

## Guide to a Stoma friendly toilet

People with a stoma have additional needs when using the toilet; even a simple day trip can be a potential source of anxiety. Because the condition is 'hidden', they often face discrimination too, being challenged or criticised for using accessible toilets. In our recent survey more than 30 per cent of respondents stated that they had experienced problems of this nature in shops, sporting venues and visitor attractions etc. The following changes are simple to implement and can make a huge difference to the experience of people living with a stoma.

Our guidelines are:

### Essential

**Hook on door** - To hang clothing, handbags and luggage while changing stoma bags. This provides more space in the cubicle.

**Shelf space** - To enable ostomates to spread out their items easily and avoid having to use unsanitary surfaces.

**Disposal bin in every cubicle** - To avoid embarrassment for men and women having to dispose of their stoma bag in public view.

### Recommended

**Accessible toilet signage** - To highlight the right of ostomates to use the toilet. Reduces risk of hostility for ostomates when using an accessible toilet.

**Mirror** - To enable users to see their stoma while changing their appliances.

**Accessories** - Ensure toilet roll, paper towels, handwash and other items are well-stocked.

### Further Information

**Hook on door** – One hook at a height where items will not touch the floor is recommended. **British Standards** suggest two clothes hooks, one at 1050mm and the other at 1400mm above the floor.

**Shelf space** – **British Standards** suggest a flat topped close-coupled cistern providing a colostomy changing surface. For high or low level cisterns a separate colostomy changing shelf 125mm to 150mm deep and preferably 400mm wide, with its surface 950mm above floor level, should be provided

**Placing of shelf** – When adding a shelf ensure that it is easily accessible and a person is able to stand in front of the shelf. See diagram below

