

Equipment Service – Frequently Asked Questions

Why This Matters to Us

At Newlife, we understand that living with a disability presents many challenges, and it places significant pressure on families. We want to help by providing essential equipment to improve the lives of children and young people. While we cannot guarantee assistance for all children, we are committed to supporting as many as we can. Please use this FAQ sheet to guide you through the application process.

Can I apply to Newlife?

Newlife can consider an application for equipment if the child or young person:

- Is under the age of 19 years
 - Resides in the United Kingdom
 - Has a significant disability, life-threatening/limiting condition, or terminal illness
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What equipment does Newlife consider an Equipment Grant for?

We can support with a wide range of specialist equipment up the value of £10,000:

- Buggies
 - Wheelchairs (manual or powered)
 - Cots, beds, mattresses or Safety Sleepers
 - Car seats and/or travel harnesses (unless the child has a Wheelchair Accessible Vehicle)
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What does Newlife not consider?

- Anything NOT listed in the online catalogue
 - Custom/bespoke/moulded equipment
 - Reimbursements for items already purchased
 - Repairs or adaptations to any equipment (unless an Emergency Equipment Loan)
 - Extended warranties or insurances for equipment
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What is an Emergency Equipment Loan?

Newlife understands that some children urgently need specialist equipment because they are medically unstable, end of life or waiting for hospital discharge. If suitable equipment is available in our loan suite, we can look to provide this for 6 months while waiting for statutory services. If statutory services cannot provide the long-term equipment, a loan will not be considered. Unfortunately, we are unable to loan equipment for holiday use.

How does the family apply?

- We no longer accept hard copy applications; all applications must be completed online.
 - Before completing an application, please contact the Nurse Helpline at 0800 902 0095 (Monday to Friday, 8am to 8pm, excluding bank holidays).
 - The family Part A needs to be completed with the supporting professional's full and correct contact details (speak to them first), this will automatically trigger Part B to be sent to the professional (this is not sent manually).
 - See <https://equipmentcatalog.newlifecharity.co.uk/> for the catalogue and application form.
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Who can complete the application form?

The parent or guardian should complete part A of the application form. Alternatively, the professional can complete this, but the family must be aware of what information has been provided & agree with the terms/conditions.

Which professionals can support the application?

This should be a professional who knows the child well and can assess how the child would benefit from the equipment in the home environment or community.

Newlife requires a statutory professional to support the application where possible. Private professionals are also accepted if they are actively involved in the child's care.

Equipment for medical/postural needs

- Occupational therapist
- Physiotherapist
- Condition specific / clinical nurse specialist

Equipment for neurodivergent needs

- All the above professionals, plus
 - Other nurse e.g. community or school nurse
 - Health visitor
 - Social worker
 - *A Safety Sleeper must be supported by an occupational therapist or a nurse*
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What happens if the family do not have one of the professionals listed?

Newlife can only use information from the above listed professionals. If these are not available, you are welcome to contact the Nurse Helpline on 0800 902 0095 or email nurse@newlifecharity.co.uk for signposting to other organisations.

What if the requested equipment is not in the Newlife catalogue?

Newlife can only consider equipment listed in our catalogue with our designated suppliers. If the equipment you require is not in the catalogue, you are welcome to contact the nurse helpline on 0800 902 0095 or email nurse@newlifecharity.co.uk for signposting to other organisations.

What happens once the application is submitted?

- Once part A of your application is completed, part B will be automatically emailed to the supporting professional (this is not done manually).
 - Once both parts of the application are complete, it will be submitted to Newlife for review.
 - If appropriate and required, we will ask the supplier to arrange for an assessment with the family and professional, with the professional taking responsibility and accountability for the equipment specifications.
 - The family will be contacted with the outcome of the application as soon as possible.
 - Funding for an Equipment Grant may take up to 6 months to secure, if/when we can help.
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Can a supporting letter be used instead of Part B?

The professional must complete part B of the application form, we no longer use supporting letters.

Can Newlife part fund equipment?

Yes, Newlife can look to part-fund equipment, so long as no orders or payments have been sent to the supplier. Unfortunately, part-funding does not speed up our application process.

Who do I contact for an update on my application?

You are welcome to call our helpline on 0800 902 0095 and speak to the application coordinators. Alternatively, you can email careadmin@newlifecharity.co.uk & we will respond as soon as possible.

We hope this information helps clarify the application process for equipment. If you need further assistance, please do not hesitate to reach out to our Nurse Helpline or visit our website for more details. We're here to support you every step of the way.

Call 0800 902 0095 or email nurse@newlifecharity.co.uk.