

Welcome Home!

NEXT STEPS, HELP & ADVICE



who to contact

www.nutriciahomeward.co.uk

Call 0800 093 3672 24 hours a day, 7 days a week

Office Hours: Monday - Friday 8.00am - 8.00pm, Sat 9.00 - 1.00pm

(Outside of office hours advice and support is available on pumps, equipment and feeding tube problems, but not individual deliveries)

CONTACT	TELEPHONE	EMAIL
HOMEWARD NURSE		
NUTRICIA HOMEWARD		
DIETITIAN		
COMMUNITY NURSE		
GENERAL PRACTITIONER		

Out of office please call **0800 0933672**

(Outside of office hours advice and support is available on pumps, equipment and feeding tube problems, but not individual deliveries)

welcome

NUTRICIA HOMEWARD gives you the support you need to tube feed at home, including deliveries of nutritional products and equipment, along with advice and care from our Nutricia Homeward Nursing team. We are dedicated to making a difference to the lives of people who enterally tube feed at home, their families and carers, so those who tube feed can do safely. We try to adapt our services to the needs of each individual and we work hard to continue to improve and develop the services we offer.

Our aim is to make the tube feeding at home as easy as possible; this book contains:



Contact numbers - who to contact.



Nutricia Homeward Nursing team - routine checks and care, troubleshooting and advice



Patient Services Team - support and help at Nutricia Homeward



Orders - how to place orders for your enteral nutrition and ancillaries



Deliveries - who makes the deliveries and when



Prescriptions - how your prescriptions are processed



Nutricia Homeward App - support from the Homeward Nurse via video calls



Nutricia Homeward website - resources, helpful videos and FAQs



Flocare Infinity pumps



Products



Patient Satisfaction Survey



Recycling and waste - product packaging can be recycled



Data protection



who to contact

On the inside cover of this book is a place to keep important numbers and email addresses – please keep this book somewhere safe in case you should need to get in touch with anyone at any time.

If you have any questions about your feeding tube or your feeding pump, please contact your Homeward Nurse who will be able to help you. Your Homeward Nurse will have given you a contact number, if you don't have this, please call 0800 093 3672.



HOMeward NURSES

Homeward Nurses offer support with your home enteral feeding, by providing any enteral feeding tube care and tube troubleshooting advice.

Should you have any questions about your feeding tube or feeding pump, please contact your Homeward Nurse.



PATIENT SERVICES TEAM

The Patient Services coordinators are at the end of the phone to help with any questions. Our coordinators may help with stock checks and deliveries and can offer support setting up your online account so you can complete orders online. They also liaise with GP practices to set up the management of your monthly prescriptions.

Please let Nutricia Homeward know if it's easier to reach you by email, text or phone when contacting you about your stock checks or prescription queries.



ORDERING YOUR MEDICAL NUTRITIONAL SUPPLIES & ANCILLARIES

Order your medical nutritional supplies and ancillaries by setting up an online account, it's a simple registration process. Every 28 days Nutricia Homeward will email to let you know your 'order window' is open and you may place your order at any time during the 7-day window. Check the amount of medical nutritional supplies you have left and request exactly what you need for the next month.



To help you set up your online account there is a short video on the Nutricia Homeward website: www.nutriciahomeward.co.uk On the website you will also find some useful leaflets, a quick user guide and a step-by-step guide, you can request copies of these from the Homeward Nurse or Patient Services team. You may also order your medical nutritional supplies by phone.



THE NUTRICIA HOMEWARD DELIVERY SERVICE

All your tube feeds and ancillaries will be brought to you by the Nutricia Homeward delivery service. This means your deliveries will be made by DPD, this allows the flexibility for orders to be delivered 7 days a week.

Through the DPD App (available through Google Play or the App Store) you may track your deliveries online, change your delivery date or arrange for your delivery to go to a different address. Sometimes deliveries may come separately and occasionally items may be delivered on different days.



THE NUTRICIA HOMEWARD WEBSITE

www.nutriciahomeward.co.uk has a wealth of information to help support you with your tube feeding at home. There are videos and patient stories, leaflets to help set up online accounts to place your monthly orders, information about your feeding pump and equipment, and some useful fact sheets.

We have also developed an online support programme 'Preparing to go Home' – here you will find more information to support you, your family and carers at the start of your tube feeding journey.



YOUR NUTRICIA HOMEWARD *app*

The Nutricia Homeward App is another way to speak to your Homeward Nurse, it's both safe and secure. It can be more convenient and flexible, as well as offering quicker response times.

It's simple and easy to use on your smartphone or tablet. Search Nutricia Homeward in Google Play or the App store and download the App. Your Homeward Nurse will give you your unique account ID and password.



FLOCARE INFINITY PUMP

Depending on your needs your healthcare professional may have advised you to use a feeding pump. If you have been given this advice your Homeward Nurse will train you how to use the pump and be able to help with any questions.

Nutricia Homeward loan the feeding pumps to those who need them, if for any reason you should no longer need the pump, it's really important you return it to us so we can service it and give to someone who does. Your Nutricia Homeward Patient Services team will be able to arrange a collection, or provide you with a freepost envelope.

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HOMeward PHARMACY SERVICES

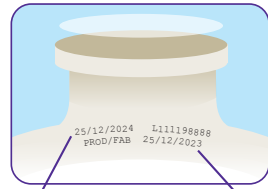
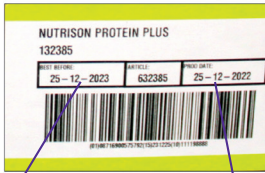
The GP will prescribe the nutritional feed suggested by your Dietitian. For Nutricia to make your deliveries of your medical nutritional supplies and ancillaries each month we will need to request the prescription from your GP Surgery so the feed may be dispensed.

We will ask you to complete a Prescription Management Consent Form to allow Nutricia Homeward to contact your GP. Before you receive your delivery the Homeward Pharmacy (operated by D&M Gompels on behalf of Nutricia) dispenses and checks your nutritional products.



PRODUCTS

Please check the best before date on your feed, some products may have both a production date and a best before date. Make sure you rotate your stock using the product with the oldest best before date first.

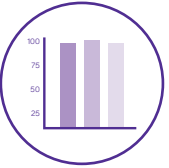


BEST BEFORE

PRODUCTION DATE

BEST BEFORE

PRODUCTION DATE



PATIENT SATISFACTION SURVEY

Nutricia Homeward will send you a patient satisfaction survey 6 weeks after your registration with the Nutricia Homeward Service. A second survey will be sent when you have been with Nutricia Homeward for 6 months and a third when you have been with us for a year; this will be followed by an annual survey on the anniversary of your registration.

These surveys will be sent by text if you have provide Nutricia Homeward with a mobile number.



recycling & waste

A lot of the packaging from your medical nutrition and ancillaries can be recycled. Flocare containers, OpTri bottles, all of our 125ml and 200ml plastic bottles can be recycled, with your usual household plastics. Just leave the caps and lids on when recycling. Tetrapaks, blister packs, information, and cartons or boxes used for the Flocare range can be added to your normal household waste recycling.

Our giving sets and feeding tubes are made using mixed plastics that are not recyclable. Please throw these away with your general household waste. Some of your Nutricia Homeward deliveries might arrive in grey or white plastic bags. These are made from 100% recycled material. They can be recycled at most large supermarkets along with other soft or flexible plastics.



data protection

Nutricia Homeward are committed to protecting your privacy. We are registered with the Information Commissioner's Office, comply with the requirements of the Data Protection Act 2018 and the UK GDPR and also follow the NHS Code of Practice on Confidentiality.

Your mobile number and email address will be used to contact you about your Nutricia Homeward deliveries and to send you service related communications such as updates about our service such as opening hours or satisfaction surveys.

You will receive text messages informing you of your delivery dates and your mobile number will be shared with our delivery partner DPD to make your deliveries on our behalf. Please note, your mobile number may be visible on the delivery label, this is because the driver may need to contact you regarding your delivery. You can change your communication preferences any time by contacting Nutricia Homeward: 0800 093 3672. Our privacy statement can be found here: <https://www.nutriciahomeward.co.uk/privacy-policy>

It's important Nutricia Homeward have up to date contact details so we may share any important information with you, important information with you. If your details do change you may update them in your Nutricia Homeward online account or please let the patient services team know. If you need to speak to one of the Nutricia Homeward patient services team, please call 0800 093 3672

For more information on how we collect and use your personal data, please see our Nutricia Homeward Privacy Statement: <https://www.nutriciahomeward.co.uk/privacy-policy>

The Nutricia Homeward Service takes care of your medical nutrition needs 24 hours a day and our Nutricia Homeward Nursing service is available 24 hours a day, 7 days a week.

Delivery of your enteral nutrition products and equipment is free of charge but prescription changes may apply.

Nutricia Homeward is provided by Nutricia Limited.

Nutricia is a company registered in England & Wales under company number 275552, whose registered office is at Newmarket Avenue, White Horse Business Park, Trowbridge, Wiltshire BA14 0XQ.

This information is intended for those registered with the Nutricia Homeward Service