

NUTRICIA HOMEWARD

times

**SUMMER
2022
EDITION**

WELCOME TO THE THIRD
2022 EDITION OF THE
NUTRICIA HOMEWARD TIMES

Welcome to the extended summer edition of the Nutricia Homeward Times. Over the last few months we have been very busy and have lots of information to share with you, from Nutricia Homeward deliveries, fighting climate change, updates on our charity partners, top tips from Nutricia Homeward Connections, and a Nutricia Homeward 25th anniversary competition as well as some of our regular features.

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

This information is intended for healthcare professionals only.

product availability

THANK YOU FOR YOUR CONTINUED UNDERSTANDING AND SUPPORT

As you know we, like many companies, are experiencing unprecedented challenges related to our supplies caused by a number of factors including new import requirements, the war in Ukraine, staff shortages due to COVID-19, and lack of driver availability.

We would like to apologise for the inconvenience these stock issues may have caused, and we wanted to start by 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 01225 751098

NUTRICIA HOMEWARD

deliveries



Providing a flexible, tailored delivery service which meets the varied needs of Nutricia Homeward patients is essential. Last year there were:

- 520,065 Nutricia Homeward deliveries
- 99.6% of our deliveries were completed on time and in full
- 93% of patients rated their delivery as 4 or 5 stars out of 5

We are committed to supporting the NHS to deliver a Net Zero health service. In 2021 we:

- Reduced plastic and paper in CEVA (our Nutricia Homeward warehouse and delivery partner) by 93%
- Reduced miles travelled due to route efficiencies by 91,000
- Sent zero waste to landfill at CEVA
- By the end of this year all of our Nutricia Homeward deliveries will be carbon neutral

As healthcare professionals you can help too, in each newsletter we will share our top tips and we would also love to hear any other ideas from you.

THIS MONTH'S TOP TIPS FOR A GREENER HOME ENTERAL FEEDING SERVICE

1. Switch patients to reusable Sterifeed bottles rather than single use Flocare containers
2. Reduce deliveries by choosing "next scheduled delivery" for change of regimen requests
3. Ask your Nutricia Homeward Nurse for support in conducting ancillary reviews
4. Explain to new Nutricia Homeward patients the importance of accurate monthly stock checks
5. Encourage medical nutrition packaging recycling

FIGHTING

climate change



Every day, tube-fed patients receive nutritional products and giving sets that are often only used once - which means these are disposed of after every feed - maybe up to 6 times a day. This equates to around 80kg of plastic discarded every year by one patient.

If this includes Flocare containers it will add another 100kg of plastic to be recycled.

New research shows that with the right handling, Flocare giving sets and containers are safe to use more than once for up to 24 hours. Different feeding scenarios were tested during the research and the following found:



Ready-to-hang feed, at room temperature:

Flocare giving sets are **safe to use more than once within a 24-hour period when storing at room temperature** in between uses



Reconstituted feed, refrigerated:

Flocare giving sets and containers are **safe to use more than once within a 24-hour period when refrigerated** in between uses



Reconstituted feed, at room temperature:

Flocare giving sets and containers are **safe to use more than once within a 10-hour period when storing at room temperature** in between uses

Based on this research, we'd like you to join us in our mission to reduce the number of Flocare giving sets and containers used and disposed of on a daily basis. Using plastic giving sets and containers for longer will mean we can all make a difference in how we impact the planet. Follow the link below:

[SUPPORT PATIENTS TO USE FEWER GIVING SETS](#)

NUTRICIA HOMEWARD CELEBRATES

a silver jubilee



Nutricia Homeward was launched in 1997 to support enterally fed patients at home. Listening to healthcare professionals and patients to develop and improve services over the years has been crucial to continue to deliver outstanding patient care.

Many thanks to those who have completed the recent survey about our services. Your feedback helps us to understand what's going well and not so well, and how we can continue to develop our services to continue to meet yours and your patient's needs.

NUTRICIA HOMEWARD

25th birthday competition

Ever thought "it would be great if Nutricia Homeward offered..." or "Nutricia Homeward could make my life even easier if..." If yes, we want to hear from you!

1997 Nutricia Homeward launched

2000 First dedicated enteral nursing service

2002 The first electronic patient registration system

2012 Nutricia Homeward Online allows patients the flexibility to check stock at a time that suits them

2016 Nutricia Homeward Connections launched

2018 Browsealoud introduced on Nutriahomeward.co.uk

2019 Nutricia Homeward App launched

2020/21 Nutricia Homeward recognised as an award-winning service

25 Providing support for 25 years

PENNA WINNER

WE'RE COMMITTED TO CONTINUING TO DEVELOP INNOVATIVE PARTNERSHIP SOLUTIONS TO MAKES LIVES EASIER.

Competition open for UK only (excl. NI) healthcare professionals. Entries must be received by 9am on 30/11/2022. To enter, please email innovation.ideas@nutricia.com and submit your innovation idea for Nutricia Homeward. The two best ideas will win a Green and Black chocolate hamper. [FULL T&CS](#)

POST-PANDEMIC:

The evolution of dietetic practice

After two years, we finally hosted our first face-to-face Nutricia Adult event again, The Evolution Of Dietetic Practice Post-Pandemic on 8th June 2022 at the Royal College of Physicians in London. The chair, Dr Anne Holdway, welcomed fantastic speakers who covered key topics in adult clinical practice across both oral and enteral nutrition.

A day filled with valuable educational content was kicked off by Mary Phillips who broke down peptide-based feeds. Prof Phillip J Atherton outlined the

The emerging role of a PCN Dietitian was presented by Kayennat Toofany and Odette Dicke shared a best practice example of driving sustainability in tube feeding.

In addition, healthcare professionals had the opportunity to deep-dive into key topics and ask questions at our Nutricia stands.

Great to see so much engagement and we look forward to welcoming you at our next Nutricia event at the beginning of November – watch this space!



importance of protein quality and quantity, and Mhairi Donald highlighted the 3P's of cancer prehabilitation – prepare, prepare, prepare!

An inspiring panel discussion showcased the extended roles of Dietitians: Clare Lewis talked about her role in placing feeding tubes, Alison Culkin on being a supplementary prescriber, and Laura Clarke shared insights as a dysphagia practitioner.



THE LECTURE RECORDINGS ARE AVAILABLE ON NUTRICIA ACADEMY

[REGISTER](#)

NUTRICIA HOMEWARD connections

LISTENING TO YOUR FEEDBACK

Healthcare professionals will soon have the ability to add and/or update some of the patient data held in the Clinical and Nursing Information section on Nutricia Homeward Connections.

These details are not mandatory to complete when registering a new patient or making a change of regimen, but should you have any of this information available please add the details to the relevant section. Nutricia Homeward Nurses will see this information when they access the patient record and will also continue to add and update these fields when necessary.

Patient Details Patient Management Product Details Additional Information

Customer Edit Save & Exit Cancel

Contract Details
Contract Name: NHS NON CONTRACT

Patient Details
First Name: Master Patient Type: Homeward
Email: [Field]
Last Name: Test Patient Category: [Field]
Birthdate: 06/06/2022 (09/06/2022) Patient Sub-Category: [Field]
Gender: Male NHS Number: 7864521354
Preferred Pronouns: --None--

Communication Preferences
Home Phone: 01225121212 Preferred Language: --None--
Mobile Phone: [Field] Preferred Language Other Details: [Field]
Preferred Time of Contact: --None-- Email: [Field]
Preferred Communication: Available Chosen
Available: Email, Fax, Phone

Preferred Contact/Carer's Information
Name of Preferred Contact: [Field] Carer's Telephone: [Field]
Carer's Relationship To Patient: [Field] Carer's Email: [Field]

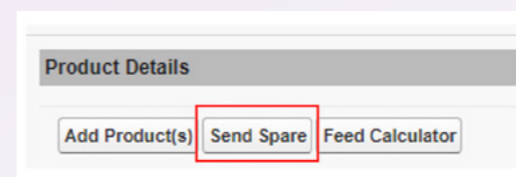
Prescription Exemption Information
Exemption Type: Age NI Number: [Field]
Exemption Reason: Is under 16 years of age Certificate: [Field]
Expiry Date: [Field] (09/06/2022)

Clinical and Nursing Information
Diagnosis: --None-- Sub Diagnosis: --None--
Medication: [Field] Medical History: [Field]
Patient nil by mouth?: --None--
Infection Status: Available Chosen
Available: C-Difficile, MRSA, Norovirus Infection Status Other Details: [Field]
Allergies: --None-- Allergies Details: [Field]

SEND 'SPARE' OPTION

Healthcare professionals can request for Nutricia Homeward to send a 'spare' product to a patient outside of the usual frequency.

On the Product Details page, when changing a regimen, click "Send Spare", this opens tick boxes against all active ancillary products on the patients' regimen. Tick the box for the product required for the ad hoc delivery.



Include any additional comments and submit the Change of Regimen. Nutricia Homeward will then arrange the delivery of the product/s as instructed.

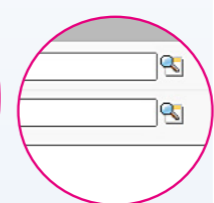
If the product has a frequency of "Every <X> Orders" this ad hoc delivery will not affect the routine delivery schedule of this product.

Nutricia Code	Send Spare
40378	<input type="checkbox"/>
132199	<input type="checkbox"/>
40327	<input type="checkbox"/>
40925	<input type="checkbox"/>
113828	<input type="checkbox"/>
40455	<input type="checkbox"/>
113822	<input type="checkbox"/>
94814	<input checked="" type="checkbox"/>
113830	<input type="checkbox"/>
106376	<input type="checkbox"/>
114280	<input type="checkbox"/>
40407	<input type="checkbox"/>

UPDATING MANAGING HEALTHCARE PROFESSIONAL / MANAGING TRUST ON A PATIENT RECORD

Please remember if you are updating the managing healthcare professional on a patient regimen you may also need to update the managing Trust if this has changed. Managing Trust is the name of the managing hospital or location responsible for managing that patient's care.

PLEASE USE THE MAGNIFYING GLASS TO LOOK UP THE REQUIRED RECORD, IF IT CANNOT BE FOUND PLEASE ENTER THE TEXT INTO THE HCP & TRUST DETAILS FIELD.



new!

INTERACTIVE NUTRICIA HOMEWARD CONNECTIONS PRESENTATION

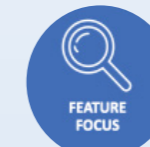
New to Nutricia Homeward Connections? Not used in a while? Need a refresher? There is something suitable for everyone:



Overview
What is Nutricia Homeward Connections?



Training Guide
A practical step by step guide, covering the most frequently used functions



Feature Focus
Key features, refresher and reminders
Contact local your Account Manager for more details

NUTRICIA HOMEWARD WELCOMES PATIENTS ON

The isle of man



The Isle of Man are the latest addition to the Nutricia family, supporting 80 home enterally fed patients. Over a 6-week period we completed an intense implementation of this new contract with great success. More than 76% acute healthcare professionals trained, including qualified nurses, healthcare assistants, student nurses and dietitians, along with numerous community healthcare professionals, care agencies, schools, care homes and of course, every home feeding patient. A cross functional approach with excellent partnership working between Nutricia & the Trust teams has meant that patients have been safely transferred with minimal disruption. Here are some thoughts about the implementation process from Ruth Ward the Dietetic Service Manager:

“Overall the implementation process from our previous provider to Nutricia went extremely smoothly and exceeded our expectations”.

“Throughout the whole process, the dietetic team was kept fully informed, the team were accessible and responsive to any issues which were addressed and resolved quickly. The proactive approach of the Nutricia team installed confidence within the Isle of Man teams.”

“Our main concern going into this change was the impact on our community patients and our already overworked nurses. However, the feedback from all areas has been extremely positive”.

“A very successful implementation carried out by an extremely professional, approachable, friendly and efficient team.”

WALLACE & GROMIT'S

children's charity

Nutricia have been supporting Wallace & Gromit's Children's Charity for over 10 years. As the official charity of Bristol's Children's Hospital, the charity does fantastic work to support critically ill children and their families with free hospital accommodation, lifesaving medical equipment and a range of arts, music, and therapy programmes.

This year marked the 25th anniversary of one of their biggest fundraising events, Wrong Trousers Day. We got



involved by hosting our own Wrong Trousers Day in our Trowbridge and Chiswick offices.

As well as having a great time dressing up, we raised money for the amazing cause and helped raise awareness of the incredible and important work the charity does.

Follow the link below for more information about Wallace and Gromit's Children's Charity!

WALLACE & GROMIT

NUTRICIA TEAM

spotlights

Katrina Cherry Patient Coordinator

How do you make patients or healthcare professionals lives easier? We help healthcare professionals by supporting patients with their Nutricia Homeward products and deliveries. Every month we phone patients to conduct a stock check call to ensure they have enough supplies and to prevent over stocking. We also answer inbound calls from patients or carers who may have questions about their products or deliveries.

How do you support healthcare professionals? By contacting patients each month for stock checks we can ensure patients have what they need. We can also raise any concerns with healthcare professionals that patients may have in relation to their orders, this means that queries or concerns might be resolved faster.

What do you love most about your job? There is so much to love about my job but the thing I love the most is the feeling that I am supporting someone and helping to make their lives a little easier. Having great conversations with each patient or carer and taking the time to listen and engage with them.

What has been your best moment at work this week? This week I have enjoyed not only speaking with our patients and healthcare professionals, but I have really enjoyed supporting our newest coordinators. By passing on my knowledge to them, means they will also deliver a great service.

What three things would you take on a desert island? I would be lost without my family so they would be top of my list, then it would have to be a good true crime book and an endless supply of ice cream!



Sue Samuel Account Manager

What are your main job responsibilities? As a Contract Account Manager I am one part of a large cross functional team including nursing and customer service. Within this team we make sure our Nutricia contracts meet the current and future needs of our customers and their patients. I believe over the past 35 years I have developed an in depth understanding and extensive knowledge of both the medical nutrition industry and the NHS with whom we work which allows me to anticipate many of my customer needs and help to put effective solutions in place with them.

How do you make patients or healthcare professionals lives easier? Being part of a dedicated team who make a huge difference to anyone needing nutrition support, in whatever way its needed. I was once told by a relative Nutricia were their lifeline and I still keep that in my thoughts every day.

How do you support healthcare professionals? As their contract lead, a Contract Account Manager is often the first person a healthcare professional might call. I like to believe the healthcare professionals I deal with trust me and any communication I have with them about products or service is clear, timely and accurate and that's how I can support them best.

What do you love most about your job? Working in partnership with the NHS to find solutions to improve the lives of malnourished patients. In everything I do I keep in mind there is a patient at the end of every decision I make at work. I remind myself it could be my relative who needs support, and I would want someone to do the same for them.

What has been your best moment at work this week? This week I helped a Dietitian in a non Nutricia contract area get an emergency delivery of feed to a child so the family could go on holiday the next day. The heartfelt thank you from the Dietitian was lovely.

What three things would you take on a desert island? I want to say practical things like Mosquito repellent however in the end it would have to be my husband, my daughter and my dog. Everything else we can work out as we go along as life on an island wouldn't be worth living without them for me. (Although a teenager without a phone and WiFi might be a challenge, but I guess she could take three things too.)



congratulations, Gary!

GARY TAYLOR UNDERTOOK PROBABLY HIS BIGGEST CHALLENGE YET: "THE WALL" - A 26-HOUR RUN COVERING 70 MILES ALONG HADRIAN'S WALL FROM CARLISLE TO NEWCASTLE



Many of you will be familiar with Gary's sporting achievements over the years but for those less familiar, Gary is a Nutricia Homeward patient and PINNT ambassador. He regularly undertakes extreme sporting activities that test his mental and physical endurance. The ultra-marathon challenge started at 7am on Saturday 18th June 2022 and finished 9am Sunday 19th June 2022. Gary was one of the 799 runners who started the race and one of 696 who managed to complete this arduous event.

Suffering an ankle injury before the first pit stop at the 15 mile mark and using far more calories than originally thought, the next 9 miles were a challenge. At pitstop 2, Gary had to support his ankle and adjust his calorie intake and the wall was still nowhere in sight "At this point I had a bad ankle and thighs that didn't want to lift up my legs to move forward and we still had 46 miles to go - not great!"

In normal Gary style he pushed on through. "I think it was about



[CLICK HERE TO SUPPORT GARY'S NEXT CHALLENGE](#)

3am, we had come so far and were so close, the last 9 miles, the final stretch, daylight approaching as we struggle on through all the pains with no sign of any other runners. The organisers checked to see if we were to carry on, we said we were not going to fail so close to that finish line but where is the bridge!"

Finally, after a gruelling 23 hours Gary and his support partner crossed the finish line, 70 miles in total. The last 26 miles walking and limping they both said "never again" but Gary has already recovered and is thinking about a return visit - he knows what to expect next time!!

[READ THE FULL STORY OF GARY'S CHALLENGE](#)

Thank you!

We hope you enjoyed reading the third 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 jo.solomon@nutricia.com

Follow us on LinkedIn or Twitter

