



newlife

THE CHARITY FOR DISABLED CHILDREN

NURSE HELPLINE

Supporting families

Our FREE national Nurse Helpline offers 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 a wealth of experience and are committed to putting the needs of children and their families first.

How you can help me?

We can provide support to you by understanding your daily struggles and the difficulties you experience in getting essential equipment and the support you need for your child. The Nurse Helpline provides practical and emotional support and we can offer signposting information to other services, charities or organisations, who could possibly help when Newlife is unable to do so. The Nurse Helpline gives support and information regarding potential Newlife applications. We can also look to provide information and signposting regarding conditions, statutory entitlement and benefit information. The Nurse Helpline is Here to Help.

“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”

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 10am - 3pm



“It was such a relief to have a caring and sympathetic voice at the end of the phone. We felt so alone but the nurse was amazing, she helped us see there was light at the end of the tunnel and reassured us that Newlife would offer help and support and try to fund the bed for our daughter. When I put the phone down I just felt so much lighter. She was there for us on another level and listened and offered emotional support at a time when we needed it most.”

Said mum Caroline Goodman who used Newlife's services.

Newlife's Child and Family Support Team

Newlife has been supporting children with disabilities and terminal illness for over 30 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.

Our Services

We recommend calling the Newlife Nurse Helpline on 0800 902 0095 before applying for any of our services:

- **Equipment Application**

Newlife looks to provide essential equipment to meet your child's needs. Each application must be supported by an appropriate professional who must be aware of the application and willing to support.

- **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.

0800 902 0095

(Free from UK mobiles and landlines)

Lines open Monday - Friday 10am - 3pm

☎ 01543 427000 ✉ info@newlifecharity.co.uk 🌐 newlifecharity.co.uk
📘 [@newlifecharity](https://www.facebook.com/newlifecharity) 🐦 [@newlifecharity](https://twitter.com/newlifecharity) 📷 [@newlifecharity](https://www.instagram.com/newlifecharity)