

# Welcome Home!

HELP & ADVICE TO SUPPORT YOU AND YOUR CHILD WITH TUBE FEEDING AT HOME



# who to contact

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

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 of 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		
DIETITIAN		
COMMUNITY NURSE		
GENERAL PRACTITIONER		

Out of office please call **0800 0933672**

*(Outside of office hours advice and support is available on pumps, equipment and feeding tube problems, but not individual deliveries)*

# welcome

**NUTRICIA HOMEWARD** supports your child 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. This book contains:



Contact numbers



Nutricia Homeward Nursing team - routine checks and care, troubleshooting and advice



Support from your Homeward Nurse via secure video calls



Patient Services Team - support and help at Nutricia Homeward



Monthly orders - Nutricia Homeward MyConneX



Prescriptions - how your prescriptions are processed



Nutricia Homeward website - resources, helpful videos and FAQs



Flocare Infinity pumps



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 in case you need to get in touch with anyone at any time.**

If you have any questions about your child's feeding tube or feeding pump, please contact the Homeward Nurse who will be able to help you. The Homeward Nurse will have given you a contact number but, if you don't have this, please call 0800 093 3672.



### **HOMeward NURSES**

Homeward Nurses provide support for your child's home enteral feeding, by providing any enteral feeding tube care and tube troubleshooting advice. Should you have any questions about your child's feeding tube or feeding pump, please contact your Homeward Nurse.



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.



### **PATIENT SERVICES TEAM**

The Patient Services team are at the end of the phone to help with any questions. Our coordinators may help with stock checks and deliveries and can offer support setting up an online account for you to complete orders for your child's medical nutrition. They also liaise with GP practices to set up the management of the monthly prescriptions.



## ORDER YOUR MONTHLY MEDICAL NUTRITION AND 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. You can also place your order by phone by calling 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 and your child 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 child's tube feeding journey.



## FLOCARE INFINITY PUMP

Depending on your child's needs their healthcare professional may have advised the use of a feeding pump. The Homeward Nurse will provide pump training for you, your family members and carers and they will be able to answer any questions you may have.

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 who does.

Your Nutricia Homeward Patient Services team will be able to arrange a collection, or provide you with a freepost envelope. To get in touch email [nutricia.pumps@nutricia.com](mailto:nutricia.pumps@nutricia.com)



## HOMEWARD PHARMACY SERVICES

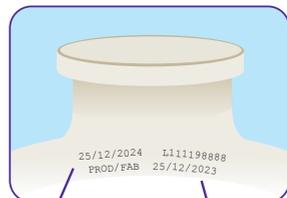
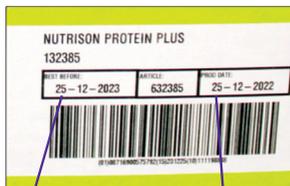
In some areas your GP will prescribe the nutritional feed suggested by your Dietitian and in other areas your Dietitian will manage this. If your GP prescribes your nutritional feed, Nutricia Homeward will request a prescription from your GP Surgery when needed. Without this prescription we will not 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. 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 child's feed, some products may have both a production date and a best before date. Make sure you rotate the 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 child has been registered with the Nutricia Homeward Service. A second survey will be sent when your child has been receiving the Nutricia Homeward service for 6 months and a third when they have been with us for a year; this is followed by an annual survey on the anniversary of your child's registration.

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 foil packs, foil and sachets by 11th where possible.

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

- Fortisp Oral Nutritional Supplements - bottles and OpTri cupboards and plastic pots
- Fortisp Oral Nutritional Supplements in Tera Paks (check your local recycling collection)
- Nutrison/Nutri 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 before use. For details of feeding systems, please contact us on 0800 009 1607 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 Business Park, Trowbridge, Wiltshire BA14 0SD  
 For further information please contact the Nutricia Helpline Service 0202 191006, www.nutricia.com/uk

SCCA24 - 1/2014

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 e.g. 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 may update them in your Nutricia Homeward MyConneX account or please let the Patient Services team know. If you need to speak to one of the Nutricia Homeward Patient 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 child's medical nutrition needs 24 hours a day and our Nutricia Homeward Nursing service is available 24 hours a day, 7 days a week.**

**Delivery of your child's enteral 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