



# Welcome to the Family

From our House to yours



Ronald McDonald  
House Charities™  
United Kingdom

Keeping families close™



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# Note from Ella Joseph

Chief Executive,  
Ronald McDonald  
House Charities  
UK

I hope you had a safe journey home from the House and are starting to settle back into family life.

To help this stage of your journey, our House teams and past families have provided some useful hints and tips. As well as this, we have also included a list of useful services you may wish to look into, which may help you settle in back at home with your child.

We always love to hear back from the families that we have supported. Please do tell us how you're getting on now you are home. You can share your story [here](#). By sharing your experiences, you can help families on a similar journey and show them they are not alone.

Every year we accommodate and support more than 6,000 families in a Ronald McDonald House, enabling them to stay close to their child in hospital. Our progress since the end of Covid-19 restrictions has been very positive. We enjoyed the return of community events and activities, which have allowed us to meet up again and connect. We've also grown from a family of 12 to 14 Houses and carried out several House upgrades to ensure we can continue to provide a free 'home away from home' for as many families as possible.

As an independent charity, we really need your support to help us continue to achieve this – whether this is by [sharing your story](#), [donating](#), [volunteering](#), [fundraising](#) or simply by spreading the word. We need the support to ensure we can continue to offer free accommodation and support to more families.

With warmest wishes for the journey ahead,



Ella Joseph  
Executive Director



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# Adjusting to Life at Home

Returning home after a stay in hospital can be both exciting and nerve-wracking. Have a read of tips from our House teams and families to help ease the transition back to family life.

Look after yourself and give yourself time to adjust to life back at home. You might still find it difficult to talk to your child about your experience. If you are unsure about talking to your child about it right now, you could ask someone such as a family member or trusted teacher to help.

Having routines is really helpful to both children and parents, especially having a bedtime routine that happens at around the same time, in the same order every day.



Say "yes" to people who offer their support. Taking care of someone can be hard work and tiring. It is important to ask for support sooner rather than later, before becoming physically or emotionally drained. Keep in touch with family members and friends, as they want to help but may not know exactly what is needed.



Make time for yourself to do activities that you enjoy, this might be going for walks and keeping connected online. Consider your support network and how they can help you during this time.



Lots of great friendships are formed between families whilst staying in our Houses so make sure you keep in touch once you're back home. Your friends from the House can understand how you're feeling and some of your concerns and apprehensions about transitioning back to life at home.



If your situation has changed, you may now be able to access additional support from the Government, including carer's allowance, child benefit, and housing support. Visit [gov.uk](http://gov.uk) to find out what you could be entitled to.

It is extremely common for parents of special care babies or children to feel nervous and unsure about being able to cope. The transition from hospital to home is a big step for you, your child and the whole family, and is often a time of mixed emotions. It takes time, but gradually you will learn what you need to do.

We have included a list of useful contacts for support and advice on the next page. If you have any hints or tips that you found useful that could help other families, please use our 'Get Involved' form on page 12 to share your thoughts with us.

# Advice and Support Contacts

You may need support as you care for your child and family back at home. Here's a list of contacts that you may find useful.

## Health Advice and Support

These organisations can offer information on your health, from healthy living to specific health conditions.

- [NHS 111](#) - 24-hour helpline in England and Wales (NHS 24 in Scotland) for advice on urgent but non-life-threatening symptoms  
Tel: 111
- [Wellchild](#) - Providing specialist care and practical support to seriously ill children, young people and their families  
Tel: 01242 530007
- [Bliss](#) - Offers a wide range of free services for the families of premature and sick babies  
Tel: 020 7378 1122
- [Mind](#) - Provides information on mental health issues and details of local support services  
Tel: 0300 123 3393 (or text 86463)
- [Samaritans](#) - Provides confidential, emotional support to those experiencing despair, distress or suicidal feelings  
Tel: 116 123
- [Gingerbread](#) - Provides support and expert advice for single parents from going back to work or sorting out child maintenance, benefit or tax credit issues  
Tel: 0808 802 0925
- [Sibs](#) - Supports people who grow up with or have grown up with a disabled brother or sister  
[www.sibs.org.uk/contact](http://www.sibs.org.uk/contact)

## General Advice and Support

These organisations can help with a variety of issues. If you're not quite sure where to begin, one of these might be a good place to start.

- [AdviceUK](#) - National support network of independent advice providers across England, Wales and Scotland  
Tel: 0300 777 0107 or 0300 777 0108
- [Citizens Advice](#) - National network of advice centres offering free, confidential and independent advice, face to face, online or by telephone  
Tel: 0344 411 1444
- [GOV.UK](#) - Official government website, with information on public services such as benefits, job-hunting, pensions and health services
- [Jobcentre Plus](#) - Provides help with finding a job, as well as information on benefits, loans and grants  
Tel: 0345 606 0234, Textphone: 0345 605 5255
- [Working Families](#) - Help for working parents and carers to find a better balance between responsibilities at home and in the workplace  
Tel: 0300 012 0312
- [Money Advice Service](#) - Interactive tools for budgeting and borrowing  
Tel: 0300 500 5000
- [National Debtline](#) - Free, independent debt advice over the phone  
Tel: 0808 808 4000
- [Stepchange](#) - Provides debt advice and can help people manage their debts  
Tel: 0800 138 1111



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# Did you Know...?

Ronald McDonald House Charities UK has been operating in the UK for more than 30 years, and over this time we've supported more than 60,000 families!



The longest time a family stayed at one of our Houses was 1,555 nights at our Ronald McDonald House in Manchester.



We work closely with our NHS partnered hospitals across all our Houses.



*"It was such a comfort and relief to have a base while our daughter was in hospital and we were far away from home."*  
- Family staying at Ronald McDonald House Evelina London

£25 could help to provide accommodation for a family for one night at one of our Ronald McDonald Houses.



*"It made all the difference. We could do shifts with our boys and still get sleep and see each other"*  
- Family staying at Ronald McDonald House Cardiff

Ronald McDonald House Charities UK accommodated 6,654 families across the UK in 2022.



In 2021, our Houses saved each family on average £1,240 in out-of-pocket accommodation costs.



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Find out how you can get involved at [www.rmhc.org.uk](http://www.rmhc.org.uk)





**28 May**

**UK Bike Ride**  
RideLondon - Essex 100

# Events Calendar 2023

## July - Aug 2023

### Manchester Golf Day

20 July

### North Wales Golf Day

7 August

### Harrogate Golf Day

17 August



## Inflatable 5K Series

15 April	Derby
22 April	Exeter
07-08 May	Guildford
13 May	Towcester
20-21 May	Brands Hatch
10 June	Leeds
17-18 June	St Albans
01 July	Bristol
08 - 09 July	Southampton
29 July	Wolverhampton
05 Aug	Tatton
05 Sept	Goodwood
09 Sept	Edinburgh
16 Sept	Lincoln
23 Sept	Norwich
07 Oct	Huntingdon
14 Oct	Stratford-upon-Avon



## Apr - Sep 2023

### Trek



- 1 April - Easter 5 Challenge
- 29 April - Isle of Wight Challenge
- 13 May - Jurassic Coast Challenge
- 27 May - London 2 Brighton Challenge
- 10 June - Lake District Challenge
- 17 Sept - Edinburgh Kilt Walk

## Skydive Weekend

Take to the skies for the ultimate adrenaline rush

- Lancaster 8 July
- Nottingham 8 July
- Salisbury 8 July
- Swansea 8 July
- St Andrews 9 July
- Devon TBC





Dates for 2023  
across the UK!



Ronald McDonald  
House Charities™  
United Kingdom



Take part in the  
**Inflatable 5K 2023**

and raise money for families  
with children in hospital!



Receive a free  
t-shirt when  
you sign up!







## Finding lifelong friendship in unprecedented times



### Vicki's story

Craig and I started our stay in Ronald McDonald House Manchester in June 2019, when our daughter was transferred from our local hospital. Jessica was born at 29 weeks and initial x-rays revealed she needed to have part of her right lung removed. As a result, Jessica had chronic lung disease and needed ventilation to keep her lungs moving.

In December 2019, after many failed attempts to get Jessica off mechanical ventilation, her respiratory consultant told us that she needed a tracheostomy fitted if we were to go home. This was a huge decision for Craig and me to process.

The nurses on paediatric high dependency were great at explaining and talking through different questions we had. However, we needed to speak to other parents who had gone through similar.

I got in touch with a mum, who I had briefly seen in passing on the neonatal intensive care unit back in July when her daughter, Amelia was born. Sophie and her partner Rob were also staying in Ronald McDonald House Manchester since July 2019.

Once on the ward, we soon realised that we had something in common. Being a very similar age, it was easy to be able to talk through the situations that we were both going through. Sophie allowed me to ask the strangest of questions to support my understanding of what Jessica would need to go through. We both had supportive families and friends at home, however, it was remarkable how good it felt to be able to talk to someone that understood what you are going through.

Through National Lockdown, it has been tough for everyone staying in any hospital. We were given the tough choice to decide which parent was going to stay on the ward as only one named visitor per patient was permitted at any one time. From March 2020, Craig and Rob weren't allowed on the ward.

Without the support of Sophie, I can honestly say I would not be as positive as I am now. Craig moved back home until he was allowed back on the ward, and Sophie became my go-to person.

Ronald McDonald House Manchester has meant we have had a place to share our thoughts and feelings. We have been lucky to be placed on the same floor in the House, and meeting in the morning on our way to the ward or passing on the corridor always puts smiles on faces.

Amelia and Jessica have created a forever lasting friendship and it shows every day. Being able to see children of a similar age supports their development. They have both flourished since living in beds next to each other and love seeing each other all the time.

We have all made lifelong friendships and as the girls grow up, we will always remind them of these times and how their mums supported each other, when living in a hospital through a Worldwide Pandemic.

**[A regular monthly gift can help us to support families just like yours. To make a donation, please click here.](#)**

By leaving a gift in your will you will help future generations stay close to their sick child in hospital. A gift in your will could help us to support thousands more children and families who need us, now and in the future.

Making a will guarantees our loved ones are cared for once we have gone, and it is also an opportunity to support a charity that we feel passionate about. We understand that your loved ones come first. After you've taken care of the people closest to you, a small percentage of whatever is left of your estate could make a huge difference to families with children in hospital. Your legacy could be keeping families together. For years to come.

For more information on making your will and leaving a gift to Ronald McDonald House Charities UK. please visit [rmhc.org.uk/other-ways-to-give](http://rmhc.org.uk/other-ways-to-give)



# Ronald McDonald House Charities UK in your Community

Speak to your local school about raising money and help us to support more families when they have a child in hospital.

## Make your fundraising top of the class

Whether it's a PJ Day, a sponsored walk, or a tasty bake sale, we are brimming with fundraising ideas that pupils and teachers can get involved in.

We also run a school ambassador programme to bring learning and fun together for pupils of all ages.

To find out more, please visit:

[www.rmhc.org.uk/schools-fundraising](http://www.rmhc.org.uk/schools-fundraising)

or email [rmhc.supportercare@mcd.com](mailto:rmhc.supportercare@mcd.com)



## Volunteer Fundraisers Wanted

We are looking for volunteers to help establish Fundraising Groups across the UK, to raise funds to support Ronald McDonald House Charities UK.

[If you would like to learn more, please click here](#)

## Interested in volunteering at one of our Houses?

There are lots of great opportunities to volunteer at one of our Houses. Whether with colleagues, friends or on your own, find the best way to use your skills to support us.

To find out more contact [rmhc.supportercare@uk.mcd.com](mailto:rmhc.supportercare@uk.mcd.com)







Ronald McDonald House Charities™  
United Kingdom

# Skydive Weekend 2023

## How far will you go for Ronald McDonald House Charities UK?

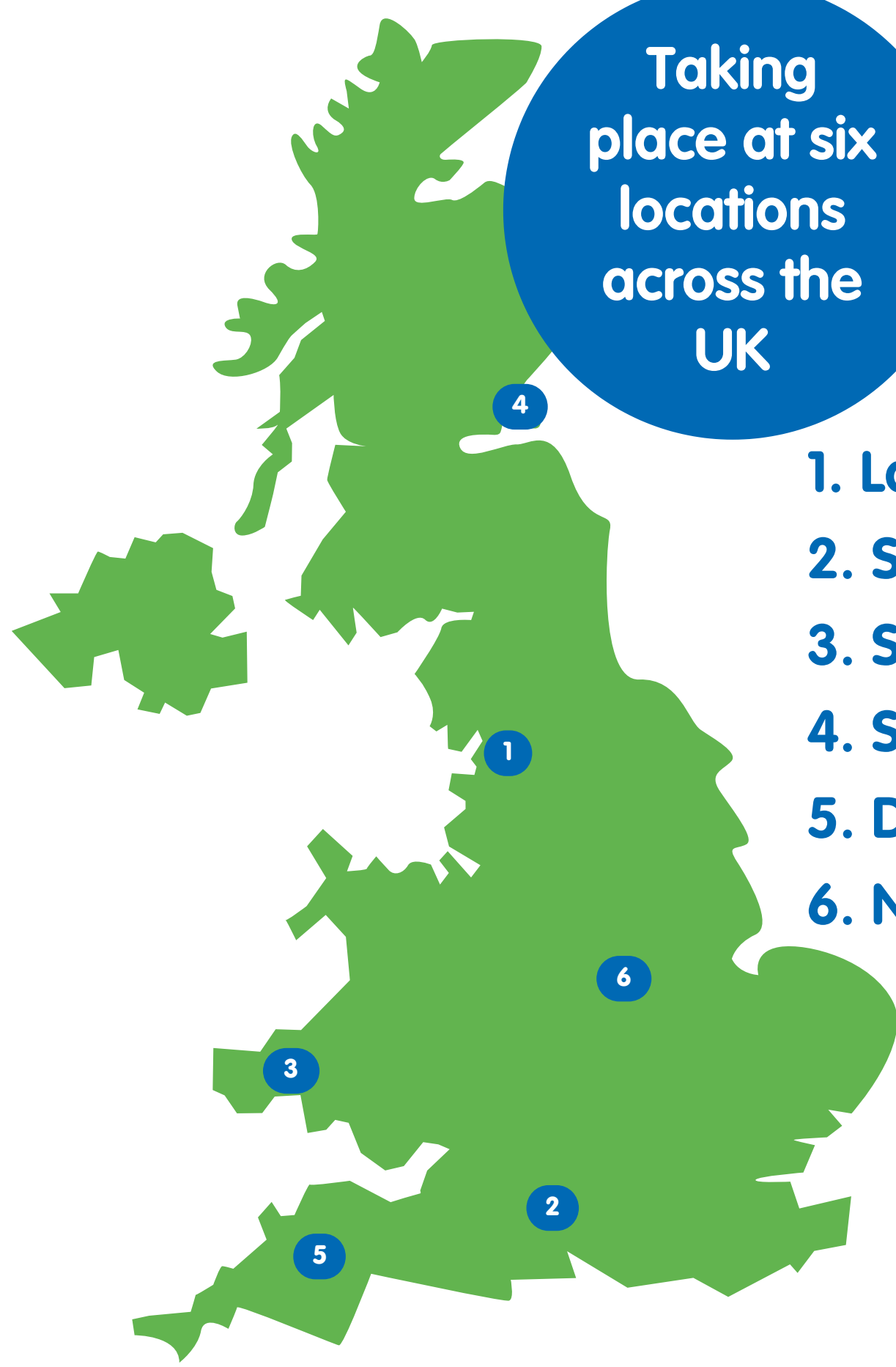
Join Ronald McDonald House Charities UK for another once-in-a-lifetime experience.

Experience the thrill of a tandem skydive from over 10,000 feet and raise money to support families with seriously sick children in hospital!

To take part you will need to pay a £50 deposit to book your place and then raise a minimum £400 in sponsorship.

Saturday  8 or Sunday  9 July

Taking place at six locations across the UK



1. Lancaster
2. Salisbury
3. Swansea
4. St. Andrews
5. Devon
6. Nottingham



Sign up today and receive a free t-shirt:

[www.rmhc.org.uk/event/skydiveweekend-2023](http://www.rmhc.org.uk/event/skydiveweekend-2023) 





# Working in Partnership

We love working with businesses of all kinds to raise funds, ensuring that families like yours will have somewhere to stay in the years to come. From major fundraising events, such as our gala dinners and golf days, to dress down days, runs and challenge events, we have many fundraising options with fantastic opportunities for every business.

Corporate donations are a huge source of support for our Charity. Every penny you donate helps us keep families together, close to their children in hospital. Donating to charities can also make a big difference to you, your employees and your work culture. Knowing their employer is helping others and supporting a charity that they believe in can lead to increased employee involvement and a more positive general attitude.

We also work with businesses looking to make a difference via volunteering in one of our Houses. We can work with you to create a tailor-made partnership based on the needs of your business.

If you know a company or a business that can offer a product or a service that our families could benefit from, or would like to volunteer, please get in touch.

Does your employer have a Charity of the Year? Please consider nominating us! We can help your company achieve its corporate social responsibility goals and provide fundraising, PR, and development opportunities.



[Register your interest here](#)



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Interested in fundraising for us? Complete the contact form in this pack or e-mail us at: [rmhc.supportercare@uk.mcd.com](mailto:rmhc.supportercare@uk.mcd.com).





# Make our House a home



Once coloured please send a photo of your picture to - [info@rmhc.org.uk](mailto:info@rmhc.org.uk) or post to your local House where we can display for our families - [www.rmhc.org.uk/our-houses](http://www.rmhc.org.uk/our-houses)



# Get Involved

We need your support to continue to provide free 'home away from home' accommodation for families like yours.

[Click here to complete this form online](#)

- I can nominate my school to hold a PJ Day
- My workplace has a Charity of the Year scheme which the Charity could be eligible for
- I am part of a community group who often raise money for charity
- I would like to set up a regular donation
- I have a skill that I would like to use to benefit Ronald McDonald House Charities UK
- I own a business and would like to support the Charity through my work
- I would like a collection box to put out in my community, for example at my local shop
- I am part of a group that would like to take part in the House to House Challenge
- I would like some information about leaving a gift in my Will
- I would like to speak to someone about fundraising
- I would like to share my story to help bring awareness about the Charity

If you're happy for us to get in touch with you about any of the above, please complete this form and send a copy over to us at: [rmhc.supportercare@uk.mcd.com](mailto:rmhc.supportercare@uk.mcd.com) with the subject line '[Get Involved](#)'

Your name: \_\_\_\_\_

Email address: \_\_\_\_\_

Home address: \_\_\_\_\_

Postcode: \_\_\_\_\_ Telephone number: \_\_\_\_\_

Please tick below to be updated with news about Ronald McDonald House Charities UK, the families we've helped, and events you might be interested in -      Email       Post       Phone

## Data Protection

It is vital for the families we care for that we can communicate with our supporters. Ronald McDonald House Charities UK would like to keep you up to date about the work we are doing, to tell you about the amazing difference you have made and how your financial support can help keep families close to their children in hospital. We will only do this if you tell us that you are happy for us to contact you for this purpose, and have supplied your postal address, telephone number, mobile number or email for us to do so. You do not have to provide this information for marketing purposes and you can remove or change any of these preferences at any time. For more information please read our Privacy Policy: [www.rmhc.org.uk/privacy-policy](http://www.rmhc.org.uk/privacy-policy).





# Direct Debit Form

Please complete the form below to set up a regular direct debit donation. Alternatively, [click here](#) to set up your monthly donation online

## Your Details:

Title \_\_\_\_\_ First name \_\_\_\_\_ Surname \_\_\_\_\_  
Address \_\_\_\_\_ Postcode \_\_\_\_\_  
Telephone \_\_\_\_\_ Email \_\_\_\_\_

Please note we will use your email address to confirm your direct debit instruction once we have set up payment. We would like to keep you informed of activities at the Charity. Please tick here to be updated via email with Charity news.

## Your Donation Details:

I would like to make a regular donation of £..... per Month  Quarter  Year   
starting on 01/\_\_\_/\_\_\_\_\_ or 15/\_\_\_/\_\_\_\_\_ until further notice

We can claim the tax back on your donation and receive an extra 25p for every £1 you donate at no cost to you. You need to have paid UK income tax or capital gains tax at least equal to the amount of tax reclaimed by all the charities and CASCs that you donate to, will reclaim in that tax year.

I confirm that I am a UK Income / Capital Gains taxpayer and I would like Ronald McDonald House Charities UK to treat the enclosed donation, and all donations that I have made during the past four years and all future donations that I make from the date of this declaration, until I notify you otherwise, as Gift Aid donations. I understand that if I pay less Income Tax and/or Capital Gains Tax than the amount of Gift Aid claimed on all my donations in that tax year it is my responsibility to pay any difference.

Date \_\_\_/\_\_\_/\_\_\_\_\_

## Instruction to your Bank or Building Society to pay by Direct Debit

To the Manager at \_\_\_\_\_  
Bank / Building Society \_\_\_\_\_  
Address \_\_\_\_\_  
Postcode \_\_\_\_\_  
Name(s) of Account Holder(s)  
\_\_\_\_\_  
\_\_\_\_\_

Branch Sort Code:

Bank/Building Society Account number:

Banks and Building Societies may not accept Direct Debit instructions for some types of account

Please return your completed form to: Ronald McDonald House Charities, 11-59 High Road, East Finchley, London, N2 8AW

## Service User Number

6	9	1	2	1	3
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CAF, Kings Hill, West Mailing, Kent, ME19 4TA

## Instruction to your Bank or Building Society

Please pay CAF/ RMHC UK Direct Debits from the account detailed in this Instruction subject to the safeguards assured by the Direct Debit Guarantee. I understand that this Instruction may remain with CAF/ RMHC UK and, if so, details will be passed electronically to my Bank/Building Society.

## Signature(s)

\_\_\_\_\_  
\_\_\_\_\_

This guarantee should be detached and retained by the Payer

## The Direct Debit Guarantee

- This guarantee is offered by all Banks and Building Societies that accept instructions to pay Direct Debits.
- If there are any changes to the amount, date or frequency of your Direct Debit, Charities Aid Foundation/RMHC UK will notify you ten working days in advance of your account being debited or as otherwise agreed. If you request Charities Aid Foundation/ RMHC UK to collect a payment, confirmation of the amount and date will be given to you at the time of the request.
- If an error is made in the payment of your Direct Debit, by Charities Aid Foundation/ RMHC UK or your Bank or Building Society, you are entitled to a full and immediate refund of the amount paid from your bank or building society - If you receive a refund you are not entitled to, you must pay it back when Charities Aid Foundation/RMHC UK asks you to.
- You can cancel a Direct Debit at any time by writing to your Bank or Building Society. Written confirmation may be required. Please also send a copy of your letter to us.

Tel: 03000 111 113

Email: [rmhc.supportercare@uk.mcd.com](mailto:rmhc.supportercare@uk.mcd.com)

Website: [www.rmhc.org.uk](http://www.rmhc.org.uk)