

The values and behaviours  
of Care, Compassion,  
Competence, Communication,  
Courage and Commitment...

**MAKING A DIFFERENCE  
TO OUR PATIENTS' LIVES  
EVERY SINGLE DAY**



Salts Medilink Community Stoma Care Nurse  
Team provides a bespoke stoma nursing  
service. This aims to enhance stoma patient  
outcomes and improve quality of life through  
ongoing patient-centred care and  
support for all stages of the patient pathway.



## Statement of Purpose Stage Two

To view the most recent CQC (Care Quality Commission)  
inspection report for Salts Medilink,  
please visit [www.cqc.org.uk](http://www.cqc.org.uk) or phone 0300 061 6161

For complaints or compliments,  
please contact **Louise Hack** on:  
 0121 333 2528 [louise.hack@salts.co.uk](mailto:louise.hack@salts.co.uk)



Salts Medilink Community Stoma Care Nurse Team  
maintains a zero tolerance  
policy towards violence and aggression



For Medilink Supplies, please call  
**FREEPHONE 0800 626388 (UK)** or for further  
information visit [www.saltsmedilink.co.uk](http://www.saltsmedilink.co.uk)



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RM765001 5/17



## SALTS MEDILINK STOMA CARE NURSING SERVICE



**Fiona Brown**, RGN, Stoma Care Nurse

Monday to Friday

8:30am – 4:30pm 07587 551616

[fiona.brown@salts.co.uk](mailto:fiona.brown@salts.co.uk)

**Jackie Clemit**, Stoma Care Nurse

Wednesday and Thursday

9:00am – 5:00pm 07717 667283

[jackie.clemit@salts.co.uk](mailto:jackie.clemit@salts.co.uk)



This service is available to anyone who has had, or is awaiting surgery which may result in the formation of a colostomy, ileostomy, urostomy or fistula:

Once your Stoma Care Nurse has received a referral, you can expect a phone call within 1–2 working days to arrange an appropriate time for a visit. This will be categorised as:

## Urgent



## Non-urgent



## Routine



### PRIOR TO SURGERY

Salts Medilink Stoma Nurse Community visit as appropriate. It is normal to expect one visit. However, this is bespoke to your needs and will cover:



Psychological care and counselling



Explanation of surgery and stoma care, including training aids



Siting



What to expect during recovery and convalescence



Information on how to contact your Stoma Care Nurse

### WHAT TO EXPECT FOLLOWING DISCHARGE AND RECOVERY

Our aim at this stage is to offer support and act as a resource; and to promote self-care and independence over a period of 6–8 weeks following your surgery.

Your nurse will contact you within 1–2 working days from receiving notification from the hospital that you've been discharged. On gaining your consent, a home visit will be arranged. Depending on the urgency of your needs, this is normally within a week.

Your initial visit may last up to 1 hour.

The nurse will:

- Ask for written consent to assess your stoma and the suitability of your products
- Carry out a full assessment and discuss a plan of care agreeable to you
- Explain how you can obtain your supplies
- Provide you with any literature which you might find appropriate
- Arrange a suitable follow-up visit as necessary

A final stoma check will be carried out after 6–8 weeks, as appropriate. At this point, most people are usually independent and self-caring with their stoma requirements, or have been signposted to appropriate resources.



Your Stoma Care Nurse will arrange to see you on an annual basis to check your stoma and the suitability of your products.

However, you can contact your nurse prior to this appointment if you have any problems or concerns about your stoma. Should you have an urgent problem with your stoma out of hours, please contact your GP, District Nurse, the ward you were recently discharged from, or the 111 service.

In an emergency, you should attend the Accident & Emergency department.