

'Help from Home' Guidance Notes

Help from Home is designed to complement NHS support, and cover costs which the NHS cannot.

This fund is available for families to help address health inequalities and alleviate financial hardship when a child is attending any mainland hospital. This fund has been set up to provide the family the opportunity to obtain support with costs, which cannot be funded elsewhere. In the first instance all relevant travel claims must be made from NHS Orkney Highland and Islands Travel Claim Form, Macmillan Patient Grant, Neonatal expenses funding etc.

To be eligible for the fund:-

1. You must have completed and claimed all allowable costs on NHS Orkney Highland and Islands Claim Form
2. Children and young people must be under 18 years of age
3. The child / young person must permanently reside in Orkney
4. These funds will help address health inequalities and alleviate financial hardship
5. Receipts **must** be provided – we cannot reimburse without receipts.

What we do not fund:-

1. Attending private appointments
2. Loss of earnings
3. Parking fines
4. Childcare costs
5. Car hire
6. Travel costs of patients who have become ill while abroad or away from their home address
7. Give an advance of money (This may be available through NHS Orkney)

Retrospective claims – claims must be submitted within three months of attendance to hospital. Claims outside this time will not be considered for reimbursement except in very exceptional circumstances.

Next Steps

If you are eligible, complete the Application Form and return to Orkney Charitable Trust, Hillhead, Burray KW17 2SU, or email info@octrust.org.uk

Claims must be submitted no later than 3 months from date of travel to the hospital / clinic.
 NHS Orkney 'Highlands and Islands Travel Claim Form' must be completed and submitted in the first instance.

1. About the Child and their Family

Who is completing this form?	Your Name	Relationship to the Child
Child's Name		
Child's Date of Birth		
Home Address		
Contact details for the family (either telephone number or email)		

2. Hospital Visit

Dates of hospital visit/stay			
Hospital Name			
Hospital Department/Ward			
Please circle	Planned Admission	Planned Out Patients	Emergency Admission

3. Signed by a member of NHS Staff (at appointment or NHS Orkney Team)

This form must be signed off by a staff member. I confirm that the above patient (section 1) attended hospital as detailed above (section 2)

Staff Name & Signature	
Job Title & contact email	
Date	

4. About the Request

Brief explanation of why this extra financial support is needed at this time.	
--	--

5. Reimbursement

No.	Date	Description (Please attach all relevant receipts)	Value £
1			
2			
3			
4			
5			
6			
7			
8			
		TOTAL	

Please continue on another sheet if necessary, including the information above.

6. Payment

Bank Transfer – Account holder's name, account number and sort code	
Cheque – Who to make it payable to, address for payment	

7. Declaration

I declare that these costs have been incurred as part of accessing hospital as detailed in sections 1 & 2 above. The costs I am reclaiming have not been reimbursed from any other source.

Signature _____ Name _____ Date _____

Return this form by post to Orkney Charitable Trust, Hillhead, Burray KW17 2SU, or email info@octrust.org.uk

**The information given in this application will be treated in the strictest of confidence and will never be disclosed to any third parties.
The charity, is bound by and, shall adhere to the relevant GDPR 2018 regulations.**

What Expenses can be claimed?

	Planned Admission	Emergency Admission	Planned Out patient
Food (meals, snacks and refreshments) (Receipts required)	Yes (up to £10 per day) - Patient Yes (up to £20 per day) – Escort/parent	Yes (up to £10 per day) - Patient Yes (up to £20 per day) – Escort/parent	Yes (up to £20 per day) - Patient Yes (up to £20 per day) – Escort/parent
Laundry costs (Receipts required)	Yes	Yes	No
Clothes / toiletries / nappies (Receipts required)	No	Yes (up to £50)	No
Additional local travel fares* Bus fares Taxi fares (Receipts required)	Yes* Yes*	Yes* Yes*	Yes* Yes*
Extra communication costs (Top up phone/ Wi-Fi credit)	Yes (£10 per week)	Yes (£10 per week)	No
Accommodation** (Receipts / confirmation of booking required)	Yes**	Yes**	Only if it is not possible to return the same day**
Return flight/ferry home***	No	Yes***	No

* Travel costs from Orkney to Hospital are covered by NHS. This includes air ticket and Red Cross/ taxi transfer from airport to hospital return.

Local travel (e.g. to/from accommodation, supermarket etc.) is not covered by NHS but Help from Home can reimburse reasonable costs. The cheapest method is encouraged (i.e bus where possible).

** Accommodation - Bed & Breakfast costs are covered by NHS up to £50 (single person) or £36 (per person sharing =£72). It is expected that accommodation can be found within this budget at Red Cross House, CLAN, Ronald McDonald House or other accommodation recommended by the Hospital. On occasions, accommodation may be fully booked / unavailable. Help from Home can top-up to cover the costs of alternative reasonably priced accommodation. The best value accommodation is encouraged, and there is a maximum limit of £50/day top-up in addition to NHS limits for this.

*** Return flight/ferry home is available where an additional parent or carer has accompanied a child to hospital, but their return journey is not covered under the NHS. If flights are used, these should be the Loganair Compassionate fares <https://www.loganair.co.uk/our-fares/compassionate/> unless a cheaper flight is available.