

Equipment Service – Frequently Asked Questions

Why This Matters to Us

At Newlife, we understand that caring for a child with a disability can bring many challenges and place significant pressure on families. Our aim is to support children and young people by providing essential, life-changing equipment wherever we can. Because demand for our services is extremely high, we are not able to help every child, but we remain committed to supporting as many families as possible.

To help you get the most from our services and ensure a smooth application process, please read this FAQ sheet carefully. It explains how our support works and what you can expect throughout the application journey.

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 or Safety Sleepers
 - Car seats (unless the child has a Wheelchair Accessible Vehicle)
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What Newlife Cannot Consider for Funding ?

- We will not fund equipment intended for any form of restraint.
 - We do not fund equipment used for sensory regulation or timeout purposes.
 - We cannot consider any equipment used in a way that differs from the manufacturer's original intended purpose.
 - We will not consider any item that is *not* listed in our online catalogue.
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What is an Emergency Equipment Loan?

Some children experience a sudden and significant change in their condition, leaving them unable to wait for statutory services to provide essential equipment. This includes children who are medically unstable, rapidly deteriorating, receiving palliative or end of life care, or those who urgently need equipment to enable safe hospital discharge (not including planned routine surgery).

When a child's needs are critical and suitable equipment is available in our loan suite, Newlife can consider an Emergency Equipment Loan for up to 6 months while statutory services arrange long-term provision. If statutory services cannot provide the long-term equipment, we are unable to offer a loan. We are also unable to loan equipment for holiday or respite use.

How do I apply for Equipment Grants/Loans ?

Please be aware that applying does *not* guarantee funding. Demand for our services is extremely high, and while we aim to support as many children as possible, unfortunately we cannot help in every case.

- We no longer accept hard-copy applications; all applications must be completed online.
- Please visit our website for full details about the equipment catalogue and the application process.
- Part A of the application must be completed by the family, including the supporting professional's full and accurate contact details (please speak with them first). Once submitted, Part A automatically triggers Part B to be sent directly to the professional — this is not done manually.
- The equipment catalogue and the online application form can be found at:
[Equipment catalogue and application form](#)

Who can complete the application form?

Part A of the application should be completed by the parent or guardian. A supporting professional may complete Part A **only if** the family is fully aware of all information provided and has agreed to the terms and conditions.

Which professionals can support the application?

Applications must be supported by an accredited or registered professional who knows the child well, is involved in their care and can assess how the equipment will benefit them at home or in the community.

Newlife requires a statutory professional (NHS or social care) wherever possible.

Private professionals can also support applications if they are actively involved in the child's care.

Equipment for Medical / Postural Needs

- Occupational therapist (registered with The Health & Care Professions Council)
- Physiotherapist (registered with The Health & Care Professions Council)
- Condition specific / clinical nurse specialist (registered with The Nursing & Midwifery Council)

Equipment for Neurodivergent Needs

Includes all the above professionals, plus:

- Other nurse e.g. community or school nurse (registered with The Nursing & Midwifery Council)

- Health visitor (registered with The Nursing & Midwifery Council)
- Social worker (registered with Social Work England)

Safety Sleeper Applications

A Safety Sleeper must be supported by:

- Occupational Therapist, or
- Physiotherapist, or
- Recognised Bed assessor - Nurse

What happens if the family do not have one of the professionals listed?

Newlife can only accept information provided by the professionals listed above. If none of these professionals are available, please refer to our signposting document for alternative organisations, as other charities may operate with different criteria, processes and timeframes.

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

Newlife can only consider equipment that is listed in our catalogue and supplied by our designated suppliers. If the item you require is not included, we are unable to assess or fund it. Please refer to our signposting document for alternative organisations, as other charities may operate with different criteria, processes and timeframes.

What happens once the application is submitted?

- After the family completes Part A, Part B is automatically sent to the supporting professional.
 - When both parts are completed, the application is sent to Newlife for review.
 - If needed, we may ask the equipment supplier to arrange an assessment with the family and the professional. The professional will be responsible for recommending the appropriate equipment.
 - The family will be contacted with the decision as soon as possible.
 - If we can help, securing funding for an Equipment Grant can take up to 6 months
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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 accept supporting letters.

Can Newlife part fund equipment?

Newlife is happy to consider part funding equipment, if no orders or payments have already been made to the supplier. Please note that 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 reception team or coordinators. Alternatively, you can email careadmin@newlifecharity.co.uk and we will respond as soon as possible.

My equipment application has been withdrawn, why is this?

Newlife receives a high volume of applications, and each one is reviewed individually. Decisions are based on the information provided by families and supporting professionals in the application form, alongside our internal scoring process.

This could include, but not limited to;

- The child's needs
- How the equipment will be used
- Suitability/ Eligibility
- Intended use matches the manufacturer's purpose.
- Equipment already in place
- Child's function and posture
- Medical prognosis (prioritising children who have a life-limiting condition)
- Lack of funding
- Inappropriate professional

As there are many different factors which contribute to each decision, we are not always able to give specific reasons why an application cannot be funded. **As a charity, we have no legal obligation to provide equipment, and we do not receive government funding.** This means we must raise all the funds ourselves to provide essential equipment to children, and we must allocate these resources carefully.

We understand that an unsuccessful outcome can be disappointing, but we remain committed to supporting families wherever we can. If an application is withdrawn, Newlife may be able to signpost you to other organisations. Please contact our Helpline on **0800 902 0095** or visit our signposting page for more information.

My application was withdrawn; can I reapply?

You can reapply to Newlife for funding 12 months after your original application. This timeframe is in place because our decisions are based on a detailed review of each application — including need, usage, suitability, intended use, and other scoring factors — and reapplying sooner is unlikely to change the outcome.

Our other services, such as the Nurse Helpline and Play Loans, remain open to you, and you are very welcome to access them, even if an application has been withdrawn.

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 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.