

NUTRICIA HOMEWARD

summer update

2026

welcome!

Hello and welcome to the Summer 2026
Nutricia Homeward Update

In this update you will find information about our new Customer Services Team, information on NIA – our new Nutricia Information Agent, useful guides to support when using Nutricia Homeward MyConneX, information about the charity PINNT and much more.

monthly orders

YOU CAN ORDER YOUR NUTRICIA HOMEWARD
SUPPLIES IN TWO SIMPLE WAYS:

USE NUTRICIA HOMEWARD MYCONNEX

If you need a new link to register, just call or email the Nutricia Homeward team on nutricia.homeward@nutricia.com

OR

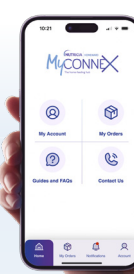
PHONE NUTRICIA HOMEWARD

0800 093 3672

to place your order
at least 4 working days
before your delivery
is due

USEFUL RESOURCES

If you need more information on how to use
Nutricia Homeward MyConneX, these guides may be helpful:



[Nutricia Homeward MyConneX User Guides: CLICK HERE](#)

This makes it really easy to order what you need for the next month.

If we don't hear from you through Nutricia Homeward MyConneX or by phone, we may send your full monthly order.

Ordering

HOW TO MANAGE YOUR MONTHLY
ORDERS AND BUFFER STOCK

TO MAKE SURE YOU ALWAYS HAVE THE RIGHT AMOUNT OF
FEED AND SUPPLIES, PLEASE FOLLOW THESE TIPS

KEEP A BUFFER SUPPLY

Always aim to have a small extra supply 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 maintain 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, please check what you currently have and only order what you need.

UNDERSTAND HOW DELIVERIES WORK

Please note: if no order is placed or you don't update what you need, a full order may be delivered.

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

[Nutricia Homeward MyConneX - How to set order quantities](#)

HAN
(HOME ARTIFICIAL NUTRITION)

awareness
week

August
3 - 9
2026

Home Artificial Nutrition (HAN) Awareness Week is run by PINNT and is an opportunity every year to highlight the thousands of adults and children in the UK who rely on artificial nutrition at home. Whether through oral nutrition support (e.g. nutritional drinks), enteral nutrition (tube feeding) or parenteral nutrition (intravenous feeding).

Find out what's planned and how to get involved: Home Artificial Week 2026 | PINNT

INTRODUCING

NIA



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 is answering 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.

ARE YOU A MEMBER OF



Free to join with access to lots of resources and information. You may also be able to join local meetings and meet others with a feeding tube.

PINNT is a charity supporting people on Home Artificial Nutrition (HAN). They offer:

- Support & advocacy for people who require a feeding tube
- Education, showcasing life on HAN from the patients/carers/family perspective. They then use this information to enhance services, thoughts and perceptions.
- They work with professional bodies, manufacturers, policy makers and service providers, giving insight to enhance and develop services, products and information.
- More information on [PINNT](#)



NUTRICIA HOMEWARD

Customer Services Team

Our new Customer Service Specialist teams have been in place since the beginning of May, and they are receiving lots of **positive feedback**. Please let us know about your experience by completing the regular surveys we send you. All feedback is reviewed and used to improve the Nutricia Homeward service. You hopefully received information from us at the end of April with a link to meet your new Customer Services Specialist team. If you didn't receive this information and would like to update your communication preferences, please contact the team:

Email: nutricia.homeward@nutricia.com

Phone: 0800 093 3672

Monday to Friday: 8am to 8pm, Saturday: 9am to 1pm

Website: www.nutriciahomeward.co.uk

new!

FOR THOSE WHO BOLUS FEED, NUTRICIA HAVE LAUNCHED A NEW SQUEEZABLE BOLUS FEEDING POUCH

IT MAKES FEEDING AWAY FROM HOME EASIER, CLEANER AND MORE DISCREET¹

Watch this video to hear about Olivia's experience with the bolus pouch and how it's made her day-to-day life easier.



WATCH THE VIDEO



MEDICAL NUTRITION PACKAGING

Recycling

We know that sometimes it's not clear what can and can't be recycled locally, therefore we have produced clearer recycling information

for Nutricia Homeward patients: [Recycling Information](#) and we have added a QR code so you can check your local authority's recycling advice.

FREQUENTLY ASKED QUESTIONS (FAQS)

There's a special section on our website with answers to common questions: [FAQs](#)

We hope you found this update from Nutricia Homeward useful.

Please contact us if you have any questions.

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.



This information is intended for 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.

This information is intended for patients who have been prescribed a tube feed by a healthcare professional. Nutricia products are Food for Special Medical Purposes for the dietary management of disease related malnutrition and must be used under medical supervision.

1. Nutricia UK ACBS Trial, data on file 2022-2024