Stoma care services

How can we help you?
Introduction

Now that you have been told that you may need a ‘stoma’ operation or have already had surgery, you will have lots of questions to ask about how this will affect you.

A ‘stoma’ is an opening that is made through your abdomen (stomach). A bag is then placed over the stoma to collect waste from your body. There are three different types of stoma. These are colostomy, ileostomy and urostomy.

The stoma care department

At University Hospital Crosshouse and University Hospital Ayr we have specialist nursing teams who can support you in coming to terms with having a stoma and help you learn to look after your stoma.

The stoma care nurses are experienced nurses who have undergone specialist training in stoma care and have specialised, up-to-date knowledge in all aspects of stoma care. The stoma care nurses act as a link between other health care workers in the hospital and community.

We have put together this booklet to help guide you through your early stages with a stoma. If we have not already contacted you, please contact one of the stoma nurses (see contact details) to arrange a suitable time to meet.

Stoma care Clinical Nurse Specialists

University Hospital Crosshouse

Sister Tracey McMeekin and Sister Vicki McAllister

Direct line: 01563 827878
Switchboard: 01563 521133 and ask to page 3003
Available Monday to Friday 8am - 4pm (Sister McAllister works part time)
University Hospital Ayr
Sister Alison McHarg and Sister Vicki McAllister
Switchboard: 01292 610555 ask for extension 14283 or page 1018
Available Monday, Tuesday, Thursday and Friday 8am - 4pm
(Sister McHarg and Sister McAllister work part-time)
Both teams have answer machines, if we are out the office please leave a message with your contact details and we will call you back. If you have a problem out with these hours or at the weekend or public holidays please contact your family doctor (GP), district nurse, the ward you were discharged from or NHS 24 on telephone number 111.

If your surgery is planned we will aim to see you before it (with a relative or friend, if you wish), to explain your operation and discuss having a stoma. We will also mark the area on your abdomen that is most suitable for you to have the stoma, before your operation.

After your operation we will regularly visit you in the ward to teach you how to care for your stoma. We work very closely with the ward nurses, who will also support you in caring for your stoma.

Appliances
There are many different types of appliances (stoma bags) available. In hospital we will use one particular appliance, but this may change to a different one once you are at home. We may ask you to try various appliances before you are settled on one particular one. There are also lots of other stoma products available – for example, products for protecting your skin around the stoma, but we would always ask you to contact us before using these.
How to order supplies
All stoma appliances have to be prescribed by your GP. Prescriptions in Scotland are now free. You have two options for ordering your stoma supplies:

**Pharmacy** – You will have to collect your prescription from your GP and take it to a pharmacy, who will then order in your supplies. You will then collect your supplies from the pharmacy, or some pharmacies can deliver it to your home.

**Home delivery service** – These companies will collect your prescription from your GP and then deliver your supplies to your home. Pharmacies and delivery companies can cut your pouches and provide free wipes and disposal bags.

We will give you further information on ordering supplies before you leave hospital.

Preparing for discharge
Soon after your operation we will encourage you to change your stoma appliance, we will do this gradually until you are able to do all of the change yourself before you leave hospital. We will give you lots of help and the support you need to build up your confidence.

In some cases we will also show relatives how to change the appliance. Occasionally some people will need help from carers at home. On discharge home, we will contact the district nurse and ask them to visit you within a few days to review the stoma and assess how you are coping at home.
Follow up after discharge

Stoma clinics

University Hospital Crosshouse – Maxwell Suite on a Tuesday afternoon.

University Hospital Ayr – Heathfield Suite on a Monday afternoon.

These clinics are by appointment only.

On discharge from hospital we will send you an appointment for the stoma clinic at your nearest hospital. We would normally see you within three weeks. However, if you are experiencing any stoma difficulties please let us know rather than waiting until your clinic appointment. We will then follow up with you at the clinic regularly for a year after your surgery. However, after this you can contact us at any time to make an appointment if you have any stoma problems or queries.

National support groups

Ileostomy Association

West and Central Scotland
Jacqui O’Donnell
15 Rowan Drive
Dumbarton
G82 5EH

Telephone: 01389 604449
Email: wcscotlandia@googlemail.com
Website: www.iasupport.org
Colostomy Association
Enterprise House
95 London Street
Reading
RG1 4QA

Helpline: 0800 328 4257.
Administration: 01189 391537
Email: cass@colostomyassociation.org.uk
Website: www.colostomyassociation.org.uk

Urostomy Association
Hazel Pixley
National Secretary
Urostomy Association
4 Demontfort Way
Uttoxeter
Staffordshire
ST14 8XY

Telephone: 01889 563191
Website: www.urostomyassociation.org.uk
Local support groups

SCAR (Stoma Care and Recovery)
The group meets on the second Tuesday of each month in the Woodlands Centre, Kilwinning Road, Irvine.

For more details contact:
Maggie on 07817736147 / maggie13@sky.com or
Rhona on 01294 557478

Ayrshire and Arran Support Group
The group meets five times a year at Biggart Hospital in Prestwick on the first Saturday of February, April, June, October and December from 2pm to 4pm.

For more details contact Jim Krasewitz on 01292 220945 / 07729 771350
or jimkraz@stoma.org.uk / jimkraz@hotmail.co.uk.

Feedback and complaints
Feedback and Complaints Department
NHS Ayrshire & Arran
PO Box 13
Eglinton House – Ailsa Hospital
Dalmellington Road,
Ayr
KA6 6AB

Telephone number: 01292 513 620
Email: complaintsteam@aapct.scot.nhs.uk
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우们所有的印刷品均有不同语言版本、大字體版本、盲文（僅有英文）、錄音带版本或你想要的另外形式供選擇。

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Tell us what you think...

If you would like to comment on any issues raised by this document, please complete this form and return it to: Communications Department, 28 Lister Street, University Hospital Crosshouse, Crosshouse KA2 0BB. You can also email us at: comms@aaaht.scot.nhs.uk or comms@aapct.scot.nhs.uk. If you provide your contact details, we will acknowledge your comments and pass them to the appropriate departments for a response.

Name __________________________________________________________
Address ______________________________________________________
____________________________________________________
Comment ______________________________________________________
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