

NUTRICIA HOMEWARD Times

JANUARY 2023



Welcome to the first 2023 edition of the Nutricia Homeward Times

This edition provides information about the Nutricia Homeward Nursing service, updates to the Nutricia Homeward website, details of an exciting new service we are launching some top tips for Nutricia Homeward Connection users, a hospital robot named Vlad 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

COST OF LIVING CRISIS



We are aware that many of your patients may have worries and concerns about the rising costs of energy, therefore it's important to try to find ways to save wherever possible. Also, with unpredictable Winter weather, we need to be prepared whatever the weather.

Did you know that charging a mobile phone, electric toothbrush or boiling the kettle all use more kilowatts per hour than charging the Flocare infinity feeding pump? It takes 0.0076kwh to fully charge the pump, far less than normal household items.

[CLICK FOR ADVICE & RESOURCES](#)



WINTER CARE IN GRAMPIAN

HEAR HOW THE GRAMPIAN TEAM HAVE DEVELOPED NEW WAYS OF WORKING TO HELP SUPPORT PATIENTS DURING EXTREME WEATHER CONDITIONS

Using examples from Storm Arwen in 2021 and Storm Corries in 2022, Rebecca Clark, HETF Team Lead Dietitian for Formartine and Garioch Areas, shared how the relationship with the Nutricia Homeward Nurses helped to put plans in place to support patients during adverse weather conditions.

In December 2021 parts of Grampian were badly affected by storm Arwen with a huge number of fallen trees blocking roads and causing power and communication disruption with power cuts lasting up to 9 days in the worst affected areas.

We became concerned, during the power cuts, our patients would be unable to charge their feeding pumps. We were getting regular updates about the worst affected areas and plans were being put in place to support these areas. Some of these plans included emergency hubs that



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provided community centres with generators to give local residents a place to charge equipment and mobile phones. Not only we were concerned about patients' ability to charge their pumps at home, we also had worries about issues such as communication. It was vital that our patients could remain in contact with others to seek support, especially if they were frail or socially isolated. Using the updates we received,

we started to work with our Nutricia Homeward nurse colleagues to review our database of home enteral feeding patients and identified those registered with GPs in areas where they were still experiencing power cuts. This helped us to identify those who were most vulnerable. We then contacted these patients by phone or visited them at home if appropriate to confirm they were coping and had sufficient support in place.

After the storm, we spent time reflecting as a team about what had worked well and what we needed to put in place to make things easier during similar situations in the future. We found between us, we have a great local knowledge of both our patients and the areas we cover but did not have an easy or quick way of identifying vulnerable patients in each area. We have since added information about why a patient may be vulnerable to our database so we can quickly refer to this in future. We asked the Nutricia Homeward nurses and the dietitians in our team to keep us informed as they became aware of any factors indicating patients' vulnerability.

As an NHS board, we are continuing to have discussions about the best method to store patient information as there was some duplication with different members of the MDT contacting the same patients, so this is an area which could be streamlined. We also reflected that GP practice was not the best way to identify patients in affected areas as the GP practices cover large areas. In future, we would use postcodes to identify groups of patients. It was evident having great working relationships with our Nutricia Homeward nurses was a huge asset in a crisis situation to pool our resources and respond quickly with a team approach.

In January 2022 the area was affected by Storm Corrie with a similar length of power cuts and phone line damage. This time we were able to quickly identify any affected patients and make contact with them by phone or home visits. In some cases this meant someone in the team picking up the feeding pumps in the morning to get them charged and returning them at night so that the patients could tube feed.

Earlier this winter we created a winter newsletter to send to our HETF patients which included information about preparing for bad weather and power cuts, such as keeping pumps fully charged and spare pumps in use, how to register with SEN as a patient with medical equipment and the importance of good stock checking. After positive feedback from colleagues and patients, we plan to continue with newsletters as a way of keeping patients informed.

NUTRICIA HOMEWARD CONNECTIONS NEWS

CONFIRMATION EMAILS

FOLLOWING YOUR FEEDBACK...

In 2022 we introduced an option for healthcare professionals to receive a confirmation email following the successful submission of a new Nutricia Homeward patient registration and change of regimen.

This confirmation is sent to the user who has registered the patient/submitted the change to the email address recorded on the user account. To receive these alerts, you will need to OPT in – by clicking the ‘Opt in for Emails’ button on the Homepage. Should you wish to stop receiving these alerts, you can do so at any time by selecting the ‘Opt out for emails’

NB: this opt in and opt out facility will apply to all email alerts available

Location for HCPs to opt in or opt out

NB. If a user does not access their Connections account for 12 months or more the account will be deactivated. The account can be re-activated upon receipt of a new user registration.

EMAIL

NEW Email Alerts - at the beginning of March a new functionality will be released which will allow HCPs to opt in to receiving email alerts when certain activity has taken place in Nutricia Homeward Connections. Please [click here](#) to find out more.

Quick Links

- Nutricia Homeward
- Nutricia.co.uk
- Nutricia Samples
- Nutricia Dietetic App
- Nutricia Flocare.com
- tubefeeding.co.uk

Dashboard Link

Connections Dashboard

Email Confirmation Opt In / Opt Out

Click to 'opt in' or 'opt out' of receiving email alerts when certain actions have taken place in Nutricia Homeward Connections, e.g. you have successfully registered a new patient.

Opt in for emails Opt out for emails

Choose to opt in

Email Confirmation Opt In / Opt Out

Click to 'opt in' or 'opt out' of receiving email alerts when cert

Opt in for emails Opt out for emails

Success:
You have chosen TO receive email confirmations.

Choose to opt out

Email Confirmation Opt In / Opt Out

Click to 'opt in' or 'opt out' of receiving email alerts when certain

Opt in for emails Opt out for emails

You have chosen NOT TO receive email confirmations.

NB. If you opt in to receive email alerts but do not receive an email when expected, please check your junk folder for the email and mark the sender as “safe”

Pool Pump Replacements

If you have given a patient a pump from your pool stock, **please make sure you let Nutricia Homeward know** so they can **1:** ensure the pump is assigned to the patient, which means it can be tracked when the next service is due and in case of a product recall and **2:** trigger a replacement pump (& stand/bag) to be sent to you.



A pump needs to be added as a new regimen line including quantity, frequency and billing point

Product Information Save & Exit Cancel

Product Details

Add Product(s) Send Spare Feed Calculator

All

Pink = Feed Blue = Ancills Purple = Equipment

Remove	Active	Product Name	Manufacturer Name	Order Multiple	Quantity	Frequency
	<input checked="" type="checkbox"/>	FLOCCARE INFINITY PUMP	NUTRICIA MEDICAL DEVICES (EQUIPMENT)		1	Issued By Hospital

Billing Point Detail(s)

Prod & Bill Point Details (if not found)

Pump Details (If Issued by Hospital)

Hospital That Issued Pump

Pump Serial Number --None--

Pump Serial Number (if not found)

Pool Stock Replenishment

Replace Pump?

Replace Stand?

1: In “Hospital That Issued Pump” field, search for the hospital pool account by using the look up

2: Select the serial number from the “Pump Serial Number” field , OR, if serial number not in list, add it manually into the “Pump Serial Number” field (if not found)

Tick the check box if a replacement pump and stand are required

NUTRICIA HOMEWARD CONNECTIONS NEWS

LETTER TEMPLATES IN NUTRICIA HOMEWARD CONNECTIONS

Should you need to send a letter to a patients GP you can use Nutricia Homeward Connections to create this as a Word document, which you may then print or save.

Go to a patients regimen, click on the "Send A Letter" button



Regimen Detail [Edit] [Send A Letter]

https://nutricia.force.com/Connections/apex/APXTConga4_Conga_Composer?serverUrl=https%3A%2F%2Fnutricia.force.com...

R-0067310

Template List

Filter ...

- None--
- HCP Change of Regimen All Products Letter (All Contracts)
- HCP Change of Regimen Changed Products Only Letter (All C...
- HCP COR Letter Out of Stock Template (All Contracts)
- HCP New Patient Letter Template (All Contracts)
- HCP Patient Holiday Support Letter
- HCP Tube Removal Letter Template (All Contracts)
- WALES ONLY - HCP Change of Regimen Letter
- WALES ONLY - HCP Change of Regimen Letter (All Products)
- WALES ONLY - HCP New Patient Letter Template
- WALES ONLY - HCP Tube Removal Letter Template

Output Document Container

Related Contact

Name: --None--

Output Options

File Type: Same as Template PDF File

Action: Download

Save a Copy Enable

Save To: Notes & Attachments

Activity Logging Enable

Subject: []

Save Text: Document Text (Word Only)

Follow-Up: []

Update Fields Enable

Preview []

Merge & Download

Highlight the letter required and click the "Merge & Download" button

Bespoke letters may be created as a Contract letter

Please speak to your local Account Manager for more information

Please ensure the contact details Nutricia Homeward hold for you are correct in case we need to contact you. You can view your details by clicking on your name on a patient record (if you are Managing HCP) or on a Patient Change record.

HCP and Trust/Hospital Details

Managing HCP: **NHC Team**

Patient Changes

Action	Patient Changes Name	Created By
Edit	Changes	NHC Team 19/05/2022 08:23
Edit	Changes	NHC Team 18/01/2021 08:18

If any amends are required, please contact Customer Services

Customer Detail

Name	NHC Team	Account Record Type	Customer
Primary Parent		Status	Valid
Specialty	Dietetics	OneKey ID	NUHC00000460
Specialty 2	Dietetics		

Additional Information

Secondary Phone	01225222222	Secondary Email	nhc.team@nutricia.com
Secondary Mobile		Additional Information	
Secondary Fax		Team Name	

Patient records need to show the current Managing Healthcare Professional, so as and when queries arise and Nutricia Homeward need to check details, they can be assured they are contacting the correct individual or team to verify the information.

This information can be seen on an individual patients regimen or within the report Active Patient Summary or Regimen Report.

A HCP user of Nutricia Homeward Connections can update the Managing Healthcare Professional information on an individual patients regimen, click on the "Edit" button on the patient account and update the Managing HCP details, then simply submit the change (just like a change of regimen).

Regimen R-00 [Active Regimen Line Items (5+)] [Inactive Regimen Line Items (5+)] [Orders (5+)]

Regimen Detail [Edit] [Send A Letter]

Messages & Actions

[Patient Summary]

Regimen No.	R-00	Type	Home
Patient	[]	Status	Active
Primary Address	Home Address	Nutricia Query Comments	
Address & Del Instruct (if not found)		Homegen	<input type="checkbox"/>
Prod & Bill Point Details (if not found)		GP Retrospectively Prescribe?	<input type="checkbox"/>

HCP and Trust/Hospital Details

Managing HCP	Sd	Referring HCP	Gd
Managing Trust	Nottingham Univ Hosp NHS Trust	Referring Trust	Sheffield Teaching Hosps NHS FT

NEW WELLBEING PODCAST BROUGHT TO YOU BY **THE BEAT**

Good health isn't just the absence of ill health, with increasingly busy workloads all employees, including healthcare professionals need to ensure they are taking care of themselves, both physically and mentally.

Nutricia is delighted to share with you a series of podcasts, specifically designed for healthcare professionals. The first episode focuses on the importance and the power of rest.

Despite our best intentions to live balanced lives, the modern world demands that we are almost always connected and productive.



Using short rest techniques can help you achieve calm in the middle of the storm or revive you when exhausted whilst also improving productivity.

Much like sleep, but also very different to sleep, rest has positive outcomes for:

- Physical health
- Mental health
- Emotional health

Listen now to find out more.

The Beat is available on all major podcast platforms with more episodes to follow in 2023.

[LISTEN HERE](#)



NUTRICIA HOMEWARD 25TH BIRTHDAY

competition

Nutricia Homeward has worked in partnership with healthcare professionals to provide innovative solutions for 25 years. Last year we wanted to hear from you about how we can continue to innovate in the future. We asked healthcare professionals to submit their creative suggestions and the two winning entries would each receive a luxury chocolate hamper. The competition has now closed, and we have chosen our winners!

A feeding pump that can be speech operated... to aid patients with screen sensitive epilepsy/seizure activity and patients with poor dexterity, would also enable them to maintain more independence in their own care

THE WINNERS

Anna Alvarez Goel is an Advanced Clinical Practitioner at Guys and St Thomas' NHS Foundation Trust working in the Enteral Nutrition team, and was one of our winners with an innovative idea of a tabletop mirror for patients:

"A tabletop mirror for patients to be able to place in front of their tube so that they are able to carry out tube care and maintenance independently and more easily in bed/chair. This would be particularly helpful for patients with head and neck cancer who cannot easily look down due to large tumours and/or surgical wounds."

Another of our winners was Senior Dietitian, **Chris Yeardon**, from the Outpatient services of York Teaching Hospitals NHS Foundation Trust, who envisioned a feeding pump that can be voice-operated:

"A feeding pump that can be operated via speaking to it - to aid patients with screen sensitive epilepsy/seizure activity and patients with poor dexterity. This would also enable them to maintain more independence in their own care".

Both Anna and Chris received a Green & Blacks 'Chocolate Lovers' hamper as the prize for their innovative ideas! Thank you to all who took the time to submit an entry - we received some excellent ideas and were amazed at the creativity behind many of them, which is why all entries will be reviewed and considered for use in the future!

FEEDING TUBE AWARENESS WEEK 2023

This year, Feeding Tube Awareness Week runs from the 6th - 10th February 2023

Tube feeding gives essential nutritional support when nutritional requirements cannot be met orally.

From children to older people, anyone may need to receive tube feeding - for some people this could be for a few days, for others it's a lifelong requirement.

Keep an eye on our socials to see how we raise awareness.



MEET VLAD THE INHALER!

BIRMINGHAM CHILDREN'S HOSPITAL

In our warehouse we've recently secured a robotic cleaner, that will systematically sweep the floors 24/7. However, it seemed wrong for it not to have a name, so we set up a Just Giving page and for every pound donated, people had the chance to propose a name for the robotic cleaner. The chosen charity was Birmingham Children's Charity, who then randomly selected the winning name.

A big thank you to all who entered the name the robot cleaner competition. We can officially announce Birmingham's Children's Hospital Charity selected...Vlad the Inhaler.

Unfortunately, representatives from BCH weren't able to be present at the official naming ceremony, but Vlad the Inhaler seemed happy with the celebrations and even cleaned up afterward. BCH also wished to pass on their thanks to all who entered and helped raise £405.



PENNA AWARDS

For the third consecutive year the Nutricia Homeward service has been recognized by the Patient Experience Network as providing an award winning service.

We won in the category “Using Insight for Improvement”. We were delighted to be able to attend the awards in person and listen to other inspirational organizations’ projects who also focus on providing an excellent patient experience.

One of our Clinical Practice Managers, Gemma Machell, presented our initiative, and said “I felt proud to work for a company that recognizes the importance of their workforces happiness and engagement, and the impact in turn this has on patient care”.

We were able to show that prioritising staff engagement across all levels and empowering individuals was crucial in the success of this project along with measuring and reporting change.

Gemma commented that it was “such a privilege to demonstrate that empowering individuals and teams and changing at a local level can have such a positive impact on the patient experience”.



Gemma Machell, Laurie Cowell and Nicola Wayne at the Penna Awards.

NUTRICIA HOMEWARD FOR CARE HOMES: A NEW SERVICE FOR 2023

Nutricia Homeward patients in Care Homes have different needs to patients in their own homes.

With this in mind, we will be introducing a new service in 2023, specifically designed for Nursing and Care Homes who have patients registered with the Nutricia Homeward service. This includes:

- **Dedicated online resources, including videos and ‘how to’ guides**
- **All resources in one place**
- **Online ordering for Nutricia Homeward deliveries**
- **Consolidated deliveries on Saturdays**

Nutricia Homeward for Care Homes will improve efficiencies, reducing admin for Dietitians, Care Home Managers, and staff. For more information, contact your Contract Account Manager or email the resource centre:

resourcecentre@nutricia.com

Watch our short video to understand more about Nutricia Homeward Online

[WATCH THE VIDEO](#)

