

NUTRICIA HOMEWARD

times

**WINTER
2022
EDITION**

WELCOME TO THE FIRST
2022 EDITION OF THE
NUTRICIA HOMEWARD TIMES

Welcome to the first 2022 edition of the Nutricia Homeward Times.

This edition contains information about the Nutricia Homeward Nursing service, updates to the Nutricia Homeward website, celebrating Feeding Tube Awareness Week, Neil's 40 years working with Ceva and much more.

If you have any suggestions and ideas for future editions, please email me at:
sally.lecointe-alonso@nutricia.com

product availability

Over recent weeks we have experienced some challenges within our supply chain, and we wanted to start this newsletter thanking everyone who has been impacted by this for your ongoing support and understanding.

We are committed to providing the best care and support for Nutricia Homeward patients

and continue to do everything we can to make sure they get the supplies they need.

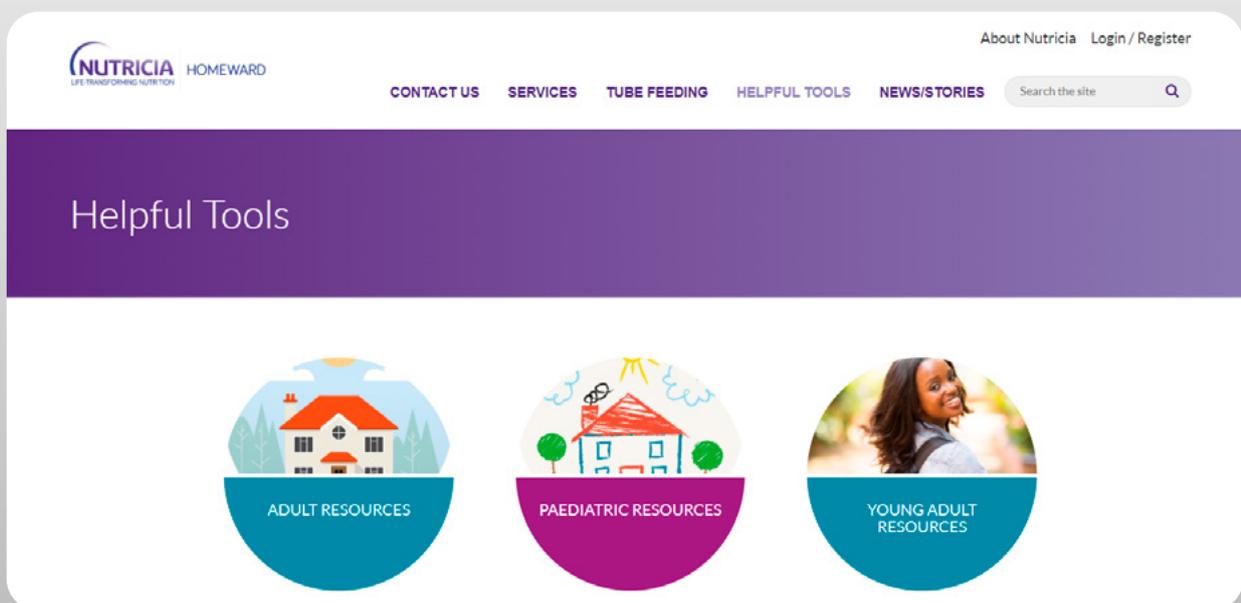
If you have any questions or concerns about product availability please contact your Nutricia Homeward CAM team, local Contract Account Manager or the Nutricia Resource Centre on 01225 751098.

finding information

MAKING IT EASIER FOR PATIENTS

We have recently updated the Nutricia Homeward “Helpful Tools” section so it is easier for patients to find the resources relevant to them based on their age. We have split information into “Adult Resources”, “Paediatric Resources” and “Young Adult Resources”.

Please visit [Nutricia Homeward](#) to access these resources.



reuse & recycle



Katie Sharpe
Account Manager

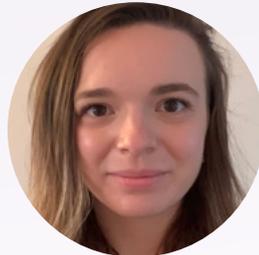


Elaine Memmot-Richardson
Nutricia Homeward Nurse

WORKING IN PARTNERSHIP WITH SHEFFIELD CHILDREN'S HOSPITAL



Sophie Stenson
Clinical Practice Manager



Alice Kay
Paediatric Dietitian



Amal Asif-Khan
Paediatric Dietitian



Matt Memmot-Richardson
Nutricia Homeward Nurse

Account Manager Katie Shape, Clinical Practice Manager Sophie Stenson and Nutricia Homeward Nurses Matthew Memmott-Richardson & Elaine Memmott-Richardson are working in partnership with Sheffield Children's Hospital paediatric Dietitians Marie Watson, Alice Kay and Amal Asif- Khan, to change patients to re-usable bottles in place of Flocare containers.

In February "opt out" letters are being sent to families along with a patient user guide. Letters will go to approximately 80 families, and will be sent in a staggered approach over a two week period to help with workload. Each letter outlines that changing to the reusable bottle enables families to:

- Reduce the plastic they use each month
- Save on storage space
- Reduce waste
- Recycle to help protect the environment

This is a really exciting opportunity which has the potential to reduce Flocare container usage with around 3,500 every month normally used! That will be a fantastic result.

Watch this space for an update on the progress!



FIND MORE
INFORMATION ON
HOW TO SET UP & USE
THE REUSABLE BOTTLES

[HERE](#)



“ Our team and our families really care about the environment and we feel it's the right thing to do to reduce our plastic waste ”

Marie

Marie Watson
Lead Paediatric Home Enteral Feed Dietitian

new!

PEG EASY READ PATIENT ADVICE LEAFLETS

Easy Reading Materials are invaluable for patients who benefit from information in a simple, easy to read format.



We have just released a new easy reading version, the PEG Tube Advice Leaflet. This leaflet has been created to help patients look after their PEG tube.

Access our full range of easy reading materials at Nutricia Homeward [HERE](#)

If you need any copies please ask your Account Manager or Nutricia Homeward Nurse

REACHDECK ON NUTRICIAHOMEWARD.CO.UK ReachDeck™

Formerly known as Browsealoud, REACHDECK helps patients to better understand information online. Reachdeck is a web toolbar that allows you to navigate the website in a way that suits you; it is simple and easy to use. The ReachDeck toolbar has functions such as:



Text to speech



Translation in 99 languages

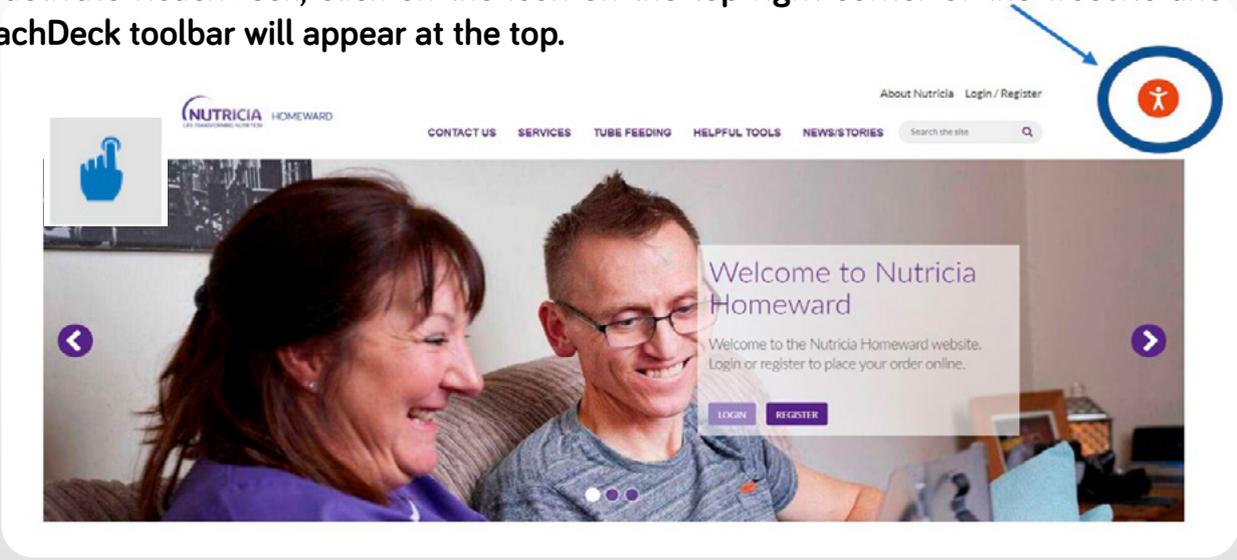


Magnification tool



Converting text to an audio file

Settings may be personalised so it defaults to your setting every time you visit the site. To activate ReachDeck, click on the icon on the top right corner of the website and the ReachDeck toolbar will appear at the top.



TEXT AHEAD+

your feedback



“ I CAN'T PRAISE THE DRIVER ENOUGH. ALWAYS POLITE AND HELPFUL ”

“ FIRST CLASS, POLITE, FRIENDLY SERVICE. THANK YOU ”

“ ALWAYS A PLEASURE, WELL-MANNERED GENTLEMAN, COVID PRECAUTIONS ARE GREAT, CAN'T COMPLIMENT ENOUGH ”

“ VERY GOOD SERVICE, WAITED UNTIL I COULD GET TO THE DOOR AS I WAS DEALING WITH MY COMPLEX NEEDS CHILD WHEN HE RANG. THANK YOU ”



Following the launch of the Text Ahead+ service, which provides a full tracking service for patients, no matter which part of the Nutricia Homeward delivery services delivers their order, many patients have taken the time to provide feedback.

- Was the driver punctual?
- Was the driver helpful?
- Was the driver polite?

**NUTRICIA HOMEWARD
DELIVERY DRIVERS**

SCORED

5/5

IN ALL QUESTIONS

CELEBRATING

40 years of service!



Neil is a Ceva employee, who has worked with Nutricia since Nutricia Homeward was launched 25 years ago.

Neil is celebrating 40 years service with Ceva.

GET TO KNOW NEIL...

Neil, can you tell us about your role and your experience working as part of the Nutricia Homeward delivery team?

I currently work as a Warehouse Trainer and Facilitator. I started working for TNT Express in the parcels division in 1981 at the Cannock Depot and moved over to the Cow & Gate team 6 months after the contract went live running the Warehouse operations from Hartlebury. My current role is the third time I have been involved with the Nutricia Homeward team, in between I have worked in various operational and support roles at CEVA.

What are your main job responsibilities?

Ensuring all Manual Handling Equipment (MHE) training is carried out to road transport industry training board (RTITB) standard and that the site infrastructure is maintained, overseeing any maintenance or repairs are carried out safely and to support the operations team with any layout changes that may be required as part of the continuous improvements carried out on site.

How do you make patients or healthcare professionals lives easier?

Maintaining a high level of training, making sure that all facilities and equipment used on site are safe and fit for purpose enables the operational team pickers, Fork Lift Truck (FLT) operators and drivers to carry out their duties in a safe and efficient manner, ensuring orders are delivered on time and in full.

How do you lead your teams to support the Healthcare Professionals?

By being open and approachable I would like to feel that anyone with any issues would be confident in discussing it with me and by using my experience solutions can be found to ensure that safety and service levels are not only maintained but improved wherever possible.

What you love most about your job?

Starting with a novice operator without any MHE skills or experience and at the end of the training seeing them operating a piece of equipment confidently and safely still gives me a great sense of achievement.

What three things would you take on a desert island?

A beginners' guide to surviving on a desert island
A radio even if it could only pick up test match special
Solar panel to charge the batteries in the radio

What was your worst cooking disaster?

I had to ask Sue my wife who knows me better than anyone about this one and without hesitation she said quote "When you set fire to the house" enough said really.

Peaches' story

Meet Peaches, a Nutricia Homeward patient. Peaches is 22 years old and has been tube feeding for the past 15 years.

We recently interviewed Peaches' mum, Sharon, to hear more about Peaches' diagnosis, how Nutricia Homeward helps them and what her hopes for Peaches are. "My hope for Peaches is to prolong her life and quality of life, she was never expected to reach her twenties and we do our utmost to prolong and enhance her life"

YOU CAN
READ PEACHES'
STORY IN FULL
[HERE](#)



NUTRICIA PROUDLY SUPPORTS FEEDING TUBE AWARENESS WEEK

The 12th annual Feeding Tube Awareness Week will be celebrated worldwide February 7-11, 2022!

The mission of Feeding Tube Awareness Week is to promote the positive benefits of feeding tubes as life saving medical interventions. It is also a week to connect families by showing how many other families are going through the same experiences and challenges.

Follow us on LinkedIn or Twitter to find out how we are supporting Feeding Tube Awareness Week.



Thank you!

We hope you enjoyed reading the first 2022 edition of the Nutricia Homeward Times and we look forward to sharing more updates with you in our next edition.

If you have any questions, Please feel free to email me at sally.lecointe-alonso@nutricia.com