

# An Introduction to the Stoma Care Service at Brighton and Sussex University Hospitals NHS Trust

## Our Service

We provide a nurse led service to patients, their families and carers for people who have a stoma or might need to have a stoma and for those who have an internal pouch.

Stoma Care Nurse Specialists (SCNS) are senior nurses with special training in stoma care. Some have specialist interests which include paediatric care, urology, cancer care or ileo-anal pouch care.

We offer support, training and information to help patients and carers gain independence with stoma care. We provide guidance on product choice, medication (in conjunction with your doctors), and diet and lifestyle issues.

This service is provided in both the hospital and the community setting where we provide support from the pre-operative stage, through to post-operative recovery and to optimising independence and quality of life. We receive referrals from a wide range of professionals.

We are happy to receive self-referrals from patients and their carers.

## The Stoma Care Team

<b>Kate Evans</b>	<b>(Lead SCNS)</b>
<b>Tina Walker</b>	<b>(SCNS)</b>
<b>Jenny Williams</b>	<b>(SCNS)</b>
<b>Steph Howard</b>	<b>(SCNS)</b>
<b>Janice Bushell</b>	<b>(SCNS)</b>
<b>Rosie Howell</b>	<b>(SCN)</b>
<b>Charlotte Rose</b>	<b>(Team Administrator)</b>

We are supported in the community by a Community Stoma Care Nurse Specialist who may be the nurse that sees you.

## The extended team

We work closely with surgeons, dieticians, pharmacists, Cancer Specialist Nurses and the Inflammatory Bowel Disease Team with in the hospital and with your GP and Community Nursing teams in the community.

Some patients who come to Brighton or Haywards Heath for their operation may live outside our community area. In such cases you may be seen by your local Stoma Care team before your surgery and for longer term follow up.

## How can you contact us?

You can contact us via the message line on:  
01273696955 ext 64215 (24 hour answer machine)  
or via email:  
[Bsuetr.stomacaredepartment@nhs.net](mailto:Bsuetr.stomacaredepartment@nhs.net)

The Stoma Care message line is an answer machine and email advice service and is not for emergencies.

A specialist nurse will respond as soon as is possible (this is normally on the same day if the call is left before 1pm and the next working day if left after 1pm). Please leave your name, hospital number or date of birth and a contact telephone number so we are able to call you back.

## How can we see you for your appointments?

We are able to see you in a number of locations which include hospital and community clinics as well as your place of residence.

We offer a home visit in the initial period following your surgery or if you are not well enough to attend one of our clinics. We also visit community hospitals, Nursing Homes and Residential Homes as required.

## **We offer nurse-led clinics in the following locations:**

- Royal Sussex County Hospital, Brighton
- Princess Royal Hospital, Haywards Heath
- Mile Oak Medical Practice, Mile Oak
- Newhaven Rehabilitation Centre, Newhaven

Appointments are needed for all of the above clinics. Please do check carefully at which location your appointment is booked. If you are unable to attend your appointment please call the Stoma Care message line to cancel or rearrange.

## **Before your surgery**

We will receive a referral about your forthcoming surgery and will aim to meet with you either in clinic or at home for an information session about your planned surgery. Some of our patients are seen where there is only a possibility of needing a stoma.

We will provide you with written information about your surgery and a Stoma Care Trainer Pack for you to practice with before you come to hospital.

We will also need to site mark you prior to surgery to ensure that, if a stoma is needed, it is placed in the correct position by your surgeon. It is important that this is done prior to your operation and may be done in advance of your admission date.

## **In hospital**

We work closely with the rest of your team to ensure that any needs for your stoma care are met and that stoma self-care skills are taught to you or your carer ensuring independence and a timely discharge. Sometimes it takes longer to learn to become independent with a stoma and you may require support from short term community services either as an inpatient or at home.

## After your discharge from hospital

Contact 1	7-10 days after leaving hospital	We aim to visit you at your home or place of residence within 7 – 10 days of leaving hospital for a clinical review and to assess your product requirements. If you are well enough, we may ask you to come to clinic for this review.
Contact 2	2 weeks post-discharge	This may be at your home, at clinic or a telephone review.
Contact 3	4-6 weeks post-discharge	Clinic
Contact 4	3-6 months	Clinic
Contact 5	9-12 months	Clinic

You can of course call us via the message line if you have a problem that needs our attention before your scheduled appointment.

## Where do I get my stoma care supplies from?

All stoma care products need to be prescribed and can be obtained with a prescription from either a Home Delivery Company or your local pharmacy.

We communicate with your GP to ensure that you have the correct products prescribed for your needs. Your prescription may require review at times as your needs may change. Please contact the Stoma Care

## Getting involved

If you are interested in supporting others living with a stoma please do let your Stoma Care Nurse know as we are able to put people in touch with each other for support. If you would like to sit on a patient's panel to help us develop and improve our service please do speak with one of the Stoma Care Team.

## Further Information

### Beating Bowel Cancer

Telephone: 0208 973 0011  
Email: [nurse@beatingbowelcancer.org](mailto:nurse@beatingbowelcancer.org)  
Web: [www.beatingbowelcancer.org](http://www.beatingbowelcancer.org)

### Chron's and Colitis UK

Telephone: Information line: 0845 130 2233  
Web: [www.chronsandcolitis.org.uk](http://www.chronsandcolitis.org.uk)

### Macmillan Cancer Support

Telephone: 0808 808 0000  
Web: [www.macmillan.org.uk](http://www.macmillan.org.uk)

### Urostomy Association

Telephone: 01386 430140  
Email: [info@urostomyassociation.org.uk](mailto:info@urostomyassociation.org.uk)  
Web: [www.urostomyassociation.org.uk](http://www.urostomyassociation.org.uk)

### Colostomy Association (CA)

Helpline: 0800 3284257  
Email: [cass@colostomyassociation.org.uk](mailto:cass@colostomyassociation.org.uk)  
Web: [www.colostomyassociation.org.uk](http://www.colostomyassociation.org.uk)

### Ileostomy and Internal Pouch Association (IA)

Telephone: 0800 0184724  
Email: [info@iasupport.org](mailto:info@iasupport.org)  
Web: [www.iasupport.org](http://www.iasupport.org)

**Support After Stomas (SAS)** Please ask your Stoma Care Nurse for a flyer.

### Our Contact Details

Stoma Care Answerphone: 01273 696955 ext 4215  
Stoma Care Appointments: 01273 696955 ext 4215  
Main Outpatient Appointments: 0300 303 8360  
Stoma Care Email: [bsu-tr.stomacaredepartment@nhs.net](mailto:bsu-tr.stomacaredepartment@nhs.net)



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**Disclaimer**

The information in this leaflet is for guidance purposes only and is in no way intended to replace professional clinical advice by a qualified practitioner.

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