



# WELCOME TO YOUR NUTRICIA HOMEWARD SERVICE





### **Who do I contact if I have a question about my feeding tube or my pump?**

- Nutricia Homeward Nurses provide high quality nursing support across the UK
- Your Nutricia Homeward Nurse should have given you a contact number, however if you don't have this please call 0800 093 3672



### **What is the Nutricia Homeward App?**

- A simple way of communicating with your Nutricia Homeward Nurse
- If you have a smart phone or tablet search “Nutricia Homeward” in Google Play or the App Store and download the app
- Your Nutricia Homeward Nurse will advise you on your ID number and password



### **Can I order my enteral nutrition product and equipment online?**

- Yes, please visit [nutriciahomeward.co.uk](https://nutriciahomeward.co.uk) to register



### **Can you tell me more about the delivery service?**

- Your enteral nutrition product and equipment are delivered to your door
- You will receive a text alert to tell you when your delivery is on its way
- All our drivers carry ID and have been trained to assist you if needed

# ADDITIONAL INFORMATION



## Homeward Pharmacy Services

- Before you receive your delivery the Homeward Pharmacy (run by D & M Gompels) dispenses and checks your nutritional products



## Data Protection

- At Nutricia Homeward we are committed to protecting your privacy. We are registered with the Data Protection Registrar, comply with the requirements of the Data Protection Act and GDPR, and also follow the NHS Code of Practice on confidentiality



## Flocare Infinity Enteral Feeding Pump

- Depending on your needs, your healthcare professional may recommend that you use an enteral feeding pump
- This pump is on loan to you, therefore please return it when you no longer need it
- Your Nutricia Homeward Patient Coordinator can arrange for this to be collected



## Waste

- Enteral nutrition products may be disposed of as normal foodstuff or can be recycled
- Please contact your Nutricia Homeward Patient Coordinator or visit [nutriciahomeward.co.uk](https://nutriciahomeward.co.uk) for more information

For further information  
please visit [nutriciahomeward.co.uk](https://nutriciahomeward.co.uk)

# HOW DO I FIND OUT MORE INFORMATION?



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

- For everything you need to know about Nutricia Homeward, including: videos, patient stories, information on your feeding pump and tube feeding equipment, and useful fact sheets

# WHO DO I CONTACT IF I NEED SUPPORT?



**Nutricia Homeward Patient Coordinator**

- Your regular contact for enteral nutrition product and equipment deliveries
- Requests and manages prescriptions on your behalf for Homeward Pharmacy to dispense
- Contacts you every month to arrange your deliveries; this can be by phone, email or text, please let us know your preference



**Call 0800 093 3672  
24 hours a day, 7 days a week**

Office hours Monday to Friday 8.00am to 8.00pm  
or Saturday 9.00am to 1.00pm

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

# YOUR NUTRICIA HOMEWARD SERVICE



## TAKES CARE OF YOUR **MEDICAL NUTRITION** NEEDS 24 HOURS A DAY

We deliver, free of charge, all your enteral nutrition product and equipment.\*

What's more, our Nutricia Homeward Nursing Service is available  
to support you 24 hours a day, 7 days a week.

\*Prescription charges may apply.

# HOW ARE WE DOING?

At Nutricia Homeward, we strive to provide the best possible service at all times and we value your feedback. If you have any comments, please contact our Quality Assurance team.

**Email:** [qualityassurance@nutricia.com](mailto:qualityassurance@nutricia.com)

**Telephone:** 01225 711794

Nutricia Homeward Quality Assurance  
Nutricia Limited  
Newmarket Avenue  
White Horse Business Park  
Trowbridge  
Wiltshire BA14 0XQ



Nutricia Ltd  
White Horse Business Park  
Trowbridge, Wiltshire BA14 0XQ

SCC3823-02/20

Providing  
NHS Services

