



Ileostomy & Internal Pouch  
Association

Registered Charity



# Peer and Professional Support

IA: Providing support since 1956

Scott Clifford

# Background



- IA Trustee
- One2One Support Volunteer
- One2One training mentor
- Student Counsellor
  - L2 & L3 CPCAB Counselling Certificate
  - L4 diploma: September 2025
- IT by day



# What's on the Agenda?



IA's  
Support  
Services

When to  
consider  
support

Barriers  
to  
support

Self help



# Feeling Uncomfortable?



- Step out
- Grab fresh air or a coffee
- Take the time you need
- Recognise how you feel
  - Feelings and emotions
- Why?
- Employ self care / self worth



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# This is me...



1987: Dropped out of college due to illness

1988: Diagnosed with Crohn's disease (17)

1992: Grandmother died

1992: Recommended for surgery (declined)

1998: Father died

2000: Married

2003: 'Emergency' surgery – ileostomy

2003: Mother stroke

2003: Diagnosed with diabetes

2003: Colectomy

2005: Redundancy

2006: Anxiety started / Short term medication  
/ counselling (failed) / hypnotherapy

2006: New job

2006: Joined IA / O2O Support Training

2007: IVF

2007: First child born

2008: Proctectomy

2009: Second child born

2012: Brother died suddenly (54)

2015: Mother died

2016: Diagnosed small hernia and first bowel  
obstruction (no hospital)

2017 – 2022: 40 + bowel obstructions (x3  
hospitalised annually – A&E)

2018: Obstruction / AKI / 'A&E'

2022: Hernia repair (failed for me)

2023: Niece killed (40)

2024: Redundancy again



# Also me... Before...



- I was shaped by my life experiences
- I 'inherited' parental values and beliefs
- I was 'conditioned' to understand what society considered acceptable
- I 'learned' how others felt I should behave to earn their love, respect or trust
- I judged others for doing the things that I had learned (or thought) were not acceptable



# Remember when?



## Surgery Scheduled

- Instant shock/denial
- No information available
- What did a bag look like / size?
- Spent 30m in car crying to wife
- Desperate for help
- Desperate to know that at 32, life wasn't over
- Told my wife to walk away and find someone who wasn't broken

## Surgery Performed

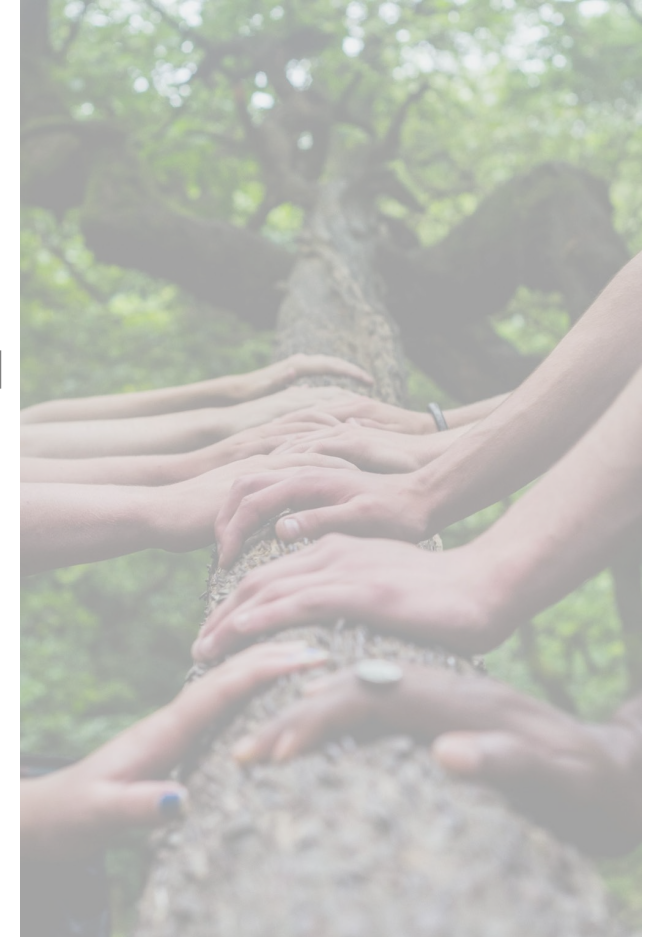
- Disappointed it had been done
- Scared and frightened
- Wouldn't look at it
- Refused to empty the bag (5 days)
- Refused visitors - shame
- Hated the smell
- Scared to be discharged
- Cried all day on day 5



# What is One2One Support?



- IA volunteers who are trained to offer a listening ear to people looking for support
- We match patient to volunteer as closely as possible
- Volunteers are trained in active listening skills and are assessed before course completion.
- IA's training is endorsed by the Association of Stoma Care Nurses (ASCN)
- We can support with practical lifestyle issues and concerns or just be a friendly ear to listen.

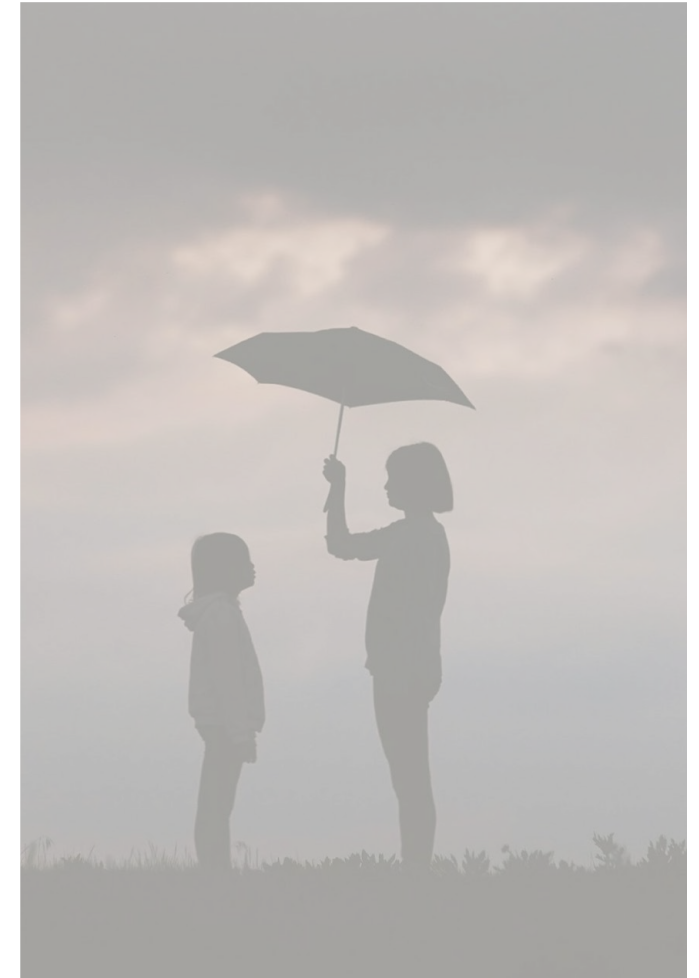




# What do people really want from One2One?



?



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# What's in IA's Training?



- Bowel related anatomy and surgeries (info only)
- The role of the volunteer
- Active listening skills (present)
- Unconscious bias
- Building a trusting relationship with others
- Safeguarding
- Promoting self care
- Journalling feelings
- Lots of role plays, mentoring and assessment



# Our Approach



- Three primary approaches to Counselling theory (400+)
  - Psychodynamic (Freud)
  - **Person Centred (Rogers)**
  - CBT (Beck)



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# What do we look for?



Empathy

Active  
Listener

Congruence

Understands

Unconditional  
Positive Regard

Diverse  
Outlook



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# Could I be a O2O Support Volunteer?



- 12-18 months post surgery, as a minimum
- Living with an ileostomy or internal pouch (or carer/partner of)
- Have ideally completed surgery
- Be involved with IA locally, or be prepared to be
- Have good communication skills
- Time to complete the training and undertake support requests



# Support Through Therapy



- Work with panel of qualified counsellors
- Open to IA members
- 6 sessions funded by IA
  - Introductory 15m chat with counsellor
  - Counsellor/Client 'privilege'
- Person-Centred Approach
- Application must be connected to surgery



# Do I need support?



## ONE2ONE (PEER)

- Anxious/Confidence-lacking
- Temporary disrupted sleep
- Lifestyle questions
- Someone else's perspective
- Understand you're not alone

## PROFESSIONAL

- Persistent sadness/anxiety
- Withdrawn/feel disconnected
- Struggling with daily tasks
- Unwanted thoughts
- Behavioural/Mood changes
- Unhealthy coping mechanisms





# Barriers to support

- I don't need it, I'll be fine
- I'm not sharing my life
- Stigma/discrimination/bad experience
- Life (time/family/work)
- Limited access to free services
- Cost of professional support
- Struggling to see a way forward





# Self Help: Acknowledge



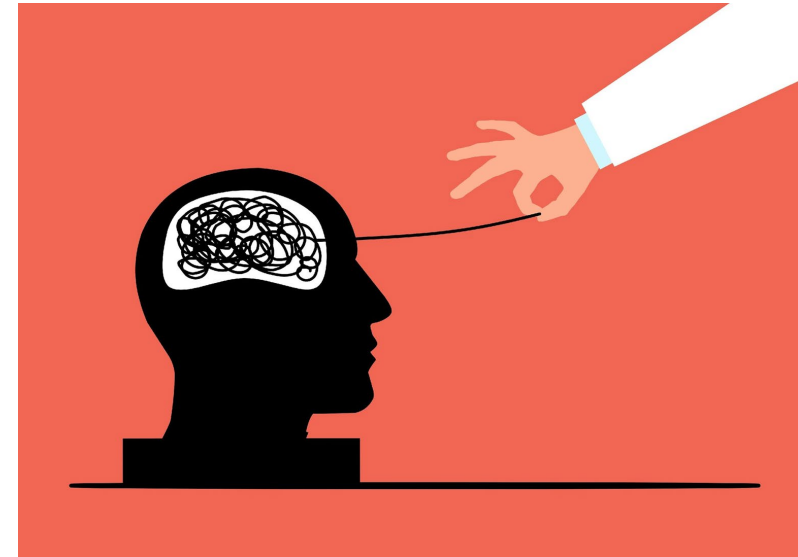
- Acknowledge how you feel
  - Why do you think you feel that way?
  - What feelings or emotions does it invoke?
  - Did you change your behaviour?
  - Are there any triggers associated with when you feel this way?
    - A type of scenario?
    - A location or setting?
    - A particular person?
  - Write it down



# Self Help: Options



- Exercise (e.g. walk/ Pilates/ Yoga)
- Mindfulness/Relaxation
- Faith
- Music
- Set goals and priorities
- Form social connections
- Self compassion





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