

## Equipment Service – Frequently Asked Questions

**Our Equipment Grants are currently temporarily paused while we refresh and improve our processes, creating a more streamlined and efficient application experience for families. We would like to thank you for your patience and understanding during this time. In the meantime, we encourage you to continue reading the FAQs below for helpful information and guidance. Please note that Medical Emergency Equipment Loans are still available—if you require urgent support, you can contact our Nurse Helpline on 0800 902 0095.**

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### 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. While Newlife looks to help young adults up to their 19<sup>th</sup> birthday, applications must be complete, and funding secured in full before the young person turns 19
  - 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 to 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 time-out 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.

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## How do I apply for Equipment Grants/Loans?

Our Grants service is currently paused while we update it with a new, streamlined application process to make it easier for families to access support.

If you would like to be notified when the service reopens, please visit this page to complete a contact form: <https://newlifecharity.co.uk/equipment-2/>

To discuss a new application for an Emergency Equipment Loan, please call our helpline on **0800 902 0095**.

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## My application is already in process; what happens?

If your application has already been assessed by one of our preferred suppliers, it will still be considered for funding. Please note that demand for this service is high, and funding cannot be guaranteed.

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## 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.

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**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](mailto:nurse@newlifecharity.co.uk).**