

# NUTRICIA HOMEWARD Times

SUMMER 2023



## Welcome to the 2023 Summer edition of the Nutricia Homeward Times

This edition shares information about the Nutricia Homeward Nursing service, Nutricia Homeward Connections updates, details of a customer experience day, Nutricia 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](mailto:lara.farrell@nutricia.com)



This information is intended for Healthcare Professionals only

# NUTRICIA HOMEWARD CONNECTIONS: LOCATING US ONLINE

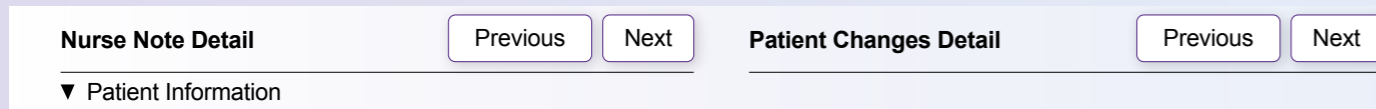
**NUTRICIA HOMEWARD CONNECTIONS CANNOT BE FOUND VIA AN INTERNET SEARCH**

(doing so will 'find' the "patient online ordering page, Nutricia Homeward Online")

Please bookmark / mark as favourite in the browser this URL:

<https://e-reg.nutricia.thirdparty.nhs.uk>

Did you know that there are 'Next' and 'Previous' buttons on Nurse Note and Patient Changes on a patient record? You can use these to go through these records without having to come out of the record you are reading and then go back into the next record.

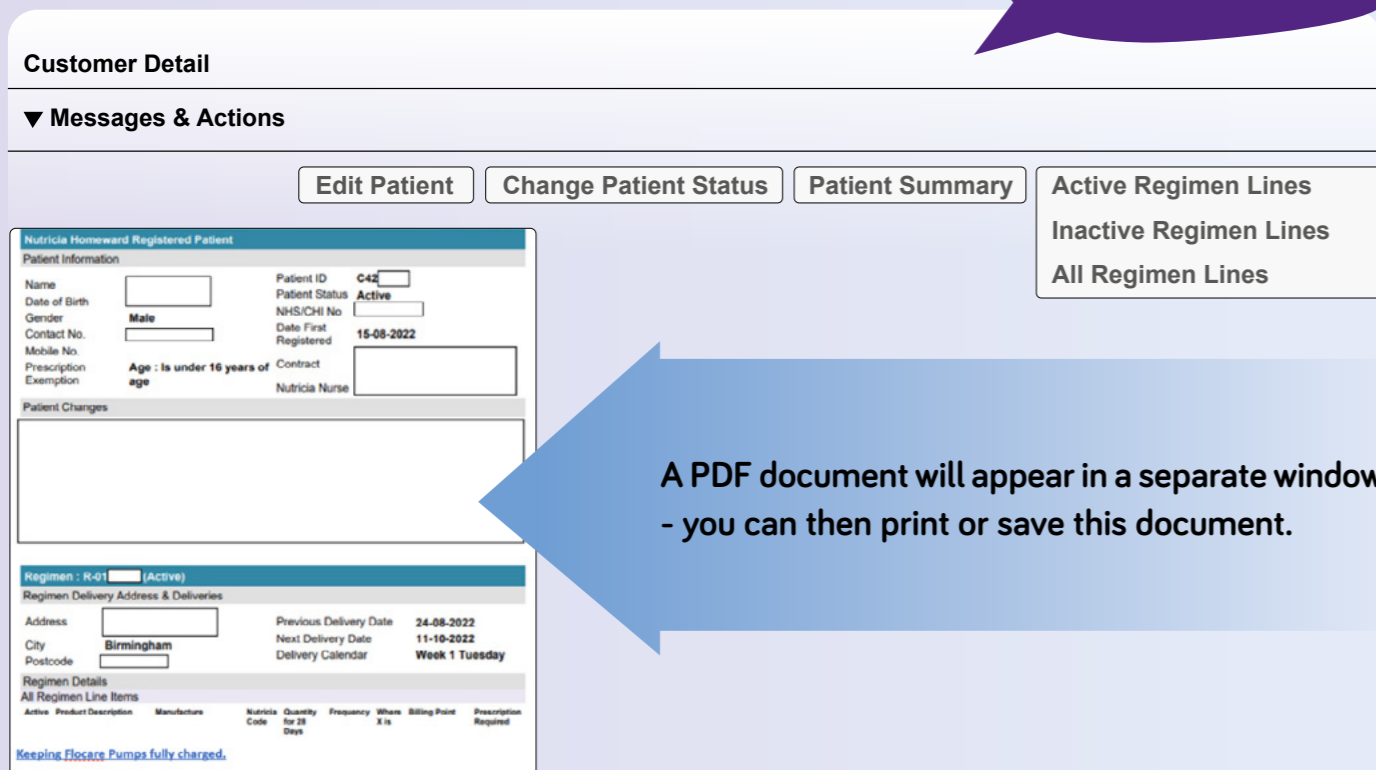


Do you ever need a PDF summary of the patient record in Nutricia Homeward Connections? There is a button available on the patient account page called 'Patient Summary'.

There are 3 options available to choose from:

- Active Regimen lines shows patient details + any active regimen line
- Inactive Regimen lines shows patient details + any inactive regimen line
- All Regimen lines shows patient details + all regimen lines

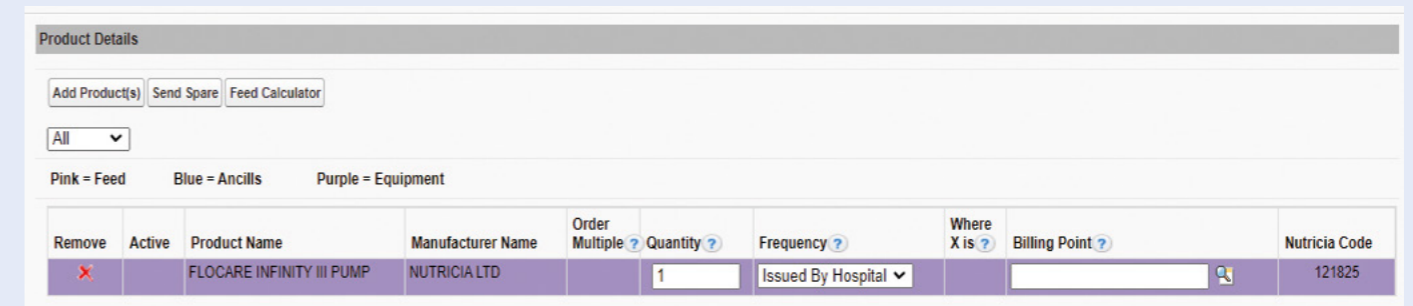
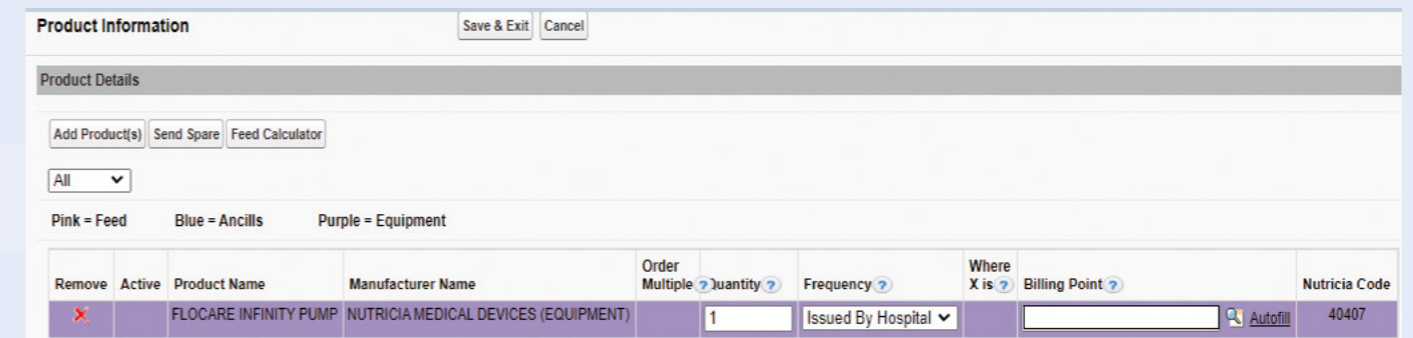
**DID YOU KNOW?**  
You can obtain a summary of your patient record in pdf format



A PDF document will appear in a separate window - you can then print or save this document.

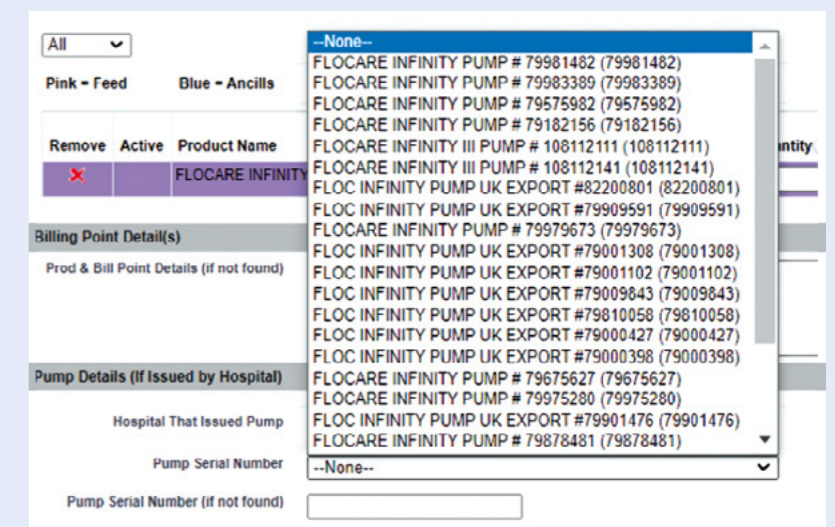
# YOUR PATIENT'S REGIMEN: HOW TO ADD A PUMP

**WHEN ADDING A PUMP TO A PATIENT'S REGIMEN, PLEASE ENSURE YOU ADD THE CORRECT PUMP PRODUCT NAME AND PRODUCT CODE**



Product Name	Product Code
Flocare Infinity Pump	40407
Flocare Infinity III Pump	121825

We have noticed an increase in the number of 'mismatches' with pump product names and codes added to the regimen and Serial Number selected in the Pump Serial Number field. e.g. a Flocare infinity pump has been added to the regimen, but a Flocare Infinity III serial number has been selected.



The dropdown list of serial numbers can have a mixture of both types of pump.



# RESHAPING THE NUTRICIA HOMEWARD SERVICE

## Why are we making changes to Nutricia Homeward?






Nutricia Homeward has been continually adapting and innovating to meet patients and healthcare professionals needs since 1997.

The last 2 years have seen changes accelerated in many areas which influence our service including:

- An increase in the use of healthcare technology
- Patients empowered to manage ongoing health conditions themselves
- Co-creation of service development initiatives
- More virtual conversations and online interactions

Listening to healthcare professionals and patients has meant we are making changes now, to transform our services for the future.

## What's new?





<p><b>Name Change</b></p>  <p>Now called <b>Nutricia Homeward Patient Services</b></p>	<p><b>Structure</b></p>  <p>Move from functional teams to <b>Regional Teams</b></p>	<p><b>Focus</b></p>  <p>Dedicated <b>Enteral Nutrition Category</b></p>	<p><b>Head of Nursing</b></p>  <p>Strengthening our clinical expertise</p>
 <p>Senior role committed to <b>digital transformation in Homeward</b></p>			

## Benefits for you and your patients

The new regional structure will mean:

- More personalised service through better local knowledge
- Closer to you and your patients needs
- Improved staff morale and retention
- Faster decision making

## What to expect next?

<p><b>Communication</b></p>  <p>Coming soon - a new bespoke telephone number and email address for your local Nutricia Homeward team</p>	<p><b>Meet the Team</b></p>  <p>Watch out for our new 'meet your team' videos</p>	<p><b>Digital Transformation</b></p>  <p>We will start to share our plans for our digital transformation journey</p>	<p><b>Share your thoughts</b></p>  <p>We want to hear from you. We have recently sent out our 2023 Contract Survey to gather feedback on our services; for any other feedback please continue to discuss with your local Contract Account Manager</p>
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# CUSTOMER EXPERIENCE DAY

At our Head Office in Trowbridge, we had the pleasure of hosting the Wiltshire Health & Care Dietetic Team for a whole day meeting – and what a jam packed day it was. The team used the time and the space in the morning to set out their dietetic objectives for the year.

During the afternoon, colleagues from marketing, sales and Nutricia Homeward ran sessions where they shared new products, and worked with our Homeward co-ordinator's to hear some patient voices on the phone! To finish the day we welcomed Claire Bennett from Hornbeam Workplace Wellbeing who took the Dietetic Team through a session about how to look after their mental health & wellbeing at work.

If you would like to arrange a visit to any of our sites, please reach out to your Contract Account Manager for more information.



# new! INTERACTIVE NUTRICIA HOMEWARD CONNECTION PRESENTATIONS

The presentation includes sections for: OVERVIEW, TRAINING GUIDE, and FEATURE FOCUS. It highlights the system's ability to provide real-time information and support patient journeys.

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 YOUR ACCOUNT MANAGER FOR FURTHER DETAILS



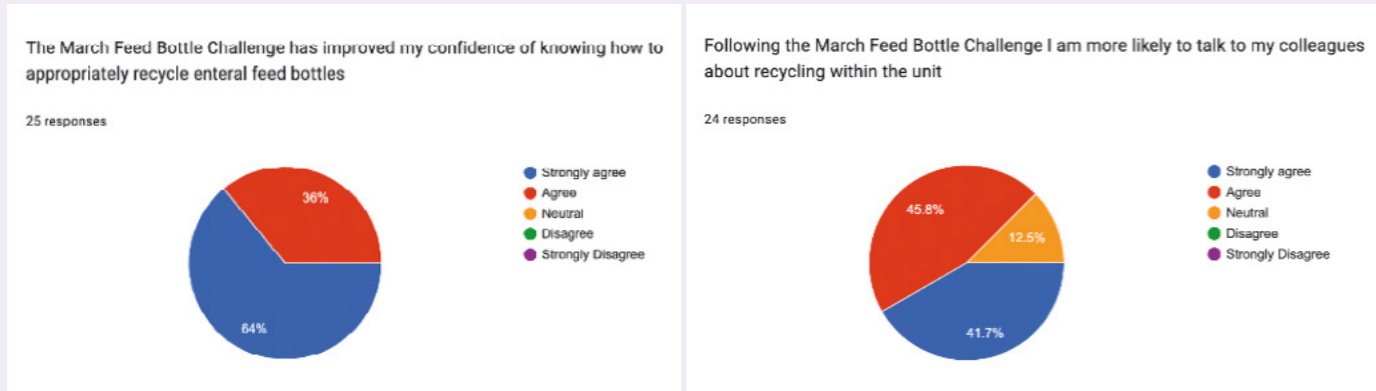
# NORTH BRISTOL NHS TRUST'S RECYCLING PROJECT

In March 2023, Junior Doctor Phoebe Gray at North Bristol NHS Trust's Intensive Care Unit (ICU) led a recycling challenge after it became clear that not enough was being done to reduce waste in the unit. The March Feed Bottle Challenge was a project with the dietitians and nursing team led by Phoebe, fellow Junior Doctor Samuel Gubb and Dietitian Frances Greer-Rogers.



Nurses were asked to rinse used OpTri bottles and put them in the recycling bin on their pod. Phoebe's team of ICU Sustainability Champions counted the bottles and calculated which of the four pods recycled the most. During this one-month challenge, 446 bottles were recycled saving 15.1kg of plastic from landfill.

The team have re-surveyed the unit following the challenge so they can plan their next steps. Here are some of the really encouraging results:



The winning pod was pod D- with a massive 76% of bottles recycled in March! They managed to recycle 136 bottles in total of the 179 prescribed on the pod in March.

Here is a photograph of the Nurse in Charge of Pod D, one of the Healthcare assistants and Phoebe Gray accepting the prize for the winning recycling project



To read about the full recycling project, please visit: <https://www.nutricia.co.uk/hcp/news/north-bristol-trust-recycling-project.html>

# WHAT IS A PLANT BASED DIET?

Rosie Martin, RD (article from CN Vol.22 • No.6 • September 2022)

A plant-based diet is a dietary pattern in which energy and nutrient requirements are predominantly met through plant foods. Plant-based diets therefore minimise or remove animal-derived food and food products, such as meat, fish, dairy and eggs. Plant-based diets can include dietary patterns known as flexitarian, pescatarian, vegetarian and vegan.

The number of people following a plant-based diet is growing in the UK and worldwide.<sup>1</sup> An estimated 3% of people identify themselves as vegan in the UK, but the trend towards reducing animal foods as part of a non-vegan dietary pattern is growing, particularly among younger consumers.

Based on a study in 2021, it is estimated that the number of people moving towards a plant-based diet will continue to grow, with 19-22% of UK consumers planning to eat more alternatives to meat and dairy in the coming months.<sup>2</sup>

References: 1. Statista (2022). Veganism and vegetarianism in the United Kingdom - statistics and facts. Accessed online: [www.statista.com/topics/7297/veganism-in-the-united-kingdom/#topicHeader\\_\\_wrapper](https://www.statista.com/topics/7297/veganism-in-the-united-kingdom/#topicHeader__wrapper) (Jul 2022). 2. Nestle (2021). Key plant-based eating trends revealed by Nestlé Professionals research. Accessed online: [www.nestle.co.uk/en-gb/media/pressreleases/allpressreleases/key-plant-based-eating-trends-revealed-nestle-professionals-research](https://www.nestle.co.uk/en-gb/media/pressreleases/allpressreleases/key-plant-based-eating-trends-revealed-nestle-professionals-research) (Jul 2022)

**The Emerging Trend of the Plant-based Diet**  
Understanding the nutritional considerations

Rosie Martin, RD

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**Why do people choose a plant-based diet?**  
According to Veganuary, the main reason for participants adopting a fully plant-based (vegan) diet is concern over the treatment of animals in the farming industry. The second and third most popular reasons were personal health and the environment. Other reasons included: for a personal challenge, global health (such as concerns over future pandemics) and for a loved one.<sup>3</sup>

**Plant-based diets for human health**  
Moving towards an increasingly plant-based diet with fewer animal-derived foods is associated with a variety of health benefits.<sup>4</sup> It has been estimated that unhealthy diets are responsible for 26% of deaths globally, and 31% of premature death. Dietary risk factors include high intake of sodium and low intake of plants such as whole grains, nuts, seeds and vegetables.<sup>5</sup> Plant-based diets have been found to be protective against coronary heart disease,<sup>6</sup> colorectal cancer<sup>7</sup> and diabetes.<sup>8</sup> In fact, the global consumption of red and processed meat specifically has been linked to 2.4 million deaths and \$286 billion in healthcare costs in the year 2020.<sup>9</sup> The health benefits derived from balanced plant-based diets can be attributed to the higher intake of dietary fibre, complex carbohydrates, phytochemicals and water. Plant-based dietary patterns also provide a low intake of saturated fats, free sugars and other substances linked to chronic disease including strokes, heart risk and those created when cooking meat at a high temperature, for example heterocyclic amines.<sup>10</sup> Despite common concerns over the potential risk of nutrient deficiency, the British Dietetic Association have confirmed that a balanced plant-based diet can provide all necessary nutrients to support health at any life stage.<sup>11</sup>

**NUTRICIA**  
LIFE-TRANSFORMING NUTRITION

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<https://www.nutricia.co.uk/hcp/academy/frailty-disease-related-malnutrition/the-emerging-trend-of-the-plant-based-diet.html>

# TRIALING A NEW PATIENT NEWSLETTER

We are delighted to introduce our first patient newsletter which will be arriving with some of our patients in the next few weeks.

For those who have shared an email address with us we will be emailing a copy of the newsletter in the next few weeks. Some of our Homeward Nurses will be handing delivering copies to some of the patients they visit. The newsletter contains information about ordering on line, recycling and more. We will be collating feedback on this first edition and hopefully, if its well received, producing another edition for all our patients later on this year.

# WRONG TROUSERS DAY!



We were proud to sponsor this year's Wallace & Gromit's Wrong Trousers Day - making it our 12th year of sponsorship!

It is such a fantastic event that helps bring everyone together and have fun while raising awareness of The Grand Appeal and Bristol Children's Hospital.



# Meet Ellen

For Dietitians Week in June we wanted to help shed some light on the role dietitians play in industry. Having worked in critical care as a dietitian, Ellen came to work for Nutricia as a Medical Affairs Manager. Together Ellen and her colleagues have utilised insights to empower HCPs to give best-in-class care to their patients.

'I think that the role of dietitians in clinical and non clinical settings is becoming increasingly understood. I feel really privileged that Nutricia has made it possible for me to apply and develop my skills as a dietitian in a new environment, as part of an organisation that places such a high value on expertise and teamwork.'

'No two days are the same and the work is incredibly varied, which is



something that I actually really enjoy. We do lots of different things, from working with products when they're still in the very early stages of development, right through to the other side when they are being used by healthcare professionals and patients.'

Click here to read Ellen's full story: <https://www.nutricia.co.uk/hcp/discover-nutricia/nutricialife/ellen-story.html>



This International Nurses Day, we wanted to make sure we give nurses a voice and listen to them.

We spoke to Sally, one of our Homeward Nurses to discuss the vital role the Nurses play Nurses play is in a patient's journey.

Click here to read Sally's story in full: <https://www.nutricia.co.uk/hcp/discover-nutricia/nutricialife/sally-story.html>

# Meet Sally

'The Homeward Nurses have an absolute wealth of knowledge, they are the ones dealing with everything on the ground, and they know what will make a difference and will be good for the patient. We get to know our patients and develop a sense for anything that might be going wrong; you can pick up on things that nobody else will. So, yes: listen to the Homeward Nurses. Give them the voice and the ability to take action - because they have the knowledge to back it up.'

At Nutricia, everyone prides themselves on making a difference; I haven't come across anyone that doesn't feel that way. Having worked in several different areas of the NHS, I know people sometimes feel tired, worn out or unappreciated. But here, you always feel appreciated and that makes a huge difference to your outlook. Quite often you get a call from a manager thanking you for doing a superb job, and you feel recognised. Sometimes a thank you is all you need to make your day even better.'

# Thank you

We hope you enjoyed reading the Summer Edition of the Nutricia Homeward Times and we look forward to sharing more updates with you in the Autumn 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](mailto:lara.farrell@nutricia.com).