



THE CHARITY FOR DISABLED CHILDREN

# NURSE HELPLINE

## SUPPORTING FAMILIES

Our FREE national Nurse Helpline offers confidential, emotional and practical support to families and professionals caring for disabled and terminally ill children, including specialist health information and social care support.

## WHO ARE NEWLIFE'S NURSES?

Our team of professionally qualified, registered nurses have over 150 years' experience and are committed to putting the needs of children and their families first.

## HOW CAN YOU HELP ME?

We aren't here to judge you - just listen and help. We have information about specific conditions and can tailor this to suit you, while informing you of your rights and your eligibility for benefits, appropriate local and national charitable services and how you can access local statutory employed health and social care professionals.

We listen to families and understand their daily struggles to get essential equipment and the support they need for their child. Listening to those affected by disability has enabled us to shape and evolve our services over time, meeting the demands of families with a disabled or terminally ill child.

“THE NEWLIFE NURSES WERE SO FRIENDLY AND  
**EXTREMELY HELPFUL**  
AND UNDERSTANDING. HOW REFRESHING TO  
HAVE A PROFESSIONAL AND APPROACHABLE  
ATTITUDE ON THE PHONE, WHICH MADE YOU  
FEEL HUMAN AND NOT JUST  
A NUMBER IN A QUEUE

**FANTASTIC SERVICE**  
EVERY STEP OF THE WAY.”

## WHEN CAN I CALL?

YOU CAN SPEAK TO A NEWLIFE NURSE BY CALLING

**0800 902 0095**

OUR HELPLINE IS TOTALLY FREE FROM UK MOBILE  
AND LANDLINES.

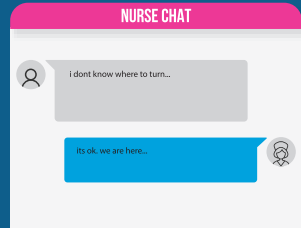
**MONDAY – FRIDAY 9:30AM-5:00PM,  
AND 9:30AM-7:00PM ON WEDNESDAYS.**



## FEEL LIKE YOU CAN'T TALK?

Don't worry – if you feel like you can't talk about it, our Newlife Nurses are available on our Live Online Chat Service.

Go to our website [newlifecharity.co.uk/live](https://newlifecharity.co.uk/live) or alternatively you can send an email to [nurse@newlifecharity.co.uk](mailto:nurse@newlifecharity.co.uk).



**THE NURSES ARE ANGELS**

**— ALWAYS HAPPY TO TAKE A CALL**

**AND CHAT THROUGH ANY PROBLEMS. IN**

**RECENT YEARS THEY HAVE HELPED OUR FAMILY BY PROVIDING A SPECIALIST CAR SEAT AND SLEEP SYSTEM FOR OUR GORGEOUS DAUGHTER, AS WELL AS LOANS OF TOYS THROUGH THE PLAY THERAPY POD SERVICE.**

said Mum, Ruth Rankin, who used Newlife's services.



## NEWLIFE'S CARE SERVICES TEAM

Newlife has been supporting children with disabilities and terminal illness for over 25 years and is the UK's largest charitable provider of equipment. The needs of children with disabilities and terminal illness are at the heart of everything we do.

We take hundreds of enquiries every week and no two families have the same needs. We concentrate on offering information and support tailored to each individual child and family. Parents and professional carers can talk to us about anything regarding a child's condition – and we appreciate that sometimes they just need someone to listen.

**COMPASSION**



**INFORMATION**



**SUPPORT**



# OUR SERVICES

**WE RECOMMEND CALLING THE NEWLIFE NURSE HELPLINE ON 0800 902 0095 BEFORE APPLYING FOR ANY OF OUR SERVICES:**

## » EMERGENCY EQUIPMENT LOANS

Newlife runs the UK's only rapid response loan service, providing equipment free of charge to children who are in very urgent need. This emergency service is for those who just cannot wait for equipment either because the child is at significant risk of injury, has a shortened life expectancy or is terminally ill. We aim to deliver urgently needed specialist equipment within 72 hours to children whose safety and health is at risk without it.

## » PLAY THERAPY PODS

Newlife believes every child has a right to play. The therapeutic benefits are proven to support a disabled child's behavioural, cognitive and social development. We offer pods of specialist toys that are suitable from birth up to the child/young person's 19th birthday that are provided on a free 12-week loan.

## » COMFORT CAPSULES

When a child is given a terminal diagnosis their medical needs often outweigh the emotional needs of the whole family. Newlife's Comfort Capsules include a collection of carefully chosen products for the child and the family, combining practical products with items that enable the family to make lasting memories of their child.

## » CHILD CENTRED COLLABORATION

We lobby local and central government to improve the services and support available for disabled and terminally ill children, as well as investing in pioneering medical research in order to develop treatments for genetic birth defects that remain the main cause of childhood disability in the UK.

# 0800 902 0095

(Free from UK mobiles and landlines)

Lines open Monday - Friday 9:30am - 5pm

& Wednesdays until 7pm plus 24 hour answerphone

 [www.newlifethecharity.co.uk](http://www.newlifethecharity.co.uk)

 [Facebook.com/newlifethecharity](https://www.facebook.com/newlifethecharity)

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