



**Communicating Effectively with Friends and Family**

**Helping to make information accessible to all**

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# NUTRICIA HOMEWARD

- UK's leading medical nutrition feed and service provider
- We support more than 29,000 home enterally fed patients every year across the UK
- We have a dedicated team of over 160 Nutricia Homeward Nurses



**Our mission is to  
proudly transform  
health through  
nutrition for the  
people we serve**

# SUPPORTING PATIENTS SAFELY AT HOME DURING COVID 19

- Good enteral feeding tube care is essential to prevent complications, infection and more importantly unnecessary hospital admissions
- There are some basic procedures that are crucial for patient safety and care which could prevent tube complications from occurring
- Prior to COVID-19 patients' would receive home visits from their Nutricia Homeward Nurse who would train and support the patient, the family and their carers on how to care for the enteral feeding tube
- COVID-19 initially resulted in us being unable to visit many patients' homes. We needed to think creatively to find another way to provide support for these essential procedures which could be accessible to all
- The idea for patient videos and pictorial guides was conceived





# HOW DID WE DEVELOP THE TOOLS?

Due to lockdown a film crew was not possible - we needed to improvise  
Scripts and story boards were created  
Adapted Sophie's kitchen with a white sheet and tripod  
A full bank holiday weekend of filming  
There were a few errors and steep learning curve  
Support of a professional film maker via mobile phone  
Use of a downloadable app to record audio  
All of the content was sent to a professional film maker to be edited  
From concept to going live on the website took just 4 weeks



# OUR VIDEOS AND PICTORIAL GUIDES



## Videos and Pictorial Guides

- Balloon water volume check
- Advance and rotate
- Flushing a gastrostomy tube
- Measuring pH aspirate
- Unblocking a gastrostomy tube
- Opening a fixation device

## HOW DO I CHECK THE WATER IN A BALLOON GASTROSTOMY TUBE?

The water in the balloon should be checked weekly, unless otherwise advised, to ensure there is enough water in the balloon to hold the tube securely in place.

You must always follow the instructions given by the manufacturer and the advice of your healthcare professional, dietitian and Nutricia Homeward Nurse.

If you are unsure, contact your managing healthcare professional or your NutriciaHomeward Nurse for advice.

Wash hands before and after handling the tube.

You will need:

- 2 x syringes, type as recommended by your healthcare professional.
- Water, amount and type (e.g. cooled, boiled) recommended by your healthcare professional.



Pre-fill a new syringe with the recommended amount of water\*



Check the cm markings on the tube at the skin surface are the same as last time

### NOTE:

If tube position has changed, do not use and contact your healthcare professional or Nutricia Homeward Nurse to confirm placement immediately.



Move the external fixation device to allow access to the skin around the



Use fresh water and mild soap solution to clean the skin around the



Make sure to clean the tube where it will be pushed into your stomach



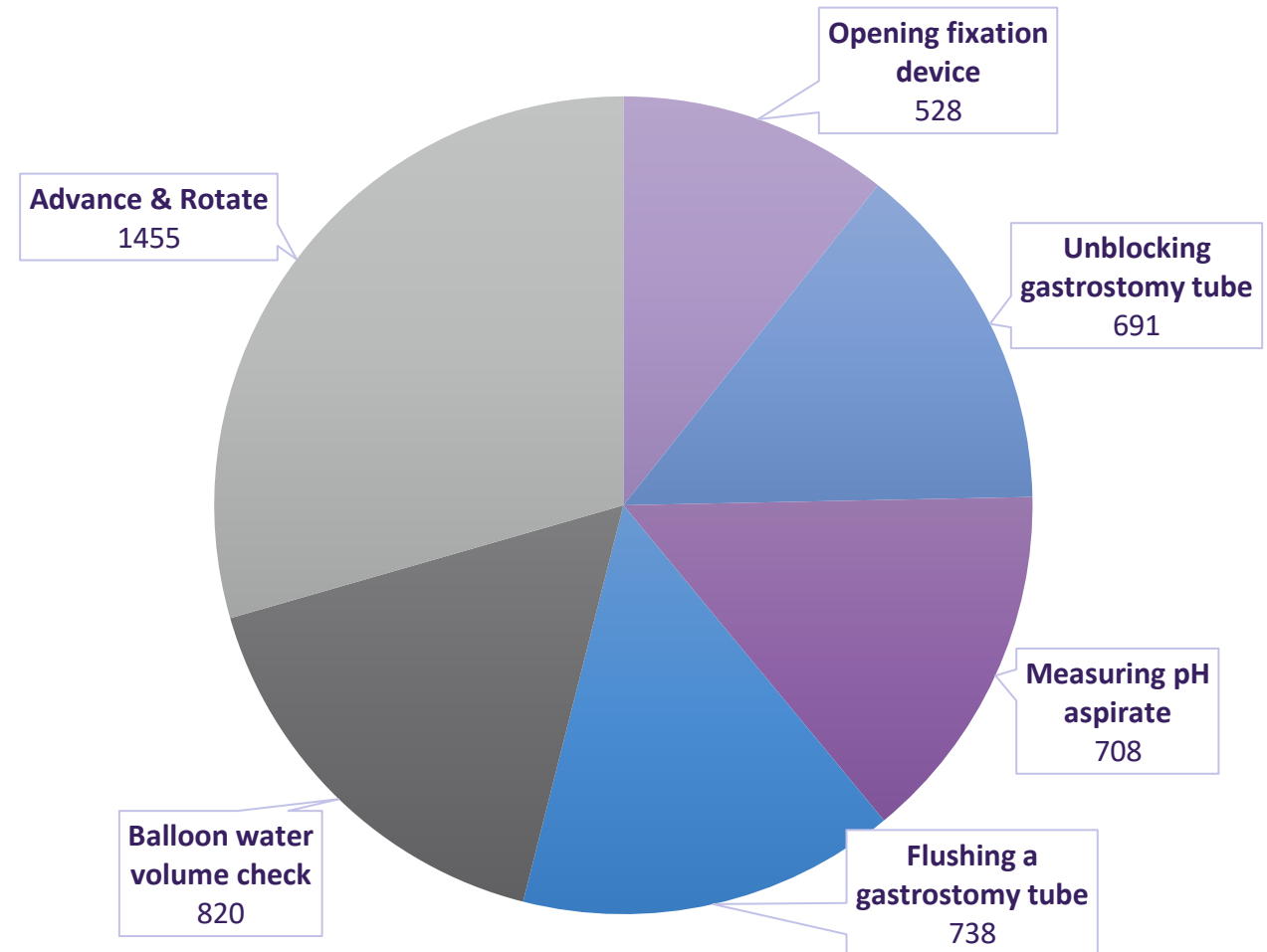
# MAKING MATERIALS READILY AVAILABLE - THE IMPACT

April 2020 – July 2021

- Patients were provided with information on how to access the videos and pictorial guides online
- Pictorial guides emailed to patients and healthcare professionals
- Nutricia Homeward Nurses emailed website links to all care homes and district nurse teams
- Videos used in on-line training sessions delivered by the Nutricia Homeward Nurses for patients and healthcare professionals
- The videos and guides are suitable for explaining tube care procedures for both adult or paediatric patients

**4,940** Video views

**3,000** Pictorial guides printed





# PATIENT AND HEALTHCARE PROFESSIONAL FEEDBACK

*“My button tube seems to block quite a lot, and my memory isn’t what it was. I know I have been shown how to unblock a button PEG quite a few times by my lovely PEG nurse, but the video and guide he gave me with pictures on has helped me remember what to do and now I have been able to unblock it myself”*

**Patient**

*“When I had the NG tube I found the guide for measuring the acid really useful – the pictures really helped. I then graduated to a “PEG” tube in my stomach so I needed to learn how to advance and rotate it. There was also a picture guide to help me with this, and it is excellent”*

**Patient**

*“Having such resources available supports the optimisation of patient care and reduces the risk of stoma and tube related complications which can significantly impact our patient's quality of life”*

**Dietitian**

*“I used the ‘opening a fixation device’ video for a patient who was really struggling. This video helped so much to enable the patient to loosen their device which was tight and uncomfortable”*

**Nutrition Nurse**

*“The Nutricia videos and pictorial guides are an innovative, excellent resource for healthcare professionals, patients and carers. Their creation was particularly timely during COVID 19 as a remotely accessible and easy reference guide for anyone involved with caring for enteral feeding tubes”*

**Dietitian**

