WELCOME TO YOUR
NUTRICIA HOMEWARD SERVICE
Who do I contact if I have a question about my feeding tube or my pump?
• Nutricia Homeward Enteral Nurse Specialists provide high quality nursing support across the UK
• Your Nutricia Homeward Enteral Nurse Specialist should have given you a contact number, however if you don’t have this please call 0800 093 367

What is the Nutricia Homeward App?
• A simple way of communicating with your Nutricia Homeward Enteral Nurse Specialist
• 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 Enteral Nurse Specialist 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 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
• Our drivers can bring heavy boxes in and rotate your enteral nutrition products, if required
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 for more information

For further information please visit nutriciahomeward.co.uk
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)
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
Telephone: 01225 711794

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

Nutricia Advanced Medical Nutrition
White Horse Business Park
Trowbridge, Wiltshire BA14 0XQ

SCC3689-05/19