

NUTRICIA HOMEWARD Times

SPRING 2024



Welcome to the 2024 Spring edition of the Nutricia Homeward Times

This edition shares information about the Nutricia Homeward Nursing service, Nutricia Homeward Connections updates, details regarding deliveries, patient stories and much more.

If you have any suggestions and ideas for future editions, please do not hesitate to get in touch with me via email:
lara.farrell@nutricia.com



This information is intended for Healthcare Professionals only

celebrating success!

PATIENT SERVICES TEAM PATIENT & HCP FEEDBACK

MICHAEL



“ THANK YOU FOR ARRANGING THAT EMERGENCY DELIVERY, AMAZING WORK FROM MICHAEL, PLEASE THANK HIM FOR ME ”



REGION 3

ALWAYS SO RESPONSIVE AND SUPPORT THE DIETITIANS WITH RELEVANT INFORMATION TO BE ABLE TO MANAGE OUR PATIENT'S NEEDS

“ I WOULD LIKE TO THANK OLIVIA FOR ALL HER HARD WORK, MOST APPRECIATED! ”



OLIVIA

CAROLINE



FILLED ME WITH CONFIDENCE AND REASSURANCE THAT SHE WOULD TAKE OWNERSHIP OF THIS ISSUE, PROACTIVELY SEEKING RESOLUTION AND FOLLOW IT TO THE END, KEEPING ME INFORMED ALONG THE WAY.

I WOULD BE DELIGHTED TO SPEAK TO CAROLINE EVERY TIME I CALL IN - SHE IS OUTSTANDING AND A CREDIT TO YOUR COMPANY



REGION 4

THANK YOU FOR ALL OF YOUR HARD WORK - WE APPRECIATE EVERYTHING YOU DO

ELLEN



GLOWING FEEDBACK - OVER THE LAST THREE MONTHS HAS REALLY STEPPED INTO THE ROLE - MANY MENTION HER EFFICIENCY AND FAST RESPONSE - THANK YOU ELLEN FOR ALL YOUR HARD WORK



Sophie

NUTRITION NURSE OF THE YEAR!

This year, the prestigious Nutrition Nurse of the Year at the British Journal of Nursing Awards 2024 has been awarded to Sophie Stenson, one of the Nutricia Homeward Clinical Practice Managers. Nutricia are incredibly proud to support Sophie, recognising the hard work and unwavering commitment she has, making a significant impact on the lives of patients every day.



Nursing staff are in the front line when it comes to identifying and addressing the nutritional needs of patients and this award recognises Nurses who have made a significant difference in nutrition nursing. Sophie's nursing career spans almost two decades, the majority of which has been spent caring for patients in the community who require a feeding tube to maintain their nutrition.

“From as early as I can remember, my family always told me how I would make a wonderful nurse when I grew up, so of course I decided I would join a band and pursue a career of becoming a famous rock star! Strangely this didn't work out too well for me, so I took their advice and completed my nurse training in 2006. My family were right, becoming a nurse is one of the best decisions I have ever made...”

Read more about Sophie's reflections on her experience via our website: Nutrition Nurse of the Year - at <https://www.nutricia.co.uk/hcp/news.html>

patient podcasts

FEATURING INSIGHTS AND HANDY TIPS FROM PATIENTS AND CARERS NEW TO TUBE FEEDING AND THOSE LIVING WITH LONG TERM TUBE FEEDING. WE HAVE LAUNCHED THE FIRST 4 EPISODES OF THE BEAT:

A PATIENT PODCAST!

Episode 1: What is tube feeding?

Episode 2: Your tube feeding support team

Episode 3: Starting to tube feed from an adult perspective

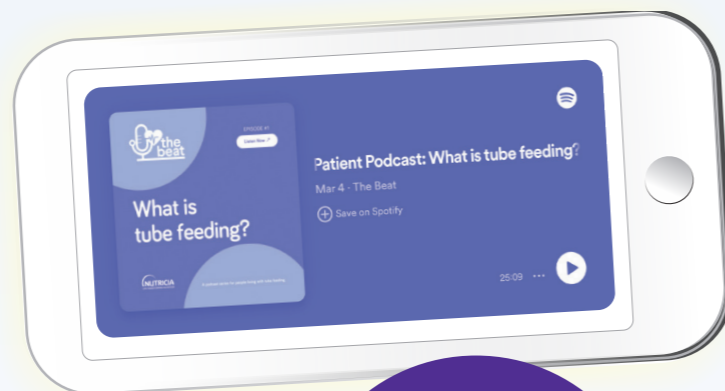
Episode 4: Starting to tube feed from a parent perspective



Patients will hear from both healthcare professionals and people who have experience living with tube feeding and we will cover a range of topics including, what is tube feeding, how to talk to others about your feeding tube and where to find out more information about tube feeding.

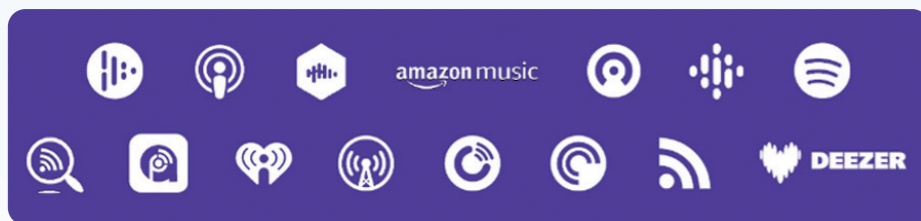
This podcast series is all about supporting your patients with tube feeding at home.

All episodes are hosted by Helen Hynes, Specialist Home Enteral Feeding Dietitian at Sheffield Teaching Hospitals NHS Foundation Trust.



Find out more and listen to the podcasts:

<https://www.nutriciahomeward.co.uk/getting-started/podcasts/patient-podcasts-the-beat>



AVAILABLE ON MOST STREAMING PLATFORMS!

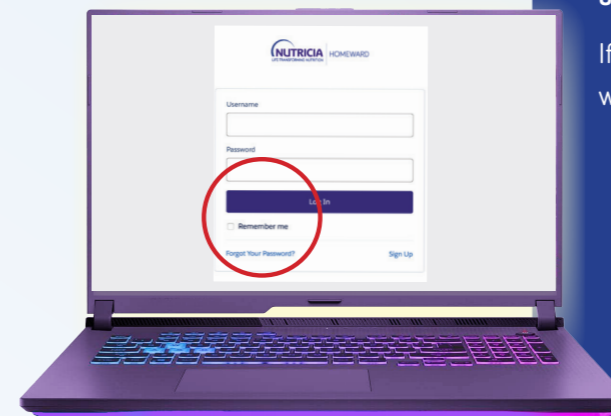


Disclaimer: The information contained in this podcast is not intended to replace the advice or recommendations of healthcare professionals. Please consult with a qualified medical professional for any healthcare concerns or medical advice.

USEFUL HINTS, TIPS & REMINDERS FOR NUTRICIA HOMEWARD

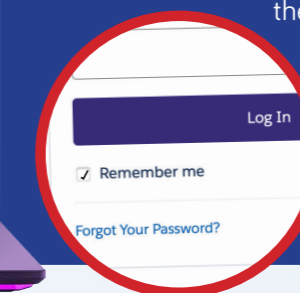
connections

1. LOGGING IN: REMEMBER ME



Ticking “remember me” means that you don’t need to input your username every time you login to Nutricia Homeward Connections; **unfortunately this won’t work on Internet Explorer.**

If you are using a different browser and “remember me” doesn’t work, then clearing your browser’s cache and cookies may resolve the problem.



If this doesn’t help, your IT department may have implemented a security setting so please contact your local IT department.

NEW: IMPROVED DESCRIPTIONS AND MULTIPLES

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.

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 10cm x 10cm (10)
ACTIVHEAL NON AD FOAM DRESS 5cm x 5cm (10)
For each of the above if you enter “1” into Nutricia Homeward Connections your patient will receive **ONE box which contains TEN 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.

Communication Preferences	
Home Phone	<input type="text" value="none"/> <small>Error: Please insert number in the format +441234567890 excluding the first 0 in exchange for +44 OR whole number with no spaces or characters 01234567890 (10 or 11 characters)</small>
Mobile Phone	<input type="text"/>
Carer's Telephone	<input type="text" value="none"/> <small>Error: Please insert number in the format +441234567890 excluding the first 0 in exchange for +44 OR whole number with no spaces or characters 01234567890 (10 or 11 characters)</small>

THE NUTRICIA HOMEWARD WEBSITE
www.nutriciahomeward.co.uk

update

Our new and refreshed website has lots of useful information to support patients with tube feeding at home. There is no need to register to access the information.



PATIENT INFORMATION & HELP SHEETS

Rebecca & Kyffin

Meet Kyffin - who helped Nutricia Homeward raise awareness during Home Artificial Nutrition week. Kyffin bravely spoke at his school assembly to an audience of 220 to explain how he receives his nutrition and hydration every day: "Dad told me that you did a little story at school for your friends about your tube".

"Yes, it's correct".

"What did you tell them?"

"All about my jejunostomy"

Includes dedicated tube-care sections and stories from our patients.

HOW DO I FLUSH A GASTROSTOMY TUBE?

PEG TUBE ADVICE LEAFLET
Easy reading version

BOLUS FEEDING

TUBE FEEDING AT HOME

Reachdeck

Click on the Reachdeck symbol 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.



Patient Support Group

WITH KIRSTY BARRETT, PAEDIATRIC DIETITIAN

Over the last 9-months Jo Solomon, Nutricia Homeward Brand Manager and Rebecca Murphy one of our Homeward Paediatric Nurses have been working closely with the Paediatric Dietitians at Ashford and St Peters Hospital piloting a new parent support group.

When you are new to tube feeding, it can be difficult and overwhelming with the amount of information to take on board so the idea was to run an informal session where parents could learn more and ask questions, but more importantly to give parents the opportunity to connect with others in a similar situation to themselves. These are the thought of the Paediatric Dietitians from Ashford and St Peters on the success of the pilot so far.

PARENT SUPPORT GROUP - DIETETIC TESTIMONIAL: BACKGROUND:

We were approached by Nutricia Homeward brand manager Jo Solomon to pilot a dietetic support group for home enteral feeding patients. We thought it would be a great idea as many patients and parents feel isolated and do not have any friends or family that have gone through tube feeding journeys.

WHAT WE HAVE DONE:

As a team we have now run two paediatric home enteral feeding support group meetings. We plan the topics to discuss in advance, like tube blockages, tube types and pump support. We aim for the parents to mingle at the start, hold a simple ice breaker and then discuss the planned and any arising topics. Parents throughout discuss topics together or direct questions to the HCP. We can amend the Nutricia orders if needed or arrange sooner dietetic review if needed.

HOW IT WENT:

We all think the support group has been beneficial to all who have attended. Parents have shared tips and tricks on topics like holidays, tube management and ancillary usage. Parents often realise there are ancillaries they didn't know about which would be useful for them that haven't been discussed in general dietetic/ nursing reviews like syringe ends, mobile giving sets, different size reusable containers.

NEXT STEPS/IDEAS WE ARE CONSIDERING:

- Expanding the support group to the adult caseload.
- Inviting PINNT.
- Widening the support group to local dietetic areas who are also with Nutricia.
- Offering 1:1 dietetic review at the end if private area available.

If you would like to know more about the meetings that have been held so far or may even, consider setting up something similar in your Trust please contact your local Account Manager.



PATIENT SATISFACTION SURVEY 2023

Nutricia Homeward is committed to providing high quality care and it's important to us to understand how our patients feel about the service they receive from the Nutricia Homeward team.



Maintaining our best care culture is very important to the entire Nutricia Homeward team. We want to make sure our patients receive the best service possible and all interactions throughout their Nutricia Homeward Journey are as positive as they can be. Asking our patients to complete Patient Satisfaction Surveys helps us to understand what is working and what we can improve on so we can maintain a patient-centered service.

Every new patient receives a patient satisfaction survey within six weeks of their registration with the Nutricia Homeward Service. A second survey is sent when a patient has been with Nutricia Homeward for a year, this is subsequently followed by an annual survey on the anniversary of their registration. If patients have provided Nutricia Homeward with a mobile number and the appropriate permission, patient satisfaction surveys will be sent by text.

Visit our website to read some of our feedback and to find out more: <https://www.nutricia.co.uk/hcp/news/patient-satisfaction-survey-2023.html>

Thank you

We hope you enjoyed reading the 2024 Spring Edition of the Nutricia Homeward Times and we look forward to sharing more updates with you in the Summer edition. If you have any questions or ideas for future content, please do not hesitate to get in touch with me at lara.farrell@nutricia.com.