

Play Therapy Pod Service FAQ

Why this matters to us

At Newlife, we understand the power of play and the impact it can have. We also know how hard it can be for families to get hold of specialist toys, which often come with a high price tag. Families frequently have to prioritise purchasing practical equipment for their child and toys are pushed to the bottom of the list. There's also little rhyme or reason as to the toys children love to play with and respond to, so there's the additional worry that you might be wasting your money - and no one likes doing that. This is why we want to give families the chance to loan toys from us, to try them with their children to see what they enjoy the most. The right toys can encourage learning, improve relaxation, and help to distract from pain and specific behaviours as well as giving your child the chance to enjoy playtime.

Please use this FAQ sheet to help complete an application for a Play Therapy Pod.

What's in a Play Therapy Pod?

There is a huge range of different toys available and each pod has been categorised according to your child's age and needs.

The Sensory pod is suitable from birth, and the Adventure pods are suitable from 18 months. These contain a range of different toys because at this age we understand that specific needs may not yet be apparent, so we provide a selection of toys.

The Discovering pods are suitable from three years and Exploring pods are suitable from age five - they are categorised into Visual, Auditory, Tactile, Interactive and Communication, all containing specialist toys that just focus on the individual sensory element, to appeal to your child's specific needs.

How long is a Play Therapy Pod Loaned for?

Play Therapy Pods are loaned for 12 weeks.

How are the toys cleaned between each loan?

The Play Therapy Pods are maintained and cleaned to MHRA clinical standards between every loan as a standard procedure, this consists of the following procedures:

- All contents of a returned pod are inspected for damage before cleaning takes place. Any damaged items are removed and replaced with appropriate new items.
- All hard plastic items including the pod itself is steam cleaned.
- Following this hard plastic items are cleaned further with a Clinelle wipe, once clean & dry all items are then bagged up individually to protect from cross contamination should the pod be opened in transit to the family who are loaning the pod.
- All soft items are steam cleaned.
- If appropriate soft items are placed into the washing machine and washed following manufacturing instructions.
- Once washed the soft items are then Clinelle wiped and allowed to dry.
- A UV wand is then used as a final cleaning tool, killing germs such as Salmonella, E-coli, Staphylococcus, MRSA, Super bugs and H1N1 virus' as well as forms of lice and their eggs. Items are then placed in individual bags to protect from cross contamination should the pod be opened on transit to the family who are loaning the pod.

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.

How do I apply?

Fill in our short application form which can be found <https://forms.newlifecharity.co.uk>. Please ensure you provide your email and contact number as we will inform you via email that your application has been received.

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 required, we will make contact with you and/or your supporting professional to understand any additional information needed.
- If the application is authorised, we will contact you regarding the next steps.

How long will the application process take?

This will depend on the information provided within the application form. It will also depend on the urgency of the need. We will prioritise some applications if our team determine that this is required - however this is also influenced by pod availability.

In some cases we will agree that the Play Therapy Pod is required by the child in principle and add you to our waiting list. We will contact you via email and telephone call when a Play Therapy Pod is available.

How many Play Therapy Pods can I apply for at one time?

You can select up to 2 pods at any one time, this is to prevent you from being on a long waiting list and ensuring the pods selected is suitable for your child's stage of development. Following the receipt of two Play Therapy Pod loans you will be contacted to gain feedback on your loans as well as having the opportunity to request further loans of the Play Therapy Pods.

Where, when and who will deliver my Play Therapy Pod?

From September 2022 DPD will be delivering and collecting our Play Therapy Pods. You will be given a one hour delivery window, notified by SMS (text message) and email, so you do not have to wait in all day. What's more, it enables you to watch the progress of their delivery on a real-time map, all the way down to a final 15 minute timeslot.

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