

## Stoma Care Department

### The Stoma Care Service is available:

**Monday to Friday**  
(excluding bank holidays)

**8.00am - 4.00pm**

**Tel: 01392 402742**

A Stoma Care nurse carries a bleep and may be contacted via the Hospital switchboard on **01392 411611**.

- Stoma Care Nurses are specially trained and have specialist knowledge to help people who have colostomies, ileostomies, ileo/anal pouches and urostomies.
- There is a 24-hour answer-phone service. Messages are collected and responded to regularly throughout the day during our opening hours.
- Information booklets and handouts are available from the Stoma Care Department.
- Audio visual information available. Please ask for details. Information available in multi language format. Please ask for details.

### Stoma Care Pathway

- When you are referred to the stoma care service we will contact you to arrange an appointment for pre-operative information and education.
- You will be seen by a stoma care nurse when you are admitted for your surgery and the position of your stoma will be marked.

- Whilst you are in hospital the stoma care nurses will see you regularly, providing support and teaching in stoma management, until you are independent and ready for discharge.
- The stoma care nurse will see you at home following your discharge. The nurse will discuss the need and timing for further visits with you, depending on your progress.
- The stoma care nurses will follow you up at six weeks, three months, six months and annually. However, you are encouraged to self-refer to the clinics if you have any queries or concerns.
- Patients from outside the Exeter catchment area will be referred to their local Stoma Care Service for ongoing care and support after discharge from hospital.

### Stoma Clinics

Stoma clinics at the RD&E are held daily and are open to all stoma patients within our area. In addition, regular clinics are held in many of the community hospitals. Outpatient appointments are available in Exeter, Exmouth, Seaton, Tiverton, Budleigh Salterton, Honiton, Axminster, Sidmouth, Okemhampton and Crediton. These are arranged by phoning the Stoma Care Department and making an appointment. Patients are encouraged to self-refer to the clinics. Please telephone the department on **01392 402742** for an appointment/details of your nearest clinic. For patients who are unable to attend a clinic we will endeavour to arrange a home visit from the Community Stoma Care Nurse.

## Range of Services Stoma Care Nurses Provide

- Support for all stoma patients and their families.
- Pre- and post-operative information and counselling.
- Pre-operative assessment and stoma care education.
- Pre-operative siting of stomas.
- Follow-up clinics.
- Liaison with voluntary groups.
- Health promotion.
- Dietary advice.
- Wide choice of appliances and appliance usage reviews.
- Travel advice.
- Advice and education for nurses, medical students, doctors, GPs, pharmacists and other professionals.
- Advice and education for nursing and residential home staff and community carers.

The Stoma Care Department will not give out your personal details to delivery companies for stoma supplies without your verbal permission.

The Stoma Care Department is funded through company sponsorship. This does not affect the choice of products offered or where you would like to obtain them following your discharge from hospital.

*The nurses are constantly reviewing the service we provide and looking at ways to improve the support and advice that we give to patients. We would welcome any suggestions please.*

The Trust cannot accept any responsibility for the accuracy of the information given if the leaflet is not used by Royal Devon staff undertaking procedures at the Royal Devon hospitals.

© Royal Devon University Healthcare NHS Foundation Trust

Designed by Graphics (Print & Design), RD&E (Heavitree)