Counselling Support for Stoma Patients

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Stoma Formation

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
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
   - 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”
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


Thank you for listening
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