

Home Enteral Nutrition (HEN)

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You have been referred to the Home Enteral Nutrition (HEN) team. We hope that this patient information will explain who we are and what you can expect from our service.

Who are we?

We are a team of registered Dietitians and dietetic support workers. We work together with our Fresenius Kabi nursing colleagues, to support our patients of all ages, in outpatient appointments, their own homes, care and nursing homes and schools. We also collaborate with the wider health care team to ensure nutritional care is coordinated with your medical care or treatment.

What happens when I am discharged from hospital?

Each patient requires different items depending on their dietetic care needs and type of feeding tube. When you leave hospital, you'll be given a supply of feed and accessories.

How often will I have my appointments?

For your first appointment, we try to schedule our patients an appointment within 2 weeks of referral.

The department will contact you via telephone to arrange this appointment with you. Review periods are mutually agreed between the clinician and patient and will vary based on patient need.

Where will my appointment be?

Your appointment setting will be agreed with you. We provide a range of telephone, video and face to face appointments.

What will be discussed in my appointments?

- What matters to you in terms of your nutrition goals
- Progress towards your personalised set goals and aims
- Suitable changes to your feeding plan to support progress to your personalised set goals

- How is your tube feeding fitting in with your lifestyle
- Your feeding tube and equipment
- Your bowel and urine habits
- Your stoma site (the skin surrounding your tube)

We understand this information is personal and sensitive. However, an understanding of all the above can help us monitor you effectively, safely and create together an ongoing care plan.

How to avoid admissions to hospital due to feeding tube complications?

We know that admissions to hospital can be required if you are unwell. However, with a bit of organisation and forward planning we will always try and stop you being admitted if we can support you at home in relation to your feeding tube.

There are things you can do to reduce the likelihood of admission due to feeding tube complications. These will be discussed at your appointments to personalise this for you.

- If you have a balloon gastrostomy or NGT, do you have a spare tube?
- **If your gastrostomy tube accidentally comes out, ACT QUICKLY!** The stoma site can close as quickly as 2 hours. Use your enplug to keep the stoma site open until a new tube can be placed.
- Call HomeCare weekdays for advice. They can help you over the telephone or be able to arrange an urgent visit by your Fresenius Kabi Nurse.
- If your tube gets blocked or moves over the weekend, the Fresenius Kabi Nursing team are not available for home visits. We advise you attend A&E on these occasions.

When should I contact the HEN team?

- If you are having any problems tolerating your feed
- If you/or a carer have concerns about your feed
- If you have any concerns about your weight
- If you are unable to attend appointments
- Or if you need to update your personal details such as telephone number

How can I contact the HEN team?

Home Enteral Nutrition Team

Nutrition and Dietetic Department

Lincoln County Hospital

Greetwell Road

Lincoln

LN2 5QY

Telephone number: 01522 597765

Email: ULTH.HEN@NHS.net

We are in the office from 9:00am to 4:30pm Monday to Friday excluding bank holidays.

How quickly will your department respond to my queries?

Our small team can be very busy. Please do not worry if your telephone call is not answered straight away. Please leave a message and we will call you back as soon as possible. Please leave your name, NHS number, contact telephone number and reason for your call. You can also contact us via email.

We aim to reply to all enquiries within 2 working days, however, if your matter is urgent, please share as many details as you can. A team member will contact you as soon as possible.

For urgent tube issues, please call the Fresenius Kabi helpline. This is available 24 hours per day.

When should I contact Fresenius Kabi?

- If you are having any problems with your feeding tube, such as blockages, or accidental removal
- Have any concerns with your stoma site (the skin around the feeding tube) such as redness, leakage, bleeding
- Or if you need to make a change to your delivery schedule or delivery address.

How can I contact Fresenius Kabi?

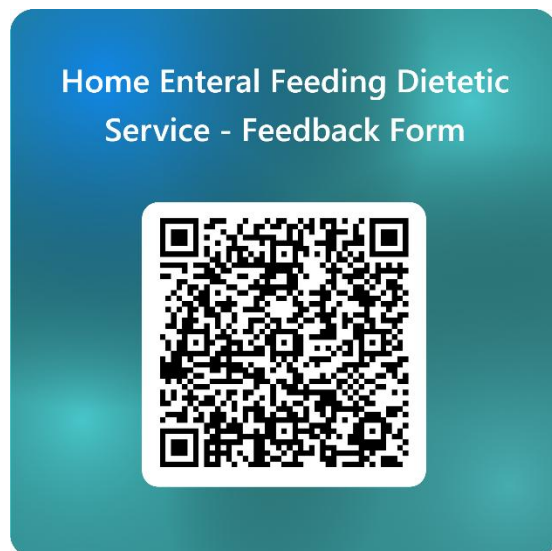
24-hour helpline: 0808 100 1990

Text only number: 07970 084045

Email: FKL.homecarePRS@nhs.net

We would be grateful if you could take a few minutes to share your feedback. Your feedback is important to us and responses will help us improve the quality of our service.

Please scan the QR Code below which will take you straight to the survey. This survey can be taken at any time.



Support Resources

Patient Advice and Liaison Service (**PALS**)

If you would rather speak to someone who is not directly involved in your care, you can contact PALS.

PALS offers impartial advice and support to patients, relatives, friends and carers.

Please note that the PALS team cannot offer counselling, a diagnosis, detailed medical information or advocacy. However, please be assured that if PALS cannot help you, they will direct you to other sources of help.

- Lincoln County Hospital (near main reception) - 01522 707071
- Pilgrim Hospital (in main reception) - 01205 446243

□ Grantham Hospital - contact Pilgrim Hospital - 01205 446243

Email: PALS@ulh.nhs.uk

PALS opening times (all sites): Monday to Friday: 9am to 3pm

Twitter: @ULHT_PALS

Web: <https://www.ulh.nhs.uk/patients/patient-experience/feedback>

Helpful Resources



For over 30 years, it has been a national charity that helps adults, children, their families and carers adjust to life with home enteral nutrition. You can find information and support direct via local and regional groups, online via forums and a national telephone and email helpline.

<https://pinnt.com/home.aspx>

Fresenius Kabi

Fresubin®

<http://www.fresenius-kabi.com/gb/resoucehub/patient-nutrition-resources>

Further information on Fresenius Kabi Homecare Service, Amika Enteral Feeding pump instructions and picture guide, a range of information booklets, recipe ideas and further details on their product range.

United Lincolnshire Teaching Hospitals NHS Trust has worked with AccessAble to create detailed Access Guides to facilities, wards and departments at our sites.

www.accessable.co.uk/united-lincolnshire-hospitals-nhs-trust

United Lincolnshire Teaching Hospitals NHS Trust endeavours to ensure that the information given here is accurate and impartial.

If you require this information in another language or alternative format, please email the Patient Information team at ulth.patient.information@nhs.net