:</strong>-</td>
</tr>
<tr>
<td>- condition of the stoma</td>
</tr>
<tr>
<td>- condition of the peristomal skin</td>
</tr>
<tr>
<td>- stomal output</td>
</tr>
<tr>
<td>- bridge/stents/peristomal sutures</td>
</tr>
<tr>
<td>- <strong>Check appropriate appliance</strong> is in situ and is secure</td>
</tr>
<tr>
<td>- <strong>Provide adequate supplies</strong> of suitable appliance</td>
</tr>
<tr>
<td>- <strong>Provides appropriate template</strong> according to size and shape of stoma</td>
</tr>
</tbody>
</table>

| Teach patient/carer to become competent at an appliance change prior to discharge, including preparation, pouch emptying, pouch renewal, skin care, disposal and the importance of hand washing |

| Discuss implications of stoma on lifestyle with patient/carer including: |
| dietary issues, rectal discharge, hygiene, physical activity, sexuality |

| Address patient’s need for psychological support in relation to the change in body image |

| Evaluate and document all interactions and liaise with relevant health care professionals |

<table>
<thead>
<tr>
<th>Related Documents</th>
</tr>
</thead>
<tbody>
<tr>
<td>SecuriCare Practice Standards</td>
</tr>
<tr>
<td>SecuriCare “A step by step guide to Pouch changing”</td>
</tr>
<tr>
<td>Booklets: e.g. SecuriCare “Nutritional Advice” SecuriCare “Travel Advice Guide”</td>
</tr>
<tr>
<td>SecuriCare “Adjusting to life with a stoma”</td>
</tr>
<tr>
<td>Record Keeping: Guidance for nurses and midwives. (NMC, 2009)</td>
</tr>
</tbody>
</table>

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SecuriCare Practice Standards

“A step by step guide to pouch changing”

Booklets: e.g.
- SecuriCare “Nutritional Advice”
- SecuriCare “Travel Advice Guide”
- SecuriCare “Adjusting to life with a stoma”

Record Keeping: Guidance for nurses and midwives. (NMC, 2009)
It can be difficult for patients to adjust to life with a stoma and post-operative patients often concentrate on appliance change procedures and other practical matters regarding looking after their stoma.

(Burch, 2013)

Assessment

Standard Statement

The Stoma Care Nurse monitors the appearance and output of the stoma.

Criteria

The stoma care nurse:

- provides a private, safe and confidential environment
- at each interaction with the patient the SCN assesses the appearance of the stoma, peristomal skin and output
- records any abnormalities in the patient’s healthcare records
- liaises with appropriate members of the multidisciplinary team (MDT) and reviews patient care accordingly

Outcome Statement

Ensure early detection of complications and abnormalities.
The patient with a newly formed stoma will have little idea of which stoma appliance will suit them best and will be reliant on advice and guidance from their nursing team and the stoma care nurse specialist.

(Williams, 2008)

Appliance selection

Standard Statement

The patient and the stoma care nurse agree a suitable stoma appliance.

Criteria

The stoma care nurse:

- provides a private, safe and confidential environment
- assesses the patient’s needs
- guides the patient in selecting appropriate appliances
- ensures a record is kept of selected appliances
- provides ongoing review of the selected appliances

Outcome Statement

Suitable stoma appliances are selected which meet the needs of the individual patient.
Teaching

Standard Statement
The stoma care nurse manages a programme for teaching the patient/carer to become competent with stoma management prior to discharge.

Criteria
The stoma care nurse:
- provides a private, safe and confidential environment
- assesses patient needs and agrees a teaching programme with the patient/carer
- teaches the required skills and supports this with use of additional written and verbal information
- evaluates the teaching programme and the progress of the patient/carer
- discusses relevant lifestyle considerations with patient/carer
- provides ongoing psychological support
- liaises with other members of the MDT
- records progress in patient’s healthcare records following each intervention

Outcome Statement
Prior to discharge, the patient/carer demonstrates skills and knowledge, enabling them to manage their stoma care independently at home.
Post-operative Care

- List the stoma related aspects you would monitor and record post operatively
- List 3 complications you may encounter post-operatively and describe how you would manage each of these
- Discuss which criteria would influence the appropriate pouch selection for a patient with a stoma
- Discuss stoma management methods which may help your patient with their psychosocial adjustment
- Describe the steps in teaching a patient with a stoma to become competent in their self management
Discharge planning and establishing goals for rehabilitation is an ongoing process which should begin as soon as possible after hospital admission.
### Discharge Planning Guidelines

(relates to Standard 8)

<table>
<thead>
<tr>
<th>Task</th>
<th>Related Documents</th>
</tr>
</thead>
<tbody>
<tr>
<td>➤ Assess whether patient/carer can demonstrate skills and knowledge</td>
<td></td>
</tr>
<tr>
<td>to manage stoma care at home</td>
<td></td>
</tr>
<tr>
<td>➤ Provide supplies in accordance with current SecuriCare ordering</td>
<td>SecuriCare Ordering Policy</td>
</tr>
<tr>
<td>policy</td>
<td></td>
</tr>
<tr>
<td>➤ Provide information on home delivery service, SCN funding and</td>
<td></td>
</tr>
<tr>
<td>exemption certificates</td>
<td></td>
</tr>
<tr>
<td>➤ Gain consent to collect prescription (where appropriate)</td>
<td></td>
</tr>
<tr>
<td>➤ Provide information on safe disposal of used appliances in</td>
<td>SecuriCare Practice Standards</td>
</tr>
<tr>
<td>accordance with local policies</td>
<td></td>
</tr>
<tr>
<td>➤ Provide information on appropriate action to take if stoma</td>
<td></td>
</tr>
<tr>
<td>problems arise</td>
<td></td>
</tr>
<tr>
<td>➤ Provide patient/carer with written contact details</td>
<td></td>
</tr>
<tr>
<td>➤ Provide appointment for a home visit within 7-10 days</td>
<td></td>
</tr>
<tr>
<td>➤ Liaise with the primary health and social care team according to</td>
<td>Record Keeping; Guidance for nurses and midwives.</td>
</tr>
<tr>
<td>patient’s needs. Discharge letters sent to GP and District nurse in</td>
<td>(NMC, 2009)</td>
</tr>
<tr>
<td>accordance with SecuriCare Practice Standards</td>
<td></td>
</tr>
<tr>
<td>➤ Inform patient of support services available following discharge</td>
<td></td>
</tr>
<tr>
<td>and reinforce with written details</td>
<td></td>
</tr>
<tr>
<td>➤ Document interactions in healthcare records</td>
<td></td>
</tr>
</tbody>
</table>
Discharge Planning – Standard 8

It is essential to ensure that patients are discharged home from hospital with adequate understanding about the care of their stoma as this has a positive effect on their quality of life.

(Danielsen, 2013)

Discharge Planning

Standard Statement

The stoma care nurse manages a programme for teaching the patient/carer to become competent with stoma management prior to discharge.

Criteria

The stoma care nurse:

- assesses that the patient/carer is competent in managing safe appliance change and disposal
- provides relevant information to facilitate safe discharge
- ensures the patient has adequate supplies and provides information on ordering appliances
- liaises with the MDT
- follows care pathway for community follow up
- documents interactions in patient healthcare records

Outcome Statement

The patient is provided with a safe transition between hospital and home.
Disposal of stoma waste – Standard 9

The safe management of health care waste is the responsibility of every health care professional.

(RCN, 2014)

Disposal of stoma waste

Standard Statement

The stoma care nurse facilitates safe disposal of stoma waste.

Criteria

The stoma care nurse:

- has knowledge of and adheres to local and national environmental policies relating to waste disposal
- provides information to patient/carer regarding correct procedures for safe disposal of stoma waste
- provides the opportunity for the patient to use toilet flushable stoma pouches if appropriate
- ensures appropriate arrangements for stoma waste disposal are in place
- liaises with MDT and others if special procedures are required for the disposal of stoma waste (e.g. infectious waste)
- assesses the patient/carer is competent in managing safe disposal of stoma waste

Outcome Statement

Procedures are followed for the safe disposal of stoma waste.
Discharge Planning

- Outline all the actions required for the discharge of your patient
- Outline the information you would provide your patient
- Outline other health care professionals who may be involved in the discharge and explain what information you may need to provide to them
- Discuss what arrangements may be made for follow-up immediately following discharge
- Discuss the national and local policies that may affect your patient in the disposal of stoma waste, including any special arrangements that may, in some cases, need to be considered
- Detail the steps covered when teaching your patient the disposal of their stoma waste
- List any other health care professionals that may need to be included in managing the disposal of stoma waste in the primary care sector
The stoma care nurse provides ongoing support and advice in the community to individuals with a stoma. Their physical and psychological needs are addressed, with the aim of facilitating their independence in stoma management and maintaining stoma related health.
### Further home visits arranged according to Practice Standard

### Stoma Clinic appointments made in accordance with Practice Standards for ongoing support, reassessment of stoma and appliance update

### Reinforces procedure for ordering supplies

### Liaise with MDT according to patient’s needs

### Provide telephone support as required

### Document interactions in patient records (including telephone/email contacts)

**Related Documents**

- *SecuriCare Practice Standards*
- *Rehabilitation Guidelines MDT Record Keeping; Guidance for nurses and midwives. (NMC, 2009)*
Rehabilitation and Ongoing Care – Standard 10

When patients self care and equally feel supported in doing so, they are more likely to have greater confidence and a sense of control, to have better mental health and less depression and to reduce the perceived severity of their symptoms. (Mathers et al, 2011)

Rehabilitation and ongoing care

Standard Statement
The stoma care nurse provides continuing support to enable the person with a stoma to maintain stoma-related health and well-being.

Criteria
The stoma care nurse:

● provides a responsive, easily accessible follow-up service
● offers follow-up at regular intervals to re-assess the needs of the person with a stoma and discusses irrigation as a practical management method, where clinically indicated
● provides appropriate information and advice on relevant lifestyle issues taking into consideration the individual’s cultural and religious beliefs
● provides ongoing psychological support and gives opportunity to discuss sexuality and body image concerns
● liaises with other members of the health & social care teams to address the needs of the person with a stoma
● documents interactions in patient healthcare records

Outcome Statement
The person with a stoma/carer is provided with ongoing support and advice according to their needs.
Rehabilitation and Ongoing Care

- Describe the follow-up service available in your area to a person with a stoma
- List others in the MDT who may need to be involved in the ongoing care of a person with a stoma
- Discuss any potential psychological problems a person with a stoma may encounter once they are back in their own home
Resources which are required to attain the standards

**FACILITIES**
- Membership of MDT
- Accessible stoma clinics
- Access to private, safe environment suitable for clinical consultations
- Knowledge of local support services

**POLICIES & PROCEDURES**
- Stoma Care Clinical Guidelines
- SecuriCare Practice Standards
- SecuriCare Fast Track Protocol
- Company and Local Trust/CCG Policies
- NMC Code of Professional Conduct
- Record Keeping; Guidance for nurses and midwives (NMC)
- SecuriCare Professional Guidance for Teaching Colostomy Irrigation

**DOCUMENTATION**
- SecuriCare Patient Management System
- Access to medical records
- Patient information literature
- SecuriCare service literature
- Caring for Stoma Patients: Best Practice Guidelines (CREST, 2006)

**EQUIPMENT**
- Selection of stoma appliances
- Selection of stoma accessory products (for use where clinically appropriate)

The resources listed above are not intended to be exhaustive. Additional resources may be required to meet the needs of individuals in certain situations.


Supporting Literature contd.


❖ SecuriCare (2007) Fast Track Protocol, available on request from SecuriCare (Medical) Ltd., High Wycombe.

❖ SecuriCare (2013) Professional Guidance for Teaching Colostomy Irrigation, available on request from SecuriCare (Medical) Ltd., High Wycombe.
