



B&Q announces roll-out of stoma-friendly toilets across stores nationwide



W/C Tuesday 10th February 2026: Today, B&Q confirmed that they have rolled out stoma-friendly toilets across its stores, ensuring facilities better meet the needs of people living with a stoma.

The upgraded facilities will include practical additions such as a hook for clothing or bags, a shelf or flat surface for medical supplies, a disposal bin inside the cubicle, and a mirror so the user can clearly see their stoma and bag when changing.

This move is in tandem with Colostomy UK's wider advocacy work to improve toilet provision in retail and other public spaces, drawing on the charity's expertise and lived-experience insight to inform both design and implementation.

With over 200,000 people estimated to be living with a stoma in the UK, B&Q recognises the importance of providing accessible, dignified facilities for both customers and colleagues. As part of its collaboration with Colostomy UK, B&Q will also roll out Stoma Aware training for customer-facing staff, helping colleagues better understand stomas and support those who may need an accessible toilet.

B&Q's stoma-friendly toilets will also be added to Colostomy UK's listings, making it easier for people to plan visits and find suitable facilities in advance. By amplifying the voices of people with a stoma and working alongside the charity, B&Q aims to remove hidden barriers that make everyday activities feel daunting, while contributing to greater public understanding of stomas.

Kingsley Mack, Director of Property at B&Q said: "Shopping should never be stressful because you are worrying about where you can safely manage your stoma. By adding stoma-friendly features to our toilets, we want every customer and colleague to feel welcome, respected and confident in our stores. These changes are a simple, practical way to support dignity, ease anxiety and show our ongoing commitment to making B&Q truly accessible for everyone."

Giovanni Cinque, Marketing & Campaigns Manager, at Colostomy UK said: "People living with a stoma often tell us that a lack of suitable toilets is one of the biggest barriers they face when going out, leading to



isolation, cancelled plans and a reduced quality of life. B&Q's decision to adopt stoma-friendly toilets sends a powerful message that hidden conditions must be recognised and accommodated.”

Colostomy UK's stoma friendly accessible toilets map can be found at www.colostomyuk.org

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About B&Q:

B&Q is the UK's leading home improvement and garden living retailer with over 300 stores throughout the UK and Ireland, offering great prices, with over 2 million products available to order at diy.com for home delivery or click and collect.

For trade professionals, B&Q TradePoint offers exclusive membership to those in trades such as electricians, plasterers, fitters, plumbers, roofers, decorators, joiners, tilers, builders, landscapers and facilities and maintenance professionals. TradePoint members have exclusive access to dedicated TradePoint counters at around 200 B&Q stores as well as to Tradepoint.co.uk.

B&Q launched the UK's first home improvement marketplace in March 2022, adding additional choice for consumers. The Marketplace offers a unique, integrated experience with in-store returns for many products and, as of July 2025, Click + Collect options too. B&Q's Marketplace at diy.com offers over 2 million products from over 2,000 third-party sellers alongside products for sale from B&Q.

Their team of more than 20,000 colleagues of all ages are respected nationwide for providing great home improvement help to customers. They're the beating heart of B&Q and their iconic orange aprons are worn with pride.

Every year, more than 20 million people improve their homes and make life better with B&Q, and every year the company achieves ever-higher standards for sustainable operations and sourcing, and supports our local communities, including funding B&Q Foundation grants and Shelter's DIY Skills Advisors. For more information on our community initiatives visit diy.com/corporate/community or to read our Build a Life Project annual report visit diy.com/responsible-business

B&Q is part of Kingfisher plc, the international home improvement company, operating over 1,900 stores in 7 countries across Europe.

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About Colostomy UK:

We are Colostomy UK, a national charity dedicated to making a positive difference for anyone affected by stoma surgery. We provide practical advice, emotional support, and information whenever it's needed, helping people living with a stoma and those who care about them to live confidently and independently. Our support includes helpline services, peer support, information resources, and projects that empower people to take on fresh challenges.



We are also a strong voice on the issues that matter to people living with a stoma. We campaign and advocate to improve everyday experiences, including access to stoma-friendly facilities such as public and workplace toilets. By raising awareness, working with businesses, policymakers, and public bodies, and promoting inclusive design, we aim to remove barriers and make life easier for everyone living with a stoma.

We want a world where having a stoma carries no stigma and presents no obstacles, where people get the right information and facilities at the right time, and can live life to the fullest. We are supported entirely by donations and volunteers, and we receive no statutory funding. Colostomy UK is a registered charity (No. 1113471).

For more information visit www.ColostomyUK.org For stoma support call our helpline on 0800 328 4257
To find out more about our campaigning visit <https://www.colostomyuk.org/campaigns/>
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