

# Counselling Support for Stoma Patients

Caroline Rudoni

Amcare Group Nursing Services Clinical Lead

# Stoma Formation



Association of Stoma Care Nurses UK

Approximately 25% of all people undergoing stoma surgery experience more serious psychological symptoms after surgery

Many of these people do not receive the professional help they require

White, 1997

# me+ programme

Range of services and resources to support any person before and after their stoma operation

**Our mission** is to help people become more than their stoma.

**Our purpose** is to ensure people with a stoma can carry out their daily activities in the way they want to.



[www.convatec.co.uk/meplus](http://www.convatec.co.uk/meplus)

# Counselling Service



3 Counsellors

Range of counselling qualifications and experience

Telephone Service

Not required to be registered with Amcare Group or use ConvaTec products

# Counselling Service Flow Chart

1

- Refer to Nurse Advisor – 0800 085 2516 or by email [sally.wright@amcaregroup.co.uk](mailto:sally.wright@amcaregroup.co.uk)
- Name, Address, DOB, GP details, stoma type, reason for counselling, name of hospital SCN if appropriate

2

- Patient contacted by nurse advisor & assessed
  - Eligibility Criteria
    - Patient must be over 18 years old
    - Patient must have a stoma
    - Patient agrees to counselling by telephone
    - Counselling must be related to stoma issues
    - Patient must not already be involved with another counsellor, clinical psychologist or psychiatrist

3

- Patient signed up to me+ programme

# Counselling Service Flow Chart

4

- Code of practice & consent form sent to patient
- Form to be returned to Sally Wright/me+ CIC advisor at Amcare Rivergreen
- Once received at Rivergreen, form will be scanned and sent to Sally

5

- Referral to counsellor
- Letter sent to patients GP informing them of impending counselling sessions

6

- 3 x counselling session (can be up to 6)
- Counsellor will contact the patient directly and arrange date/time for the first session
- 3 initial sessions, then discuss with Sally Wright if further sessions felt to be beneficial

7

- Feedback documented on me+ prs.
- Letter sent to referring clinician

# Counselling Service



Started January 2016

14 patients completed course of sessions

Very short waiting list at present

Extremely varied counselling requirements, some of which manifest following stoma surgery but are not actually related to the person's stoma

# Case Study 1

SB male 54yrs

Primary School Headteacher

Ileostomy – reversal unsuccessful – permanent colostomy

Physically well but struggling psychologically

Only required 1 session for support



## Case Study 2

CY Female 53yrs Ileostomy formed 10 years ago

Very complex history – ill for many years and many illnesses

Social difficulties with daughter

Hasn't left the house in 7 years

After sessions – has taken trip to India!!

# Service Evaluation



Patient Satisfaction survey undertaken and will now run continuously .....

100% satisfaction with service

All agreeing that counsellors were:-

easy to talk to, made them feel safe, issues alleviated, beneficial, helpful, treated with dignity, enough sessions offered

# Service Evaluation

“helped rationalise decision making”

“provided support when feeling negative about the future”

“Good to talk to someone outside the family who didn’t get upset when I cried”

“I felt unburdened after the sessions”

# Learnings

Counselling service is invaluable to those who require it

No one felt uncomfortable with telephone rather than face to face contact

Many issues are not related to the stoma but manifest themselves following stoma surgery

Some people will require signposting to other services for ongoing care ie Psychotherapy, hospice support, Cruse

Counsellors have had to adjust to working over the telephone and not having any non-verbal signals to work with

# Patients to refer?



## Nurse Advisor

- Mon-Thurs 9am – 2pm
  - Friday 9am – 5pm
  - Saturday 9am – 1pm
- 
- **0800 085 2516 UK**
  - **1-800 818 988 ROI**



# References



Living with a Stoma – Craig White (1997) Sheldon Press, London

**Thank you for listening**

**[caroline.rudoni@amcaregroup.co.uk](mailto:caroline.rudoni@amcaregroup.co.uk)**