



Your Coloplast Charter guide to using Peristeen[®]

Practical support and helpful
advice to get you started.

Helping you get the best start to your Peristeen routine

Achieving success with Peristeen really is all about seamlessly fitting it into your everyday life, there's no need to worry if it takes a while to get things right for you and your lifestyle. We know that establishing a great routine in the first few weeks after being taught how to use Peristeen really makes a difference to you getting the benefits you are hoping for. Whilst at first this might seem overwhelming, it will soon become a normal part of your daily life.

Recommended routine

| Time of day | Volume of water (ml) | No. of air pumps | Frequency | Additional comments eg. medications |
|---------------|----------------------|------------------|-----------|-------------------------------------|
| Up to 14 days | | | | |
| | | | | |
| After 14 days | | | | |
| | | | | |

Your monthly requirements

Based on your recommended routine you'll need accessory unit(s)/ month. Remember to order your control unit after every 90 uses.

In a month based on your routine you'll need bags and single use catheters.

You've now completed your training and you're ready to start using Peristeen. Like any new process, it takes a few tries to get it right, and Coloplast Charter are here to help you along the way.

Referrer/Trainer's Name: _____

Training date: _____

Coloplast Charter is here to make life easier for people living with intimate healthcare needs

We will provide you with the support and advice you need, as well as deliver your products free to your home, so that you can establish the best start to your new routine. Coloplast Charter offers a call programme for people who have just started using Peristeen.

The first few days

First call (7 days after you have been taught Peristeen)

One of our CQC regulated telehealth specialists will call you within a few days, to support you in establishing confidence with the routine your nurse has asked you to follow and set up your ongoing delivery preferences.


We are here to answer any concerns you may have about starting using Peristeen and in the first few months we will schedule follow-up calls to check on how you are doing.

We speak to people who use Peristeen all the time, so we are in a great position to pass on tips, advice and the wisdom of other users' experiences. If we uncover an issue that we can't resolve, we will advise you to see your specialist nurse or GP.

The Coloplast Charter programme includes:

- Calls from a CQC regulated and experienced telehealth specialist, to support the training you received from your nurse
- Easy ordering of your products online or by phone
- Reliable, flexible and discreet delivery
- Complimentary items to support your routine





You can Trust us with the support we provide to YOU

Our Coloplast Charter telehealth service is registered and regulated by the CQC (Care Quality Commission). Which means that we are subject to regular inspections to ensure we that we provide a safe, effective, caring, responsive and well lead service working to the Royal College of Nursing accredited standards.

Our specialists are highly trained and experienced in providing product and lifestyle advice to patients with intimate healthcare needs. They work within clear guidelines and robust processes to support you with non-clinical advice, and will promptly refer back to our Coloplast Nurses or the NHS when needed.

Our CQC registration demonstrates our transparency in all we do, so that you can trust the support we provide to you.

Regulated by



CQC registered Nursing,
and Telehealth Service

If you need to speak to us before then please feel free to call us directly on:

 **0800 783 1434** Mon - Fri 9am - 5pm

or email us at

 **beststartbowel@coloplastcharter.co.uk**

Getting started

Use the diary on the following pages to record how you get on each time you go to the loo. It will be a good reference for you to see how things are improving and will help the Coloplast Charter team to understand how you are getting on, when you speak to them. Use the stool chart below to help you record your output in the results section of the diary.

Type 1



Separate hard lumps, like nuts (hard to pass)

Type 2



Sausage-shaped but lumpy

Type 3



Like a sausage but with cracks on its surface

Type 4



Like a sausage or snake, smooth and soft

Type 5



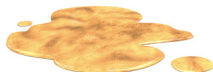
Soft blobs with clear-cut edges (passed easily)

Type 6



Fluffy pieces with ragged edges, a mushy stool

Type 7





Watery, no solid pieces. ENTIRELY LIQUID



Expect a call from one of our Coloplast
Charter telehealth specialists

"We know the tubes, bags and pumps can seem a little strange to begin with. But with a bit of practice you will soon perfect a technique for you."

Week 1

| Day | Time of day | Volume of water (ml) | No. of air pumps | Result (Type) | Comments (eg. Accident / leakage since last irrigating) |
|-----|-------------|----------------------|------------------|---|---|
| Mon | | | | | |
| Tue | | | |  Top tip Always wash your hands before and after using Peristeen and ensure that the area around your bottom is kept clean and dry. | |
| Wed | | | | | |
| Thu | | | |  Top tip You might find it easier to use Peristeen 20 to 30 minutes after eating or drinking – digestion can stimulate the natural activity of your bowel. | |
| Fri | | | | | |
| Sat | | | |  Top tip Try to stick to the plan that your doctor/nurse recommends to get the best results. | |
| Sun | | | | | |

Week 2

“At first it took a bit of practice to put the system together and then remember how to use it, but I soon got quite expert at it.”



| Day | Time of day | Volume of water (ml) | No. of air pumps | Result (Type) | Comments (eg. Accident / leakage since last irrigating) |
|-----|-------------|----------------------|------------------|--|---|
| Mon | | | | | |
| Tue | | | |  Top tip Try to drink at least 1.5 to 2 litres of fluid every day. Passing stools can become more difficult if you're dehydrated. | |
| Wed | | | | | |
| Thu | | | |  Top tip Always use clean water. If the water's safe to brush your teeth with, it's OK to use. If not, use bottled water or cooled down boiled water. | |
| Fri | | | | | |
| Sat | | | | | |
| Sun | | | | | |



Expect a call from one of our Coloplast
Charter telehealth specialists

Week 3

*"Finding a routine is down
to trial and error so don't be
disheartened."*



| Day | Time of day | Volume of water (ml) | No. of air pumps | Result (Type) | Comments (eg. Accident / leakage since last irrigating) |
|-----|-------------|----------------------|------------------|--|---|
| Mon | | | | | |
| Tue | | | | | |
| Wed | | | |  Top tip Make sure you get the temperature right: Lukewarm water at body temperature (36 to 38°C) is ideal. | |
| Thu | | | | | |
| Fri | | | | | |
| Sat | | | |  Top tip Make sure you have plenty of supplies, especially if you're thinking of going away. Don't forget you can order your Peristeen supplies direct from Coloplast Charter. | |
| Sun | | | | | |

Week 4

| Day | Time of day | Volume of water (ml) | No. of air pumps | Result (Type) | Comments (eg. Accident / leakage since last irrigating) |
|-----|-------------|----------------------|------------------|---|---|
| Mon | | | | | |
| Tue | | | | | |
| Wed | | | | | |
| Thu | | | |  Top tip Take good care of your Peristeen system. All the storage and care information you need is included with the pack. | |
| Fri | | | | | |
| Sat | | | | | |
| Sun | | | | | |

Week 5


"It's just part of everyday life now. I feel really positive about irrigation and see it as part of life, not a chore."

| Day | Time of day | Volume of water (ml) | No. of air pumps | Result (Type) | Comments (eg. Accident / leakage since last irrigating) |
|-----|-------------|----------------------|------------------|---------------|---|
| Mon | | | | | |
| Tue | | | | |  <p>Top tip Try to empty your bowels at roughly the same time of day.</p> |
| Wed | | | | | |
| Thu | | | | | |
| Fri | | | | | |
| Sat | | | | |  <p>Top tip You might find it easier to use Peristeen 20 to 30 minutes after eating or drinking – digestion can stimulate the natural activity of your bowel.</p> |
| Sun | | | | | |




Expect a call from our Coloplast Charter team to help you keep on track

Week 6

| Day | Time of day | Volume of water (ml) | No. of air pumps | Result (Type) | Comments (eg. Accident / leakage since last irrigating) |
|-----|-------------|----------------------|------------------|---------------|---|
| Mon | | | | | |
| Tue | | | | | |
| Wed | | | | | |
| Thu | | | | | |
| Fri | | | | | |
| Sat | | | | |  Top tip Don't forget that the Coloplast Charter Team are just a phone call away and you can always go back through your training with them. |
| Sun | | | | | |

Week 7

| Day | Time of day | Volume of water (ml) | No. of air pumps | Result (Type) | Comments (eg. Accident / leakage since last irrigating) |
|-----|-------------|----------------------|------------------|---------------|---|
| Mon | | | | | |
| Tue | | | | | |
| Wed | | | | | |
| Thu | | | | | |
| Fri | | | | | |
| Sat | | | | |  Top tip Make sure you have plenty of supplies, especially if you're thinking of going away. Don't forget you can order your Peristeen supplies direct from Coloplast Charter. |
| Sun | | | | | |

Week 8

| Day | Time of day | Volume of water (ml) | No. of air pumps | Result (Type) | Comments (eg. Accident / leakage since last irrigating) |
|-----|-------------|----------------------|------------------|---------------|---|
| Mon | | | | | |
| Tue | | | | | |
| Wed | | | | | |
| Thu | | | | | |
| Fri | | | | | |
| Sat | | | | | |
| Sun | | | | | |

All your Peristeen questions answered

It's only natural to have a few questions, especially because everyone's experience with Peristeen is very individual and it's difficult to have hard and fast rules. Here are some frequently asked questions but remember the Coloplast Charter team are here to advise and support you along the way. [0800 783 1434](tel:08007831434) or email us at beststartbowel@coloplastcharter.co.uk

How much air should I pump in?

If you don't pump enough air into the Peristeen balloon, the catheter could slide out or there may be a leak. If this happens don't worry, just try again and pump one more time. Use a maximum of 4 pumps for a regular catheter and 2 for the smaller ones.

If you accidentally over-inflate the balloon the catheter can expel, again please don't worry, its best to let the air out and start again. It has been known for the balloon to burst under too much pressure, so please use the guidelines, and pump just enough air to create a seal so that the catheter stays in place.

How much water should I be using with Peristeen?

The amount of water needed for effective irrigation varies from person to person. An adult will start on smaller volumes building up to a larger volume as tolerated. For children 15ml/kg is recommended. If you are struggling to get it right, the Coloplast Charter team will be able to guide you.

What should I do if irrigation water and/or faeces do not come out?

The reason could be that you are dehydrated, so your bowel has absorbed the irrigation water. Wait until the next day, then try irrigating once more with the normal amount of water and remember to drink plenty of water. If another attempt at irrigation does not help, the Coloplast Charter team will be able to advise you.

Are you sitting comfortably?

The best position for a irrigation is to have your knees higher than your hips. You might need something to rest your feet on, and to find your own comfy way of waiting, but generally everybody who gets the best results from Peristeen sticks to this simple seating position.

I sometimes experience abdominal cramps when using Peristeen – is this normal?

If you experience abdominal cramps, try pumping more slowly, or stop for a minute and re-start more slowly when the cramps subside. Cramps may be a sign that the irrigation water is too cold, but they may also indicate that the fluid is stimulating the gut to contract, showing that irrigation is working well. The cramps should subside as you get used to using Peristeen, but the Coloplast Charter team will be able to advise you if you are worried.

What if I experience bowel emptying between irrigations?

If you experience bowel leakage between irrigations, the cause may be insufficient emptying of your bowel due to constipation or hard stools. Alternatively, you may be using too much water during irrigation. Contact the Coloplast Charter team who will be able to advise you.

Now that I am using Peristeen, do I need to keep taking medication (for example, laxatives) for my bowel?

You should continue to take any medications that your doctor or nurse has prescribed. They will let you know when it is the right time for you to stop taking them or reduce the dosage.

How should I keep my system clean?

Keeping your Peristeen system clean will help it to work effectively. It's easy to do: simply turn the dial on the control unit to the orange symbol and any remaining water in the tubes will run out. The surface of all the components can be washed in mild soapy water, but obviously the catheter is for single use only and should be disposed of after use.

How often should I replace the components?

We recommend that you place an order every 4-6 weeks, so how many you will need depends on how often you use Peristeen. We recommend you change the catheters after every single use, the bag after every 15 uses, and you'll need to replace the screw top, lid, pump and control after every 90 uses.

How should I store my Peristeen system?

Your system and catheters should be stored at room temperature and away from direct sunlight. You should also ensure there are no kinks in the tubing.



When to order

We recommend that you place an order every 4-6 weeks, so how many you will need depends on how often you use Peristeen.

We recommend the following:



Simple ordering, secure delivery

of your products and complimentary items

Order online or by phone

 coloplastcharter.co.uk

The quickest and easiest way to order is online.

 **0800 132 787**

If you prefer to speak to one of our experienced specialists, they are there to help you.



We will keep you informed about your order using text and email alerts.

Prescription Collection Service

However you choose to place your order, we take care of everything for you. From requesting your prescription from your GP to delivering your products discreetly to your door.

As we must receive your prescription before we can dispense your products, we recommend you allow 2 weeks for us to fulfil your order.

If your GP prefers you to collect your own prescription, please post it to us using our FREEPOST envelopes that we can add to your orders.

Do you qualify for free prescriptions?

In many cases our customers are exempt from prescription charges, please read the 'Your guide to prescription charges' included in this pack. If we haven't already, we will ask you about your exemption status when we next speak to you.

Contact us if you have any questions about your orders
help@coloplastcharter.co.uk

0800 132 787

Mon - Fri 8am - 6pm

Sat 9am - 12.30pm

As you perfect your routine it's possible to tweak a few things, such as:

- The amount of air in the catheter balloon
- The amount of water you pump in
- The frequency of irrigation

Please discuss with the Coloplast Charter team if you have any questions about this.



**In certain situations
your HCP knows best**

*If at first you don't succeed,
try and try again*

Some Peristeen users will have been advised to 'split' their irrigations. For example, MS and spinal injury patients may experience bowel irritations when first using the catheter. In these and certain other cases, using perhaps two half volume water measures would ease the process.

If you find that you're having issues or excessive discomfort; feel like your bowel isn't emptying fully or you can't pump in the amount of water recommended by your doctor or nurse, having a smaller initial irrigation followed by a second irrigation might do the trick for you too.

For more information on how to use peristeen go to
www.coloplastcharter.co.uk/peristeen-how-to



For advice and support call your specialist on **0800 783 1434**
or email beststartbowel@coloplastcharter.co.uk

To discuss your orders call us on **0800 132 787**
or email help@coloplastcharter.co.uk

www.coloplastcharter.co.uk

LTC051

