

information & updates

MEET YOUR NUTRICIA HOMEWARD PATIENT SERVICES TEAM

Hannah, Hayley & Sara lead the North East & Scotland Team



Amy, Natalie & Tracey lead the London & South East Team



Lin and Fran lead the Southwest Team



Wendy and Stevie lead the Central & Northwest Team



Your Regional Team are there to help you. If you have any questions or need to contact your team please email nutricia.homeward@nutricia.com or telephone 0800 093 3672

meet Catherine



NUTRICIA HOMEWARD PATIENTS SERVICES DIRECTOR

Catherine has recorded a short video for all those registered on the Nutricia Homeward service. Catherine explains how important it is that we receive feedback on the service we provide, and we listen to and act on that feedback. Over the

last few months, we have had some lovely feedback about the

Nutricia Homeward service however she is aware that our phone lines have been really busy lately which may have meant a delay in getting answers to questions and also that some people might not have received their usual stock check call.

To reassure everyone, Catherine explains that we have recently recruited many new members to the patient services team to help support you and asks for patients and carers to consider using Homeward Online to arrange their monthly deliveries, also some of the calls we receive are about deliveries and downloading the DPD app allows you to track your delivery. If anyone needs any help with either ordering online or downloading the DPD app please talk to your patient coordinator or Homeward Nurse or visit nutriahomeward.co.uk



for more information. Lastly, Catherine asks for the feedback to continue and promises that we will continue to listen. Listen to the full interview by scanning the QR code.

DELIVERY INFORMATION

During the month of December, over the festive period please note there are some changes to the Nutricia Homeward delivery schedules:

Deliveries due on Monday the 25th of December will be delivered on Saturday the 2nd of December

Deliveries due on Tuesday the 26th of December will be delivered on Saturday the 9th of December

Deliveries due on Monday the 1st of January will be delivered on Saturday the 16th of December

NUTRICIA HOMEWARD PATIENT SERVICES TEAM

Opening times during the festive period are as follows:

18th - 22nd December	8.00 - 20.00
23rd December	9.00 - 13.00
24th - 26th December	CLOSED
27th - 29th December	8.00 - 20.00
30th December	9.00 - 13.00
31st December - 1st January	CLOSED
2nd January onwards:	Normal office hours



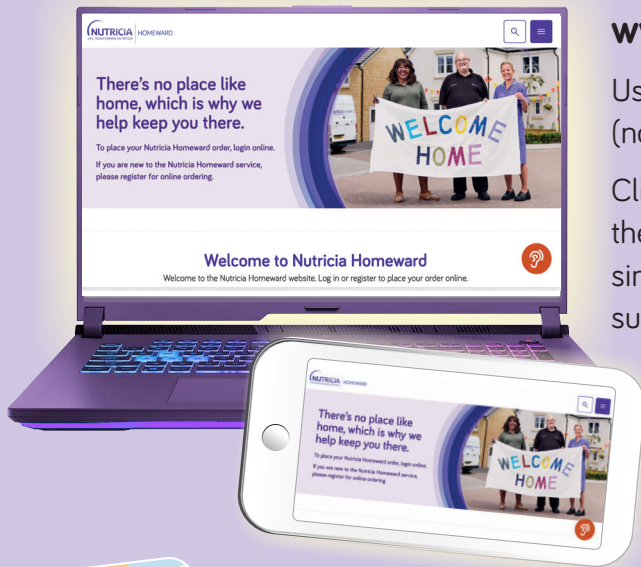
Scan the QR code for your 2024 delivery calendars.

NUTRICIA HOMEWARD OUT OF HOURS ADVICE LINE: 0800 093 3672

The Nutricia Homeward Out of Hours Service is a telephone advice line, offering CLINICAL (nursing) support to patients and carers registered with Nutricia Homeward, when help is needed outside of normal working hours. This means advice from the Nutricia Homeward Nursing Service is available 24 hours a day, 365 days a year. The service is run by the Nutricia Homeward Nursing team, so you will be speaking to one of our experienced nurses who will try and help with your concern. Unfortunately, a Homeward Nurse will not be able to come and visit you out of hours, but any follow up calls or visits will be arranged by your local Homeward Nurse on the next working day.

Nutricia Homeward website & deliveries

NUTRICIA HOMEWARD WEBSITE



www.nutriciahomeward.co.uk

Useful information to support with your tube feeding needs (no need to register to access website information).

Click on the **Reachdeck** symbol to navigate the website in a way that suits you. It is simple and easy to use, with functions such as:

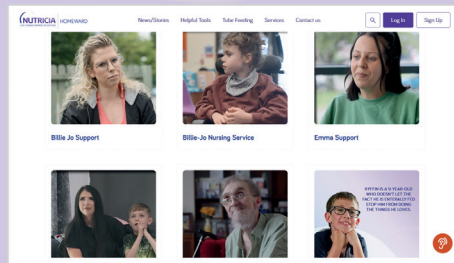
- Text to speech
- Reading aloud
- Magnifying text
- Translation



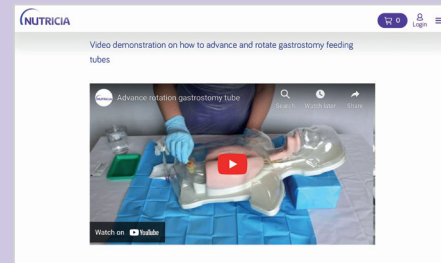
You can personalise the settings so it defaults to the setting you need each time you visit the site.



PATIENT INFORMATION AND LITERATURE



NEWS AND STORIES FROM NUTRICIA HOMEWARD PATIENTS AND CARERS



CLINICAL ADVICE SHEETS AND VIDEOS

YOUR TUBE FEEDS & ANCILLARIES

These will be brought to you by the Nutricia Homeward delivery service, either by a Nutricia Homeward driver, or delivered by DPD.

Nutricia Homeward drivers deliver your regular orders between Monday and Friday.

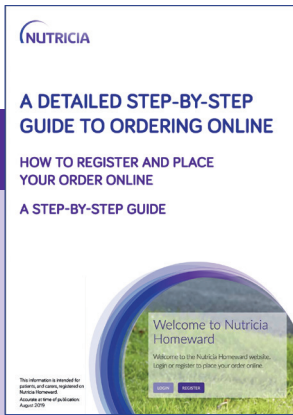
If you have given Nutricia Homeward a mobile number, you will receive a message from the text ahead service with the name of the delivery driver, and details about the day and time of your delivery. It will often be the same delivery driver each time, who may also bring the boxes into the hallway if needed.

Nutricia Homeward deliveries may also be made by DPD. This allows flexibility and for orders to be delivered 7 days a week. Download the DPD App to track your deliveries online, change your delivery date or arrange for your delivery to go to a different address. You will receive messages about your delivery time. From time to time your deliveries may come separately and sometimes things may be delivered on different days. **Download the DPD App from Android Apps on Google Play or App Store (apple.com)**

Your regional Nutricia Homeward patient services team are happy to help. If you have any questions about your Nutricia Homeward deliveries, please email nutricia.homeward@nutricia.com or call **0800 093 3672**



online orders



WITH NUTRICIA HOMEWARD ONLINE

By setting up an online account at nutriciahomeward.co.uk you may place orders for your medical nutrition supplies. You will receive an email letting you know when the next 7 day 'window' is open, you can then complete your order whenever it's convenient. Just check how much you have left of each item, enter the amount on the stock checking form and the system will work out how much you need in

your next delivery. It will help prevent you ordering more than you need, reduce waste, and mean fewer boxes to store at home.



We have created a short video on the Nutricia Homeward website, to show you how easy it is to set up an online account, and there are also some leaflets to help get you started. Visit nutriciahomeward.co.uk.

SCAN THE QR CODE TO WATCH THE VIDEO TO SEE HOW TO SET UP AN ONLINE ACCOUNT

Your Regional Team are there to help you. If you have any questions or need to contact your team, please email nutricia.homeward@nutricia.com or telephone **0800 093 3672**



FLOCARE PUMP, Z-STANDS AND GO FRAMES

If you have a Flocare pump, a Z-Stand or Go Frame that you no longer need, we can arrange to collect and refurbish the equipment for someone else to use.

Please contact Nutricia Homeward on 0800 093 3672 to arrange a collection.

DO WE HAVE YOUR UP TO DATE CONTACT INFORMATION?

It's important for Nutricia Homeward to have your up-to-date contact details so we can share any important information with you. Please contact Nutricia Homeward to update your details, register your mobile phone number or email address. Send an email to nutricia.homeward@nutricia.com

PLEASE INCLUDE YOUR NAME AND DATE OF BIRTH or, please let us know when we talk to you next on the phone.



RECYCLING



Remember much of the packaging from your medical nutrition and ancillaries can be recycled.

Visit nutricia.homeward.co.uk to find out more information or scan the QR code.

Your mobile number and email address will only be used to contact you about your Nutricia Homeward deliveries or service related communications; such as updates about our service or satisfaction surveys. Your mobile number will be shared with our delivery partner making deliveries on our behalf and may be visible on the delivery label.

You can update your contact preferences at any time by contacting Nutricia Homeward on 0800 093 3672

Our privacy policy can be found here: www.nutriciahomeward.co.uk/Privacy_Policy/

winter advice!

COST OF LIVING & WINTER SEASON ADVICE FOR NUTRICIA HOMEWARD PATIENTS

We know there are lots of worries and concerns about the rising costs of energy and it's important to try to find ways to save where we can, reducing any unnecessary spend. During the winter months, we need to be prepared whatever the weather. It is essential that you continue to follow the advice from your dietitian.

USING A FLOCARE INFINITY FEEDING PUMP

The Flocare Infinity feeding pumps have a battery that should last for 24 hours when fully charged, and will take 4-6 hours to charge. Make sure your pump is fully charged each day. It isn't necessary to have your pump plugged in all the time as this will cost more, but it is important - in case of power cuts - to make sure your pump is always ready to use.

REMEMBER! CHARGE, USE, FULLY CHARGE, UNPLUG

- It's essential that you only use the charger that has been designed for use with the Flocare Infinity feeding pumps.
- Make sure you have the right amount of enteral feeding supplies in case of severe weather conditions - if you live in a particularly remote area we would suggest having extra stock in case there are delays because of bad weather
- Please speak to your managing healthcare professional at your next review to find out if it would be safe for you to consider alternative feeding methods, in case there is a time when you are unable to use your feeding pump.
- **Nutricia Homeward out of hours advice line: 0800 093 3672**



80kwh

Vacuum Cleaner



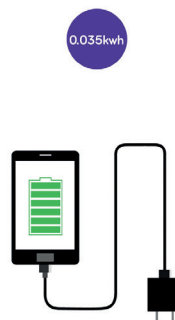
30kwh

Kettle



0.3kwh

Electric Toothbrush



0.035kwh

Mobile Phone on charge

DID YOU KNOW?

The Flocare Infinity feeding pumps use a very small amount of power - only 0.0076kwh (kilowatts per hour) to become fully charged, far less than normal household items, such as these examples.

SIGN UP TO THE PRIORITY SERVICES REGISTER

If you would like to have access to additional services from your energy supplier, you can sign up to the Priority Services Register through your current provider. You can also ask your supplier to forward your details to your network operator if you must have an energy supply at all times for medical reasons. **The main benefits for those who need power and water for medical needs are:**

- **Notice of planned power cuts or water supply issues**
- **Priority support in an emergency**

Visit [ofgem.gov.uk/get-help-your-supplier-priority-services-register](https://www.ofgem.gov.uk/get-help-your-supplier-priority-services-register) for more detailed information.