

NUTRICIA HOMEWARD

times

**JANUARY
2021
EDITION**

WELCOME TO THE 3RD
YEAR OF THE NUTRICIA
HOMEWARD TIMES AND
1ST EDITION FOR 2021

Throughout the year our aim will be to provide you with updates and reminders from Nutricia Homeward Connections, communications about the Nursing Service, deliver some top hints and tips, keep you up to date with any changes and let you know about some good news stories along the way.

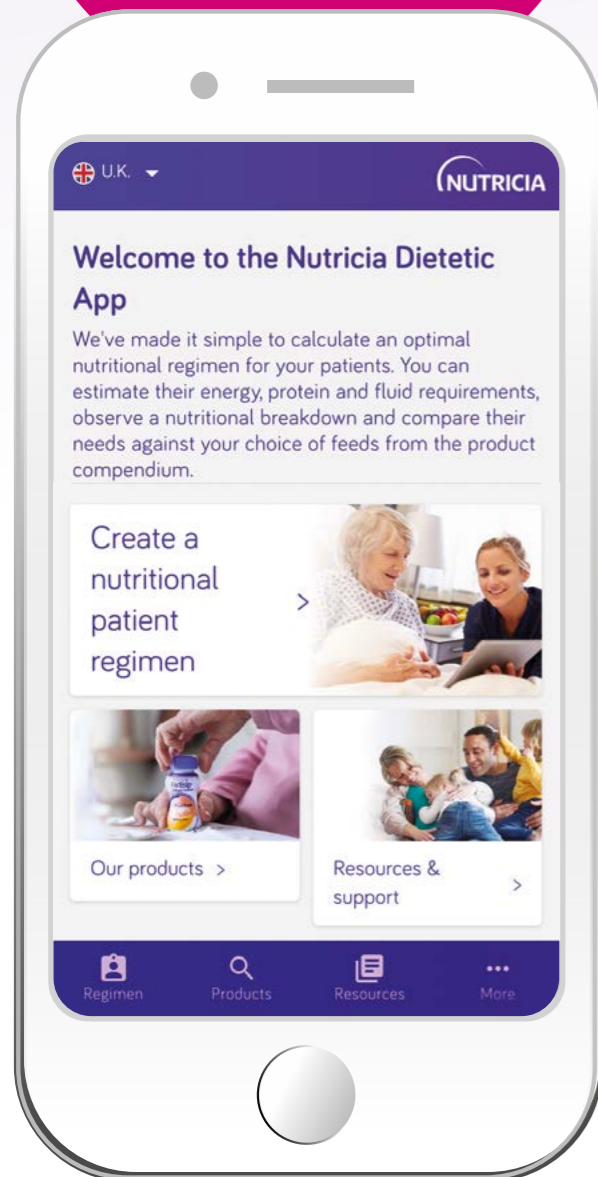
We hope you find the content useful and informative.

If you have any suggestions and ideas for future editions, please email jo.solomon@nutricia.com

This information is intended for healthcare professionals only.

THE NEW AND IMPROVED Nutricia Dietetic App

**NO SIGN IN OR
REGISTRATION IS NEEDED,
AND IT CAN BE USED ON
PHONES, TABLETS AND
DESKTOPS, BOTH ONLINE
AND OFFLINE**



Help to bring simplicity to your day by downloading the Nutricia Dietetic App <https://dieteticapp.nutricia.co.uk/>

- Easy to use calculators
- Regimen comparisons to national reference values
- Product compendiums
- Nutritional requirements calculator, including the new PENG calculator
- Filter to identify allergens along with Kosher, Halal, Vegan and Vegetarian suitability
- Option to quickly and easily order samples
- Email regimens directly to your inbox

It's easy to use, no sign in or registration is needed, and it can be used on phones, tablets and desktops, both online and offline.

To find out more watch <https://youtu.be/Rc6LOuYk1Qo>



USEFUL HINTS, TIPS AND REMINDERS FOR NUTRICIA HOMEWARD CONNECTIONS

1 Logging in: Remember me

2 Products where 1 does not equal 1!

Any product that has a number and brackets after its name indicates that when you enter the quantity of "1" the patient will receive the number in the brackets, for example, if you order "1" of DUODERM DRESS EX THIN 10cm x 10cm (10) your patient will receive 10 dressings

NEW: improved descriptions and multiples

We are continuing to review and improve the descriptions of our ancillary items and how you order multiples. Over the coming months the number displayed in brackets in the product description will show how many individual parts there are in that product. For example:

DUODERM DRESS EX THIN 10cmx10cm (10)
ACTIVHEAL NON AD FOAM DRESS 5cmx5cm (10)

For each of the above if you enter "1" into Nutricia Homeward Connections your patient will receive one box which contains 10 individual dressings.

3 Format of phone numbers

The home & carer phone numbers need to be added in these formats - either +441234567890 excluding the first 0 in exchange for +44, with no spaces (13 characters) OR whole number with no spaces or characters 01234567890 (10 or 11 characters). Mobile phone numbers need to be entered as +447##### excluding the first 0 in exchange for +44.

Currently home phone numbers and carer's telephone numbers can be input in any format, in order to streamline this and enable future enhancements, this is changing. From September, the format needs to be either +44, excluding the first 0(+447777888888) or just numbers with 10 or 11 characters and no spaces (0123456789 or 01234567890). If you try and enter a phone number in any other format you will see an error message on the screen.

4 Text Ahead

Patients/Carers who have signed up to use Text Ahead will receive a text message regarding their order (except for Same Day orders)

reducing plastic

REDUCE, REUSE & RECYCLE FOR THE ENVIRONMENT

Within the Flocare product range it is our ambition to apply a reduce, reuse and recycle approach where it is safe and appropriate to do so.

The largest contributor to plastic in the Flocare portfolio is the Flocare container, 2.6 million of these were used in 2019. These take up a huge amount of storage space

in patients' homes and make a significant contribution to waste in patient's recycling bins. A more environmentally friendly option is now available for Nutricia Homeward patients, reusable sterifeed bottles.

For more detail and copies of patient information guides, please contact your local Nutricia Account Manager.



ONE OF THE LARGEST CONTRIBUTORS TO PLASTIC USAGE IN THE FLOCARE PORTFOLIO

PATIENT SUPPORT

- Patient user guide with step by step cleaning and sterilising instructions

STERILISING YOUR BOTTLES
IF DIRECTED BY YOUR HEALTHCARE PROFESSIONAL:
• Clean, clean and clean
• Rinse with clean water
• Dry in a clean area

CLEANING INSTRUCTIONS
STEP-BY-STEP FOR COLD WATER STERILISING
1. Clean bottles in hot, soapy water as soon as possible after each use.
2. Use a clean bottle brush to clean bottles fully and the base for cleaning bottles.
3. Rinse all your equipment in clean, cold running water before sterilising.
4. Follow the manufacturer's instructions when using the cold water steriliser you have.

PATIENT USER GUIDE REUSABLE BOTTLES

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

• Recyclable
Polypropylene

• Bottles are made of Polypropylene and is BPA free



2.6 MILLION 500ML CONTAINERS USED IN 2019 - MAJORITY IN HOMEWARD

A PATIENT FRIENDLY USER GUIDE HAS BEEN CREATED, WITH A STEP BY STEP CLEANING & STERILISING INSTRUCTION



WE WOULD LIKE TO GIVE PEOPLE THE CHOICE TO REDUCE THEIR PLASTIC CONSUMPTION WHERE POSSIBLE



PATIENT FEEDBACK - STORAGE SPACE & WASTE IS A CONCERN WHEN USING FLOCARE CONTAINERS

new year, new platform!

THE DEDICATED FLOCARE WEBSITE WILL HAVE A NEW LOOK IN 2021

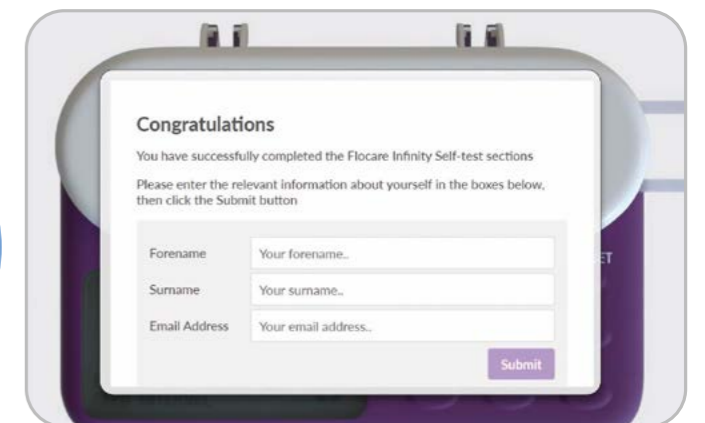
We are pleased to inform you, the dedicated Flocare website will have a new look from January 2021.

A new platform to replace Adobe Flash® has been implemented to make it even easier to access the pump training resources available on the website. The address remains the same: www.nutriciaflocare.com

Please visit the new and updated Flocare website to explore the online resources available for all healthcare professionals, patients and carers who use Flocare Infinity pumps. You will find easy to follow videos and troubleshooting advice as well as a simulator to test your knowledge, with an opportunity to print a certificate as proof of completion.



ADOBE FLASH: NO LONGER REQUIRED



NUTRICIA HOMEWARD

Virtual Experience Day



NUTRICIA VIRTUAL EXPERIENCE DAY 2nd December

AGENDA
(10.00am - 3.00pm)

- Nutricia Homeward Customer Services
- Nursing Service
- Warehouse and deliveries – including virtual tour
- Ideas, Innovation & Inspiration Workshop
- Innovation pipeline
- Sustainability

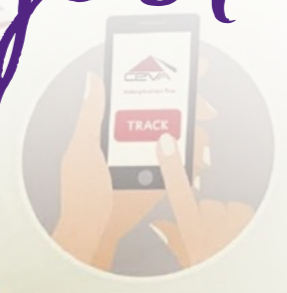
Nutricia Homeward Experience Days are opportunities for healthcare professionals to understand more about Nutricia Homeward. During 2020 we had to adapt to a new way of working and Nutricia Homeward Experience Days are no exception.

On the 2nd of December, we conducted our first ever virtual experience day with more than 25 healthcare professionals from across the West Midlands joining us. The event was conducted through WebEx with a variety of presentations and workshops including a session on future innovations, a workshop on service developments and a 360-degree

warehouse visit. Overall, the day was a great success and we have some exciting plans in the pipeline for these events in 2021.

If you are interested in learning more about a virtual experience day for you and your colleagues, please speak to your local Nutricia Account Manager

ending the year on a high!



NUTRICIA HOMEWARD WIN AT THE 2020 SUPPLY CHAIN EXCELLENCE AWARDS

Nutricia Homeward, along with our dedicated delivery & warehousing partner, Ceva Logistics, were announced winners in the operations category at the 2020 Supply Chain Excellence Awards.

This award recognises projects that demonstrate excellence in the efficiency of a supply chain operation. Nutricia and Ceva Logistics highlighted their achievements in delivering continuous improvements focused on the joint core values of environmental sustainability, productivity and customer experience. These have brought financial and service benefits to the business, healthcare professionals and patients. Matthew Kocinski, Inventory & Distribution Manager, Nutricia

BAPEN SERVICE IMPROVEMENT AWARDS

Awarded to Bev Frampton one of the Nutricia Clinical Practice Managers working with Dorset County Hospital NHS Trust who received

Highly Commended and Nutricia Homeward who received a Commendation.
<https://www.bapen.org.uk>



Megan's Adventure

MEET MEGAN, WHO TUBE FEEDS, AS SHE PREPARES FOR A TRIP TO THE ANDES IN THE SUMMER OF 2021

I am a 22yr old final year medical student studying at the University of Aberdeen but based in Inverness. I am due to graduate as a doctor in June 2021 and will hopefully remaining working in the Highlands. Outside of medicine, I am very active, particularly wild swimming and climbing Munros (a mountain in Scotland with a height over 3,000 feet) when time and weather allow.

In June 2019 I had my first NJ tube and in October 2020 I finally had surgery to have a jejunostomy tube inserted. (this was delayed due to Covid as initially it should have been March 2020).

For me, whilst at the time the decision to start tube feeding felt like a step backwards, in hindsight, it was the best decision I could have taken. I had been in and out of hospital with repeated episodes of starvation ketoacidosis for almost 2 years before I was diagnosed with gastroparesis. Since having my tube, I have climbed over 20 Munros, swam in lochs, rivers and the sea more times than I can count, wild camped and been away on holiday. All these things I did before I was ill, and now I can do them again with the confidence that I won't pass out from low blood sugar halfway round! It hasn't come without its challenges, but these mainly revolve around other people's preconceptions about what they think I can or can't do. For example, people offer to carry my shopping without realising that earlier that day I'd run 10km. However, this is much better now I have a J-tube as the general public can't see it.

NEW MATERIALS: TUBE FEEDING AT HOME

Our new easy reading version the **Tube Feeding at Home** booklet is available for your patients, download from https://www.nutriciahomeward.co.uk/Helpful_Tools/Resources or request a copy from your local Nutricia Homeward Nurse

SINCE HAVING MY TUBE, I HAVE CLIMBED OVER 20 MUNROS, SWAM IN LOCHS, RIVERS AND THE SEA MORE TIMES THAN I CAN COUNT



Summer 2021 will be the last one before I start a full-time job and my sister joins the Army, we wanted to do something memorable. I have always dreamt of going to the Andes and I love mountaineering so when the opportunity presented itself for my sister and I to climb Nevado Pisco as part of an expedition in Peru, I jumped at the chance.

READ MORE ABOUT MEGAN'S ADVENTURE AS WE FOLLOW HER PREPARATION OVER THE NEXT FEW MONTHS AS SHE GETS READY FOR HER TRIP OF A LIFETIME:

<https://www.tube-feeding.com/UK/Megan-s-Story>

