



## Using Insight for Improvement

People matter, implementing local solutions for local teams at  
Nutricia

@NutriciaHCPUK

# NUTRICIA HOMEWARD

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

- UK's leading medical nutrition feed and service provider
- We support more than 30,000 home tube fed patients every year across the UK
- We have a dedicated team of over 160 Nutricia Homeward Nurses



# NUTRICIA HOMEWARD NURSES

The reassurance patients receive from regular contact with an experienced, familiar nurse can't be underestimated

Nutricia Homeward nurses support patients during every step of their tube feeding journey from before a feeding tube is placed to when it's no longer needed



Support and training when leaving hospital



Regular clinical care at home, such as tube changes



Ongoing training



Support 24/7



A motivated and engaged nursing team is essential to:

- Ensure continuity of patient care
- Maintain expertise
- Encourage problem solving

# SEPTEMBER 2020

## Quarterly morale survey

How has your morale been recently?  
(10: Bouncing into work, 1: Monday blues every day)



Limited visibility of senior management

COVID Blues

Feeling isolated

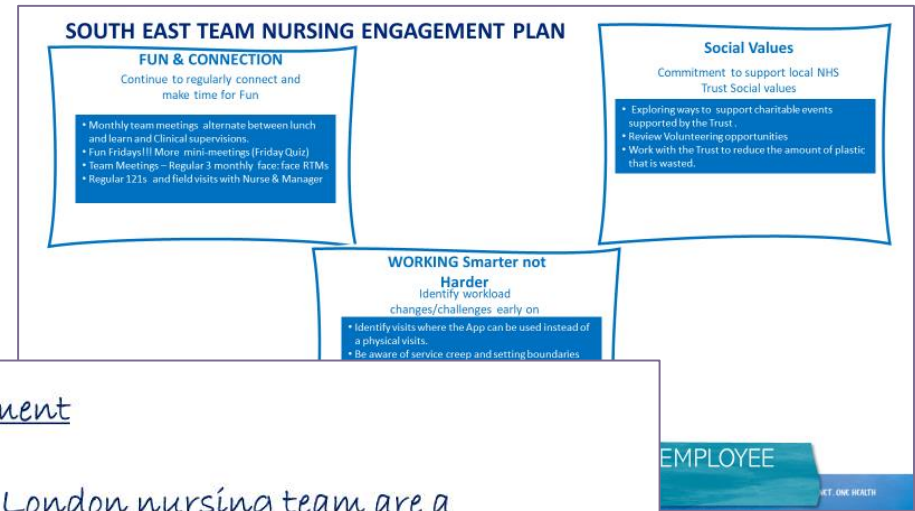
# FOCUS ON IMPROVING MORALE

## 1. Team work

## 2. Proximity

## 3. Fun

Locally built engagement plans, team charters and mission statements



### Mission Statement

The Southwest London nursing team are a hardworking, light hearted, supportive team that prioritizes patient care.

We are a unique and diverse results focused group who work together to provide high quality patient care. We are committed to providing effective care to our patients, regardless of their social, religious or cultural background.

### Sheffield Team Contract

- Respect 'down-time': no work contact out of hours
- Give notice for annual leave requests: no more than 2 people on leave at once (where possible)
- We are all different and work in our own way: let's respect that!
- Work Chat is for 'chat'
- Share monitoring of the referral inbox out each day fairly. The person is monitoring the referrals will also cover phone calls for the team member who is on DO that day.
- If team member is struggling with incoming work for their Caseload, ensure to offer support.

#BE KIND to each other



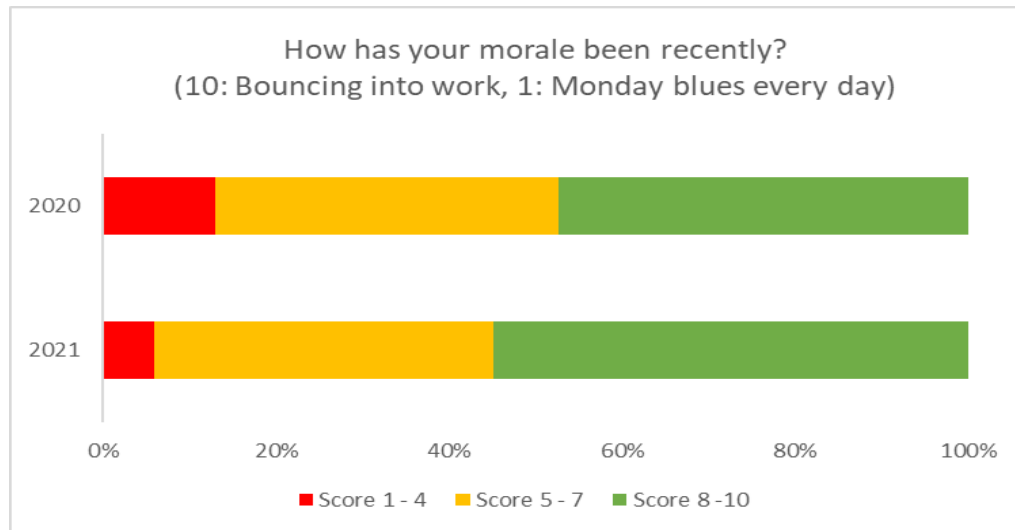
## IN 12 MONTHS MORALE IMPROVED

*“As a result of the engagement plan, we held weekly well-being meetings. These were still virtual, but we had an agreement that this time was spent doing something fun, or something that supported our well-being”*

*“We often had team quizzes, or coffee mornings where we would just natter and remember that we are a team, and we were all there for each other. fun, or something that supported our wellbeing”*

*“Our plan has really brought us together as a team and helped us appreciate and value each other even more”*

*“Our manager was an amazing support with our engagement plan and always ensured it was a priority”*



# EMPOWERED, ENGAGED AND MOTIVATED NURSES MAKE A REAL DIFFERENCE TO PATIENTS' LIVES

*“My Nutricia Homeward Nurse is Martine, and I feel we struck gold with her. She’s unbelievable; so professional, knowledgeable, patient and supportive. She’s gone above and beyond what she needed to do - as my recovery progressed. Martine is more like a friend now than my nurse - she’s amazing.”*



*“Charlie loves Sally, his Nutricia Homeward Nurse and she has really supported us getting him ready to go back to school, training the teachers and she is always just a text away. Her support has really enabled Charlie to have a normal life and not be any different from other children.”*

*“The Nutricia Homeward team are like a blanket around us, we can’t do anything to improve Peaches condition, but we can improve her quality of life”*

## KEY LEARNINGS

1. Authentic

2. Consistent

3. Relevant



Open dialogue



Listening



Being flexible





