

# Equipment Service FAQ

## Why this matters to us

We know that for those living with a disability, there are many challenges, and this puts a lot of pressure on families. We want to help, we want to provide the essential equipment that keeps children and young people with a disability safe, relieves pain, and allows them to go to school or come out of hospital. We also want to enhance their quality of life, enable them to play with their friends, visit grandparents, go on holiday, talk to their friends, or play football etc. We cannot promise we can help all children and young people with a disability, but we are committed to helping where we can and will work hard every day to help as many as we can. Please use this FAQ sheet to help complete an application for equipment.

## Can I apply to Newlife?

Newlife can consider an application for equipment for children and young people who:

- Are under the age of 19 years
- Reside in the United Kingdom
- Have a significant disability, life-threatening/limiting condition, or terminal illness

## What equipment do Newlife provide?

We can support with a wide range of specialist equipment such as:

- Buggies/pushchairs/reins
- Communication aid
- Wheelchairs (manual or powered)
- Comfort seating or functional seating
- Walking/standing frames
- Mobile hoist/handling aids/ mobility equipment
- Cot/bed
- Toileting/bath aids
- Car seat

## What do Newlife not fund?

- Therapies, including Second Skins/Splints/Orthotics
- Sheds for storage of equipment/medical supplies
- Weighted blankets/sensory seats or accessories that solely meet sensory needs
- Holidays/days out
- Scooters, trikes and adapted bicycles
- White goods, furniture (that doesn't fall into one of the other categories) or accessories that would solely improve the home environment
- Specialist bedding or clothing
- Medical monitors that require training to interpret readings
- Permanent repairs/adaptations to any equipment that was funded by a local Statutory Service e.g. health or social care
- Financial grants, in full or part, or reimbursements for items privately purchased
- Adaptations to vehicles
- Animals to support assisted living or animal therapies
- Permanent home adaptations
- Residential placements and/or private community care in the home
- Repairs/adaptations to any equipment Newlife previously funded

## How do I apply?

Fill in our short application form which can be found <https://forms.newlifecharity.co.uk>. We will also need you to get an appropriate professional involved in your child's care to confirm the specific equipment that is required. Your application should be submitted along with the professional support letter\*\*. If the professional support letter is not submitted we will have to withdraw the application and ask you to re submit with the letter attached. Please ensure you provide your email and contact number as we will inform you via email that your application has been received.

## Which professional can support my application?

We ask for a professional who is actively involved in your child/young person's care. This could be for example an Occupational Therapist, Physiotherapist, Community Nurse, Health Visitor or Social Worker. The professional will need to understand your child/young person's equipment needs to confirm the equipment specification is wholly appropriate for your child. Prior to submitting your application, if you are unsure, please call our Nurse Helpline 0800 902 0095 to discuss which professionals are involved in your child's care to prevent your application being returned due to not having an appropriate professional to support your request.

## What information does my professional need to provide to support my application?

*Your supporting professional will need to submit a letterhead confirming:*

- Child's name
- Date Of Birth
- Confirmed/Suspected diagnosis or condition
- What is the cause of the condition/disability? Prematurity? Genetic? Infection? Trauma? Cancer? Unknown? Other (Please specify in professional letter)
- Is child/young person's condition considered to be a: Significant disability? Life threatening condition? Life limiting condition? Terminal illness?
- Why the equipment is being requested and is this considered to be urgent?
- Full confirmation of specification.
- Has a funding request been made to relevant statutory services/other charities, what was the outcome?

## What happens once I submit my application?

- We will send you an acknowledgment email on receipt of your application.
- We will review your application and see if an urgent response is required; if it is we will consider whether an emergency loan can be provided. If a grant is agreed, we will again decide how quickly this needs to be provided through our assessment process.
- If a grant is assessed as being most appropriate, you will need to submit an official quote for the requested equipment from your chosen supplier (UK based) and your professional will need to confirm this is suitable.
- If required, we will make contact with you and your supporting professional to understand any additional information to help guide our decision.
- If the application is authorised, we will contact you regarding the next steps.

## How long will the application process take?

This does depend on the information provided by you and whether further information is required. We will need the professional letter (on headed paper) submitted with your application to allow us to move the application along and prevent delays. It will also depend on the urgency of the need. We prioritise on need and in many cases through our Emergency Equipment Loan service we aim to deliver within three working days. Our grants service is also prioritised on need, and we can prioritise some applications if our team determine this is required. This is dependent on how quickly the supplier can deliver equipment, we have no control over delivery times. In some case we will agree that equipment is needed in principle as long as we can secure the funding. There may be some cases where we are unable to raise the funds to provide the equipment needed. We will notify you if this is the case.

\*\*Please note: We can only keep your application open for 4 weeks, so will require information requested at your earliest opportunity to prevent your application from being withdrawn.