



The ileostomy & internal pouch
Support Group

Registered Charity

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Visiting and Pouch Visitors

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www.iasupport.org

Visit Request Situations

- Face to Face
- Phone to Phone
- E-Mail
- Home Visits
- Hospital Visits
- Pre-operation
- Ileostomy types
- Temporary stomas
- Internal Pouch
- Family members
- All ages



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Visitor – Personal Qualities

- Confidential
- Non-judgemental
- Trustworthy
- Patient
- Shows understanding
- Warm
- Sense of Humour
- Sensitive to feelings
- Has the time
- Truthful
- Gives reassurance
- LISTENS



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The Role of the IA Visitor

- IA visitors differ in age, gender and lifestyle and come from all walks of life but they have one common bond, an ileostomy or internal pouch.



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The Role of the IA Visitor

- The IA visitor brings a unique non-medical perspective of balanced personal experience to assist in the psychological and social rehabilitation of the person with a stoma or internal pouch.



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The IA Visitor – Part of a Team

- The qualified IA visitor is a member of the team there to provide support to ileostomists or internal pouch patients on their journey to recovery.



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Person-Centred Visiting

- The person that holds the problem also often holds the solution.
- The role of the visitor is to assist the person to resolving their own problem.
- Provide the right climate where the person feels safe and confident with you.



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Listening Skills - Techniques

Body Language

Spoken Words

Reflecting

Paraphrasing

Question Technique

Summarising

Clarifying

Understanding



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Visitor – Points to Remember

Success is About

- Be alongside
- Listen respectfully
- Be empathetic
- Be non-judgmental
- Be understanding

It is Not About

- Giving advice
- Taking over
- Showing sympathy
- Problem solving
- Telling your story



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Active Listening Skills

Possible Topics of Discussion

Diet

Work

Appliances

Health

Religion

Cultures

Family

Holidays

Partner

Recovery

Stoma Care

Pouch

Sport

Sex

Why Me

Emotions

Finance

Rejection



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Active Listening Skills Reminder Points

- Listening is not a natural process.
- Listening requires your total attention.
- Listening conveys respect, value & worth.
- Two way process – verbal & non verbal.
- Focus on client / patient feelings.
- You can't talk & listen at the same time.



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IA Visiting – Points to Ponder

- Your local IA group needs pouch visitors
- There must be a good working link between IA and local SCN's
- Patients often never hear about IA
- Not all pouch patients need support
- Pre-op visits often by phone - anywhere



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Want to become an IA Visitor ?

- Enquire through your IA group
- A 3 day assessed course (2 weekends)
- Training costs covered by IA National
- Workshop environment with role play
- Provides guest speakers / surgeons
- Provides a standard visiting syllabus
- Qualification accepted by WCET & SCN's



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