



# Stoma Care Clinical Nursing Standards



# SecuriCare®

**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. 8th edition, 2019.

# Introduction

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 Association Stoma Care Nurses - Stoma Care Clinical Guidelines (ASCN, 2016), 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).

Additionally the NHS Long Term Plan supports promoting the self-care agenda to drive a more preventative approach to healthcare, engaging with this for Stoma Patients – many of whom will regain a level of activity which will see them return to regular activities and employment – seeks to “Get it Right First Time” thus reducing the burden on healthcare in the longer term, with a clear focus on reducing avoidable demand and meeting of demands more appropriately. Ensuring that people access the right care, in the right place at the right time means services can treat more people effectively (NHS England, 2019).

As specialist Nurses working within a service registered with the Care Quality Commission (CQC), 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

# Introduction

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 annually ensures that ongoing advances are incorporated and 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 Introduction

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 also supports the requirement for revalidation of Nurses. 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”
- “Deliver care based on the best available evidence or best practice”
- “Keep clear and accurate records relevant to practice”

The 6 C’s (NHS England, 2012) are embedded throughout these Clinical Nursing Standards- Care, Compassion, Courage, Communication, Commitment and Competence, these fundamental values underpin and inform every aspect of clinical practice.

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

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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)

	Related Documents
▶ <b>Gather information</b> regarding patient	
▶ <b>Contact patient pre-operatively</b> at the earliest opportunity. <b>Arrange appointment</b> for pre-op discussion	<i>Protocol for Fast Track Care (SecuriCare)</i>
▶ <b>Explain SCN role and pathway of care</b> to patient/carer	<i>SecuriCare Stoma Care Pathway</i>
▶ <b>Assess</b> patient's level of understanding <b>before and after discussion</b>	
▶ Provide opportunity for patient/carer to <b>discuss planned surgery and related lifestyle</b> issues, within a safe and confidential environment	
▶ Provide supportive <b>multimedia information</b> , including appliances, specific to stoma type and appropriate to patient needs. Offer volunteer visitor	<i>Patient Information booklets</i>
▶ <b>Explore the patient's feelings</b> and address their fears and anxieties, thereby encouraging the development of a therapeutic relationship	
▶ <b>Mark the optimum site</b> using the acknowledged criteria. Document in patient's medical records	<i>Association Stoma Care Nurses - Stoma Care Clinical Guidelines (ASCN, 2016) Stoma Siting Assessment Tool (SecuriCare)</i>
▶ <b>Document interactions</b> in healthcare records	<i>The Code (NMC, 2015) The Code (NMC, 2015)</i>

# 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, 2017)

## Pre-treatment Assessment

### Standard Statement

The stoma care nurse obtains and maintains appropriate information to plan care in conjunction with patient/carer. Where a patient has undergone emergency surgery this will be provided post-operatively.

### 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, transmission of patient details electronically & data protection

### Outcome Statement

**Comprehensive information is collected, recorded and updated to facilitate the planning of patient care.**

# Pre-operative Care – Standard 2

*“The stoma specialist nurse should explain pre-operatively why the stoma is necessary, how having a stoma will affect the patient’s everyday life and what the stoma formation surgery will involve, as well as provide practical information on how to care for the stoma after it has been formed and establish the criteria necessary for a safe discharge, including proficiency with practical stoma care skills.”*

(Burch, 2016)

## 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, supported by written documents and diagrams as appropriate
- 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
- offers the same information about stoma management to the patient that has undergone emergency surgery retrospectively as part of post-operative care
- 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.**



# Pre-operative Care – Standard 3

*Providing effective psychological stoma care is a complex area and one that requires a holistic approach to nursing. Patients may struggle with body image issues, which can be minimised with appropriate pre and postoperative counselling, education and psychological support.*

(Noone, 2010)

## Psychological

### Standard Statement

**Patient receives appropriate holistic 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 sexuality & body image concerns along with 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 volunteer visitor
- offers holistic support to the patient undergoing emergency surgery retrospectively, as part of their post-operative care
- records information appropriately in patient health records

### Outcome Statement

The patient/carer receives psychological support prior to surgery. Where emergency surgery is performed, this is incorporated post-operatively.

# Pre-operative Care – Standard 4

*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 and written agreement with the patient taking into consideration lifestyle, cultural & religious beliefs
- records information and completes stoma siting assessment tool, retaining 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
- Identify when you would address the patient's sexuality and body image concerns 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)

## Related Documents

▶ At each interaction with the patient:

- **Assess:-**
  - **condition of the stoma**
  - **condition of the peristomal skin**
  - **stomal output**
  - **bridge/stents/peristomal sutures**
- **Check appropriate appliance** is in situ and is secure
- **Provide adequate supplies** of suitable appliance
- **Provides appropriate template** according to size and shape of stoma

*SecuriCare  
Practice  
Standards*

▶ **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

*Utilise “Seven Steps to Discharge” document to evaluate progress towards self care*

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

*Booklets: e.g.  
SecuriCare “Nutritional Advice”  
SecuriCare “Travel Advice”  
SecuriCare “My Body, My Relationship”*

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

*SecuriCare “Adjusting to life with a stoma”  
SecuriCare “My Body, My Relationship”*

▶ **Evaluate and document all interactions** and **liaise** with relevant health care professionals

*The Code (NMC, 2015)*

# Post-operative Care – Standard 5

*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.

# Post-operative Care – Standard 6

*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.**



# Post-operative Care – Standard 7

*Teaching patients to become self-caring with their stoma is the first barrier to be conquered on the journey to being able to accept their stoma.*

(Burch, 2014)

## 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 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
- List 3 complications you may encounter post-operatively and describe how you would manage each of these
- 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)

	Related Documents
<ul style="list-style-type: none"> <li>➤ <b>Assess whether patient/carer can demonstrate skills and knowledge</b> to manage stoma care at home</li> </ul>	<p><i>Utilise “Seven Steps to Discharge” document to review progress towards self care.</i></p>
<ul style="list-style-type: none"> <li>➤ <b>Provide supplies</b> in accordance with current SecuriCare ordering policy</li> </ul>	<p><i>SecuriCare Ordering Policy</i></p>
<ul style="list-style-type: none"> <li>➤ Provide <b>information on home delivery service</b>, SCN funding and exemption certificates</li> </ul>	<p><i>SecuriCare - Home Delivery Service Information Leaflet (where appropriate)</i></p>
<ul style="list-style-type: none"> <li>➤ <b>Gain consent</b> to collect prescription <i>(where appropriate)</i></li> </ul>	<p><i>SecuriCare - Consent to Collect Prescription</i></p>
<ul style="list-style-type: none"> <li>➤ Provide <b>information on safe disposal of used appliances</b> in accordance with local policies</li> </ul>	
<ul style="list-style-type: none"> <li>➤ Provide <b>information on appropriate action</b> to take if stoma problems arise</li> </ul>	
<ul style="list-style-type: none"> <li>➤ Provide patient/carer with <b>written contact details</b></li> </ul>	
<ul style="list-style-type: none"> <li>➤ Provide <b>appointment for a home visit</b> within 10 days</li> </ul>	<p><i>SecuriCare Practice Standards</i></p>
<ul style="list-style-type: none"> <li>➤ <b>Liase with the primary health and social care team</b> according to patient's needs. <b>Discharge letters</b> sent to GP and District Nurse in accordance with SecuriCare Practice Standards <i>(where appropriate)</i></li> </ul>	
<ul style="list-style-type: none"> <li>➤ Inform patient of <b>support services</b> available following discharge and reinforce with written details</li> </ul>	
<ul style="list-style-type: none"> <li>➤ <b>Document</b> interactions in healthcare records</li> </ul>	<p><i>The Code (NMC, 2015)</i></p>

# 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 disposal 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.

# Rehabilitation Guidelines

(relates to Standard 10)

	Related Documents
▶ <b>Further home visits</b> arranged according to Practice Standard	<i>SecuriCare Practice Standards</i>
▶ <b>Stoma Clinic appointments</b> made in accordance with Practice Standards for ongoing support, reassessment of stoma and appliance update	
▶ Reinforces procedure for <b>ordering supplies</b>	
▶ <b>Liaise with MDT</b> according to patient's needs	
▶ <b>Provide telephone support</b> as required	
▶ <b>Document</b> interactions in patient records (including telephone/email contacts)	<i>The Code (NMC, 2015)</i>

# 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, 2010)

## 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 with access to local support groups
- 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 offering the opportunity to discuss sexuality and body image concerns, considering onward referral to external counselling & psychological support services where appropriate
- 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

# Structural Criteria

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
- SecuriCare Professional Guidance for Teaching Colostomy Irrigation
- SecuriCare internal documents - Stoma Scoring Thermometer (SST), Seven Steps to Discharge, Stoma Siting Assessment Tool
- Company and Local Trust/CCG Policies
- NMC Code

## DOCUMENTATION

- SecuriCare Patient Management System
- Access to medical records
- Patient information literature
- SecuriCare service literature
- Association Stoma Care Nurses - Stoma Care Clinical Guidelines (ASCN, 2016)

## 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

- ❖ Association Stoma Care Nurses (2016) *Stoma Care Clinical Guidelines*. [Online] Available at: <http://ascnuk.com/wp-content/uploads/2016/03/ASCN-CI20inical-Guidelines-Final-25-April-compressed-11-10-38.pdf> [accessed 01/03/19].
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- ❖ SecuriCare (2016) *Seven Steps to Discharge*, available on request from SecuriCare (Medical) Ltd., High Wycombe.
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- ❖ SecuriCare (2017) *My Body, My Relationship*, available on request from SecuriCare (Medical) Ltd., High Wycombe.
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