

# Homeward: Important Information

## What is Homeward?

Homeward is the home nutrition support service from Nutricia, a company that operates worldwide and specialises in medical nutrition.

We deliver medical nutrition feeds direct to patients' homes throughout the UK on the instruction of NHS Consultants and Dietitians. They are responsible for deciding which feed the patients should receive, and Homeward delivers feeds and aftercare according to these instructions.

On this occasion, your patient's Consultant/Dietitian has prescribed a product from the Elemental 028 Extra range.

## How does Homeward manage ongoing supplies?

Each patient has a dedicated Customer Services Team managing their deliveries. This team contacts the patient/carer on a monthly basis to perform a stock check of all the items recommended for their home nutrition support. This is to ensure compliance with the regimen prescribed by the Consultant/Dietitian and to prevent overstocking.

## What if the patient doesn't need a full month's supply?

The Customer Services Team will always attempt to contact the patient/carer to undertake a stock check prior to requesting the prescription. If this is not possible, to ensure the patient does not go without their feed, a full prescription will be requested. Homeward only dispenses and sends out what is required for that month. When contact is made, if the patient has excess stock then the prescription is decreased. We do not increase the quantity on a prescription; if the patient has used more feed than expected, we will contact their managing Consultant/Dietitian.

## What is required for the patient's first delivery?

When a Consultant/Dietitian registers a patient with the Homeward service you may initially be asked for two prescriptions. The first will cover their normal requirement for 28 days plus 7 days 'buffer' stock and the additional prescription will be for a small amount of feed required to take the patient to their first scheduled delivery.

## What happens if a prescription is delayed?

If prescriptions are not received in time this will delay the patient's delivery because we are legally unable to dispense and deliver without a prescription. As the Homeward system of stock checking is designed to minimise over-stocking, a delayed delivery means that the patient is at risk of running out of feed completely.

## How often does Homeward contact the GP practice?

Your patient or their carer has requested that Homeward deliver their nutrition supplies. We will make a delivery every 28 days direct to the patient's home according to a personalised delivery calendar. Homeward requires a prescription in order to dispense the patient's feed each month. The GP practice will be contacted every 28 days in order to request the monthly prescription, which is required in advance of an order being dispensed and delivered to your patient for legal reasons.

## What happens if there is a change in the patient's requirements?

If the patient's nutritional needs change, the Consultant/Dietitian will contact the GP and Homeward to advise them that a new feed is required. Homeward will then contact the GP practice to request a prescription for the new feed. We encourage changes to be implemented on the patient's next scheduled delivery date. However, if the Dietitian tells us the change is urgent, Homeward may need to request two prescriptions; the additional one will be for a small amount of the new feed to take the patient to their next scheduled delivery date.

## What about ongoing patient and carer support?

Homeward operate a help line:

8 am – 8 pm Monday – Friday

9 am – 1 pm Saturday

**Patients should call 08457 623605**