

# NUTRICIA HOMEWARD

# times

**SUMMER  
2021  
EDITION**

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WELCOME TO THE 2ND  
EDITION OF THE NUTRICIA  
HOMEWARD TIMES IN 2021  
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Welcome to the Summer edition of the Nutricia Homeward Times. This edition covers reminders about Nutricia Homeward Connections, you can read about our commitment to sustainability and keep up to date with future events. We are delighted to introduce you to more members of the Nutricia team through 'Nutricia Spotlight'! Lastly, we would like to share the story of Charlie, who is 5 years old and has been tube feeding for a year.

If you have any suggestions and ideas for future editions, please feel free to email me: [sally.lecointe-alonso@nutricia.com](mailto:sally.lecointe-alonso@nutricia.com)

# NUTRICIA HOMEWARD CONNECTIONS REMINDER:

# order visibility

In Nutricia Homeward Connections, healthcare professionals can see an overview of their patient's orders & collections, the type, reason (if ad hoc), status and requested delivery date

Order Number	Record Type	Order Type	Order Reason	Status	Requested Delivery Date +
S1256	Order	Scheduled		Pending	02/07/2021
S1254	Order	Scheduled		Delivered Full	07/06/2021
S1248	Order	Scheduled		Delivered Full	07/05/2021
S1243	Order	Scheduled		Delivered Full	09/04/2021
S1238	Order	Scheduled		Delivered Full	12/03/2021
S1235	Order	Scheduled		Delivered Full	12/02/2021
S1232	Order	Scheduled		Delivered Full	15/01/2021
S1227	Order	Scheduled		Delivered Full	18/12/2020
S1232	Order	Ad Hoc	Change of Regimen	Delivered Full	09/12/2020
S1223	Order	Scheduled		Delivered Full	20/11/2020
S1219	Order	Scheduled		Delivered Full	23/10/2020
S1216	Order	Scheduled		Delivered Full	25/09/2020
S1212	Order	Scheduled		Delivered Full	28/08/2020
S1208	Order	Scheduled		Delivered Full	31/07/2020
S1213	Order	Ad Hoc	Change of Regimen	Delivered Full	30/07/2020
S1203	Order	Scheduled		Delivered Full	03/07/2020
S1198	Order	Scheduled		Delivered Full	05/06/2020
S1198	Order	Scheduled		Delivered Full	02/05/2020
S1191	Order	Scheduled		Delivered Full	10/04/2020
S1188	Order	Scheduled		Delivered Full	13/03/2020
S1190	Order	Ad Hoc	Patient / Carer Error	Delivered Full	28/02/2020
S1184	Order	Scheduled		Delivered Full	14/02/2020
S1180	Order	Scheduled		Delivered Full	17/01/2020
S1178	Order	Scheduled		Cancelled (CRM)	03/01/2020
S1180	Order	Ad Hoc	HCP Request	Delivered Full	20/12/2019

For further detail, a healthcare professional can find the following details by clicking on the Order Number: Products on the order, quantities ordered, quantities delivered, if a prescription is required (how many items the prescription covered), who was named as the billing point, the delivery address, and any delivery instructions.

**Order Line (CURO) Detail**

Order Line Name: OL-001      Order: S1254

Product: 500ml FLOCARE CONTAINER      Regimen Line Item: RL-001

Product Code: 40441      Requested Delivery Date: 07/06/2021

Billing Point: [ ]

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**Quantity Details**

Quantity Override: 28      Reason for greater than maximum: [ ]

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**Order Line Status**

Order Line Status: Delivered Full      Delivered Qty: 28

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**System Information**

Created By: [ ] 24/04/2021 07:05      Last Modified By: [ ] 07/06/2021 16:53

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**Order Line Deliveries**

Action	Delivery Name	SAP Delivery ID	Recipient Name	POD Reason Code
Edit   Del	OLD-0009862394	5008658495	Young	

More detail can be viewed by clicking on a specific Order Line Name to see confirmation of the order line status and the details on the POD

**Order (CURO) Detail** Previous Next

Record Type: Order Requested Delivery Date: 07/08/2021  
 Order Number: S126 Status: Delivered Full  
 Order Type: Scheduled Sub Status:  
 Order Sub-Type: Standard Cancellation Reason:  
 Order Reason: Account:  
 Order Sub-Reason: Regimen:

**Delivery Address**

Street 1:  County:   
 Street 2:  City:   
 Street 3:  Postcode:   
 Delivery Instructions: right hand neighbour

Previous Next

**Order Lines**

Action	Order Line Name	Product	Product Code	28 Day Supply	Stock Check Amount	Calculated Quantity	Delivered Qty	Prescription Evidence Quantity	Billing Point
	<a href="#">OL-001</a>	<a href="#">500ml FLOCARE CONTAINER</a>	40441	28		28	28		
	<a href="#">OL-002</a>	<a href="#">JOHNSON CE pH INDIC 2-9 (100)</a>	130756	1		1	1		
	<a href="#">OL-003</a>	<a href="#">FLOC INFINITY PACK SET WITH MED PORT</a>	95347	84		84	84		
	<a href="#">OL-004</a>	<a href="#">FORTINI COMPACT ME LIQUID NEUTRAL 125ml BTL</a>	111208	50		50	50	50	PHARMACY (PRESCRIBABLE)
	<a href="#">OL-005</a>	<a href="#">FORTINI CREAMY FRUIT BERRYFRUIT (4X100g) POT</a>	85277	14		14	14	14	PHARMACY (PRESCRIBABLE)

Show 2 more [Go to list \(7\)](#)

# Prescription Order Postponement Process (POP)



We have made revisions to simplify the Prescription Order Postponement Process (POP) which will come into effect from June 2021

It will only impact situations where, Nutricia Homeward has not received a prescription for a patient for their pending order and where there are missing prescriptions from previous deliveries.

Nutricia Homeward will now phone the relevant healthcare professional to discuss the situation rather than

send an email. If we can't contact a patient we will send an emergency delivery of 14 days supply of tube feed; we will also do this if we contact a patient and they have less than 5 days tube feed remaining.

**If you have any questions, please contact your local Account Manager who will be able to assist you.**



## DID YOU KNOW?

- We send out 850 prescription request letters each day, about 75% of these are sent electronically
- We receive on average 1,350 prescriptions a day
- Approx. 50% of all the prescription we receive are electronic

## REDUCING PLASTIC:

# one bottle at a time



Perspective from paediatric dietitian **MIKAYLA PROFE-FUCHSLOCH**,  
Paediatric Dietetics Team Lead for Walsall Healthcare NHS Trust

Out of my caseload of 123 home enterally fed paediatric patients, 59 used Flocare single-use containers and many used more than one per day. Often parents would ask if they could reuse Flocare containers and I regularly received comments such as “it seems wasteful to use only once” and “The boxes of containers are becoming a fire risk on my stairs but I have nowhere else to put them.”

### Steps taken to change to reusable bottles

After a discussion with my professional Dietetic lead, I arranged a meeting with the community children’s nursing team to discuss changing from Flocare containers to reusable Sterifeed bottles. My rationale for changing was in 2 parts – to reduce plastic waste and to improve patient experience.

The next step was to write a letter to all parents of children using Flocare containers explaining that we would be switching, and they had 2 months to let me know if they wanted to opt-out. I enclosed the patient information leaflet and reiterated that these reusable bottles should be recycled after 30 uses.

On the 1st of April 2021, I made the switch from Flocare containers to reusable bottles for all patients, except those who had opted out.

### Outcome

Of the 59 patients on my caseload using Flocare containers, 7 opted out of switching due to concerns around sterility, 2 patients were managed by different Trusts so remained unchanged. That left 50 patients who were changed over to reusable Sterifeed bottles. By the end of April 2021, all patients had received their first Nutricia Homeward delivery with reusable bottles. The parents of 3 children requested a change back to Flocare containers, 2 of them stated that they needed a 1000ml container (which is not currently available) and the other parent did not want to wash and sterilise the reusable bottles.

In a very short period (less than 2 months) I have received extremely positive feedback from parents:

- Parents felt this was more environmentally friendly
- The reusable bottles took up less space in the home due to a much smaller order quantity delivered each month
- The reusable bottles are more “solid” and less collapsible
- Washing and sterilising reusable bottles gave a feeling of “being a parent and not a nurse” in the sense that it mimicked “normal” or “typical” infant feeding

### Considerations

Manually changing every child’s Nutricia Homeward regimen took some time but was not insurmountable. Remembering to add the universal adaptors was an important step that I forgot a few times! Another consideration was children who usually used a 1000ml Flocare container for powder based reconstituted feeds sometimes needed their recipes adjusted, for example a patient who used a 1000ml container for 750ml feed needed to change to a new recipe mix of 500ml in one bottle and 250ml in a second.

### Recommendations

This thoughtful and sustainable initiative from Nutricia has improved the experience for my patients, their parents and the professionals who work with them. I would strongly encourage other dietitians and community nurses to consider switching their patients from Flocare containers to reusable bottles. The positive feedback has been encouraging, it has improved the experience of parents and carers in ways that I could not have foreseen, such as providing a sense of partial de-medicalisation of feeding their children.

I look forward to many more positive reports in future!

**If you would like support switching your Nutricia Homeward patients to reusable bottles please discuss this with your local Contract Account Manager or Clinical Practice Manager.**

**[CLICK HERE](#) For more information**

# Recycling



## FLOCARE CONTAINERS:

used for decanting feeds and administration of water, are made from low density polyethylene and therefore fully

recyclable and can be disposed of with your household plastics. The purple caps can be left on when recycling as they are made from high density polyethylene and can also be disposed of with your household plastics.



## PACKAGING:

the printed blister packs, booklets, and cartons/ boxes used for the Flocare range are all fully recyclable and can be disposed of with your household paper waste.

Moving the Flocare Infinity pump boxes from purple to brown boxes means they are now fully recyclable with your household cardboard.



**Not Yet Recycled**

## GIVING SETS & FEEDING TUBES:

these are manufactured using mixed plastics and are therefore not recyclable; these should be disposed of with your general waste.

FLATTEN | CAP ON



**Widely Recycled**

## ORAL NUTRITIONAL SUPPLEMENTS:

all our 125ml and 200ml plastic bottles are made from high density polyethylene and are fully recyclable; they can be disposed of with your household plastics.

All lids and our range of plastic pots\* - Calogen Extra Shots, Fortini Creamy Fruits, Nutilis Fruit Level 4 - are made from either low density polyethylene or polypropylene and are also fully recyclable. Lids can be left on when recycling.

## Z-STANDS, GO-FRAMES & PUMPS:

we are now able to clean and refurbish our Z-stands, Go-Frames and pumps. Please return them when you no longer need them. Please call 0800 093 3672 to arrange this.



FLATTEN | CAP ON



**Widely Recycled**

## OPTRI BOTTLES:

500ml and 1000ml tube feeding bottles are made from high density polyethylene and are fully recyclable and reclaimable: the waste plastic from the production process

is reused and reintegrated into the manufacturing process. These can be disposed of with your household plastics.

## RECYCLING SYMBOLS EXPLAINED

SYMBOL	POLYMER TYPE	RECYCLABLE
	PETE Polyethylene Terephthalate	✓
	HDPE High Density Polyethylene	✓
	PVC Polyvinyl Chloride	Check with local council
	LDPE Low Density Polyethylene	✓
	PP Polypropylene	✓
	PS Polystyrene	Check with local council

\*We currently do not have any information on the recyclability of our 125g pots.

This information is intended for healthcare professionals only.

All products mentioned are Foods for Special Medical Purposes and must be used under medical supervision

# Useful information

## Browsealoud on Nutriciahomeward.co.uk

Browsealoud is a web toolbar that allows you to navigate the website in a way that suits you. It is simple and easy to use, with functions such as:



- Text to speech
- Reading aloud
- Magnifying text
- Translation.



You can personalise the settings so it defaults to the setting you need each time you visit the site. [For more information on how to use browsealoud please click here](#)

## NUTRICIA VIRTUAL CONGRESS 12TH-14TH OCTOBER 2021

# save the date

The Nutricia Virtual Congress 2021 will be a three-day educational event covering a variety of topics across paediatric and adult nutrition.

Hosted on a user-friendly digital platform, you can watch the sessions live and on demand, participate in Q&As, visit interactive exhibition booths and build your CPD portfolio. The agenda and registration link will follow.



[Upcoming information on the event please click here](#)

# Meet the Team!

## NUTRICIA SPOTLIGHTS OF THE MONTH

### **Eddie Barron: Regional Nursing Services Manager**

I have worked for Nutricia for 3 years, across the North of England and Scotland, ensuring we deliver a high-quality nursing service to our partners in the NHS.

#### **How do you make patients or healthcare professionals lives easier?**

I work with local Nutricia Homeward Nurse Managers to ensure we have the staff and ability to safely discharge patients on enteral feeding and keep them safely in their home environment.

#### **How do you lead your teams to support the healthcare professionals?**

We work as a team to ensure healthcare professionals know what to expect from our service.

I make myself available to discuss the service in contract review meetings or on a one to one basis.

I work with my colleagues in Nutricia to ensure we are all aligned in each area.

#### **What you love most about your job?**

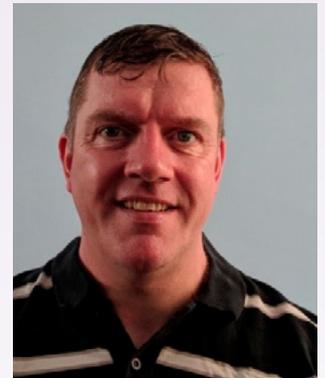
Seeing the feedback from healthcare professionals and patients about the Nutricia Homeward nurses is brilliant and makes me proud to work in this team.

#### **What three things would you take on a desert island?**

A net (to fish and use as a hammock), a telescope (for fire and look for rescue) and a “how to survive on a desert island” book

#### **What was your worst cooking disaster?**

1994 (I'm scarred for life) – My very particular Aunt was visiting, and I served her cremated duck.



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### **Rhian Walker: Nutricia Homeward Service Manager**

I initially started working in the baby milk division 28 years ago and when there was an opportunity to transfer, to be part of this exciting new business venture called Nutricia Homeward, I took it and have been with Nutricia Homeward ever since. When I started, there were only 500 patients, today we have in excess of 28,000. As a Nutricia Homeward Service Manager, I oversee the workload management and the day to day execution of the service ensuring that we deliver the best possible service to our patients and healthcare professionals.



#### **How do you make patients or healthcare professionals lives easier?**

By being solution focused; every challenge that arises during the day has a patient somewhere in the equation. By focusing on the best possible experience for our patients means that we can find a solution without needing to involve the busy healthcare professionals.

#### **How do you lead your teams to support the healthcare professionals?**

By being there when needed – at the end of the phone, via email or simply being responsive with New Patient Registrations and Change of Regimens.

#### **What you love most about your job?**

I love that I have been with Nutricia Homeward since the very beginning and have seen it grow and grow but still maintain the patient centric vibe.

#### **What three things would you take on a desert island?**

My iPhone, my Bath (complete with bubble bath), my Kindle.

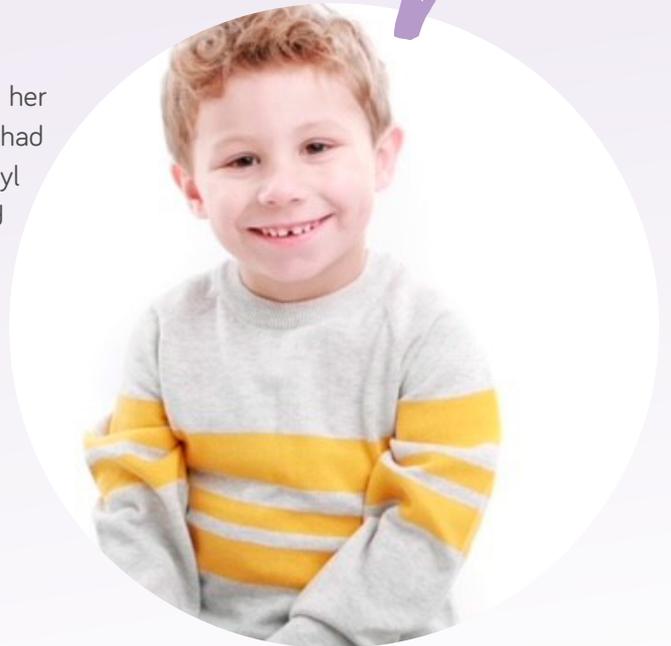
#### **What was your worst cooking disaster?**

I made Crème Brules for a “dinner party” – the layer of sugar on the top was so thick and hard that two guests broke the ramakin dishes trying to break through the sugar.

# Charlie's story

MEET 5-YEAR-OLD CHARLIE, WHO HAS BEEN TUBE FEEDING FOR OVER A YEAR.

We recently interviewed Charlie's mum, Sheryl, to hear about her experience following Charlie's diagnosis and the impact it has had on their daily lives since Charlie has been tube feeding. Sheryl talks about the challenges but also the pleasant surprises and valuable life learnings that come with this event. She also touches upon her hopes for Charlie in the future.



[CLICK HERE TO FIND OUT MORE ABOUT CHARLIE'S INSPIRING STORY](#)

CELEBRATING NUTRICIA'S

# 125th Anniversary



In 1896, an entrepreneurial approach to the latest nutritional science led to the establishment of Nutricia, changing the lives of millions of people around the world.

**In 2021 Nutricia celebrates 125 years of pioneering science and care. [Click here to read our heritage and view our timeline](#)**

# Thank you!

A huge thank you to everyone who took part in the Nutricia Contract Questionnaire in May this year. We heard from more people than last year and more contracts were represented with 76 respondents from 40 contracts. Top line results show that overall satisfaction with Nutricia remains high with 88% of respondents scoring 4 or 5 out of 5.

Satisfaction with the Nutricia Homeward Nursing service, product range and local Account Managers is high and areas we will focus on improving our Nutricia Homeward Deliveries and managing complaints.

More detailed information is available from your local Account Managers.