



Secure Start



The proven pathway for stoma care



This programme has been accredited by the RCN Centre for Professional Accreditation until 1 May 2015. Accreditation applies only to the educational content of the programme and does not apply to any product.

Partnering for improved outcomes

Secure Start is a community care pathway that aims to promote excellence in stoma care by delivering a high quality service and in turn a positive experience for patients. By measuring the effectiveness of care, rates of prescribing and overall service cost, Secure Start is able to demonstrate efficacy.



The Secure Start pathway is divided into 4 phases.

1. Pre-operative care

Secure Start's structured programme of patient support enables informed decision making and improved experience of care, potentially reducing hospital stay.

2. In hospital

Secure Start works in collaboration with current acute nursing best practice, providing education and support to facilitate early self care.

3. Returning home

Secure Start provides a structured return home plan, with early home visits and telephone contact. These help prevent potential problems early, eliminating additional cost at source.

4. Living with a stoma

Secure Start's ongoing patient commitment at 3, 6 and 12 months (annually thereafter) helps ensure continued best practice as the patients' needs evolve.

- Comprehensive support to ensure life long optimal patient outcomes
- A best practice approach for stoma care nursing
- Designed to minimise patient complications and readmission rates
- A documented and fully audited approach to stoma care.

A proven programme

Secure Start

over **1,600**
patients *since 2012*



98%
of patients found
home visits **helpful or very helpful.**

58% of patients experience
problems during the
first 48 hours following
discharge from hospital ¹



Reduce length of hospital stays ²

from: **10.4**
days
2012

to: **8.4**
days
2013



5%
hospital
re-admission ³



8%
GP visits ⁴



18%
outpatient
appointments ⁵

Total estimated cost savings
for this study group: **£43,637**

It takes an average of **2 weeks** for patients
to settle on a suitable product following discharge
from hospital.

8% saving

An annual review of 21 patients
within a GP surgery resulted in an
8% saving on prescription costs ²

The **Secure Start** pathway is RCN accredited

Hollister Ltd is now registered as a "service provider" for Community
Health Services with the Care Quality Commission (CQC)
(Ref no: RGP1-1464843859)



1. Audit data on file
2. Audit of Secure Start patients at the Norfolk and Norwich Hospitals NHS Trust
3. re-admission/A&E Attendance at a cost of £114 per attendance plus £273 per overnight stay.
4. at a cost of £45 per visit
5. at a cost of £108 per appointment

Department of Health Reference costs: DOH November 2013

Secure Start demonstrates significant benefits to NHS Trusts



The **Secure Start** pathway audits the impact and outcomes of the nursing care provided. These can be used as evidence for commissioners and NHS Trust management boards to demonstrate safe, efficient stoma care practice with associated cost efficiency and effectiveness.

Since its introduction the nurse led Secure Start service has demonstrated significant benefits to both NHS Trusts and CCGs by:

- Introducing a structured pathway of care to meet patients' needs
- Providing community focused care
- Reducing costs associated with readmission/attendance at A&E
- Measurement and audit against national and local key performance indicators
- Reduces costs associated with GP and hospital outpatient appointments for stoma related problems
- Management of prescription costs within the CCG

Proven in action

Over 1,600 patients have been through the Secure Start pathway in two years. Currently the pathway is adopted by:

- Norfolk and Norwich University Hospitals NHS Trust
- Heatherwood and Wexham Park Hospitals NHS Foundation Trust
- Barking Havering and Redbridge University Hospitals NHS Trust
- Central London Community Healthcare NHS Trust
- Hounslow and Richmond Community Healthcare NHS Trust
- Kings College Hospital NHS Foundation Trust
- Your Healthcare CIC

Recognised by key organisations

The **only Royal College of Nursing (RCN)** accredited stoma care pathway in the UK. **Care Quality Commission (CQC)** registered as a service provider.



Extensive range of patient support literature and DVDs



Single pack of NCR multipart forms to document and evaluate each patient, supplied in a patient wallet for easy filing and retrieval

Secure Start is valued by patients



Patients have a right to expect consistency in their plan of care that includes compassion, empathy, kindness, respect and dignity. These are the founding principles for the **Secure Start** pathway, offering the patient ownership of their care. It enables the specialist nurse to work with the patient to assess, plan, evaluate and review stoma care on an individual basis, for the lifetime of the patient.

A recent survey of Secure Start patients showed:

- 94% found the phone calls in the first week helpful
- 98% found the home visits helpful
- 90% of calls to the nurse were answered promptly or returned the same day
- 96% patients said providing patients with stoma support and advice within 30 days was important. 94% of patients were satisfied that the service met this objective
- The stoma care nurse provided helpful advice 97% of the time and 84% said they could always turn to the nurse for suggestions on dealing with their stoma
- 96% said their experience with the nurse helped a lot
- 95% said the stoma nurse provided a valuable service
- 96% were satisfied with the overall experience of the stoma nurse
- 94% said they did not have to see a GP for a stoma related issue within the first month of discharge
- 90% did not go to A+E during first month and 94% were not readmitted to hospital
- 100% said that their Secure Start nurse respected their privacy and dignity

Result above from a survey of Secure Start patients: (n=93 patients via a postal questionnaire)

“I was unaware that I would be having an ileostomy, so it was quite a shock, but my stoma nurse was wonderful. She explained everything to me, listened to my fears and concerns and helped me to accept it. I know that I can contact her at any time and she will be there to help and advise.”

N.M (patient)

“I was so worried when I returned home, but the regular contact with the nurse made things so much easier, I am getting better now, thanks to her advice and support.”

J.D (patient)



Secure Start

“Patients have a high quality service which impacts positively on their rehabilitation. The readmission of patients has been prevented by this level of community support.”

Lead CNS Colorectal Stoma Care
Norfolk and Norwich University Hospitals NHS Trust

“My stoma nurse has given me the confidence to look after my stoma, I could not wish for better support. The help and advice has been first class.”

R.W (patient)

To discover how your patients and Trust can benefit from the Hollister **Secure Start** service contact us on **0800 521 377**

All interactions within the patient pathway are audited in order to demonstrate achievement of clinical and managerial objectives, including:

- A positive patient experience
- Contribution to financial objectives
- Responsible prescribing
- Demonstrate value of a specialist nursing role

Audit outcomes may be discussed within individual NHS Trusts and CCGs in order to meet local objectives.



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