

**LEICESTERSHIRE HOME ENTERAL NUTRITION SERVICE (HENS)**  
**CONTACT INFORMATION**

**HENS OFFICE BASE**

Nutrition & Dietetic Service  
Home Enteral Nutrition Service  
OSL House  
East Link  
Meridian Business Park  
Leicester  
LE19 1XU

**HENS CONTACT DETAILS**

**Telephone number:** 0116 2227161  
Monday-Friday 8:30am-12:30pm & 1:00pm-4:30pm  
(excluding Bank Holidays)  
**Email address:** Hens@lnds.nhs.uk  
**Website:** www.lnds.nhs.uk

We are a team of Specialist Dietitians, a Dietetic Assistant Practitioner, Dietetic Support Workers and Administration Assistants, who work with people who have feeding tubes in the community. We are a community service and are not based in a hospital.

When discharged home you will have a named Community Dietitian from the HENS team (unless you are under the care of a hospital Dietitian).

**YOUR NAMED DIETITIAN(S):** .....

A team member will contact you as required to review your progress and agree any necessary changes to your feeding plan.

You can contact the HENS team in-between appointments if you have any queries or problems relating to:

- Your feeding plan
- Your feeding tube or feeding equipment
- Any problems during feeding (e.g. discomfort, nausea, diarrhoea)

**CONTACTING US** (see our telephone number above)

If you are diverted to the answer machine we will be taking another call so please leave your name, telephone number, name of patient you are calling about and their date of birth with a brief message. We listen to the messages regularly throughout the day and will return your call as soon as possible; however this may not be on the same day.

**For urgent medical queries you will need to discuss the problem with your GP or Community Nurse.**

**IMPORTANT:** Please let us know if there are any changes to your name, address, contact telephone numbers or GP details.

PLEASE TURN OVER.....

Trust Headquarters: Bridge Park Plaza, Bridge Park Road, Thurmaston, Leicester. LE4 8PQ

Chair: Cathy Ellis Chief Executive: Angela Hillery

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## CONTACT TELEPHONE NUMBERS FOR HOME DELIVERY COMPANIES USED BY THE HENS

### The companies below may be used to deliver your feed/feeding equipment

- **Nutricia Homeward**

**Contact Details:**

**0800 0933671** (free from a landline).

**0333 0032971** (cheaper mobile rate).

*(Monday-Friday 8:00am–8:00pm and Saturday 9:00am–1:00pm).*

For delivery queries, delivery dates, faulty pumps and stock checks.

**Nutricia Homeward 'out of hours'** (*all other times*).

**0845 7623636** for pump problem solving advice and to order replacements for faulty pumps.

**NOTE:** Nutricia Homeward cannot add items to your order. Discuss this with the HENS team.

**Nutricia Homeward Stock Checks:**

Nutricia Homeward also perform stock checks 3-5 working days before your delivery is due. Their telephone number starts with a **033**. Please do not ignore this call as a monthly stock check needs to be completed. If they are unable to do this stock check they may not deliver your required items.

**If you have a Nutricia Infinity feeding pump:**

The pump and charger are the property of Nutricia, on loan to the NHS for your use. Never throw the pump or charger away when you no longer need them, they will need to be returned to Nutricia for them to service and reuse for another patient. Call the telephone number above to arrange collection.



Your pump has a 'service date' see the label on the side of the pump – Nutricia Homeward will be in touch close to this date to arrange a replacement.

- **Vygon** – **For Mic-Key buttons only.** The HENS team will arrange for Vygon to deliver your Mic-Key button to you at home, e.g.; every 6 months, ready for your planned tube change. If your Mic-Key button is changed sooner than planned you will need to contact the HENS team for a new spare Mic-Key button as soon as possible.

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