



# Charter Stoma Care Nursing Service

## Mission statement

Making life easier for people with intimate healthcare needs

## Service offer

Closeness... to better understand  
 Passion... to make a difference  
 Respect and responsibility... to guide us

## Vision

Setting the global standard for listening and responding to provide a patient centred stoma care service

Demonstrating 6Cs in practice

### Care

As qualified nurses, caring is central to our values and beliefs.

We are in a privileged position to support someone through a life changing experience.

We provide care for a range of individuals, these include the patient; spouse or partner and the wider family network.

The job we do requires close contact of a very personal nature, by caring we are able to provide advice that lessens worry and aids healing physically.

As a caring nursing team, we ensure that patients receive the best care, product choices and advice.

At the same time, we care for the well being of each other within the team, giving on-going support and celebrating success.

### Compassion

We understand that stoma care is more than one individual; it incorporates a holistic approach to everything we do.

We create a safe private environment in which to be able to discuss stoma care issues.

We listen to the needs of the patient, reflect and respond appropriately.

We understand that everyone is individual, some needing more time and input than others to regain control of their life following stoma formation.

We are kind and respectful.

We include family members in the care where required.

We fight for the needs of our patients, ensuring that we provide expert care throughout their patient journey with us.

### Competence

We are all :-  
 NMC registered RGN's with post graduate qualifications in stoma care.

We have completed;  
 Coloplast ITC  
 Wellards Diploma  
 E learning modules in  
 Data Protection  
 Yearly mandatory training

We wrote and work to RCN accredited clinical standards

As a team we are CQC registered.

Peer support; locally within peer groups and nationally as a nursing team.

Professional development :  
 attendance at Conferences eg ASCN

We adhere to national best practice guidance e.g. NICE and RCN,

We regularly update our knowledge and many of the team submit articles within nursing journals.

### Communication

As a team and as individual specialists we understand the importance of verbal and non-verbal communications skills.

We positively encourage the use of good listening skills to enhance our communication.

We communicate to all in a timely manner, and where necessary back this up with documentation and nursing notes.

We provide patients with a safe environment in which to effectively communicate.

We provide appropriate literature for the patients needs, i.e. pre-op pack's, post operative booklets.

We regularly spend time each week communicating with our manager, who proactively promotes team communication and sharing of ideas.

As a team we understand that communication also includes our own body language and actions. We always present ourselves professionally, in a way that engages with our patients, gains rapport and allows for a successful exchange of information.

If required we will access interpreters to aid in our consultation processes within our multi-cultural world.

We understand that sometimes patients find it hard to communicate when faced with anxiety over the care that they are receiving and are sensitive to this, ensuring that the ostomist is central to everything we do.

### Courage

We have the courage to act as our patients advocate in all situations, ensuring that they receive the best possible stoma care available.

We have the courage to stand by our values, delivering high quality care to patients with intimate needs.

We have the courage to use whatever product is ethically correct for the patients needs.

### Commitment

We are committed to helping our patients live a full and active life, with confidence.

We are committed to working closely as a team and with referring health care professionals to ensure that the patient journey is seamless.

We are committed to providing the best possible stoma care and therefore keep ourselves updated with new products, information, peer meetings and educational events.

We are committed to sticking to our teams standards of care as accredited by the RCN.

We are committed to provide on-going support to our team and our patients.

Making this happen – nurses need to take the lead in these 6 areas and embedded throughout is Leadership, Ownership, Partnerships

Helping people to stay independent

Working with people to provide a positive experience.

Delivering care and measuring impact

Building and strengthening nursing leadership

Ensuring we have the right staff, with the right skills and attributes in the right place

Supporting a positive staff experience