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**Play Therapy Pods FAQ**

**Why This Matters to Us**

At Newlife, we recognise the power of play and the positive impact it can have on children. We also understand that it can be difficult for families to access specialised toys, especially given their often-high cost. Many families must prioritise purchasing essential items for their child, leaving toys at the bottom of the list.

Additionally, it’s hard to predict which toys a child will truly enjoy. That’s why we offer families the opportunity to loan toys, allowing them to test them with their children and discover which ones are most engaging. The right toys can support learning, promote relaxation, ease pain, address specific behaviours, build relationships and most importantly, provide children with the joy of playtime.

**“Play is a child’s superpower, turning curiosity into creativity, friendships into social skills and fun into a foundation for lifelong learning”**

**What’s inside a Play Therapy Pod?**

We offer a wide variety of toys, with each pod carefully organised based on your child's age and needs.

The Sensory Pod is designed for newborns, while the Multi-Sensory Pod is ideal for children from 18 months onwards. These pods feature a variety of toys, as we know that specific needs may not yet be clear at this stage, so we provide a broad selection.

The Discovering Pods, for children from three years old, and the Exploring Pods, suitable for those aged five and above, are divided into categories: Visual, Auditory, Tactile, Interactive, and Communication. Each category contains specialised toys focused on a particular sensory element, tailored to meet your child’s unique needs.

How long can you loan a Play Therapy Pod?

Play Therapy Pods are available for a 12-week loan period.

How are the toys cleaned between each loan?

**Each Play Therapy Pod is cleaned and maintained according to MHRA clinical standards before every loan is sent out. The cleaning process includes the following steps:**

* All items in a returned pod are inspected for damage before cleaning begins. Any damaged items are replaced with new, suitable alternatives.
* All hard plastic items, including the pod itself, are steam cleaned.
* After steaming, hard plastic items are wiped down with a Clinelle wipe. Once clean and dry, they are individually bagged to prevent cross-contamination during transit to the next family.
* All soft items are steam cleaned.
* If needed, soft items are washed in a washing machine following the manufacturer’s instructions.
* After washing, soft items are wiped with Clinelle and left to dry.
* A UV wand is used as a final step to kill germs such as Salmonella, E-coli, Staphylococcus, MRSA, superbugs, H1N1, as well as lice and their eggs.

Can I apply to Newlife?

**Newlife considers applications for equipment for children and young people who:**  
• Are under 19 years old.  
• Live in the United Kingdom.  
• Have a significant disability, life-threatening or life-limiting condition, or terminal illness.

How do I apply?

Complete our short application form available at: <https://newlifecharity.co.uk/play-therapy-pod-application-form/> Be sure to include your email address and contact number, as we will confirm receipt of your application via email.

What happens after I submit my application?

* You will receive an acknowledgment email confirming that we have received your application.
* We will review your application and determine if an urgent response is necessary.
* If needed, we will reach out to you and/or your supporting professional to gather any additional information.
* If your application is approved, we will contact you with the next steps.

How long will the application process take?

The length of the application process depends on the information provided in the application form and the urgency of the request. Some applications may be prioritised if our team determines this is necessary, though availability of pods also plays a role. In certain cases, we may agree that the Play Therapy Pod is needed for the child and add you to our waiting list. You will be notified via email and phone when a Play Therapy Pod becomes available.

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

You can apply for up to two Play Therapy Pods at once. This ensures you are not placed on an extended waiting list while also selecting pods that are appropriate for your child’s developmental stage. After receiving two Play Therapy Pods, we will contact you for feedback Once the loan has ended, you are welcome to reapply online.

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

DPD handles the delivery of our Play Therapy Pods. You will receive a delivery window notification via SMS (text message) from DPD, and we will send you a confirmation email.

**Please note: Your application will remain open for three weeks only. To avoid it being withdrawn, please provide the requested information as soon as possible.Bottom of Form**