

TRANSITIONING TO NUTRICIA HOMeward ADULT SERVICES

Easy reading version

As you are getting older and becoming an adult, there will be some changes in the support you receive with your tube feeding.

This information is intended for patients, and carers, who are using the Nutricia Homeward service.



There might be changes to:

- Which dietitian helps look after you
- Which Nutricia Homeward Enteral Nurse Specialist you see and how often you see them
- The type of tube feed your dietitian wants you to have
- Some of the things you use with your tube feed, like syringes, and how many you get every month
- Your tube feeding routine.

Nutricia want you to know that we are here to help you with these changes.



You may have a different Nutricia Homeward Nurse who will help look after you, just like they help look after lots of other people. Your Nutricia Homeward Nurse will come and see you, they will try to come along with someone you already know but you can ask for whoever you want to be there with you.



The Nutricia Homeward Nurse will teach you, and the other people who need to know about your tube, how to look after it and how to use it safely. They will also answer your questions and tell you what to do if you are worried about anything. Your Nutricia Homeward Nurse will come back to see you again if there are changes to your tube or your tube feed, or to your routine, or if the people supporting you with your tube need to learn.



Please ask your new Nutricia Homeward Nurse anything you want to know about tube feeding. The Nutricia Homeward Nurse might have some questions for you too, to make sure they have all the information they need to help you.



If you would like your Nutricia Homeward Nurse to talk to doctors or nurses, or anyone else about your tube feeding, you will need to let them know it is OK for them to do so — Nutricia can't speak to anyone about you unless you have given your permission. If you want someone else to order your tube feed or the things you use with your tube feed, we will need to know who that person is and how to contact them.

Lots of things stay the same



Nutricia will still deliver your tube feed and the other things you use every month, but you might want to do more of this yourself. They will ask you, or the person you choose, to check how many bottles of tube feed and the things you use with it (like syringes, giving sets, extension sets, spare tubes) you have left. You might decide you would like to do your own ordering and you can do this online, just go to the website nutriciahomeward.co.uk. There is a very useful step-by-step guide to help you do this.



If you want someone else to do your ordering you must tell us who you would like to do that for you, and give us permission to talk to them about it.



If you forget to do your order someone from the Nutricia office will phone you to check what you need.



Nutricia will text you, or the person you ask us to, the day before the delivery and again on the day of your delivery to help you remember.



The Nutricia Homeward delivery driver will have a badge that shows their name and has the Nutricia Homeward logo. They can bring your tube feed and things you use with your tube feeds into your house and put them away for you if you ask them to.



If you are having problems, if you are worried about your feeding tube, or your pump is not working properly, please phone your Nutricia Homeward Nurse.



If you have any questions about tube feeding you can call our patient helpline on 08457 623653.

You may also have support from an NHS nurse specialist; if you do they will tell you who they are and how to contact them.

Useful numbers (and a space for you to add your own)

Nutricia Homeward (for orders)	0800 093 3672
Your Nutricia Homeward Nurse (you might have to leave a message and they will ring you back)	
Your dietitian	
Your NHS nurse specialist (if you have one)	

SUPPORT GROUPS

PINNT and HalfPINNT are support groups for people who have feeding tubes, just like you. You can find out lots of information on their website pinnt.com

There is also lots of information about tube feeding on tubefeeding.co.uk

Don't forget you can do your own ordering online at nutriciahomeward.co.uk

