

A DETAILED STEP-BY-STEP GUIDE TO ORDERING ONLINE

HOW TO REGISTER AND PLACE YOUR ORDER ONLINE

A STEP-BY-STEP GUIDE

All products mentioned are Foods for Special Medical Purposes for the dietary management of disease related malnutrition and must be used under medical supervision.

This information is intended for patients, and carers, registered on Nutricia Homeward.

Accurate at time of publication:
January 2023.



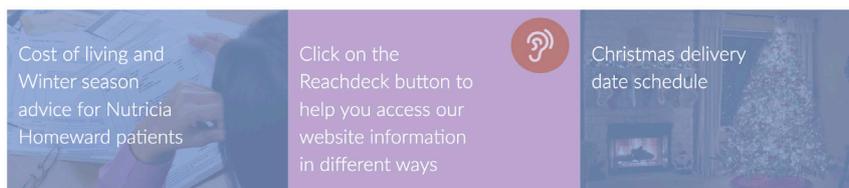
DO YOU KNOW:

- How to set up online registration
- Login details
- When to place orders
- How to place orders
- What needs to be ordered
- What to do if some things are not needed this time
- What the order form looks like
- Which parts of the form need to be completed
- How to check previous orders
- How to update any details
- Who to contact with any questions

1. Visit nutriciahomeward.co.uk.

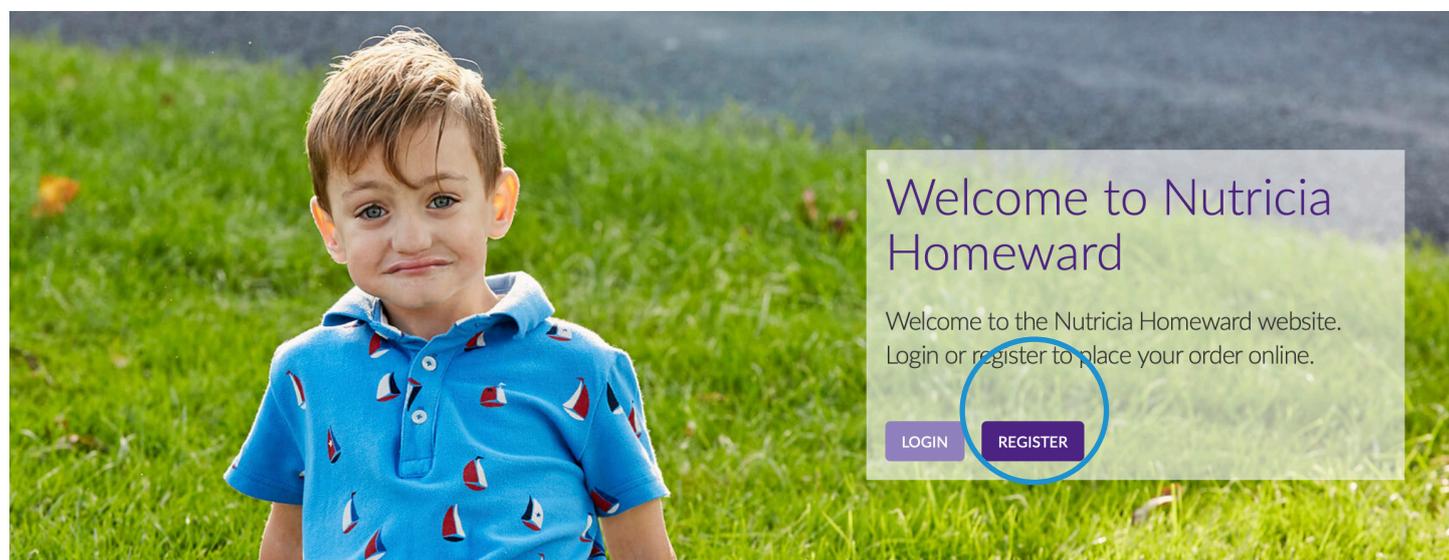


Latest Updates



2. Set up an **online registration**.

3. Click on **Register**.



4. Click on **Multi Patient Sign Up:**

The screenshot shows the Nutricia Homeward registration interface. At the top, there is a navigation bar with the Nutricia logo and the text 'HOMeward'. Below this, there are three tabs: 'Single Patient Sign Up', 'Multi-Patient Sign Up' (which is highlighted in pink), and 'Login'. The main heading is 'REGISTER FOR A NEW MULTIPLE PATIENT ACCOUNT'. A pink box contains the following text: 'Online support for people registered with Nutricia Homeward Service', 'Only one email address can be used for each Nutricia Homeward account.', and 'Nutricia Homeward will be in contact with you shortly to complete the registration over the phone.'

Registration Details

Main Contact Name *

Name of Care Home

Email Address *

Confirm Email *

Please use the 01234567890 format for UK phone numbers.

Telephone Number *

Mobile Number

Search for an address...

Street 1 *

Street 2

Street 3

City *

Postcode *

County

Country

Confirmation

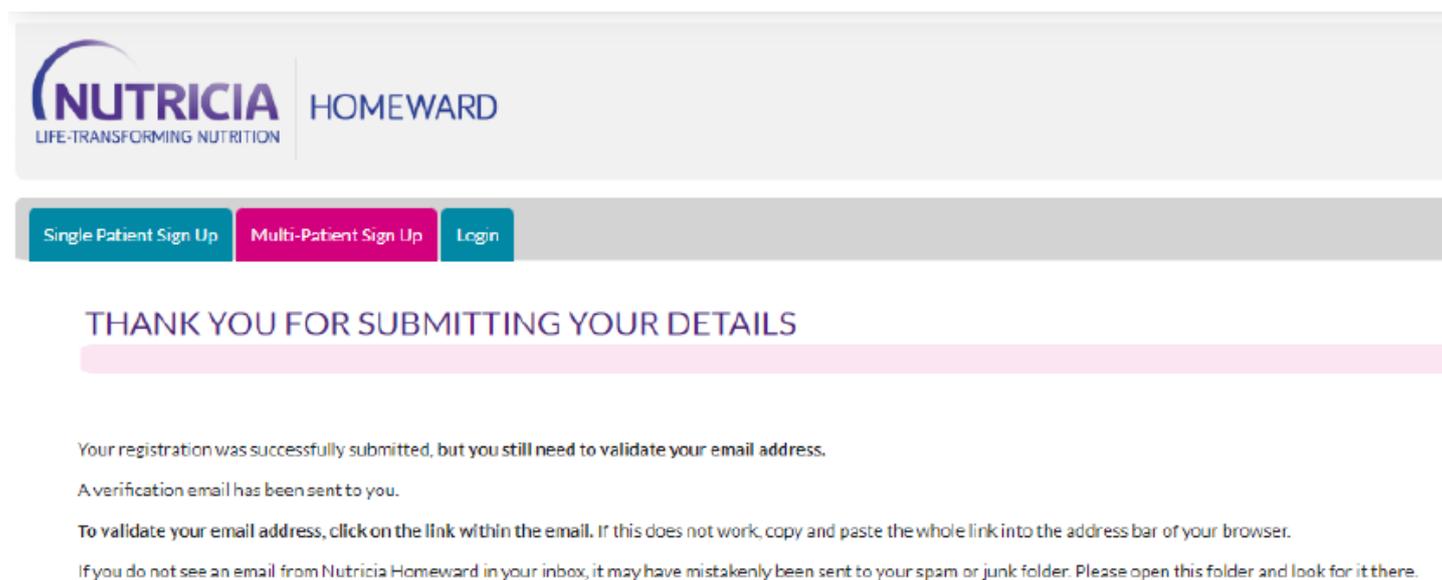
I'm not a robot 

5. Complete the details.

6. Confirm you are not a robot.

7. Submit your registration.

8. Once the **registration has been submitted** a message will appear on the screen.



The screenshot shows the top of a web page with the Nutricia Homeward logo and navigation buttons for 'Single Patient Sign Up', 'Multi-Patient Sign Up', and 'Login'. Below the navigation is a pink banner that reads 'THANK YOU FOR SUBMITTING YOUR DETAILS'. The main content area contains the following text:

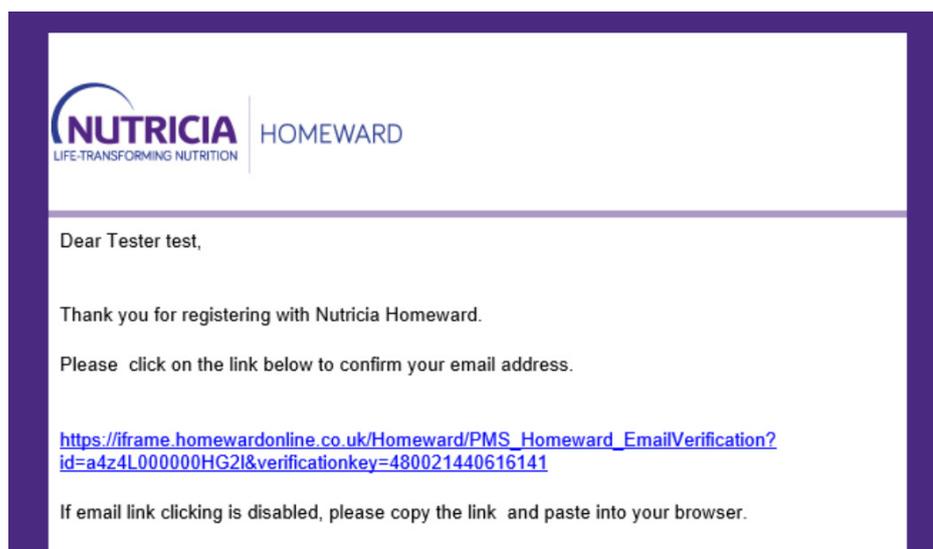
Your registration was successfully submitted, but you still need to validate your email address.

A verification email has been sent to you.

To validate your email address, click on the link within the email. If this does not work, copy and paste the whole link into the address bar of your browser.

If you do not see an email from Nutricia Homeward in your inbox, it may have mistakenly been sent to your spam or junk folder. Please open this folder and look for it there.

9. An email that looks like the one below will be received. **Click on the link** to finish off the registration process.



The screenshot shows an email with the Nutricia Homeward logo at the top. The body of the email contains the following text:

Dear Tester test,

Thank you for registering with Nutricia Homeward.

Please click on the link below to confirm your email address.

https://iframe.homewardonline.co.uk/Homeward/PMS_Homeward_EmailVerification?id=a4z4L00000HG2I&verificationkey=480021440616141

If email link clicking is disabled, please copy the link and paste into your browser.

10. Once the email address has been confirmed a message that looks like this will be received.

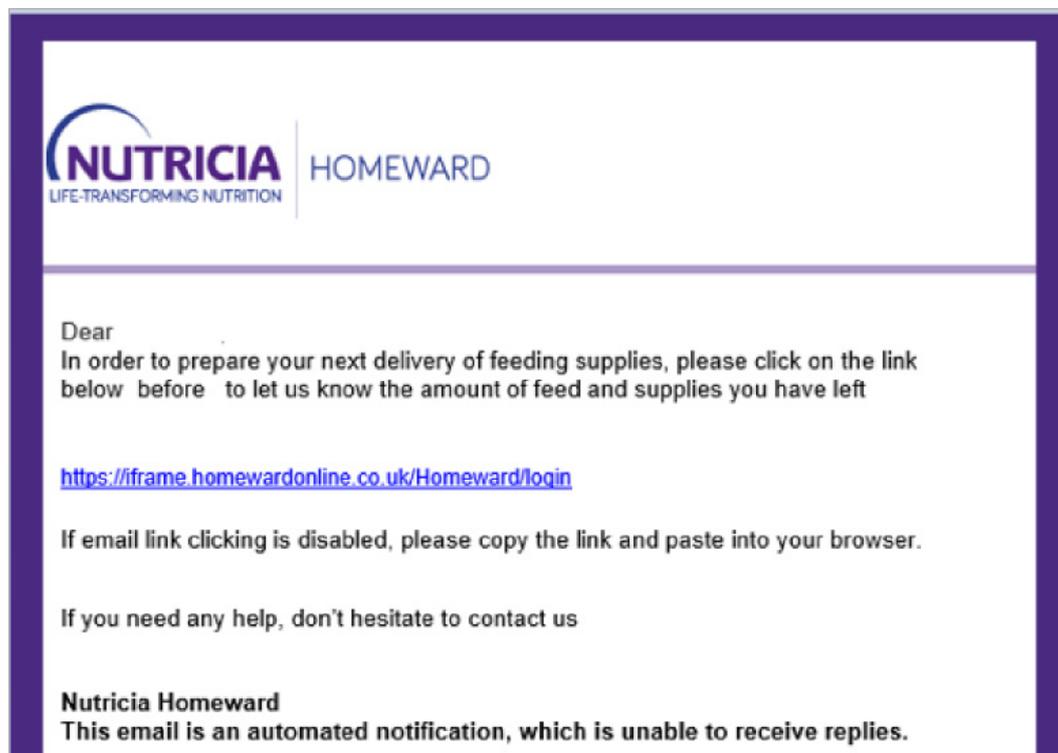
11. Someone from Nutricia Homeward will telephone to finish setting up the registration, they will ask for confirmation details about the individuals the orders are being placed for.

12. After Nutricia Homeward have completed the account set up, an email will be received with a link to set a password.

13. Make sure to keep a note of the new **password**.

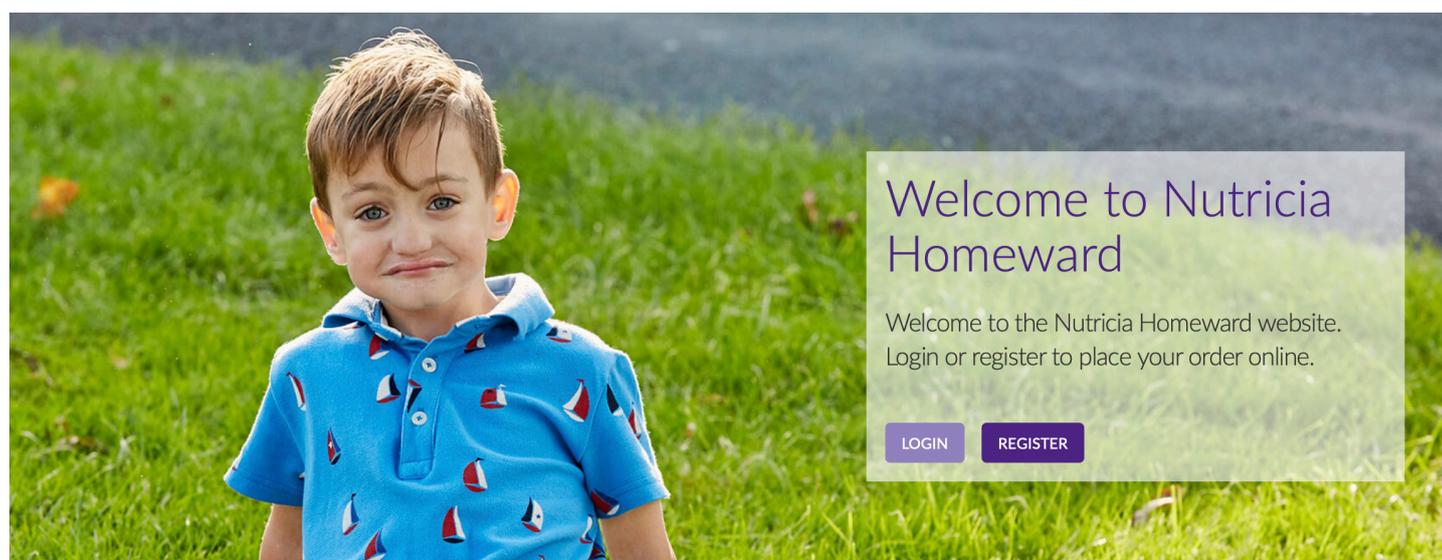
14. Once registered, Nutricia Homeward will email every month to advise when it is time to place the next order.

Registering only needs to be done once; from now on just log in to Nutricia Homeward online to place the order.



15. How to **place your order**:

Visit nutriahomeward.co.uk and click on **Login**.



16. Enter your **username** (this is the email address entered on the registration form) and the **password** (remember the password is case sensitive).



Username

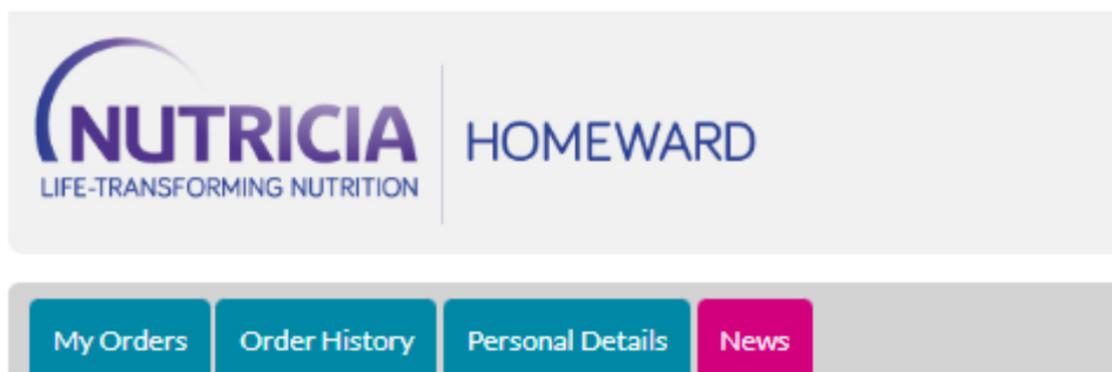
Password

[Log In](#)

Remember me

[Forgot Your Password?](#) [Sign Up](#)

17. When logging in this window will appear:



WELCOME TO NUTRICIA HOMEWARD

18. Click on **My Orders**.



19. A list of all the patients will appear. Depending on the stage in the order placement process will determine which heading they fall under:

Future orders: any orders that cannot yet be placed. The timeframe when the window to place the order will become available will be shown - no action required.

Available orders: any orders that are ready to place - action needed.

Completed orders: any orders that have recently been placed - no further action necessary.



PLACE YOUR NEXT ORDERS

Reports

[ORDERS COMPLETED](#) [ORDER FORM](#) [MAR SHEETS](#)

Future Orders

Order ID	Name	DOB	Notes
S13237196	HWOL Multi 1	31-08-1922	Next order can be placed between 30-Dec-2022 and 06-Jan-2023.

Available Orders

Order ID	Name	DOB	Delivery Date	Select
S13237197	HWOL Multi 2	29-08-1936	19-Dec-2022	Select

Completed Orders

Order ID	Name	DOB	Select
S13237192	HWOL Multi 1	31-08-1922	Select
S13237190	HWOL Multi 2	29-08-1936	Select

20. There are **3 buttons** to assist with order placement:

MAR Sheets: Medication Administration Record sheets will list all patients linked to your establishment, with medical nutritional feed products on their order, this may be printed to record when feed was given to the individual.



RESIDENT NAME : HWOL Multi 1		DOB : 31-Aug-1922		ROOM
START DATE		START DAY		ENTERAL FEEDING NURSE

R	Refused	U	Unable to Administer	P	Partial administration	H	Hospitalised
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NUTRISON 1000 COMPLETE MF LIQ 1000ml OPTRI
 Use as per instructions in enteral feed nurse plan. Do not use if contents are discoloured or curdled. Discard remainder after 24hrs.

Time	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28
BREAKFAST																												
LUNCH																												
DINNER																												
NIGHT																												
	RECEIVED			RETURNED			DESTROYED			DISCONTINUED																		
	DATE	QTY	BY	DATE	QTY	BY	DATE	QTY	BY	DATE	AUTH. BY																	

FORTISIP 2KCAL LIQUID CHOC-CARA 200ml BTL
 Use as per instructions in enteral feed nurse plan. Do not use if contents are discoloured or curdled. Discard remainder after 24hrs.

Time	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28
BREAKFAST																												
LUNCH																												
DINNER																												
NIGHT																												
	RECEIVED			RETURNED			DESTROYED			DISCONTINUED																		
	DATE	QTY	BY	DATE	QTY	BY	DATE	QTY	BY	DATE	AUTH. BY																	

Order Form: A Word document showing all patients with available orders to be placed, listing all products for the order, including the 28-day supply quantity. This may be printed and used to carry out a stock check of supplies if required.



ORDER FORM

Patient: HWOL Multi 1

Date of Birth: 31-08-1922

Delivery Date: 15-Dec-2022

Product Code	Product Description	28 Days Supply	Qty Remaining
132375	NUTRISON 1000 COMPLETE MF LIQ 1000ml OPTRI	28	
113830	60ml GBUK SYRINGE MULTI USE	4	
95349	FLOC INFINITY PACK SET NO MED PORT	28	
171682	FORTISIP 2KCAL LIQUID CHOC-CARA 200ml BTL	56	

Orders Completed: A Word document showing all orders that have been placed, listing all patients and their product requirements, including quantities. This may be printed or saved as order confirmation if required.



ORDERS COMPLETED:

Patient: HWOL Multi 1

Date of Birth: 31-08-1922

Delivery Date: 15-Dec-2022

Date Submitted	Product Code	Product Description	28 Days Supply	Qty Remaining	We Will Send
30-Nov-2022	132375	NUTRISON 1000 COMPLETE MF LIQ 1000ml OPTRI	28	20	28
30-Nov-2022	113830	60ml GBUK SYRINGE MULTI USE	4	3	4
30-Nov-2022	95349	FLOC INFINITY PACK SET NO MED PORT	28	19	28
30-Nov-2022	171682	FORTISIP 2KCAL LIQUID CHOC-CARA 200ml BTL	56	35	56

- Before starting, **check how many** bottles/packs, giving sets and other equipment each of the individual patients have left. Use the Stock Form Word document if required.
- This is what an order form looks like:

Order S13237202

Delivery Details

Your next delivery is due: 20/12/2022

Delivery Address: The Wingfield Care Home
70A Wingfield Road
Trowbridge, Wiltshire

Delivery Instructions:

Please tell us the stock that you have left for each item. Input the figure in the "Items left" field

Order

Item Description	Product Code	28 Days Supply	Items left?	We will send	Item not required
60ml GBUK SYRINGE MULTI USE	113830	4	<input type="text"/>	<input type="text"/>	<input checked="" type="checkbox"/>
CH14 1.0cm FLOCARE BUTTON SET	152995	1	<input type="text"/>	<input type="text"/>	<input checked="" type="checkbox"/>
NUTRISON DIASON EN HP 1000ml OPTRI	164947	28	<input type="text"/>	<input type="text"/>	<input checked="" type="checkbox"/>
FORTICREME COMPLETE CHOC (4x125g) POT	40865	28	<input type="text"/>	<input type="text"/>	<input checked="" type="checkbox"/>
FLOC INFINITY MOBILE SET NO MED PORT	86484	28	<input type="text"/>	<input type="text"/>	<input checked="" type="checkbox"/>

The below products are on your requirements, however, they are not due for delivery this time. If you require any of these items please contact us at nutricia.homeward@NHS.net.

Product Code	Item Description	Frequency	Quantity
--------------	------------------	-----------	----------

- If you need to **reset the figures** you have entered click Reset Order.

Please tell us the stock that you have left for each item. Input the figure in the "Items left" field

24. If a delivery is not required this time for this individual, please let us know by clicking on **No Order Required**.

Please tell us the stock that you have left for each item. Input the figure in the "Items left" field

RESET ORDER NO ORDER REQUIRED

25. **Select a reason** why this individual doesn't require anything on this occasion.

No Delivery Required

Please provide a reason for not requiring a delivery:

- Have enough feed and supplies (More than 35 days supply)
- In hospital
- Deliveries no longer required
- Other

PLEASE NOTE: You will not be able to edit this order if you select a cancellation reason and click **CONTINUE**. To continue editing the order please click **CANCEL**

Continue Cancel

26. Filling in the form: Enter the amount remaining in the **Items Left** box for each product. The system will automatically work out how much to send.

Item Description	Product Code	28 Days Supply	Items left?	We will send	Item not required
60ml GBUK SYRINGE MULTI USE	113830	4	<input type="text" value="3"/>	<input type="text" value="4"/>	<input type="checkbox"/>
CH14 1.0cm FLOCARE BUTTON SET	152995	1	<input type="text" value="1"/>	<input type="text" value="1"/>	<input type="checkbox"/>
NUTRISON DIASON EN HP 1000ml OPTRI	164947	28	<input type="text" value="20"/>	<input type="text" value="28"/>	<input type="checkbox"/>
FORTICREME COMPLETE CHOC (4x125g) POT	40865	28	<input type="text" value="15"/>	<input type="text" value="28"/>	<input type="checkbox"/>
FLOC INFINITY MOBILE SET NO MED PORT	86484	28	<input type="text" value="14"/>	<input type="text" value="28"/>	<input type="checkbox"/>

The below products are on your requirements, however, they are not due for delivery this time. If you require any of these items please contact us at nutricia.homeward@NHS.net.

Product Code	Item Description	Frequency	Quantity
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CONTINUE

If the individual has some products that are not needed every 28 days they will be shown **here**. When everything has been entered, click on continue.

27. If the amount remaining in the **Items Left** box suggests there will not be enough to last until the delivery arrives a warning message will be shown on screen.

Order



For Order : S13237202 Item : FLOC INFINITY MOBILE SET NO MED PORT Stock remaining amount you have entered, suggests that you will run out before your next delivery. Please contact Nutricia on 0800-093-3672 or email homeward@nutricia.com

28. Once **Continue** has been selected you will be taken to the **confirmation page**. You must click **Submit Order**.

MY NEXT ORDER CONFIRMATION

Please double check the information you have submitted. You can then submit your completed order.

Patient: HWOL Multi 2 (C414698)

Order S13237202

Delivery Details

Your next delivery is due: 20/12/2022

Delivery Address: The Wingfield Care Home
70A Wingfield Road
Trowbridge, Wiltshire

Delivery Instructions:

Order

Item Description	Product Code	28 Days Supply	Items left?	We will send	Item not required
60ml GBUK SYRINGE MULTI USE	113830	4	3	4	
CH14 1.0cm FLOCARE BUTTON SET	152995	1	1	1	
NUTRISON DIASON EN HP 1000ml OPTRI	164947	28	20	28	
FORTICREME COMPLETE CHOC (4x125g) POT	40865	28	15	28	
FLOC INFINITY MOBILE SET NO MED PORT	86484	28	14	28	

The below products are on your requirements, however, they are not due for delivery this time. If you require any of these items please contact us at nutricia.homeward@NHS.net.

Product Code	Item Description	Frequency	Quantity
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BACK

SUBMIT ORDER

29. When you see this page you need to click **Finish**.

MY NEXT ORDER COMPLETED

Thank you for submitting your order.

Patient: HWOL Multi 2 (C414698)

BACK

FINISH

30. The order has now been placed for that specific individual. Continue placing all available orders for the patients you manage.

When all orders have been placed, click on the **Stock Checks Completed** button for an order confirmation for your records.

31. Previous orders may be checked for the last 12 orders for each individual patient. Go to **Order History** and click **Select** to view these orders for each individual.

My Orders

Order History

Personal Details

News

ORDER HISTORY - PATIENT SELECTION

Use this screen to select a patient linked to your account.

Patients

Patient ID	Name	DOB	Select
C414697	HWOL Multi 1	31/08/1922	Select
C414698	HWOL Multi 2	29/08/1936	Select

My Orders

Order History

Personal Details

News

MY ORDER HISTORY

Details of up to 12 of your previous orders are shown below.

Orders Due

17-Jan-2023	The Wingfield Care Home, 70A Wingfield Road, Trowbridge, Wiltshire, BA14 9EN	[±]
20-Dec-2022	The Wingfield Care Home, 70A Wingfield Road, Trowbridge, Wiltshire, BA14 9EN	[±]

Previous Orders

32. If any information needs to be altered for an individual, click on **Personal Details**, and click Select to view the information for a specific individual.



ACCOUNT DETAILS

Use this screen to view your details or select a patient linked to your account.

Account Details

Preferred Language
Preferred Language Other Details
Name HWOL Carer
Telephone Number
Mobile Number
Email Address louise.reys@danone.com ✓

Patient ID	Name	DOB	Select
C414697	HWOL Multi 1	31-Aug-1922	Select
C414698	HWOL Multi 2	29-Aug-1936	Select



MY DETAILS

Patient details and preferences are shown below.

Preferred Language
Preferred Language Other Details

Patient Details

Title Miss
First Name HWOL
Last Name Multi 1
Date Of Birth 31-Aug-1922
Prescription Exemption Age / Is 60 years of age or over
Address Type Home Address
Address The Wingfield Care Home
70A Wingfield Road
Trowbridge, Wiltshire
Postcode BA14 9EN
Delivery Instructions
Telephone Number 01225131313
Mobile Number
Email Address
Preferred Contact Time

Consent and Preferences

Phone Numbers - Call ?
Mobile number - Text for delivery ?
Email Address ?
Consent/Preferences provided by
Time & Date

IF YOU HAVE ANY QUESTIONS PLEASE CONTACT US ON

nutricia.homeward@nutricia.com
or 0800 093 3672



HOMeward
FOR CARE HOMES

Nutricia Limited
Newmarket Avenue
White Horse Business Park
Trowbridge, Wiltshire BA14 0XQ

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