



"As a DON of a large facility nursing home where many of our residents are in need of nutritional supplemental support I would like to offer you our thanks for the wonderful support that Nualtra has given us over the past three years. The supplements are so well received by our clients who have benefited greatly from them and it is so rewarding to see the improvements in the residents overall health."

Sinead Johnson
Director of Nursing
St Paul's Nursing Home



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August 2020

BETTER VALUE
BETTER LIVES
Partnership



Introducing the
**BETTER VALUE
BETTER LIVES**
Partnership

➤ **About Us**

The Better Value, Better Lives Partnership by Nualtra is a market-leading service for Irish nursing homes with the goal of improving the lives of both residents and staff through delivering the best possible medical nutrition and dysphagia products with the highest levels of clinical support and education.

Nualtra was founded in Limerick in 2012 by Irish Dietitian Paul Gough with the goal of developing better tasting and more affordable Oral Nutritional Supplements (ONS) for the UK and Ireland medical nutrition markets.

Our purpose 'Better Value, Better Lives' means that we strive to generate better value for the healthcare system in Ireland through introducing more cost-effective supplements whilst helping to create better lives for residents, patients, and nursing home staff by transforming clinical service provision and education whilst innovating better-tasting products.

A more collaborative approach to nursing home support

As an Irish nursing home, you aim to deliver the very highest standard of care for your residents and you rely on external providers to supply essential services, but finding a partner that offers a high level of clinical support with the flexibility you require can be a huge challenge.

We wanted to create a new model that allowed our customers to work with us in building the best service possible for their specific needs, providing the support and education they require at the times they need it most.

Our Better Value, Better Lives Partnership transforms the support we offer nursing homes from a ready-made package service to a true collaboration in order to provide the highest standard of care for their residents and the best support possible for their staff.

We know that every nursing home is different and using a 'one size fits all' approach to delivering services limits our ability to adapt and innovate as our customers' needs change over time.

We believe building a partnership this way will help build a greater sense of ownership, enhance innovation and productivity, and ultimately lead to continuous service improvement.

Through our clinical support, care plans and education programme we hope to empower staff to feel more confident in managing nutritional challenges that they may face in the nursing home.

> Nualtra Clinical Service

As your dedicated partner, we can provide you with a range of clinical services, co-ordinated by our Clinical Service Lead to ensure the best care for your residents.

Dietetic Service

Our Nualtra Dietetic Service provides you with regular visits from a Dietitian to assess, diagnose and treat nutritional challenges your residents may be facing in addition to working with you to improve all processes related to food and nutrition in your nursing home.

We endeavour to use the most up-to-date public health and scientific research which is translated into practical guidance to enable residents and staff to make appropriate lifestyle and food choices.

All of our staff are CORU registered, Garda vetted and have professional indemnity insurance.

Dietetic Service Features:

- > Experienced Dietitians in Older Adult Care
- > Proactive & regular scheduled visits set out in accordance with the needs of your Nursing Home
- > Improved online referral system via our website **Nualtra.com/referrals**
- > Registered healthmail email account for referral & queries (dieteticreferrals@nualtra.ie)
- > Continuity of care for review until your residents reach their nutritional aims or input is no longer required
- > Monitoring inappropriate prescriptions or continuation of Oral Nutritional Supplements in the Community
- > Remote support by our qualified clinicians via phone and email for any queries you may have regarding resident care plans
- > And a range of Clinical Care Plans for guidance between visits:
 - Malnutrition Care Plan
 - Nutrition & Wound Healing Care Plan
 - Healthy Eating Care Plan



"Nualtra provide an efficient service to our residents in a professional manner from their dedicated team."

Noeleen Sheridan
Director of Nursing
Gormanston Wood Nursing Home





➤ Speech and Language Therapy

Our Speech and Language Therapy (SLT) Service offers specialised swallowing consultations and diagnosis and treatment of dysphagia, delivered by a team of CORU registered Speech & Language Therapists (SLTs).

All recommendations are made using an up-to-date evidence base and provide care plans that aim to be as least restrictive as possible to reduce the risk of aspiration and promote quality of life.

All of our staff are CORU registered, Garda vetted and have professional indemnity insurance.

SLT Service Features:

- Experienced Speech and Language Therapists in Dysphagia
- Proactive & regular scheduled visits set out in accordance with need of your nursing home
- Improved online referral system via our website **Nualtra.com/referrals**
- Registered healthmail email account for referral & queries (saltreferrals@nualtra.ie)
- Monitoring inappropriate prescriptions or continuation of thickener (Swalloweze Clear) in the community
- Remote support by our qualified clinicians via phone and email for any queries you may have regarding resident care plans
- Range of clinical resources for guidance between visits:
 - Referral Dysphagia Flowchart
 - Referral Dysphagia Advice Leaflet For Guidance
 - IDDSI Level Diet Sheets
 - IDDSI Support Resources



"We have been using Nualtra products for 2 years and are delighted with both their products and service. The variety of flavours combined with the superior taste and consistency mean our residents are all compliant with their supplementation. The Nualtra training package is also reflective of the quality of their product. All grades of staff are catered for, Nurses, Carers, Chefs and Catering staff all learnt things relevant to their own roles and responsibilities."

Sheila O'Donoghue
Director of Nursing
Castleross Nursing Home



★ Xanthan Gum 165g Tub
GMS Code: 85064

Clear gum thickener suitable for all fluids, hot and cold.

- Maintains thickness over time
- Transparent and tasteless
- Lump free with rapid solubility



> TVN Service

The Tissue Viability Clinical Nurse Specialist provides specialist assessments and advice to residents who have wounds or those at risk of developing wounds in addition to developing and providing care plans for management.

Our staff are registered with INMO, Garda vetted and have professional indemnity insurance.

TVN Service Features:

- > Experienced Clinical Nurse Specialists in wound management
- > Online referral system via our website, **Nualtra.com/referrals**
- > Registered healthmail email account for referral & queries (**tvnreferrals@nualtra.ie**)
- > The TVN will assess remotely and send care plans via email
- > Alternatively, we support some onsite visits subject to clinical judgement
- > Remote support by our qualified clinicians via phone and email for any queries you may have regarding resident care plans
- > Additional resources such as Nualtra's Nutrition & Wound Healing Care Plan available to further support you



"I have worked with Nualtra for the past 3 years. I find the service excellent, we receive a speech and language therapist and dietitian every 6 weeks and a TVN specialist as required. This is a huge benefit to Nursing Home residents. Our residents love the product range, I am 100% satisfied with Nualtra and would recommend them to any nursing home."

Mary Burke
Director of Nursing
Killure Bridge Nursing Home



> Nualtra Consultancy

Education Programme

Nualtra Academy (nualtraacademy.com)

Providing a free online training platform to support your staff, enabling them to complete modules at their own pace or in their own time.

- ✓ The 'Malnutrition Universal Screening Tool' ('MUST')
- ✓ Dysphagia training
- ✓ Hydration in the elderly
- ✓ Malnutrition and food fortification
- ✓ Infection prevention and control in healthcare facilities
- ✓ Nutrition in the promotion of wound healing
- ✓ What is IDDSI?

Onsite Training

- ✓ New practical 'MUST'
- ✓ Dementia, nutrition and hydration
- ✓ Dysphagia and assisted feeding techniques

Training Events

Wound management

Preventing the development and promoting the healing of wounds and pressure ulcers is a high priority in the nursing home. We hold training events throughout Ireland with a range of clinical experts to share their knowledge and experience in wound management. Our TVN specialists will provide training on how to manage wounds within your care home, covering aspects such as staging the resident's wound accurately, appropriate dressings, and position techniques for pressure relief. Our Dietitians will also be there to provide the best nutritional management advice for wound healing. Our specialists encourage you to be interactive and answer any queries you may have specific to you and your staff.

Dysphagia Catering

Dysphagia can have negative effects on both physical and emotional health and the need for a modified diet can mean a certain food or fluid may have to be removed from a resident's diet. To try and minimise the negative effects on quality of life, we collaborate with an experienced dysphagia consultant chef to provide nursing home kitchen training around the modification of foods and fluids in accordance with IDDSI guidelines.

We hope to inspire creativity and confidence for catering teams providing for residents with modified diets.



The feedback from the nursing staff was that it was a brilliant study day which they all enjoyed and learned a lot from.

I will be recommending the training day to our colleagues in trinity care.

Jenny Duffy Director of Nursing
Anovacare, Co. Dublin.



Nualtra's Audit Programme uses HIQA monthly reports to highlight any potential gaps so that systems or practices may be improved leading to overall better resident care.

> Audit Programme

Following inspection, HIQA want to see actions implemented after any feedback, audit finding, or risk identification for nutrition and it is important nursing homes ensure they can demonstrate improvement, with evidence.

Nualtra's Audit Programme has been developed to help support you with this and using HIQA standards and monthly reports, we have identified potential causes of non-compliance with Food and Nutrition Guidelines during HIQA inspections.

The Audit Programme will highlight any potential gaps so that systems or practices may be improved leading to overall better resident care.

Following completion of the onsite audit, a detailed report will be provided, highlighting any negative findings, including SMART (Specific, Measureable, Attainable, Realistic, and Timebound) actions to address these.

Audit programme includes:

- **Dining Experience Audit**
To assess practices during mealtimes to ensure a supportive dining environment is provided for all residents.
- **Nutritional Screening Audit**
To assess practices related to nutritional screening in the nursing home to ensure regular, accurate screening and that appropriate referral pathways are in place.
- **Nutritional Care Plan Audit**
An assessment of the food and nutrition care plans that focuses on their development, review, the communication/transferring of appropriate information and the translation of the care plan information into practice.
- **Oral Nutrition Supplement Administration Audit**
To ensure prescribed supplements are given in an appropriate manner as per relevant medication management guidelines.
- **Menu Audit**
To ensure the menu provided to residents meets all requirements set by Healthy Ireland and the HSE.

Your Oral Nutritional Support Partner of Choice

Helping you make informed nutritional decisions for your residents

STANDARD PRESCRIBING PRACTICE (LIST A & EXEMPT)

ORAL NUTRITIONAL SUPPORT

ADDITIONAL PROTEIN REQUIREMENTS

Altraplen COMPACT

★ 300kcal | 12g Protein
125ml | Nutritionally Complete
GMS Code: 82510

Great-tasting low volume ONS* ideal for residents with small appetites.

Recommended first line by HSE



Altraplen PROTEIN

★ 300kcal | 20g Protein
200ml | Nutritionally Complete
GMS Code: 82500

ONS* for residents with additional protein requirements e.g. Pressure ulcers, muscle frailty.



Altrashot

★ 420kcal | 6g Protein
120ml | 27 Vits & Mins
GMS Code: 85071

Low volume, high energy ONS* that can be taken orally or used to fortify meals.

*Typical daily dose:
3 x 40ml shots (1 bottle).
140kcal 2g Protein per 40ml shot



Foodlink Complete*

★ 383kcal | 19g Protein
200ml | 27 Vits & Mins
(made with whole milk)
GMS Code: 85067

Powder ONS* that can be mixed with whole milk. Due to its delicious taste, it can also be used to fortify meals and drinks.

*Also available with **added fibre** GMS Code: 85068



AVAILABLE ON PRESCRIPTION WITH COMPLETED GP APPLICATION (LIST B)

Applications likely to be completed & approved for specified clinical indications such as level 2-4 Dysphagia, or in cases of moderate to severe dementia.

Nutricrem

★ 225kcal | 12.5g Protein
125g | Nutritionally Complete
GMS Code: 83065

Great-tasting crème semi-solid ONS* for residents in need of alternative to liquid supplements.



Prescribing Nutricrem

Your GP can easily apply for approval of this product by filling out the application form on:

Special Drug Request section on the
Doctor Application suite
(Claiming > Special Drug Request)

If you require any further information, please contact your Nualtra representative or email support@nualtra.ie

*Oral Nutritional Supplement



BETTER VALUE
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Space for business card
with die-cut slots