

Welcome Home!

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



who to contact

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 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	0800 093 3672	nutricia.homeward@nutricia.com
DIETITIAN		
COMMUNITY NURSE		
GENERAL PRACTITIONER		

welcome

NUTRICIA HOMEWARD supports you 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.

contents of this book



Contact details



Homeward Nurses – routine checks, care, troubleshooting and advice



Customer Services Team – support and help at Nutricia Homeward



Nutricia Homeward MyConneX – monthly orders



The Nutricia Homeward Delivery Service



Nutricia Homeward Website – resources, helpful videos and FAQs



Flocare Infinity pumps



Pharmacy Services and Prescriptions – if your child's medical nutrition requires a prescription, this section shares how prescriptions are processed



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 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 and secure and offers convenience and flexibility. Your Homeward Nurse can give you more details of how to have a video call



CUSTOMER SERVICES TEAM

The Customer Services team are at the end of the phone to help with any questions. Our Customer Service Specialists may help with your monthly orders and deliveries and can offer support setting up your online account so you can complete orders online. They also liaise with GP practices to set up the management of your monthly prescriptions.



ORDER YOUR MONTHLY 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. 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 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 has lots of information to help support you and your child with tube feeding at home. There are videos and patient stories, leaflets to help set up online accounts to place your child's monthly orders, information about the 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 team will be able to arrange a collection, or provide you with a freepost envelope. To get in touch email **nutricia.pumps@nutricia.com**



HOMeward PHARMACY SERVICES

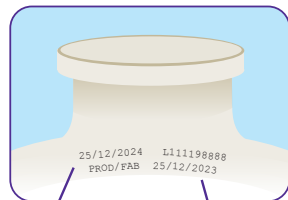
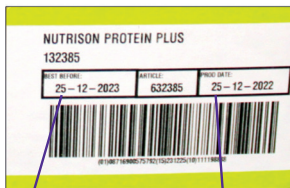
In some areas your GP will prescribe the nutritional feed suggested by your Dietitian and in other areas your Dietitian will manage this. If your GP prescribes your nutritional feed, Nutricia Homeward will request a prescription from your GP Surgery when needed. Without this prescription we will not 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 and arrange delivery of your child's nutritional products. 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.

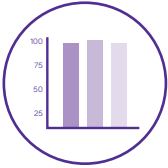


BEST BEFORE

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 remove any foil seals, they are NOT recycled, any lids where possible.

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

- Fortage One Nutritional Supplements
- Sackets and 4 litre sachets and plastic pats
- Fortage One Nutritional Supplements in Tetra Paks
- Check your local recycling collector
- Nutricia/Novartis OTC bottles - all sizes
- Tins
- Fibre containers
- Resizable bottles
- Biscuits, crates and water 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.

- Sackets
- Giving sets
- Feeding tubes

Local councils may have different recycling rules. Check your local council website for more information.

This information is provided by healthcare professionals, patients and carers of patients. All products shown here are Fortis for Special Medical Nutrition and must be used under medical supervision. See detailed product data for more information.

© 2024 Nutricia. Fortage One, Fortage One Nutritional Supplements, Fortage One Tetra Pak, Fortage One OTC bottles, Fortage One Tins, Fortage One Fibre containers, Fortage One Resizable bottles, Fortage One Biscuits, Fortage One Crates and Water Boxes, Fortage One Paper back from giving sets packaging.

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 such as 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 can update them on your Nutricia Homeward MyConneX account, or please let the Customer Services team know. If you need to speak to one of the Nutricia Homeward Customer 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 medical nutrition needs and our Nutricia Homeward Nursing service is available 24 hours a day, 7 days a week.

Delivery of your 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