



# PRIMARY CARE GUIDE TO THE NUTRICIA HOMEWARD SERVICE

This information is intended for healthcare professionals only

**Medical nutrition needs:** Enteral nutrition, or tube feeding, is a method of artificial nutrition support for people who can't meet their body's nutritional needs by food and drink alone. Enteral nutrition may be required by patients of all ages due to a number of different diseases, conditions or circumstances. The duration of tube feeding may vary from a number of days with acute illness, to a life-long requirement with long term conditions.

**Nutricia Homeward:** Has been commissioned by your local NHS Trust/CCG or LHB through competitive tender to provide a home enteral nutrition service for your patients. This process adheres to UK and EU procurement law.

**Partnership working:** In addition to the support and services provided by Nutricia Homeward, the Nutricia Homeward Nursing Service may be contracted to work in partnership with an NHS Trust's multi-disciplinary healthcare team, looking after enterally fed patients in the community.

The NHS Trust's Home Enteral Nutrition services are normally administered by the Dietetics/Nutrition Department who are responsible for the clinical management of these patients. The managing dietitian will determine the patient's nutritional needs, selecting the appropriate enteral tube feeding regime, including the type of enteral nutrition product and any equipment that may be required.

**Homeward Pharmacy:** The Homeward Pharmacy is an NHS Distance Selling Pharmacy, with premises registered to the General Pharmaceutical Council (GPhC), and operates under professionally and nationally agreed protocols.

**Patient choice:** If a patient has selected to receive their deliveries via Nutricia Homeward we require signed informed patient consent, which is obtained by the referring dietitian before registering any patient on to the Nutricia Homeward service.

**At Nutricia** we believe medical nutrition is an integral part of healthcare for patients with specific nutritional requirements associated with their disease, disorder or medical condition, which cannot be met by normal food alone. We are Europe and the UK's largest provider of specialist medical nutrition products. Our focus is on supplying high quality systems with best care support services to patients and healthcare professionals. Through our Nutricia Homeward service we deliver medical nutrition products, enteral tube feeding systems and nursing care directly to almost 29,000\* patient's homes in the UK alone.

More information is available at [nutriciahomeward.co.uk](https://www.nutriciahomeward.co.uk)

# PRESCRIPTION MANAGEMENT WITH NUTRICIA HOMEWARD

- We always request informed patient consent to manage prescriptions.
- Post-discharge, we request a prescription from the patient's GP based on the dietitian's recommendations to meet the patient's immediate needs.
  - A second prescription is also requested for the first regular 28 day delivery.
  - The second prescription can be used as a repeat prescription template for future monthly requirements.
- A full audit trail is possible.
  - Prescriptions need to be signed, annotated with the date or number of the prescription as supplied with the request letter from Nutricia Homeward.
  - Each prescription is scanned into the patient's record by the Homeward Pharmacy and linked to the appropriate delivery.
  - Once delivery is confirmed, the prescription is endorsed with the exact amount accepted by the patient and the image is again scanned.
  - These records are fully auditable and available upon request, per patient or per practice.
- If an incorrect prescription is received we will return it for amendment with an explanatory letter.
  - We can return any unused prescriptions, if required, in the event of a change in patient requirements.
  - Any unused or part prescriptions will be communicated to the GP.
  - The patient can inform us of their current stock requirements at our scheduled monthly call or online.
  - Following the stock check only the required amount of nutritional product is supplied
    - reducing waste and monitoring compliance on behalf of the dietitian.
- Homeward Pharmacy is a registered distance selling community pharmacy with an NHS dispensing contract, the same as local pharmacies.
  - Every order undergoes clinical review and is accuracy checked by the trained pharmacy team.

# NUTRICIA HOMEWARD PATIENT JOURNEY

Dietitian assesses patient's nutritional requirements, prescribes enteral tube feeding regimen and registers the patient with Nutricia Homeward

Dietitian informs GP of patient's nutritional assessment, enteral tube feeding has been instigated and patient will be managed in the community

GP made aware patient will be enterally tube fed

GP/prescriber writes a prescription and posts to Nutricia Homeward in response to a prescription request letter

GP surgery will be contacted by letter every 28 days by Nutricia Homeward for ongoing prescription

Dietitian will review the patient's requirements and may adjust enteral nutrition when necessary. The dietitian will then inform the GP and Nutricia Homeward of the changes required

GP surgery may be asked to issue a new prescription for the change of regimen and post to Nutricia Homeward

Acute Trust discharges patient with take home supply of enteral nutrition product and equipment, in line with local guidelines

→ Nutricia Homeward contacts the patient to confirm authorisation for future prescription management

Nutricia Homeward contacts the GP surgery and sends prescription request letter to request initial prescription for enteral nutrition and related ancillaries

When new patient is first registered there will be two prescriptions initially:

Post discharge prescription in accordance with managing dietitian recommendation

Patient's 28 day supply and additional buffer stock

Homeward Pharmacy checks the prescription and dispenses products for the patient

Patient receives the delivery of the prescribed enteral nutrition from our dedicated delivery service

Nutricia Homeward telephones patient to conduct stock check on 28 day cycle 

Nutricia Homeward will send a letter or email, depending on surgery preference, to request a new prescription if there is a change in regimen, this may fall out of the 28 day cycle



Prescription endorsed following confirmation of delivery with exact amount supplied to the patient

70% of our contracts operate within these parameters but we can offer flexibility in our service provision

# GENERAL INFORMATION

## 1. Patient deliveries

Deliveries are made every 28 days and the patient will be advised of the delivery date at the time of their stock check, they are usually on the same day every month, unless the patient requests otherwise. Delivery calendars are available on request.

Dietitians can check and review all patient records including deliveries at any time via their electronic patient management system.

## 2. Drivers and deliveries

Our dedicated fleet drivers are all DBS checked and carry ID.

They undergo comprehensive training, including: maintaining confidentiality; dealing with vulnerable people; reducing the risk of healthcare acquired infection.

Drivers deliver directly to patients' homes; they are able to assist with stock rotation or pick up unwanted items for disposal.

With appropriate authorisation we are able to make alternative delivery arrangements i.e. multiple addresses (e.g. home, school and carers).

## 3. Text ahead

Confirmation text messages are sent before deliveries to confirm delivery time slots.

## 4. Buffer stock

Patients may be supplied with a 7 day buffer or emergency stock (14 days in remote areas); this is included in the post-discharge prescription request (to hold in case of emergencies, such as adverse weather conditions).

Buffer stock will also be sent when a new item is added to a patient's regimen.

## 5. Stock checks

By phone — a dedicated coordinator phones the patient every month for a scheduled monthly call to check the patient's needs for enteral nutrition and ancillary items.

Online — available for all patients in their own homes or care settings to place monthly orders. Patients once registered can also edit personal details, view past and future deliveries. Medical Administration Record sheets are available for Care Homes.

## 6. Waste collection

All Nutricia Homeward products can be disposed of with normal household waste. If required we can arrange collection of unwanted nutritional products and equipment.

## 7. Nutricia Homeward Enteral Nurse Specialist

Provide training and support to patients who are enterally tube fed as part of the NHS contract at no extra cost, with an aim to prevent tube and enteral nutrition related hospital readmissions.

All nurses are NMC registered, DBS checked, CQC accredited, work to robust clinical governance, and evidenced-based policies.

All nursing activity and patient interventions can be viewed by the managing dietitian.

## **8. Out of Hours**

Patient support is available by telephone 24 hours a day, 7 days a week.

Calls are answered by qualified nurses.

We can provide same-day deliveries and response from a Nutricia Homeward Enteral Nurse Specialist.

## **9. Pumps**

Provided by Nutricia Homeward free of charge for patients requiring enteral nutrition via pump, as part of the contract with the NHS.

Provided and maintained (including bi-annual servicing) by Nutricia Homeward and remain the property of the company when no longer required by the patient.

## **10. Data protection**

The importance of data protection, confidentiality and appropriate sharing of patient information is fully understood by all Nutricia Homeward staff and approved training is provided.

All of our systems fully comply with NHS requirements.

All external and internal calls go through data protection requirements — a check to confirm caller ID — before any patient account can be accessed.

NHS.net email is used by every Nutricia Homeward team.

Patient/carers sign consent forms for Nutricia Homeward to manage prescriptions.

The managing dietitian has to consent to the use of patient data on the Nutricia Homeward Patient Management System.

## **11. Information Governance**

Nutricia Homeward is registered as an NHS Business Partner for Information Governance.

All sensitive or personal information is properly protected, shared only when right to do so, accurate and up to date, available when and where needed.

## **12. Holiday deliveries**

Support is available for patients registered with Nutricia Homeward who may travel abroad or in the UK.

## **13. Prescription requests by email**

To implement this, send a blank email (from the nhs.net email address you want to use for these communications) titled "Prescription request by email" to [prescription.team@nhs.net](mailto:prescription.team@nhs.net).

Sending prescription requests by email offers a more secure and faster process, allowing the surgery to ask questions and receive rapid responses, creating a communication trail.

## **14. EPS2**

Homeward Pharmacy is fully enable for EPS. Please call us on 01225 893310 for advice on how best to set patient nominations.

#### 14. Welcome booklet

Each patient or main carer will receive a welcome booklet on registration, which provides the patient with the important information such as contact numbers etc.

More details can be found at [nutriciahomeward.co.uk](http://nutriciahomeward.co.uk).

If you have any questions regarding a patient's nutritional products please contact the managing dietitian — contact details can be found on the prescription letter; alternatively please contact Nutricia Homeward on 0800 0933 672.

If you need support please contact the prescription helpline on 01225 893310. Nutricia Homeward is dedicated to making lives easier and provides efficient, comprehensive support for patients and healthcare professionals during the enteral feeding journey.



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We are accredited by the government's  
Customer Service Excellence award



Providing  
NHS Services

