



Information for patients, parents and carers

Home Parenteral Nutrition Guide

It's what **we know.**

LloydsClinical

Specialist HPN support in your home

We're one of the most experienced providers of specialist clinical treatment in the UK.

For nearly 30 years, we've pioneered access to clinical treatments outside of hospital, in patients' homes and communities.

Every day we're helping patients live independently and take control of their life.

About HPN

Home Parenteral Nutrition is a NHS funded service supporting patients who have intestinal failure.

Intestinal failure is where there is a reduction of gut function, below the minimum necessary for the absorption of nutrients, water and electrolytes. This life sustaining treatment will be given via a central venous access device. The frequency and duration of your infusion will be bespoke to your individual needs.

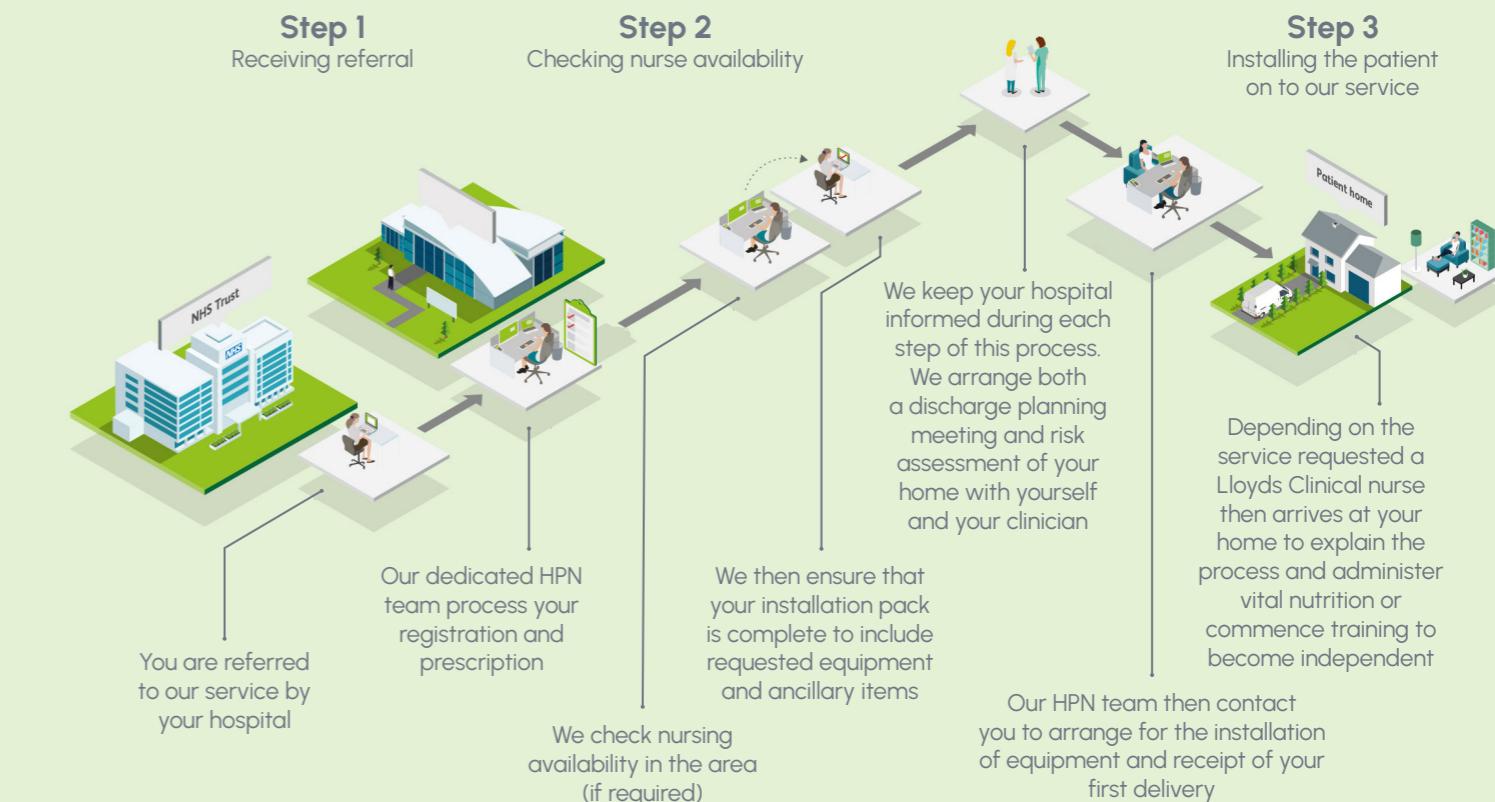
Nursing support can be provided to enable you to train to a level of independence and/or provide ongoing nursing treatment as appropriate.

We know Home Parenteral Nutrition

Our dedicated Home Parenteral Nutrition team understand your condition and work to the highest standards set by the NHS. Our specialist HPN nursing teams, provide expert training and support to give you the knowledge, flexibility and skills to manage your condition at home.

We know that treatment at home gives patients the time and independence to live their life alongside their condition, enabling greater flexibility to prioritise family life and work.

A consistent, supportive journey through the process



Your HPN delivery

Arranging your deliveries

Your hospital clinical team will prescribe your medication according to your individual needs, which will determine the frequency of deliveries to your home.

Every 4 weeks, the HPN team will be in contact to arrange your ancillary delivery which is detailed on your flowchart in your welcome pack.

If you sign up to our text service, we provide a text reminder the day before your delivery, advising of your two-hour delivery window and the name of your delivery driver.

What to expect with your delivery

All our drivers carry photographic identification.

Check you've received all the items that should have been delivered:

- Check the prescription label on each bag for your name and expiry date.
- For compounded nutrition/medication, our driver normally unpacks and rotates stock in your fridge. If unpacking yourself, put the older stock at the top of the fridge so they can be used first.
- Where possible bags should be stored in a single layer on each shelf and not stacked.
- You may be supplied with safety bags in addition to your normal supplies. These are for the event of accidental damage to bags, such as spiking the bag incorrectly during connection process.

Safety bags should be rotated upon receipt of your new delivery and put to the top of the fridge for use before your new stock of bags. If you damage a safety bag please let us know.

Change of details

Let us know about changes in your circumstances as soon as possible. This includes changes to your address, telephone or hospital and if you want to change delivery days/times.

We can deliver to an alternative address if you inform us five working days in advance. A named person (16 years or older) must sign for the delivery on your behalf.

Storing your refrigerated medication

Monitor your fridge temperature daily and record on the fridge chart provided. The thermometer should read between 2-8°C. Contact us if it falls outside of this range, as the shelf life of bags may be affected. Keep your fridge indoors and not where temperatures can vary such as garages and conservatories. Medicines that do not need refrigeration should be stored in a cool, dry place away from direct sunlight. Notify us immediately if your medicines are damaged in any way. This fridge is for the storage of compounded medication only.

All equipment provided is and will remain the property of Lloyds Clinical and will be collected on discontinuation of your treatment.

Your medical equipment

Equipment or ancillaries (e.g. gloves and dressings) that we provide should be stored in a cool dry place, away from heat and direct sunlight. Some equipment such as pumps will require servicing on an annual basis. We will contact you when a service is due. Notify us immediately if:

- You have a technical problem with any of your equipment. Please do not dispose of any faulty equipment.
- Contact us immediately if you experience any issue with your pump. A replacement will be delivered within 6 hours, unless you were initially issued with a spare pump.

Clinical waste and sharps bin collection

You may be supplied with a yellow waste bin called a 'sharps bin'. This is for the safe disposal of needles, glass vials and syringes. They are for clinical waste generated by the medicines or clinical supplies we deliver, not for the disposal of packaging. Give the full sharps bin to our driver, ensuring that the lid is firmly closed and locked.

Pioneering play and distraction therapy for children

We have developed multi award-winning superhero characters Alex and Archie - a play therapy and distraction innovation for our paediatric Home Parenteral Nutrition patients.

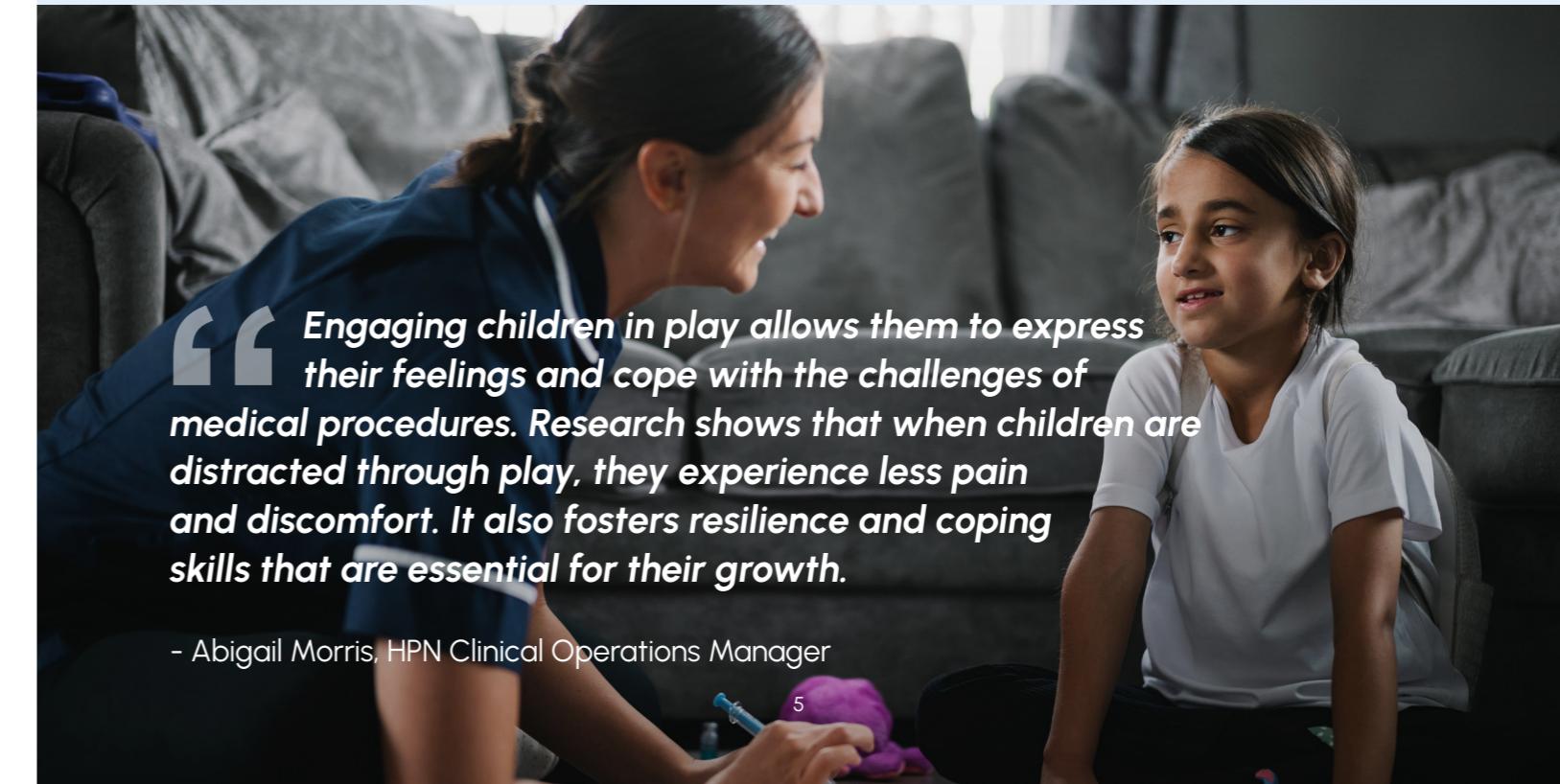
The characters and supporting literature are designed to support children during their healthcare journeys, particularly in the discharge and transition to receiving their clinical treatment and care at home.

We support our young patients from commencement of service, through transition to adulthood ensuring consistency in product supply and service.



The Innovation Excellence Award

The Overall Nursing Industry Excellence Award



“ Engaging children in play allows them to express their feelings and cope with the challenges of medical procedures. Research shows that when children are distracted through play, they experience less pain and discomfort. It also fosters resilience and coping skills that are essential for their growth. ”

- Abigail Morris, HPN Clinical Operations Manager

Patients who receive nursing support for Home Parenteral Nutrition

Nursing support if required will be discussed with you at a discharge planning meeting. The number of Parenteral Nutrition infusions you will be infusing per week will be determined by your NHS nutrition team.

The fully funded service provided by the NHS is based on your clinical need. Your hospital may arrange for us to provide you with either ongoing specialist nursing at home, or training for yourself and/or carer to ensure you are able to infuse independently.

We work closely with the NHS throughout the UK and provide this support to children, adults and palliative care patients.

When your nurse visits

- You will be allocated a two-hour time slot during which your nurse will arrive, you will not see the same nurse for every visit. Please make sure you are at home and available for the full two-hour period. Contact us straight away via your patient service, (see page 11) if this isn't going to be possible.
- On your initial visit your nurse will open your delivery and check your medication against the treatment plan sent to us by your hospital.
- After your treatment, your nurse will dispose of any waste items in the appropriate container e.g. sharps bin or general waste.

If you experience any pain, discomfort or feel unwell whilst your medication is being administered and the nurse is not present, stop the infusion immediately. If it is an emergency dial 999 or in non-emergency situation please contact your nutrition team or Lloyds Clinical for advice. See page 11 for contact details.



Clinical Governance

Our employees will treat all our patients and carers in a courteous and professional manner, in return can we please ask that you apply the same consideration.

Lloyds Clinical have a zero-tolerance policy to violent, sexual or aggressive behavior. Where necessary, we will exercise the right to withdraw services in the case of inappropriate behavior. We have a robust clinical governance framework that provides an ongoing clinical audit of the services, management of complaints and incidents to ensure resolution in a timely manner.

All our nursing staff are registered with the Nursing and Midwifery Council and adhere to their Professional Code and as a company we are registered with:

- Care Quality Commission (CQC). The CQC is the independent regulator of health and social care in England.
- Scottish Care Inspectorate Services are responsible for inspecting social care, social work and child protection.

These independent public bodies are set up by the Government to regulate private, voluntary and independent health and social care against the Fundamental Standards.

- We are registered with the General Pharmacy Council (GPhC) for our pharmacy activity. We are also regulated by the Medicines and Healthcare products Regulatory Agency (MHRA).
- We comply with NHS data protection standards. For further details, go to lloydsclinical.com

Copies of the Fundamental Standards can be found at www.cqc.org.uk and the Scottish Nurse Agency standards can be found at www.careinspectorate.com



Data protection and confidentiality

Lloyds Clinical is committed to protecting your personal information. We use appropriate security technology to safeguard your data and have procedures in place to ensure it remains confidential and is protected against unauthorised disclosure, use or loss.

We do not sell your personal information to third parties and only authorised persons within our group will have access to your personal data.

However, we may sometimes need to share your data with trusted third parties who will process this data on our behalf in accordance with General Data Protection Regulations (Data Protection Act 2018).

Information we collect about you

We will keep records about your health, treatment and the treatment you receive.

These records help ensure that you receive the best possible treatment from us and may include:

- Name
- Age and date of birth
- Gender
- Marital status and family details
- Contact details (phone, address, email, best time to contact)
- Healthcare professional, hospital/medical centre details, contacts details
- Details relating to medication being taken and how it is administered
- Data about your health, diagnosis, and treatment received

All information will be kept confidential. It will only be disclosed to those involved with your treatment. We are required to send a summary of the treatment we have provided to your Hospital Nutrition Team.

For patients that receive ongoing nursed visits, all clinical documentation will be collated and archived every 12 weeks.

They will be stored securely in line with record retention periods and you can request a copy if required by following the process set out in the paragraph headed 'How you can access your health records'.

How your records are used to help you

Your records are used to guide and administer the treatment you receive to ensure:

- Your doctor, nurse or any other healthcare professionals involved in your treatment have accurate and up-to-date information to assess your health and decide what treatment you may need in the future
- Full information is available should you be seen by another nurse or specialist
- We can assess the type and quality of treatment you have received, and any concerns can be properly investigated

How your records are used to help us

Your information may also be used to help us:

- Review the treatment we provide to ensure it is of the highest standard
- Investigate adverse incidents or complaints
- Make sure our services meet the needs of our patients and NHS stakeholders, by conducting annual satisfaction surveys
- Teach and train healthcare professionals

Some of the information that we collect will be held centrally. Anonymised or aggregated data may be used for research and statistical purposes and stringent measures will be taken to ensure that individual patients cannot be identified in any reports that are produced.



How you can access your health records

Under the General Data Protection Regulations (GDPR), every living person (or their authorised representative) has the right to apply for access to their health records. Lloyds Clinical are not required to respond to requests unless to satisfy as to the identity of the individual making the request or that any representative has appropriate consent from the data subject.

Requests may be made verbally, by email or in writing via the contact details provided:

Lloyds Clinical
Data Protection Officer

Scimitar Park
Roydon Road
Harlow
Essex
CM19 5GU

enquiries@lloydsclinical.com

Tel: 0345 2636 123



The Information Commissioner

If you are unhappy about how we handle your information, we would like to hear your concerns. However, you can also contact the Information Commissioner for guidance and advice.

They can be contacted at:

Information Commissioner's Office

Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Tel: 01625 545 745 (local rate) or **0303 123 1113**
if you prefer to use a national rate number.

Contacting us

Whether you're on HPN yourself or caring for someone who is, we want to make sure you have all the information you need to hand. If there's anything you're not sure about, please contact us.

By phone

Call our Patient Services Team:

0800 0355 678 or 0345 2636 123*

Monday to Friday, 8.00am – 6.00pm

For out of hours:

0345 2636 115*

Monday to Friday, 6pm – 8am
Saturday-Sunday - All day
Bank Holidays - All day

*Calls to 0345 numbers are charged at the standard rate. Call charges to 0800 numbers from a mobile can vary depending on your network provider. Calls may be recorded and may be monitored.

By email and online

Email:
hpn@lloydsclinical.com

Visit us online:
lloydsclinical.com

Head office

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Lloyds Clinical Limited.
Registered in England.
No. 2764914

Further information relating to the processing of personal data is set out in our privacy policy which may be found on our website at lloydsclinical.com/privacy-statement

Treatment at home allows me to continue with my life surrounded by my family, allowing my health needs and treatment to be fitted around my life where possible, not the other way around.

- HPN patient

About Lloyds Clinical

We're one of the most experienced providers of specialist clinical care outside of hospital, in the UK.

For nearly 30 years, we've pioneered access to clinical treatments outside of hospital, in patients' homes.

Every day we're helping patients live independently and take control of their life.

To find out more, please go to lloydsclinical.com

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If you require this document in an alternative language please contact enquiries@lloydsclinical.com

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