

NUTRICIA HOMEWARD autumn update 2026

welcome!

Hello and welcome to the Autumn 2026
Nutricia Homeward update

In this update you will find information on NIA - our new Nutricia Information Agent, buffer stock advice, information on how to safely store your medical nutrition, our new welcome video and much more.

whatever the weather!

SAFE STORAGE OF MEDICAL NUTRITION

Having enjoyed the warm weather this summer and as we move into colder and wetter months, it's a good time to revisit the best way to store your medical nutrition products.

STORAGE OF UNOPENED PRODUCTS

All unopened medical nutrition products should be stored in a cool, dry place between 5°C and 25°C, away from direct sunlight and extremes of heat.

FOR READY-MADE TUBE FEEDS: ONCE OPENED

If the pack has been handled hygienically and according to the instructions, it can be used for up to 24 hours.

OpTri bottles should be closed after opening and stored in a refrigerator for up to 24 hours.

Any unused contents should be thrown away after 24 hours.

FOR PRODUCTS TAKEN ORALLY

If you are taking products orally, such as oral nutritional supplements, you may prefer to store them in the refrigerator between feeds, particularly during warmer weather. Please follow the storage instructions provided on the product label.

Information on storage and use after opening for Nutricia products can be found on the specific product page on nutricia.co.uk.

For products from other companies, please refer to the instructions on the product label, as information may vary.

Any unused product should be thrown away according to the products instructions.

If you have any questions or concerns about storing your products, please contact the Resource Centre, who will be happy to help: resourcecentre@nutricia.com

Ordering HOW TO MANAGE YOUR MONTHLY ORDERS & BUFFER STOCK

AS AUTUMN AND WINTER APPROACH, IT IS A GOOD TIME TO CHECK YOU HAVE A SMALL, EXTRA SUPPLY OF PRODUCTS AT HOME

This is sometimes called buffer stock. It helps make sure you have what you need if bad weather or delivery delays happen. Please follow these tips:

KEEP A BUFFER SUPPLY

Always aim to have an extra supply of 7 days at home. This helps avoid running out in case of delays or unexpected changes. When placing your monthly order, check what you already have and order enough to keep this buffer.



AVOID OVER-ORDERING

Ordering too much can lead to waste and means you have a lot to store at home. Before placing your order, either using Nutricia Homeward MyConneX or by phoning the Nutricia Homeward team, please check what you currently have and only order what you need.

UNDERSTAND HOW DELIVERIES WORK

If we do not hear from you, we may send your full monthly order. When your delivery arrives, orders need

to be accepted in full. You cannot accept some items and send some back, although returns are possible in exceptional circumstances.

We have created a useful guide 'How do I know how much to order each month' that may help:

MONTHLY ORDER GUIDE



NEW NUTRICIA HOMEWARD LOGO

You may start to notice our new Nutricia Homeward logo on some letters and messages over the coming months. During this changeover, you may see either our current logo or our new logo. Both are correct, and you will continue to receive the same products, services and support from us.



NUTRICIA INFORMATION AGENT

If you have called Nutricia Homeward recently, you may have spoken to NIA, Nutricia's Information Agent.

NIA is a virtual assistant who answers phone calls to the Nutricia Homeward team and then makes sure that your call is sent to the right person to answer your query as quickly as possible. NIA has answered, welcomed and directed 58,000 calls to the correct Customer Service Specialist in the last 4 months!

Welcome Video



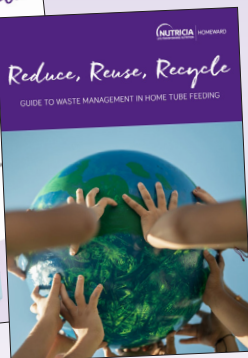
We are excited to introduce a brand-new welcome video featuring Ana, one of our Customer Service Specialists. She provides an overview of the Nutricia Homeward service and explains who we are, what we do, and how we support you.

Whether you've recently joined Nutricia Homeward or have been with us for a while, this short video is a great way to learn more about the service and the team. We hope you'll take a few minutes to watch and get to know us a little better!

[WATCH HERE](#)

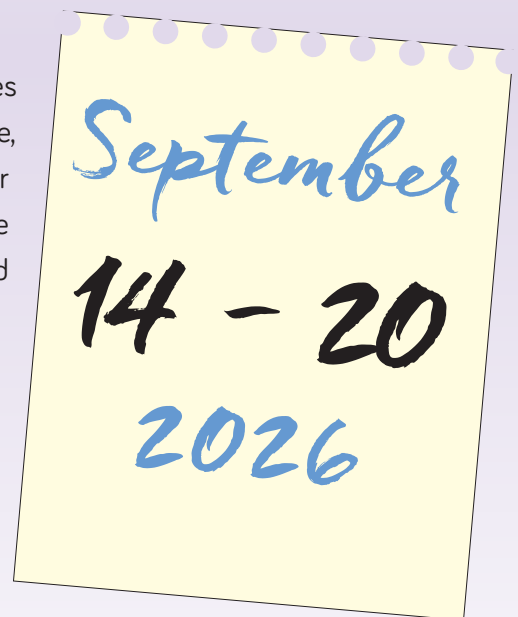
Recycling Week!

From the 14 - 20 of September, it's Recycling Week! We know that sometimes there are questions about what can and can't be recycled locally. Therefore,



we have produced clear recycling information for people who use the Nutricia Homeward service. Our guide explains what, where and how you can recycle Nutricia packaging, and we have added a QR code to the guide so you can check your local authority's recycling advice.

[CLICK HERE](#)



FREQUENTLY ASKED QUESTIONS (FAQS)

There's a special section on our website with answers to common questions:

[FAQ SECTION](#)

If you would prefer to read this information in a different language, please click [HERE](#) to view this on our website and use [REACHDECK](#) to translate this information.



Thank you

Thank you for reading this newsletter. The next newsletter will be shared in November, and will include information about deliveries during the Festive period.

Email: nutricia.homeward@nutricia.com

Phone: 0800 093 3672 Monday to Friday: 8am to 8pm, Saturday: 9am to 1pm

Website: www.nutriciahomeward.co.uk