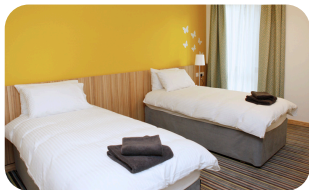


From our House to yours



Ronald McDonald
House Charities™
United Kingdom

Keeping families close™

Note from Ella Joseph

Chief Executive of 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, this pack contains some useful tips from our House teams and other families we've supported in the past, as well as a list of services which may be able to help you settle back in at home with your child.



Every year we accommodate and support more than 8,000 families across our 14 Ronald McDonald Houses, enabling them to stay close to their child in hospital. Giving families the best experience possible, during the toughest of times, is what we do best.

We are an ambitious Charity, investing in House upgrades and refurbishments, 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, following us on social media or simply by spreading the word. We need your help to ensure we can continue to offer free accommodation and support to more families, in their time of need.

With warmest wishes for the journey ahead,

A handwritten signature in black ink, appearing to read 'Ella Joseph'.

How we help



Ronald McDonald House Charities UK
has been operating in the UK for
35 years, and we have now
supported over 95,000 families!

Ronald McDonald
House Charities UK
accommodated
8,288 families across
the UK in 2024



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



£35 could help provide
accommodation for a
family for one night at
one of our Ronald
McDonald Houses

Our Houses save each
family, on average,
93 miles of travel each
day to be with
their child



“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



“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

Adjusting to home life



We understand that returning home after a stay in hospital can feel both exciting and nerve-wracking. Our House teams and families have some suggestions that could help ease the transition from our House back to yours.

Give yourself time

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.

Stay in touch

You may have formed some great friendships with other families whilst staying in our House so consider keeping 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.

Activities

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.

Routines

Depending on the age of your child, having routines can be 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.

Accept support

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.

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

A list of useful contacts for support and advice can be found on the next pages. If you have any tips that you found useful to help others, please get in touch via the contact details at the end of this pack.


Advice and support



Health advice and support


You may feel the need for extra support as you care for your child and family back at home. These organisations can offer information and help on topics including general healthy living, mental health, and specific conditions.

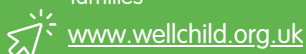
NHS (111)

-  24-hour helpline in England and Wales (NHS 24 in Scotland) for advice on urgent but non-life threatening symptoms




Wellchild

-  Provides specialist care and practical support to seriously ill children, young people and their families




Bliss

-  Offers a wide range of free services for the families of premature and sick babies




Mind

-  Provides information on mental health issues and details of local support services




Samaritans

-  Provides confidential, emotional support to those experiencing despair, distress or suicidal feelings




Mencap

-  Provides advice and support for children and adults with a learning disability



Sibs

-  Supports people who grow up with or have grown up with a disabled sibling



Advice and support



General advice and support

GOV.UK

- i Official government website, with information on public services - benefits, jobs, pensions, and health

 www.gov.uk


Citizens Advice

- i National network of advice centres offering free, confidential and independent advice

 www.citizensadvice.org.uk

Job Centre Plus

- i Support for finding a job, information on benefits, loans and grants

 [Find your nearest centre](#)

Gingerbread

- i Provides support and advice for single parents from going back to work or sorting out child maintenance, benefit or tax credit issues

 www.gingerbread.org

Working Families

- i Help for working parents and carers to find a better balance between responsibilities at home and in the workplace

 workingfamilies.org.uk

Money Helper

- i Interactive tools for budgeting and borrowing

 www.moneyhelper.org.uk

National Debtline

- i Free, independent debt advice over the phone or webchat

 nationaldebtline.org

Turn2Us

- i Help with applying for benefits and grants

 www.turn2us.org.uk



How you can support



Make a donation

- A donation of **£35** will cover the costs of accommodating a family for one night in a Ronald McDonald House
- Set up a regular donation- your ongoing support is the gift that keeps on giving, keeping families close all year long
- A gift in your will can support families for generations to come. [Click here](#) to learn about leaving a gift to charity in your will, and to request a copy of our information pack

Click [here](#) to make your donation



Ask us about your donation sponsoring a room, or about how to have an engraved token on one of our Giving Trees

Support us at work

Nominate us as your employer's Charity of the Year

You could nominate Ronald McDonald House Charities UK and advocate for other employees to vote for us.

Learn about your employer's match funding policy

Employers sometimes will agree to match all fundraising their employees complete for specific causes, meaning any money that you raise will be doubled.

Payroll giving

You may be able to set up a payroll giving plan through your employer's HR team which enables you to donate a regular, fixed payment directly from your salary before tax is deducted.



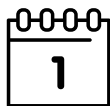
Click [here](#) to learn more about how you can support us at work

Get involved

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

Our events

The events calendar at Ronald McDonald House Charities UK is jam-packed with ways to get involved. You could take part in one of our challenge events to fundraise. We have everything from runs, cycles, and even skydives on offer. Or why not volunteer at one of our cheer squads, golf days, or gala dinners?



You can find a full list of events [here](#)



In your community

Whether it is taking part in PJ Day, holding a Jumble Jamboree, or planning an event of your own, there are plenty of ways that you or your family and friends can fundraise for us in your own community.

A great way to raise vital funds and awareness of the Charity is by nominating us. Whether it's for a coin scheme at your local supermarket or introducing us to a school or golf club.

Find more ideas and ways to get your group involved [here](#)



By filling in [this form](#) you can let us know how you would like to get involved. We can support you every step of the way by connecting you with our lovely Events team and Community Fundraisers.



Get involved

Sharing your story

Another way you can support Ronald McDonald House Charities UK is by sharing your family story with us. As we rely on the generosity of our supporters, it's important that we raise awareness of the Charity and the families we help across our 14 Houses.

How we will use your story

With your permission, we may share your story:

- On our website alongside our collection of family stories www.rmhc.org.uk/stories
- On our social media platforms as posts
- With local or national media outlets, such as online news, television, and radio stations

What we will need from you

In order to share your story, we will require:

- Your family story - We encourage you to write your story in as much detail as possible, but only what you are comfortable with sharing
- A selection of images - We would need images (high resolution, if possible) that reflect your story, such as your child in hospital, your family staying at the House, etc.
- A signed Consent and Release form - We require this to have your permission to publicly share your story and images

How to share your story with us

All forms to complete are available online at:

www.rmhc.org.uk/share-your-story



Stay in Touch

We understand that for many, this may not be the end of your child's hospital journey. If you need us again, we have 14 Houses at children's hospitals across the UK, ready to support your family again.

Day Passes

If you're ever back at the hospital for an outpatient appointment, or you don't need a room, we would still love to see you and continue to provide your family support. All of our 14 Houses operate a Day Pass programme, where even without a room, you can still use our day facilities, such as communal lounges, kitchens, showers, laundry and garden spaces.



Contact Us



Ronald McDonald House Charities UK Headquarters,
11-59 High Road, East Finchley, London, N2 8AW



0300 011 1113 (Monday - Friday, 9am - 5pm)



rmhc.supportercare@uk.mcd.com



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www.rmhc.org.uk



@RMHCUK

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.



Ronald McDonald House Charities UK is an independent charity registered in England and Wales (802047) and in Scotland (SC040717).