



One2One Support

A Guide for Professionals

One2One Support

Since its creation in 1956, IA has had a close working partnership with healthcare professionals. IA's main aim is to provide high quality support for patients who have undergone, or are about to undergo, surgery for an ileostomy or an internal pouch. IA has 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 internal pouch masterclasses and an adolescent DVD produced in conjunction with the Paediatric Stoma Nurse Group.

IA was the first stoma organisation to offer high quality support, matching volunteers to patients through a network of trained volunteers. IA's wealth of personal experience and our aim to "listen, inform, support" are key features of One2One Support and underpins our partnership with stoma care nurses.

IA's One2One Support training course "Effective Communication Skills" provides you with the confidence that your patients receive the experiential knowledge that will help them to adjust to life with an ileostomy or internal pouch, from a source you can trust.

IA Support Volunteer selection criteria:

- To be considered, a candidate must:
- have an ileostomy or internal pouch
- be at least 12 months completion of surgery
- be a member of IA
- have a recognised sponsor from either their local IA member organisation or their stoma care nurse.

Course structure

The course is structured over four half-day (3 hours) modules designed to be delivered online, 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 are:

- principles of effective communication behaviours and skills
- why listening is so important
- types of listening, questions and responding
- listening to connect, to learn, to decide
- giving and getting feedback
- ethical considerations
- understanding the relevant operations and procedures
- managing referrals with healthcare professionals
- ethical, GDPR and safeguarding considerations

In short, the course provides participants with the skills needed to be an effective Support Volunteer. The emphasis is on listening and all IA Support Volunteers 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 internal pouch. With the advent 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 stoma care nurses to provide valuable support. There is no doubt that carefully selected individuals who have been given the proper training should make a positive difference to the recovery of a patient.

IA Support Volunteers are matched as closely as possible by age, gender, occupation and lifestyle, and with IA's growing diversity of volunteers and contact methods it's never been easier to arrange peer-to-peer support for your patients.

If you would like to arrange a referral for your patients, contact IA today or complete a request form at www.iasupport.org/request-one2one-support.

"The benefit of speaking to someone who has been through a similar experience cannot be underestimated."



Listen • Inform • Support



**Ileostomy & Internal Pouch
Association**

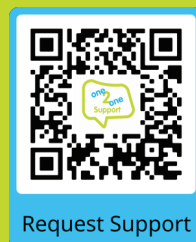
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Request Support

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