



Ileostomy & Internal Pouch
Association

Registered Charity



*A guide for
professionals*

IA VISITORS

Helping people to move forward

IA's Visiting Service

Since its creation in 1956 IA has had a close working partnership with stoma care nurses. IA's main aim is to provide a high quality support service for patients, who have undergone, or are about to undergo, surgery for an ileostomy or an internal pouch. We have worked in partnership with stoma care nurses on a number of projects, for example our "Going Home" series of literature which has been endorsed by the UK stoma care nursing organisations; the ileo-anal pouch masterclasses; and "It's my life...Just Different" the adolescent IA ileostomy and internal pouch DVD produced in conjunction with the Paediatric Stoma Nurse Group.

Underpinning our partnership with stoma care nurses is our visitor training service. IA's wealth of personal experience and our aim to "listen, inform, support" are key features of IA's visiting service. IA is unique amongst stoma patient support groups, offering a high quality qualified visitor service, matching visitors to patients.

IA's visitor training courses are endorsed by the UK stoma care nursing organisations, so you can be confident that your patients can receive the experiential knowledge that will help them to adjust to life with an ileostomy or an ileo-anal pouch from a source that you can trust.

Visitor selection criteria

To be considered, a candidate must:

- have an ileostomy or ileo-anal pouch
- be at least 18 months post completion of surgery
- be involved with IA locally
- have a recognised sponsor (all potential visitors must have their application supported by an official from their local IA member organisation and their stoma care nurse).



Course structure

The course is structured over three days, and is filled with practical activities, instruction from the course team, practising the skills, including role play and interaction with others on the course.

The topics covered include:

- active listening skills
- the role of the stoma care nurse
- using listening skills on the telephone
- potential problems and difficulties.

In short, the course provides participants with the skills needed to be an effective visitor. The emphasis is on listening and all IA visitors are taught not to give medical or product advice.

Benefits for patients and stoma care nurses

Professional knowledge and experiential knowledge are both necessary if a person is to adjust to life with an ileostomy or an ileo-anal pouch. With the roll out of enhanced recovery programmes for colorectal surgery, patients are spending less time in hospital and this is where IA can help, working in partnership with the stoma care nurse to provide valuable support. There is no doubt that carefully selected visitors who have been given the proper training should make a positive difference to the recovery of a patient.

Visits can be carried out either in hospital, at the patient's home or a suitable location of choice, by telephone or email. Visitors are matched as closely as possible by age, gender and occupation. If you would like to arrange a visit for one of your patients contact IA today or fill out a visit request form on our website.



Listen • Inform • Support



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