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The aim of this policy is to enable Serendipity Healthcare Ltd to deliver services in a way that promotes best practice, maintains skin integrity and to ensure the early detection of any problems and to meet the legal requirements of the regulated activities that Serendipity Healthcare Ltd is regulated undertake.

Serendipity Healthcare Ltd will ensure that all Service Users who have a PEG device receive care and support that promotes skin integrity and best practice.

Serendipity Healthcare Ltd will only support people after the insertion of the PEG device and will not attempt to modify or alter the device in any way.

Any changes to the device functionality will be undertaken by suitable medical professionals.

Where the Service User has capacity to make decisions, the purpose of any interventions will be explained and the Service User's decisions about their healthcare will be respected and recorded.

Where the Service User is assessed as not having capacity, all decisions and actions will be taken following the principles of the Mental Capacity Act 2005.

All procedures will only be undertaken by staff who have been trained and understand the issues surrounding the care and use of PEG devices.

Serendipity Healthcare Ltd will maintain the hygiene and cleanliness of the PEG.

Any issues regarding the hygiene and sustainability of the PEG will be identified as early as possible and, where appropriate, referrals to healthcare professionals will be made for advice and support.

This procedure should be performed daily and must begin approximately 36-48 hours following insertion. This will help maintain skin integrity and detect any problems early, e.g. infection, skin breakdown.


If the person objects to care of the PEG site being carried out, every effort must be made to explain the rationale for any procedure, using all possible means of communication. If refusal is persistent, is due to a lack of capacity and is causing detriment to the person, then consideration will need to be given to a multidisciplinary decision made in the person's "best interests" for essential care to be performed.

Explain and discuss the procedure with the Service User and gain their consent.

Perform the procedure using aseptic techniques.

Where possible, having considered capacity issues, the Service User should carry out self-care as this will reduce the risk of cross-infection.

Remove post-procedural dressings if they are in place and observe the peristomal skin and stoma site for signs of infection, irritation, or excoriation.

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Note the number of the measuring guide on the tube closest to the end of the external fixation device. Loosen the tube from the fixation device and ease the fixation device away from the abdomen.

Clean the stoma site with a sterile solution, such as 0.9% sodium chloride.

Use low-linting gauze to dry the area thoroughly.

Rotate the gastronomy tube 360 degrees.

Gently push the external fixation device against the abdomen.

Gently but firmly pull the gastronomy tube and attach the fixation device.

Ensure that the correct point on the measuring guide on the tube is placed closest to the end of the fixation device.

Do not cover the gastronomy site with new dressings unless there is a heavy discharge or leakage from the stoma site.

Do not use bulky dressings, particularly under the external fixation device.

Advise the Service User not to use moisturising creams or talcum powder around the stoma site as this will detract from the healing process.

If they have capacity, and wish to be involved in their own care, Service Users will be instructed on how to carry out this procedure themselves.

Once the stoma site has healed (approximately 10 days post-insertion) it is no longer necessary to perform an aseptic technique.

If the stoma site does not heal, then the issue must be raised with the relevant health professional, advice sought, and careful monitoring of the stoma site observed.

When the site heals, a procedure using soap and water to clean the stoma site will be adopted.

If, after healing, an infection or any other issue is noted with the PEG site, then the concern must be raised with the relevant health professional and their advice followed.

Reviewed:- 14th October 2025

S L Pickles

Director