

SOUTH WEST LONDON

JANUARY
2022

news

Welcome to your first South West London Newsletter!

It's the perfect time to reflect upon the previous year and make plans for the coming months. The SWL Nutricia team are ready to support you in your roles, and also to support you and work closely with you to care for your patients and their families. Our experienced team are committed to understanding all your needs and look forward to working with you all in 2022.

In this newsletter we wanted to share with you some of the highlights of 2021.

We wish you all a happy and healthy new year.



Julie Coleman
Contracts
Regional Business Manager



Nneka Onyenakala
Contract Account
Manager



Kevin Francis
Community Adult
Account Manager



Caroline Mahabir
Paediatric Regional
Business Manager



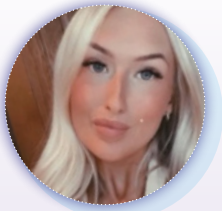
Louise McAllister
Hospital Paediatric
Account Manager



Gemma Machell
Clinical Practice Manager



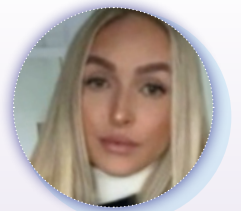
Matt Newman
Regional Nursing
Services Manager



Kate Sims
Patient Coordinator



Sarah Carter
Patient Coordinator



Georgia Gerrish
Patient Coordinator



Teresa Curran
Paediatric Community Account Manager

your team

in 2021

- 1,053 Nutricia Homeward Patients
- 8,822 total Nutricia Homeward nursing interventions
- 223 new patients receiving discharge training
- 596 clinical visits
- 710 tube changes

NURSING update

Despite it being a challenging year, the Nutricia Homeward Nursing team have worked hard to achieve the following:

We have reviewed and improved our Nursing Service Level Agreements (NSLAs), which are now known as our Nursing Service Partnership Agreements (NSPAs). This supported our Trusts during Covid and enhanced our partnership working. Procedures which were previously known as ESP's (Extra Service Provision) have now become core procedures creating efficiencies. This means that PEGJ, BGJT, Introducers, Stoma preservations, permanent removals of BGT/NGT/ NJ tubes will now be CORE services.

Additionally, to add further support during the pandemic we have offered addendums to our Trusts. These include:

- Replacement of Gastrostomy tube under 4 hours (previously 2 hours)

- Placement of initial Nasogastric tube
- Replace a BGT/LPD with a Monarch® G-Tube
- Removal of Foley Catheter in Gastrostomy Stoma Tract
- Replacing a tube for a patient that has a known high pH

Virtual Consultations using the Nutricia Homeward app, between the Nutricia Homeward Nurses and patients (where appropriate) have proved to be very successful and have allowed us to continue delivering a high-quality nursing service. We complete a benefit vs Covid Risk Assessment prior to completing any procedures to ensure our patients and nurses are safe. Nursing Satisfaction levels remain very high with scores over 95%.



THE 2021 PATIENT SATISFACTION SURVEY

Hear what our patients said about the Nutricia Homeward Service in the 2021 Patient Satisfaction Survey

[GO TO SURVEY >](#)

MEET THE NURSING TEAM



Juliana Quinoo supports St Georges University Hospital NHS Foundation Trust and Central London Community Healthcare NHS Trust



Rachel Dixon supports Kingston Hospital NHS Foundation Trust and Epsom and St Helier University Hospital NHS Trust



Jennifer Wagon supports Epsom and St Helier University Hospital NHS Trust



Mercy Latim supports Kingston Hospital NHS Foundation Trust



Yvette Pratt supports Croydon University Hospital



Katie Clarke supports all South West London accounts



welcome!

GEMMA, OUR NEW CLINICAL PRACTICE MANAGER

Hi, my name is Gemma and I wanted to take this opportunity to introduce myself. I am the new Clinical Practice Manager for South West London and started with Nutricia in September. I have been a nurse for 18 years working in cancer care and Enteral Nutrition and have a wealth of experience in both clinical and managerial roles. This job appealed to me as I get to manage a team and deliver patient care, so I get the best of both worlds. I have thoroughly enjoyed my induction and getting to know the team and I can't wait to meet healthcare professionals over the next month or so. I'm excited to see where this new challenge takes me and want nothing more than continuing to deliver first class care with Nutricia. Please feel free to contact me via phone 07827 253338 or email gemma.machell@nutricia.com

CLINICAL NURSE TRAINING AND EDUCATIONAL SUPPORT FOR KEY SOUTH WEST LONDON COMMUNITY NURSING TEAMS

Early September saw Ruth Watkinson, Nutricia Homeward Paediatric Nurse and Toni Dos Santos Clinical Practice Manager, supported by Paediatric Account Manager Louise McAllister, deliver clinical training on all aspects of enteral feeding, device management and problem solving.

This interactive and practical session was supported by our wide range of professional resources for both HCPs and families and drew upon content from our enteral feeding E-learning programme. It successfully brought together both the Paediatric Outreach Nursing Team (PONENTS) and Achieving for Children Chessington Team. Jayne Lambert PONENTS Paediatric Sister feedback "it was really great to be able to meet the Nutricia team in person and a good refresher for our experienced team."

November saw our Nutricia Homeward Nursing team delivering a flexible, virtual nursing update to the Hounslow and Richmond Community Nursing Team. Clinical Practice Manager, Toni Dos Santos supported by Clinical Practice Manager Gemma Machell and Nutricia Contract Account



Manager, Nneka Onyenakala, held a virtual training update resource packs containing our wide variety of tube feeding resources were delivered to the team's community hub to support interactive learning.

Moreover, to support your ongoing continued professional development virtually, we have a range of e-learning modules available via your www.nutricia.co.uk account. Modules include tube care, tube feeding equipment and enteral nutrition.

NUTRICIA HOMEWARD ONLINE FOR CARE HOMES

St. George's community dietitians Maclinh Duong (Primary Care Nutrition Support Dietitian) & Sophia Sarmiento (Specialist Community Dietitian) have worked collaboratively with Nutricia Contract Account Manager, Nneka Onyenakala on the production of a letter to introduce Nutricia Homeward Online's easy stock checking system to Care Homes. The letter was disseminated to a selection of Care Homes in Wandsworth with Nutricia Homeward patients.

- Nutricia Homeward Online offers an easy to use online facility to stock check, and order enteral feed and equipment needed by patients, encouraging best practice.
- Patient feed records can be printed off to use as a 'checklist' to make the task easier and the system can generate a MAR sheet, to record feed that is administered to the resident. *The details can be fully audited and support the requirement to meet Regulation 14 of CQC inspections: "Meeting Hydration and Nutrition Needs"*. A PDF report can be printed showing completed orders to demonstrate accurate record keeping.
- Positive feedback has been obtained from the Care Homes highlighting Nutricia Homeward Online's ease of use and more accurate record keeping which also enhances patient safety.

Thank you for reading!

We hope you found this useful to see some of the things your Nutricia team have been up to over 2021. Next Edition will be a spotlight on Customer Services. Please email nneka.onyenakala@nutricia.com if you have any questions or if you would like to share any topics in the next SWL Newsletter.

Yours Sincerely, *your Local Nutricia Team*

