

TRANSITIONING TO

NUTRICIA | HOMEWARD
LIFE-TRANSFORMING NUTRITION

Adult Services

MAKING THE TRANSITION TO ADULT SERVICES
EASIER FOR YOU AND YOUR PARENTS/CARERS



contents of this book

- SECTION 1 Introduction
- SECTION 2 About Nutricia Homeward
- SECTION 3 Who to contact
- SECTION 4 Contact names and numbers
- SECTION 5 Online ordering & equipment needed
- SECTION 6 More information
- SECTION 7 Are you ready?



SECTION 1:

introduction

Now you have reached an age where you are, or soon will be, moving from children's services to adult services, you may start becoming more involved in managing your own tube feeding. You may have a new dietitian, new community nurses and a new Homeward Nurse.

This pack is somewhere you can record all the information you may need. It tells you all about:

- The people you will talk to or meet
- Your tube feeds
- How to order your monthly supplies
- Deliveries
- Equipment (plastics).

You can ask your Homeward Nurse, dietitian, or community nurse to help you record all the information you need.

As you are already enrolled with the Nutricia Homeward service, you will be able to access and download the Welcome Book from nutriahomeward.co.uk

Or you can access the welcome book by scanning here:



SECTION 2:

about Nutricia Homeward

THE NUTRICIA HOMEWARD DELIVERY SERVICE



All your tube feeds and ancillaries are brought to you by the Nutricia Homeward delivery service. This means your deliveries are often made by our partner courier DPD. If you download and use the DPD App (available through Google Play or the App Store) you can 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.

HOMEWARD NURSES



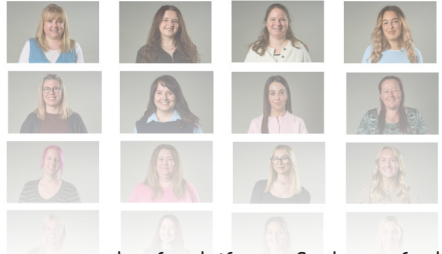
Homeward Nurses offer support with your home tube feeding, by providing any enteral feeding tube care and tube troubleshooting advice.

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



SECTION 3:

who to contact



WHEN TO CALL YOUR DIETITIAN

- If you have any problems or questions about your tube feed, if you find you feel hungry and need more of your tube feed, or you are finding it difficult to have all of your tube feed
- If you are feeling sick during or after your tube feeds
- If you are having difficulty going to the toilet

CUSTOMER SERVICES TEAM

Our Customer Service Specialists can help you set up your online Nutricia Homeward MyConneX account so you can place your monthly orders. They can answer questions about your monthly orders and deliveries, and link in with your GP practice, if required, to manage your monthly prescriptions of medical nutrition.

Call 0800 093 3672 or email nutricia.homeward@nutricia.com

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, please call 0800 093 3672

CALL YOUR COMMUNITY NURSE OR DISTRICT NURSE

If you don't have a Homeward Nurse or if you can't get in touch with your Homeward Nurse

GO TO YOUR LOCAL ACCIDENT & EMERGENCY DEPARTMENT

- If your feeding tube comes out and you have not been shown how to replace it and you can't get hold of your Homeward Nurse or your community/district nurse
- If you have difficulty breathing or feel short of breath whilst having your tube feed
- If you experience a lot of unusual pain whilst having your tube feed

SECTION 4:

contact names & numbers

CHILDREN'S SERVICES

CONTACT	TELEPHONE	EMAIL
HOMeward NURSE		
NUTRICIA HOMeward	0800 093 3672	nutricia.homeward@nutricia.com
DIETITIAN		
COMMUNITY NURSE		
GENERAL PRACTITIONER		

ADULT SERVICES

Ask your Homeward Nurse to help you complete this form before you transfer to adult services.

CONTACT	TELEPHONE	EMAIL
HOMeward NURSE		
NUTRICIA HOMeward	0800 093 3672	nutricia.homeward@nutricia.com
DIETITIAN		
COMMUNITY NURSE		
GENERAL PRACTITIONER		

SECTION 5:

online ordering & equipment needed



THROUGH NUTRICIA HOMEWARD MYCONNEX

It is important to check how much tube feed and equipment you have to make sure you don't run out and don't end up with too much either.

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.

There are a number of helpful user guides and videos available on our website at this link: <https://www.nutriciahomeward.co.uk/online-ordering/myconnex-user-guides.html>

HANDY INFORMATION FOR YOU TO KEEP

This is a record of all the information relating to your tube feeding needs as you leave children's services. You should keep it safe and take it with you to any appointments you have when you transfer over to adult services.

DIETITIAN

NAME

CONTACT NUMBER

DATE OF LAST APPOINTMENT

YOUR LAST WEIGHT & DATE WEIGHT CHECKED

CONSULTANT

NAME

CONTACT NUMBER

DATE OF LAST APPOINTMENT

HOMeward NURSE

NAME

CONTACT NUMBER

DATE LAST SEEN

FEEDING TUBE

TYPE AND SIZE

HOW OFTEN TUBE CHANGED

TUBE CHANGED BY

DATE LAST CHANGED

FEEDING REGIMEN

METHOD OF FEEDING

VOLUME & RATE

TOTAL DAILY VOLUME OF FEED

VOLUME OF WATER FLUSHES

SECTION 6:

more information

PINNT.COM

This is an organisation that helps people who are tube feeding. If you join PINNT this will give you:

Access to support and information regarding tube feeding

The chance to contact other people who also require tube feeding.

TUBEFEEDING.CO.UK

A website dedicated to supporting people living with tube feeding, including an FAQ section plus personal stories from other people on a tube feed.

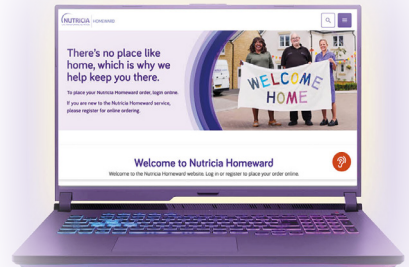
THE NUTRICIA HOMEWARD WEBSITE

nutriciahomeward.co.uk contains a lot of valuable resources and information, including the following fact sheets, aimed specifically at young adults:

- Starting tube feeding
- Advice and top tips
- Questions that are often asked
- Dealing with worries and concerns
- Check lists
- Personal life
- Going on holiday
- School
- College
- University
- Work
- Nasogastric tube feeding
- Information, advice and support

The website also 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.



SECTION 7:

are you ready?

KNOWLEDGE AND SKILLS

- I understand my condition and why I need a feeding tube
- I understand my feeding tube
- I know what emergency equipment I should have with me at all times
- I know about the nursing team and who to contact for support regarding my feeding tube
- I know about the Nutricia Homeward Nursing Service team and how they can help (including the out of hours telephone line)
- I understand the management of my feeding tube (cm marking, balloon volume checks, advance and rotating, pH checks)
- I understand when my feeding tube needs changing and know the 72 hours warning signs
- I understand how to deliver medication through my feeding tube
- I understand how to administer my feeds by pump or bolus
- I understand infection control for my feeding tube
- I understand when and why to flush my feeding tube with water
- I know what to do if my feeding tube becomes blocked
- I understand what position I should be in when my tube feed is on
- I understand the equipment used for my feeding tube, when to reuse and when to throw away
- I understand how my Nutricia Homeward deliveries work and how stock levels are checked
- I feel confident to be seen on my own for some/all of my visit and to ask my own questions

PLEASE LIST ANYTHING YOU WOULD LIKE HELP OR ADVICE WITH

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

SCC4650 04/26



 **NUTRICIA**
LIFE-TRANSFORMING NUTRITION

HOMEWARD