

# Welcome Home!

NEXT STEPS, HELP & ADVICE



# who to contact

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 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	0800 093 3672	<a href="mailto:nutricia.homeward@nutricia.com">nutricia.homeward@nutricia.com</a>
DIETITIAN		
COMMUNITY NURSE		
GENERAL PRACTITIONER		

# welcome

**NUTRICIA HOMEWARD** supports you to tube feed at home. The service includes 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 tube feed at home, their families and carers, so those who tube feed can do so 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 tube feeding at home as easy as possible.

# contents of this book



Contact details



Homeward Nurses – routine checks, care, troubleshooting and advice



Customer Services Team – support and help at Nutricia Homeward



Nutricia Homeward MyConneX – monthly orders



The Nutricia Homeward Delivery Service



Nutricia Homeward Website – resources, helpful videos and FAQs



Flocare Infinity pumps



Pharmacy Services and Prescriptions – if your medical nutrition requires a prescription, this section shares how prescriptions are processed



Products



Patient Satisfaction Survey



Recycling and waste



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.**

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 tube feeding by providing feeding tube care and tube troubleshooting advice.

You can also speak to your Homeward Nurse through a video call. It's safe, secure, offering convenience and flexibility. Your Homeward Nurse can give you more details of how to have a video call.



### **CUSTOMER SERVICES TEAM**

The Customer Services team are at the end of the phone to help with any questions. Our Customer Service Specialists may help with your monthly orders 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.



## ORDER YOUR MONTHLY SUPPLIES THROUGH NUTRICIA HOMEWARD MYCONNEX

Nutricia Homeward MyConneX is a simple way of managing your monthly Nutricia Homeward orders. The system can be accessed on a laptop, tablet or smart phone and there is also an App available in the App Store and on Google Play. Every month you will receive an alert to let you know that it's time to place your next order. Simply check how much tube feed and ancillary items you have remaining and then order what you need for the following month. You can also place your order by phoning Nutricia Homeward.



## 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 our partner courier DPD, which allows 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 or a safe place. You also have the option of selecting 'more time needed' to enable the driver to wait a little longer than normal. Sometimes deliveries may come separately and occasionally items may be delivered on different days. The best way to manage your Nutricia Homeward order is through the DPD app.



## THE NUTRICIA HOMEWARD WEBSITE

[www.nutriciahomeward.co.uk](http://www.nutriciahomeward.co.uk) has lots 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.



## FLOCARE INFINITY PUMP

Depending on your needs your healthcare professional may have advised you to use a feeding pump. 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 no longer need the pump, it's really important you return it to us so we can service it and give to someone else.

The Nutricia Homeward team will be able to arrange a collection or provide you with a freepost envelope.

Email [nutricia.pumps@nutricia.com](mailto:nutricia.pumps@nutricia.com)



## HOMEWARD PHARMACY SERVICES

In some areas your GP will prescribe the nutritional feed suggested by your Dietitian and in other areas your Dietitian will manage this. If your GP prescribes your nutritional feed, Nutricia Homeward will request a prescription from your GP Surgery when needed. Without this prescription we will not be able to deliver your nutritional feed. If we have difficulty getting a prescription, we will let you know and you may need to arrange for your local pharmacy to deliver your nutritional feed.

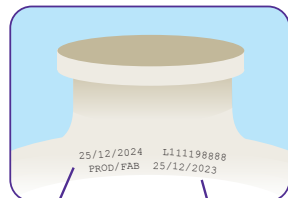
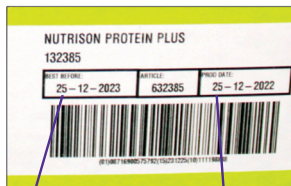
We will ask you to complete a Prescription Management Consent Form to allow Nutricia Homeward to contact your GP and arrange your delivery. Before you receive your delivery the Homeward Pharmacy (operated by D&M Gompels on behalf of Nutricia) dispenses and checks your nutritional products.



## 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.

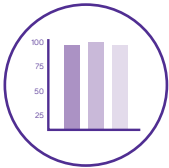


BEST BEFORE

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. After this we will ask for feedback every year.

These surveys will be sent by text if you have provided 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.

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.

### RECYCLING GUIDELINES

Most of our packaging can be easily recycled.  
*Please dispose any hot liquids, hot and cold, dry till where possible.*

All of the following can be recycled at home or in hospitals along with other recyclable items.

- Fortisip Oral Nutritional Supplements - bottles and OpTri caps/bottles and plastic pots
- Fortisip Oral Nutritional Supplements in Tera Paks (check your local recycling collection)
- Nutrison/Nutrini OpTri bottles - all sizes
- Tins
- Flocare containers
- Reusable bottles
- Booklets, cartons and outer boxes
- Paper back from giving sets packaging



**Recyclable at large supermarkets**

The plastic bags Nutricia Homeward use for deliveries are made from recycled plastic and can be recycled at collection points, often at large supermarkets along with other 'soft plastics'.

The following can't currently be recycled and must be disposed of with general waste.

- Sachets
- Giving sets
- Feeding tubes



Enter feeding formula, 2 sachets and Op Tri boxes are cleaned and sterilised and ready for use. For feeding details, please contact us on 0800 009 1007 or a range of literature.

Local councils may have different guidelines, more information can be found here:

This information is intended for healthcare professionals, patients and carers of patients. All products shown here are foods for Special Medical Purposes and must be used under medical supervision. See individual product labels for more information.

Nutricia  
Nutricia Business Park, Trowbridge, Wiltshire BA14 0SG  
For further information please contact the Nutricia Resource Centre (0209) 791006, [www.nutricia.co.uk/customer](http://www.nutricia.co.uk/customer)

**VIEW OUR FULL RECYCLING GUIDELINES BY SCANNING THE QR CODE**





# 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. If your details do change you can update them on your Nutricia Homeward MyConneX account, or please let the Customer Services team know. If you need to speak to one of the Nutricia Homeward Customer 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 and our Nutricia Homeward Nursing service is available 24 hours a day, 7 days a week.**

**Delivery of your nutrition products and equipment is free of charge, but prescription charges 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