

Making Holidays Possible

A practical guide for families of children with complex medical needs



This guide has been co-produced with clinicians and parent carers with lived experience of taking their children with complex medical needs on holiday. Inside you'll find prompts, checklist, tips from other parent carers, and practical considerations for planning trips across the UK or abroad. It aims to help you feel more confident, supported, and better prepared so you can focus on enjoying your time away together.

Welcome

WellChild is the national charity for children with complex medical needs and their families. Through a nationwide network of children's nurses, garden transformation projects, and family support services, WellChild works to ensure every child with complex needs has the best possible chance to thrive at home, together with their families.

Family holidays and days out can be incredibly valuable, offering time to make memories, step away from daily routines, and have something positive to look forward to during challenging periods. Yet planning a break when your child has complex medical needs can feel overwhelming, and sometimes impossible.

This guide has been created to make that process a little easier. Inside, you'll find prompts, checklists, tips from other parent carers, and practical considerations for planning trips across the UK or abroad. Our aim is to help you feel more confident, supported, and better prepared so you can focus on enjoying time away together.

Every family's needs are different. While we have tried to cover as many areas as possible, not all sections will be relevant to every situation. You can dip into the topics that matter most to you now and return to others as your child's needs, and your family's needs, change over time.

Please note, this guide offers general advice based on information available at the time of publication, but every child and family is unique and services or regulations may change. It is not exhaustive and aims only to cover the most common considerations when travelling.

Please seek personalised guidance from your healthcare team, equipment providers, or travel organisations, especially as holidays can involve significant costs. WellChild cannot accept responsibility for any issues or losses arising from the use of this guide; all travel and care decisions should be based on your child's individual medical needs and professional advice.

Contents

Deciding Where To Go

Choosing Where To Go.....	6
Taking Carers.....	8
Questions To Discuss Early.....	9

Before You Go

Accommodation.....	12
Documentation.....	16
Insurance.....	22
Equipment.....	26
Medication.....	32
Nutrition.....	38
Oxygen.....	44
Packing.....	50
Emergency Planning.....	54

Planning Your Route

Main Transport Considerations.....	58
Hiring Specialist Transport.....	60
Flying.....	64
“Fit to Fly”.....	70

Emergency Planning

If Your Ventilator Breaks Down....	75
In Case Of Equipment Issues.....	76
In Case Of A Power Cut.....	77
If Your Child Becomes Unwell On Holiday.....	78

Extra Help And Guidance

Top Tips.....	80
Frequently Asked Questions.....	82
Costs, Funding And Grants.....	83

Master Checklists

Master Packing Checklist.....	85
Final Preparation Checklist.....	89

Online Booklet



Scan the QR code above to visit the online version which includes additional links, resources, and expanded guidance in easy-to-use dropdown sections. You can also leave feedback on the booklet here.

These Families Do It, So Can You!



This is Henry: he has a tracheostomy and is dependent on a ventilator.

“Going away together isn’t just a holiday, it’s where our family finds its adventure, its laughter, and a little healing of our own. It’s worth every moment of additional planning and preparation. There is nothing more rewarding and special than escaping together on a family holiday. That’s when we are really free, because adventure, fresh air, and family time are the best remedy we know.”

– Shevonne, Parent Carer



This is Noah: he has a tracheostomy, is ventilator dependent at night, and is gastrostomy fed.

“Noah loves going on holiday. It is nice to do something different and not worry about hospital appointments and therapies for a while. It’s just time for the whole family to have fun!”

– Jill, Parent Carer



This is Verity: she has multiple severe, complex conditions, resulting in her being a fulltime wheelchair user, gastrostomy fed and requiring a suction machine.

“Verity just loves spending time with her family; especially outdoors. She just loves hearing the sea and feeling the wind in her face. It’s really important for us to go away as a family and have fun. Just seeing Verity and her brother and sisters, laugh and smile together makes it all worth the effort.”

– Sarah, Parent Carer

This is Ollie: he is a full time wheelchair user, is gastrostomy fed, and has a permanent catheter via a Mitrofanoff channel.

“Holidays give us such precious memories, things to cling to during the tough days. Our Disney trip with my mum was one of the last really positive times with my mum. It was something we all talked about when she died. It was because of what it gave us that we decided to book the holiday to Alaska.”

- Vickey, Parent Carer



This is Shakeerah: she has a tracheostomy and is on overnight ventilation. She is also on a blended diet and is deaf.

“Months of planning, preparation and appointments - all melt away when I see the smile on Shakeerah’s face when we arrive at our destination. Every child deserves the magic of travel and for disabled children, that joy is not just a luxury - it’s a right!”

- Yasmeen, Parent Carer



This is George: he has a tracheostomy, is ventilated at night, is tube fed, relies on a pacemaker, and is in heart failure.

“We’ve just come back from a week in Tenerife, and the hotel, airport and airline could not have done more to help us. Everything ran very smoothly. We had the best time, and honestly my advice to families would simply be: just do it – it will be worth it.”

- Nicola, Parent Carer







Picking the right destination is all about what works best for your child's needs. Here are some things to think about:

1) Recommendations From Other Families

- Use groups like the **WellChild Family Tree** or condition-specific forums to find holiday ideas from families in similar situations. **Scan the QR code on page 2 for a list of forums where you can get suggestions.**
- If you're staying in the UK, check out **WellChild's In Your Area platform** by scanning the QR code to choose places with activities that suit your child's needs. You can also filter by 'accessible holidays' to find accessible accommodation or organisations that can help with booking a holiday.

Scan the QR code to visit the In Your Area platform
www.wellchild.org.uk/in-your-area



2) Healthcare Access

- Choose a destination with a children's hospital nearby that is equipped to deal with your child's condition.
- Visit the FCDO website for the country you are considering visiting. They have a list of specialist doctors in each country. **Scan the QR code on page 2 for further resources including the Foreign, Commonwealth and Development Office (FCDO) website link.**
- Ensure hospital staff speak English or a language you know.
- Use condition-specific groups or forums to find advice on hospitals at your destination.

3) Environment

- Check the temperature and avoid extremes that could affect breathing or comfort.
- Plan for the right time of year based on your child's needs.
- Look for nearby indoor activities to avoid too much sun or heat.

4) Distance & Transport

- Consider destinations closer to home for peace of mind.
- If flying isn't suitable, consider alternatives such as car, train, ferry, or cruise ship travel.

5) Language

- Pick a country where you or someone in your group speaks the language, especially if your child's condition is rare or complex.
- Consider whether you would feel confident with your child's care plan being translated into the local language.

6) Logistical Restrictions

- If you need certain equipment, research **before** booking whether it is possible to hire that equipment in the location you are considering. You could also check with the accommodation or tour operator in advance. **Scan the QR code on page 2 for organisations that can help with this.**
- Some countries do not allow entry with certain medications. You should check this in advance and plan your destination accordingly.

7) Cost

- Consider extra costs for insurance, carers, equipment, and feeding supplies.
- Set aside a contingency budget for unexpected expenses.
- Refer to the "Costs" section on page 83 for more details.

8) Condition-Specific Holidays

- Some organisations offer condition-specific holidays. This can be a great option because support is already in place and you can meet other families. **Scan the QR code on page 2 for a list of suggested organisations.**

9) If You're Nervous About Travelling

- Start with a short trip, like a day out with an overnight stay nearby.
- Stay with friends or family for added security.
- Consider organisations that plan trips for families. **Scan the QR code on page 2 for links to various organisations.**
- Try an internal flight before going abroad.



Bringing a carer on holiday can make your trip possible and help manage your child's care while you're away. Here are some key things to consider when taking a carer with you:

1) Location

- Staying close to your regular carer can save money and make things easier.
- Local holidays reduce arrangements, costs, and give you more flexibility.

2) Accommodation

- Carers need their own space to rest.
- This might mean booking a separate hotel room or caravan.
- Renting a villa or apartment can be cheaper than multiple hotel rooms.

3) Clarifying Expectations

- Agree in advance who pays for their meals, restaurant visits, and extras.
- Discuss the carer's working hours and rest time.
- Ensure everyone knows what is included and what isn't.

4) Rules

- Check well in advance with your care package provider that taking carers is allowed and see if any risk assessments are needed. The risk assessment or handling plan must reflect any changes to moving and handling, such as if a profiling bed isn't available or if manual lifts are required. Carers should have training on these techniques before the holiday.
- Check with your carer insurance provider to confirm what's covered in different countries and your obligations regarding pay under employment law. Put this in writing and have carers sign to agree to the terms.

5) Costs

- Include the cost of the carer's accommodation, travel time, and the hours they will be on shift in your planning.
- If you have a Personal Health Budget (PHB) or Direct Payments, check your local agreement on how these funds can be used. You may be able to pay for some of your holiday costs with this, but ensure you have permission from your Integrated Care Board (ICB) before booking.
- Ensure there is enough money in your Personal Budget account to continue paying your carers going forward.



Before booking any travel, it's important to confirm whether it is safe for your child and to understand what steps you'll need to take to prepare. Your child's medical team can offer guidance and information, and they are a great place to start if you have questions or concerns.

While medical teams can provide advice, it's important to remember that families are ultimately responsible for organising travel, accommodation, insurance, and any required care support at the destination. Planning ahead can help set realistic expectations and reduce last-minute stress. Below are some helpful questions to consider. They are just a starting point to guide the conversations you may have with your healthcare team.

- **If flying, do I need to arrange a hypoxic challenge test?**
- **Are there any additional medical tests my child should have before we travel?**
- **Can you provide all essential travel documents on official letterheaded paper?** (You may need to give them a list of these documents. See page 16 for guidance).
- **Is there anything I need to consider about my child's medication / feeds / water flushes and bolus / equipment / routines?** (e.g., time zone changes, storage needs, how long medication can be out of the fridge).
- **Can medication be stored at room temperature and for how long?**
- **Do we need to take any extra medical equipment?** (e.g., spare ventilator, suction machine, or additional parts such as tubing filters, and connectors).
- **How should we clean and maintain our equipment while we are away?**
- **What advice can you give on caring for my child during the journey and while we are away?**
- **Can you give any advice about managing my child's condition in hot climates?**
- **We are travelling within the UK. Can my community nurse contact the local nursing team in the area we will be visiting ahead of our trip?**





Booking the right accommodation is important for making your holiday easier and more comfortable for your child and family.

1) Create An Accommodation Checklist

Making a list of your child's needs for access, sleeping arrangements, and bathroom facilities can be helpful. Although you will likely have to tailor it to your child's specific needs, the list of suggestions below provides a useful starting point.

General Accessibility & Facilities

- Disabled parking near accommodation
- Level access throughout public areas
- Easy access to restaurants and other facilities
- Access to pool (pool hoist, ramped access, shallow entry or Roman steps)
- Able to cater for special dietary needs
- Changing Places facilities onsite
- Emergency evacuation routes (wheelchair fit, steps beyond exit, availability of an evacuation chair if not on the ground floor)

Room Accessibility

- Ground-floor room or lift access
- Wide doorways
- Bathroom that meets your child's accessibility and equipment needs
- Bed access (space on sides, bed-side support, room underneath if hoisting)
- Extra blankets or towels if these need to be changed every day
- Appropriate room temperature (avoiding sun-facing room, fan availability)

Location

- Close to a hospital with the right care for your child
- Easy to get to, with a short travel time
- Close to main activities or resort centre

Essential Medical Needs

- Fridge in the room for medication
- Power sockets for medical equipment
- Space to store medical supplies or deliveries (e.g., nutrition, oxygen)

2) Contact Your Accommodation

Calling ahead can help avoid surprises and ensure your child's needs are met. Here's what to do:

- Explain your child's specific requirements.
- Use your checklist to ensure the accommodation meets your child's needs.
- Check with the accommodation that they can receive and store deliveries of medical supplies or hired equipment (e.g., oxygen, nutrition, profiling beds). Identify key contacts for deliveries.
- Ask if any equipment is available to hire (e.g., slings, hoists, bathing equipment). See equipment considerations on page 26.
- Check if there are any additional costs incurred from your accessibility requests.

Top Tips



- **Ask for recommendations** on parent carer support groups.
- **Look at photos online** to check accessibility (e.g., level access, wide doorways).
- **Try to look for destinations with adaptations** rather than hiring equipment if possible.
- **Check equipment hire available before choosing a location** as this varies by destination and even resort. Consider your child's bathing and postural care needs.
- **Consider equipment you may need to hire or take with you to make the room accessible or safe for your child** (e.g., portable bed guard, elephant feet to raise furniture to an accessible height).
- **Chain hotels often meet accessibility standards**, but they may cost more.
- **Bring extension leads** (with surge protection and circuit breakers). You can never have enough!
- **Bring oxygen signs** to place in your window if using oxygen.
- **Plug-in nightlights** are helpful when moving around an unfamiliar room. Motion-sensitive options can be especially useful.
- **Ask your lead professional for holiday ideas**, solutions, and help with planning and booking (if applicable).
- **Scan the QR code on page 2 for a list of equipment providers, websites that help you locate accessible accommodation, and further signposting for hiring items that can meet your child's needs.**

Accommodation Checklist



Have you prepared?

- Checked accessibility of accommodation according to your checklist
- Confirmed that medical supplies can be delivered and stored at accommodation
- Asked about any necessary equipment hire
- Requested written confirmation of anything agreed with the accommodation provider
- _____
- _____

Have you packed?

- Extension leads and adapters
- Portable bed guard
- Plug-in nightlights
- Oxygen signs
- Elephant Feet Chair Raisers
- _____
- _____

Have you got all your documents?

- Email confirmation of arrangements
- _____
- _____





Having the right paperwork ready before you travel is essential. It helps you avoid delays at airports, ensures you can access medical care if needed, and gives you peace of mind knowing you're prepared for any situation.

1) Start Early

- Begin gathering documents as soon as you start planning your trip.
- Allow plenty of time to arrange paperwork. This can take a long time, especially if you need letters from consulates or official translations.

2) Essential Documents to Prepare

Use the list below to help you identify which documents to gather. Not every item will apply to your child, as it will depend on their individual needs. You may wish to ask your healthcare professional to put these letters or lists onto letter-headed paper.

Medical Letters

- Letter from your child's doctor or consultant explaining their condition, needs, and any special requirements
 - Fitness-to-fly letter (if you're flying)
-

Medication Documentation

- List of all current medications, including doses, equipment (e.g., needles, syringes), and why they're needed
 - Copies of all prescriptions
-

Nutrition Documentation

- Letter from your dietitian or healthcare professional explaining your child's nutritional needs and equipment
 - Ingredient list for feeds (some countries require this for imported feeds)
-

Oxygen & Equipment Documentation

- Letter explaining the need for oxygen or special equipment
 - Oxygen prescription (dated within 12 months) and ventilator settings
 - Manuals for devices (can be saved on phone or tablet)
 - Information about the batteries for equipment, if required by airline
-
-

Travel & Insurance Documents

- Travel insurance certificate (ensure it covers your child's condition and equipment). See page 22 for more details about insurance
 - Global Health Insurance Card (GHIC) if travelling in Europe
 - Any forms required by your travel provider (e.g., fit-to-fly letter, medical baggage forms)
 - Passport (with a long enough expiry date to allow entry into your destination country and for your return to the UK)
 - Carer's passport (ask any care staff to check they have at least 6 months left on their passport at the time of travel)
 - Visas
-
-

Emergency & Care Plans

- Care plan and escalation plan
 - Respiratory management plan
 - Advance Care Plan (ACP)
-
-

3) Organising Your Documents

- Create a folder (physical and digital) for all documents.
- Keep paper copies in your hand luggage.
- Save digital copies on your phone, tablet, or cloud storage for easy access.
- Email key documents to your airline or travel provider in advance.
- Bring printed copies as a backup in case emails are not received.
- Keep a checklist of all documents you need and tick off each item as you receive it.



- **Start early!** Some documents take time to arrange.
- **Ask your healthcare professional to put these documents on letter-headed paper** so that whoever reads them can see they are official.
- **Check expiry dates** on insurance, GHIC cards, passports, visas and prescriptions. Renew your passport if it expires within 6 months to avoid issues with travel, particularly if visiting countries requiring long-term validity.
- **Ask your healthcare team** if you're unsure what documents you need.
- **Consider translating key documents into the local language** if travelling abroad.
- **Send letters to the airline in advance.** Email all relevant letters before your flight and bring printed copies. This provides a backup if the airline didn't receive them and can make airport procedures smoother.
- **Save and reuse documentation.** Once you've done this process, it becomes easier. Keep your documents saved and request updates when needed so you can reuse them for future trips.
- **Keep both digital and paper copies of all important documents.** Email the documents to yourself and someone else you're travelling with.
- **Store copies in several different places**, for example, in your suitcase and in your handbag.
- **Check with airline to confirm what details they require about equipment.** You may need to send them information about the batteries in any equipment you're bringing. If the battery information isn't shown on the device, you may need to contact the manufacturer to get it.

Documentation Checklist



Have you prepared?

- Requested letters from healthcare professionals early
- Checked expiry date on insurance, passport and visas

Have you got all your documents?

- Medical letters
- Medication list and prescriptions
- Letter explaining medication and equipment
- Nutrition letter and ingredient list
- Oxygen and equipment letters, prescriptions, and manuals
- Travel insurance certificate
- GHIC card
- Advance Care Plan (ACP)
- Travel provider forms (e.g., fit-to-fly, medical baggage)
- Care plan and escalation plan
- Respiratory management plan
- Digital and paper copies of all documents
- Passport
- Visas
-
-
-

A travel insurance form is shown on a clipboard. The form has several fields for personal information. In the background, there are red sunglasses, a straw hat, a brown leather wallet, and a blue surgical mask.

TRAVEL INSURANCE

Claim No.

Date of Birth (MM/DD/YY)

E-mail



Travel insurance is essential for peace of mind and financial protection if anything goes wrong during your trip. Please note that travel insurance may add a significant cost to your holiday, however it is essential and you cannot travel without it.

Arrange Insurance Early

- Start looking for insurance as soon as you begin planning your holiday.
- Some policies require disclosure of medical conditions early, and arranging cover can take time.
- If taking care staff, ensure they book insurance too. You cannot book it for them as they may need to declare private medical conditions. Discuss how to go about this with your care package provider.

Your Policy MUST:

- Cover your child's specific medical condition. This is essential.
- Include emergency repatriation by air ambulance.
- Include any planned activities or destinations.
- Cover all medical equipment and devices.

Additional Considerations For Equipment

- Check if your policy covers the full value of medical equipment.
- Verify if you need extra insurance for high-value items.
- Check that equipment is still covered if it has been provided by health or social care services.

Documents

- Travel insurance certificate and policy details.
- Emergency contact numbers for the insurer.
- A GHIC card is essential if travelling in Europe, but this **does not** replace insurance. You can apply for a GHIC on the NHS website.

Scan the QR code to learn more about GHIC cards
www.moneysavingexpert.com/travel/free-ehic-card



Please note:

We are unable to recommend any specific travel insurance provider. You should contact each company directly and carry out your own due diligence to ensure that any policy meets your individual needs and provides adequate cover. However, below is a list of travel insurance companies that other parents have previously used, which may help you get started:

- Staysure
- AllClear
- MakeSure
- Aviva
- Freedom Travel Insurance
- Fish Insurance
- Marks and Spencer's
- Your bank

Top Tips



- **Compare policies.** Shop around carefully for travel insurance to find the best option for you. Ensure that they offer the same level of cover, have good reviews, and that you have declared everything medically.
- **Read the fine print.** Carefully check the policy wording to ensure it covers your medical needs, equipment, and travel plans.
- **Share your details.** Give a copy of your travel insurance certificate to a family member or trusted person in case they need to arrange treatment or repatriation.
- **Use community knowledge.** Specialist Facebook forums for your child's condition often provide helpful suggestions for insurers.
- **Call up each company.** Speak directly to insurance companies rather than relying on online forms. This is important for clarifying your child's complex needs.
- **Plan ahead.** Allow plenty of time for calls; the process can be lengthy.
- **Speak to other parents whose children have the same condition** to see how they describe it to insurance companies. Their experience can help you present your child's information clearly and improve your chances of getting insured.
- **Ensure you declare all medical conditions** when taking out travel insurance. If something isn't declared it could affect a claim later on.

Travel Insurance Checklist



Have you prepared?

- Spoken to insurance provider and disclosed all medical conditions
- Confirmed policy covers child's condition and medical equipment
- Checked exclusions for activities and destinations
- Requested extra cover for high-value items if needed
- Saved digital and paper copies of insurance documents
- Shared insurance details with a trusted family member
- Applied for a GHIC card if travelling in Europe
- _____
- _____
- _____
- _____

Have you got all your documents?

- Insurance certificate and policy details
- Emergency contact numbers for insurer
- _____
- _____
- _____





The equipment you need will depend on your child and their specific needs. Being organised is key to avoiding problems while away.

1) Talk To Your Child's Healthcare Professional

- Share your travel plans, including your destination and how long you'll be away.
- Check equipment battery life and confirm how many spare batteries you'll need.
- Confirm what extra equipment to take, such as a spare ventilator and parts like tubing, filters, and connectors.
- Request a letter from your doctor listing all equipment and why your child needs it. This can help with security and customs.

2) Equipment Rules & Power Check

- Check airline and destination regulations for medical equipment, especially items with batteries, oxygen cylinders, or sharps.
- Some equipment may need special clearance or documentation for security and customs.
- Electric wheelchairs may be restricted on flights, depending on the wheelchair's size, battery type, and the requirements of the aircraft and airline. Always check with the airline **before** booking.
- UK plugs and voltage (230V, Type G) may not work abroad. Check your destination's voltage and plug type before you travel. Pack a circuit breaker to protect the machines you are plugging in.
- Ask your healthcare team if equipment can be borrowed with the correct voltage for your destination.
- Ensure your plugs and extension leads can handle the electrical load safely. Avoid overloading extension leads.

3) Find Out About Hiring Equipment At Your Destination

- Consider hiring equipment that you use at home (hoists, profiling beds, postural management equipment, equipment for bathing needs).
- Ensure that any hoist you hire is compatible with your child's sling. Check if it uses a loop system or a system hoist and that your sling is the same type.
- Hired items aren't necessarily new models and may be used multiple times. Be ready that it isn't going to be the same as at home.
- Ask for details and pictures of equipment if you are concerned.

4) Packing Your Equipment

- Medical supply companies like Nutrica Homeward will supply a Medical Trunk. See page 38 for more information.
- Pack extra supplies in case of delays or emergencies.
- Keep all essential equipment in your hand luggage. Do not put it in checked bags, as items can get lost or damaged. Many airlines allow extra medical baggage free of charge. Ask in advance.
- Order any extra equipment early so it arrives on time.
- Try to take your child's sleep system, or parts of it, to support posture. If that's not possible, considering use inflatable tubes or wedges for positioning, especially when no profiling bed is available.
- Use a checklist so you don't forget small but important items like chargers or adapters. There's one at the end of this booklet you can customise.

5) Contact Your Travel Company

- Every airline and transport provider has its own rules about what medical equipment can be carried, including electrical items. Discuss your child's equipment needs when booking and check whether items can be used or charged during the journey.
- If a plug will not be available during your journey, plan battery life for your equipment in advance. Factor in transfers, waiting times, and potential delays.
- Confirm battery regulations in advance. Most airlines require batteries to be carried in hand luggage and may limit their size or type.
- Be aware that most airlines do not provide power for medical devices, so ensure all essential equipment can operate on battery power alone.
- Humidifiers are usually not allowed on planes. Check with the airline if you are unsure.

6) Emergency Planning

- If your child uses a ventilator, contact the manufacturer before you travel. They may advise you on what to do if problems arise. It may also be helpful to have the ventilator serviced before you go.
- Keep contact details for suppliers and digital copies of prescriptions.
- Carry spares for critical items, such as chargers, tubing, and batteries.
- Bring equipment instructions and consider having essential information translated into the local language. Include emergency phrases such as "My child needs oxygen."

7) At The Airport & Security

- Declare all medical equipment at security, especially items with batteries, oxygen, or sharps.
- Keep your paperwork ready, including your doctor's letter and any safety information about the equipment.
- Allow extra time for checks. Staff may need to inspect or test the equipment.
- Some airlines require lithium batteries to be carried separately in protective cases. Check this before you travel.

8) At Your Destination

- Recharge any batteries used during the flight.
- Check that all equipment is working properly.

Top Tips



- **Ensure you bring extension leads.** You can never have enough!
- **Remember to bring travel adaptors** if travelling abroad.
- **Always pack spares of everything.** Bring extra feeding tube supplies, connectors, chargers, batteries, filters, buttons, tubes, and any small items that are easy to misplace. Delays and emergencies happen, spares give peace of mind.
- **Have a trusted home contact who can access your home and details of couriers** to get you any equipment quickly.
- **Use smart luggage solutions.** Consider luggage that clips or connects together so one person can pull multiple bags at once. This keeps your hands free for holding onto children, pushing a wheelchair or buggy, or managing essential medical equipment.
- **Use simple household hacks.** Everyday items can help with setting up equipment in unfamiliar environments. For example, hair ties, elastic bands, or a coat hanger can help secure water bottles, tubing, or other equipment parts when there are no suitable hooks or fixtures nearby.
- **Join online support groups, such as our parent carer community, the WellChild Family Tree.** Many conditions have parent forums or social media groups where families share advice about equipment, travel, and troubleshooting.

Equipment Checklist



Have you prepared?

- Spoken to your healthcare team about travel plans
- Checked voltage and plug type for destination
- Contacted your travel company about equipment rules
- Hired any necessary equipment
- Ordered spares early
- _____

Have you packed?

- Ventilator (plus spare)
- Suction machine and spares
- Feeding pump (plus backup)
- Batteries (enough to cover at least 150% of travel time)
- Bag and valve mask (BMV), or ambu bag
- Extension leads and adapters
- Circuit breaker
- _____

Have you got all your documents?

- Letter from your child's doctor or community nursing team listing equipment
- Device manuals
- _____

RX

Village Pharmacy

Patient's Last Name: Cravley, David, George
Date of Birth: 07
Address: _____
Phone Number: _____

Prescription:

1X 2 Times a day
2X 1 Times a day

Do not refill
Refill _____ times.

3582
Date

[Signature]
Signature



Travelling with a child who has complex needs means medication is a top priority. Careful planning helps avoid emergencies, delays, or problems at borders, and ensures your child stays healthy and comfortable throughout your trip.

1) Talk To Your Child's Healthcare Professional

- Discuss your travel plans, destination, and how long you'll be away.
- Ask about any special considerations for your child's medication (e.g., time zone changes, storage needs, how long the medication can be out of the fridge).
- Request a letter from your doctor listing all medications, why they're needed, and any equipment, including needles and syringes.

2) Check Medication Rules

- Check rules for taking medication into your destination country and any countries you'll pass through.
- Some medicines (e.g., strong painkillers, ADHD medication, seizure medication, or sedatives) are controlled drugs and may need special permission.
- Your doctor or pharmacist can help you check the rules. You can also ask the embassy of your destination country. **Scan the QR code on page 2 to find links to the right embassy.**

3) Get Your Documents Ready

- Obtain doctor's letter and copies of prescriptions.
- Prepare a full medication list, including emergency medications.
- Pack repeat prescriptions. Their names may be different abroad, so it is important to have the letter in case you need to show it to a pharmacist.
- Save digital copies on your phone or cloud storage.

4) Order Medication

- Order medication early to ensure it arrives on time.
- Keep holiday medication separate from your regular supplies.
- Bring more than you think you'll need in case of delays or emergencies.
- Ensure you have enough for 1–2 weeks after you get home.

5) Pack Your Medication

- Keep all medication in its original boxes with prescription labels.
- Pack medication in your hand luggage. Airlines usually allow extra medical baggage. Ask in advance.
- If your medication needs to be kept at a cool temperature, use cool packs or a vacuum flask to maintain a safe temperature until you reach your destination.
- Make a list of medications with doses and times. Keep a copy in your bag and on your phone. The Medicines for Children App can help with this.

Scan the QR code to visit Medicine for Children
www.medicinesforchildren.org.uk



6) Contact Your Destination Accommodation

- Check that your accommodation has a fridge that can be set to the correct temperature for your child's medication.
- If there are no fridges, ask whether you can hire one.
- Confirm arrangements by email so you have written proof.

7) Contact The Airline

- Inform them you'll be bringing medication and medical equipment.

8) At The Airport & Security

- Declare all medication at security, especially liquids over 100 ml, needles, or sharps (inhalers count as liquids).
- Keep documentation ready (e.g., doctor's letter, prescriptions).
- Allow extra time for checks. Airport staff may need to open and inspect medication containers.



- **Ask about your medication in advance.** If your child's medication usually needs to be kept cold, ask your pharmacist how long it can safely be out of the fridge. This can help you to plan accordingly.
- **Consider taking antibiotics if your child often requires these.** Discuss this with your healthcare professional.
- **Bring extra medication.** Pack more than you think you'll need in case of delays, lost luggage, or unexpected changes to your plans.
- **Use cool packs or insulated containers.** If you can't keep medication in a fridge during travel, use cool packs or a vacuum flask to maintain a safe temperature until you reach your destination.
- **Keep medication in original packaging.** Always travel with medication in its original boxes with prescription labels attached. This helps with airline security, customs checks, and emergency situations.
- **Bring an accurate prescription list on a medical letter with correct dosages.**

Notes

Medication Checklist



Have you prepared?

- Spoken with your healthcare professional
- Organised all relevant documents
- Contacted the airline
- Contacted the accommodation at your destination
- Ordered your medication in advance (accounting for taking extra)
- Planned for emergencies
- Found out the location and opening times of the local hospital or pharmacy
- Arranged for medication to be delivered for when you return
- _____
- _____
- _____
- _____
- _____
- _____
- _____
- _____
- _____
- _____
- _____

Have you packed?

- Regular medications (with original prescription label and in hand luggage)
- As required medications
- Emergency medications
- Seizure medication
- Fridge medications
- Antibiotics
- Emergency antibiotics
- Spare supply for all medications
- Any equipment needed for the medication
- Cool packs and storage for emergencies
- _____
- _____

Have you got all your documents?

- Letter from your child's healthcare professional
- Copies of prescriptions for all feeds, medications, and equipment
- List of current medications
- _____
- _____
- _____



WellChild
the national charity for sick children



Making sure your child's nutritional needs are met while travelling is essential for their health and comfort. Careful planning helps avoid stress, ensures you have everything you need, and keeps your child's feeding routine on track.

1) Talk To Your Child's Dietitian Or Community Nurse

- Discuss your travel plans, destination, and how long you'll be away.
- Ask about any special considerations for your child's feeds, water flushes and bolus, equipment, or routines.
- Ask about anything you are unsure about, such as the quantities to take on the flight and for the trip, whether feeds can be stored at room temperature, and for how long.
- Ask for an increase in ancillaries (e.g., syringes, giving sets, bottle brushes) to ensure you can take extra.
- Request a letter from your dietitian explaining your child's nutritional needs, equipment, and why they are necessary.

2) Contact Your Nutrition Company

- Arrange an early delivery of your feed and milk supplies to your home.
- Ask whether you can have supplies delivered directly to your destination.
- Your nutrition company may be able to provide a "trunkee-style" holdall to pack your feed and equipment. These bags are recognised as medical items for travel. **Scan the QR code on page 2 for more information.**
- Order more nutrition than you think you'll need to prepare for potential delays or emergencies.
- Request details of emergency contacts in case you require urgent supplies while you are away.

3) Get Your Documents Ready

- Doctor's letter on your child's nutrition and equipment (including feeding pumps).
- Copies of prescriptions for all feeds, medications, and equipment.
- Some countries require an ingredient list for imported feeds. Ask your feed supplier or dietitian for this if travelling internationally.

4) Remember All Necessary Equipment

- Ensure you pack all essential equipment and any spare parts. The mini-checklist at the end of this section will help you identify anything you might need.

5) Pack Your Nutrition

- Pack enough feed for the journey and extra for delays or in case your luggage gets lost.
- Split supplies between multiple bags.

6) Contact Destination Accommodation

- Check that your accommodation has an appropriate place to store your nutrition.
- Check your accommodation's facilities for washing ancillaries and ensure you have a clean, dry place to store washed equipment.
- Alternatively, take enough ancillaries so you don't have to wash them.
- Confirm arrangements by email so you have written proof.

7) Contact Your Airline Early

- Tell the airline what you plan to bring. They may advise you to have any nutrition or equipment in your hand luggage.
- Ask for extra medical allowance and clarify what weight they will allow.

8) Plan Your Journey

- Check your travel route allows for a private, clean space for feeding if needed.
- Bring enough bottled or sterile water for flushes and feed preparation. If you are flying long-haul, the airline may give you bottled water. Check in advance.
- Plan how you'll manage feeding schedules if crossing time zones.

9) Emergency Planning

- Prepare a list of essential emergency supplies specific to your child's tube needs. This may include pH test strips, spare tubes, and clear documentation of the tube size, usual insertion length, and the amount of water required in the balloon.
- Ensure you understand the procedure to follow if you experience any tube-related issues while abroad. If unsure, check with your healthcare professional before travelling.
- Pack your child's care plan and escalation plan to ensure you have all key information readily available.

Top Tips



- **If your child is having a blended diet prior to travel, ask for advice on blended diet feeding pages or support groups** for tips on feeding while travelling.
- **You can get real food blend pouches** at companies such as Wilbos Blends or Food Untethered
- **If you are using your feed pump during a flight**, do not fill the bottle too much if decanting and consider opening the seal between the giving set and bottle during the flight to release air pressure.
- **Keep feeds and equipment in your hand luggage for the journey.**
- **Bring a hand blender** to give yourself peace of mind in case of any issues with your feeds. Hand blenders must go in hand luggage, not the hold.

Nutrition Checklist



Have you prepared?

- Spoken with your dietitian or community nurse
- Contacted your nutrition company
- Ordered milk, feeds and ancillaries (including extras)
- Contacted airline and accommodation
- Obtained emergency contacts for the nutrition company, local pharmacy, and hospital

Have you packed?

- | | |
|--|---|
| <input type="checkbox"/> Correct amount of feeds | <input type="checkbox"/> Feeding tube (plus spare) |
| <input type="checkbox"/> Feed pump | <input type="checkbox"/> Hand blender |
| <input type="checkbox"/> Giving sets | <input type="checkbox"/> Gravity feeding sets |
| <input type="checkbox"/> Correct-sized bottles | <input type="checkbox"/> Power adapters or converters |
| <input type="checkbox"/> Correct-sized syringes | <input type="checkbox"/> Washing-up liquid |
| <input type="checkbox"/> Syringe caps | <input type="checkbox"/> Bottle brushes |
| <input type="checkbox"/> Extension sets | <input type="checkbox"/> _____ |
| <input type="checkbox"/> Syringe adapters | <input type="checkbox"/> _____ |
| <input type="checkbox"/> Purple Bottle Caps | <input type="checkbox"/> _____ |

Have you got all your documents?

- Doctor's letter explaining nutrition and equipment
- Ingredient list
- Prescriptions



Sunglasses

Smile

Humid-Vent
V, 50-600 ml

ZOO





If your child needs oxygen, careful planning is essential for their safety and comfort, whether you're travelling in the UK or abroad. Arranging oxygen in advance avoids last-minute stress and ensures you have everything you need for a smooth journey.

1) Talk To Your Child's Respiratory Team

- Let them know that you are going away and ask if they have any advice.
- Request that they complete any forms your oxygen provider requires.
- Check how much oxygen you will need for your trip.
- Arrange a hypoxic challenge test if you plan on travelling by plane.

2) Contact Your Oxygen Company

- Ask what you need to arrange and whether any forms must be completed. They can be a helpful first point of contact, but if they are unable to assist, don't worry, this section will guide you through the necessary steps.
- Have your holiday details ready: destination, accommodation, and travel dates.
- Ask if they can deliver an oxygen concentrator to your destination.
- If travelling abroad, check whether they can recommend a suitable oxygen provider, or arrange this on your behalf. **If they cannot advise you, scan the QR code on page 2 for a list of oxygen suppliers.**
- Ensure you have their emergency contact number.

3) Contact Your Travel Company's Accessibility Team

- Explain your child's needs and find out what your airline, train, ferry, or cruise company requires for travelling with oxygen. Also check whether they can provide oxygen themselves, as this varies between companies.
- Every airline and transport provider has its own rules on what can be carried, including oxygen and electrical items. You should mention this when you book.
- Ask if you need to complete any special forms or provide documentation in advance.

4) Organise Paperwork

- You will need your most up-to-date letter detailing your oxygen prescription from your respiratory or ventilation team, or a HOOF (Home Oxygen Order Form). A HOOF is a clinical form that outlines your child's oxygen prescription, including flow rate and equipment required.
- Some oxygen providers may need a HOOF completed within the past 12 months. Ensure you check with your oxygen supplier to confirm their specific requirements.
- You can also take your most recent clinic letters as these list your child's oxygen requirements.
- Pack your child's community and respiratory management plans.

5) Contact Your Accommodation

- Let them know about your child's oxygen needs and any planned deliveries.
- Ask if they have experience with oxygen deliveries and whether there are any access requirements for delivery staff.

6) Hire Oxygen For Your Final Destination

- For UK holidays: Your oxygen provider can usually arrange delivery to your accommodation. Give them as much notice as possible.
- For trips abroad: Your UK provider can advise on arranging oxygen with a local supplier. You may need to contact the supplier directly or use a recommended international service. **Scan the QR code on page 2 to access more information about oxygen providers.**

7) Pack Equipment

- Concentrators are the size of a small hand luggage size suitcase, and you may be advised to travel with two in case of breakage. Speak to the **WellChild Family Tree Network** for advice.
- Pack any equipment you need for your child's oxygen needs. See the packing list on the following page.

8) Contact Your Ventilator Company

- It may be helpful to have your ventilator serviced before you travel.
- Ask your ventilator provider any travel related questions, such as whether your ventilator can be safely plugged into a car power outlet or if it is safe to pass through airport security scanners.
- Add the ventilator company's 24/7 emergency contact number to your emergency contact list.



- **Phone ahead and follow up with an email** to ensure your accommodation knows when the oxygen delivery is arriving and that the engineer will need access to the room.
- **Speak to your community nurse to submit a HOOF form to get oxygen and concentrators in the UK.** They may also be able to arrange delivery of oxygen masks tubing.
- **If you are unsure about finding suitable accommodation**, you could ask on groups such as the Accessible Holidays and Day Trips Facebook group, the **WellChild Family Tree**, or any other condition-specific group.
- **Explore alternatives if cylinders are restricted.** Your oxygen company may advise that you cannot take cylinders with you. If this happens, travel is still possible. You can look into hiring or buying an oxygen concentrator, which may also be a more cost-effective option. Our parent carer community, the **WellChild Family Tree** is a great place to hear what other families have done in similar situations.
- **Use your Personal Health Budget.** Ask your Integrated Care Board (ICB) whether your child's Personal Health Budget can be used to cover or reimburse oxygen costs. Permission must be obtained before using funds.
- **Speak to your specialist health care professionals.** They may know local options or funding routes.
- **Check travel insurance.** Some insurers reimburse full or partial oxygen costs. Contact your provider before travelling to confirm what's covered.
- **Consider NHS Overseas Refunds.** If you receive medical treatment abroad (including oxygen), you may be eligible for a refund through NHS Overseas Healthcare Services. However, the oxygen supplier must be based in the country you visit; you must have a GHIC card; and you must provide original invoices and proof of payment. **Please be aware: the refund process can be slow, difficult, and refunds are not guaranteed.**

Oxygen Checklist



Have you prepared?

- Spoken to your respiratory team
- Contacted your oxygen provider
- Arranged the oxygen delivery
- Organised a hypoxic challenge test (if applicable)
- Contacted your travel provider and accommodation
- Gathered the emergency contacts for the oxygen provider, local pharmacy, and hospital
- _____
- _____

Have you packed?

- Oxygen concentrators or cylinders (as advised)
- 'Oxygen to ventilator' connector and tubing
- Spare tubing, masks, filters, tracheostomy tubes
- Sats machine
- Nebulisers
- Bag and valve mask (BMV), or ambu bag
- Spare power supply cables and adapters for your destination
- Backup batteries (enough for at least 150% of the journey time)
- Ventilator (x2-3)
- Finger saturation monitor
- _____





Packing well ensures you have everything your child needs for a safe, comfortable, and stress-free holiday. Good organisation also helps you respond quickly in case of delays, lost luggage, or emergencies.

1) Make A Master Packing List

- Write down everything your child needs.
- Split your checklists into categories.
- Tick off each item as you pack, both on your way to your holiday and on your return.

2) Identify What Goes In Hand Luggage Vs The Hold

- Keep essential items in your hand luggage, including equipment, batteries, medication, dietary or support supplements, oxygen concentrator, hand blender, comfort items (such as a toy, blanket, or headphones), spare clothes and wipes, medical documents, and your emergency bag.
- If you're unsure, check your airline's online guidance or contact them directly.

3) Split Supplies Between Bags

- Divide medication, feeds, and equipment between bags in case one is lost or delayed.
- Keep a small emergency kit in each bag.

4) Prepare For Delays

- Pack enough medication, feeds, and essentials for at least 2–3 extra days.
- Bring extra snacks, water, and entertainment for your child.

5) Label Everything

- Label all bags and equipment with your name, contact details, and destination address.
- Use clear labels for medication and feeds.
- Print and take labels for your return journey.
- Put an AirTag or other tracking device in suitcases and on any wheelchair.
- Attach luggage tags to medical bags to label them appropriately.

6) Keep Documents Accessible

- Store paper copies of all key documents in a waterproof folder in your hand luggage.
- Save digital copies on your phone or cloud storage.

7) Check Airline Or Transport Rules

- Confirm what you can bring in hand luggage (especially liquids and medical equipment).
- Ask about extra baggage allowance for medical supplies.

8) Pack For A UK Holiday First

- You can learn and prepare for overseas travel by starting with a UK holiday first.

Top Tips



- **Pack early.** Don't leave it to the last minute.
- **Use your hospice packing list as a template** and update after each trip or visit.
- **Print multiple copies** of your packing list.
- **Involve your child in packing comfort items** to help them feel secure.
- **Use packing cubes or zip bags** to organise supplies within your luggage.
- **Consider packing individual bags for each day of your holiday,** including all syringes and supplies. Label each bag with the date and time so you can easily lift the bag you need for that specific period.
- **Think about what you will pack your supplies in to keep them safe** (e.g., a toolbox with a lock on if you are taking controlled medication).
- **Create a fridge-medication checklist.** You could also put a cool bag with a post-it note reminder attached of items needed from the fridge.
- **Have a last-minute checklist of equipment** that you will be using immediately before you leave the house.
- **Don't underestimate how much packing you can have.**

Packing Checklist



Have you prepared?

- Master packing list made and checked
- Essentials in hand luggage (medication, documents, emergency bag)
- Supplies split between bags
- Extra supplies for delays packed
- All bags and equipment labelled
- Documents accessible (paper and digital)
- Checked transport rules and baggage allowance
- Checklist of fridge items and items you will use immediately before leaving home
- _____
- _____
- _____

Have you packed?

- _____
- _____
- _____
- _____
- _____

You can use our master packing list at the end of this booklet or create your own. Please remember to adapt the list so it includes everything your child needs, and remove anything that doesn't apply to you.





When travelling with a child who has complex medical needs, preparing for emergencies can give you peace of mind and keep your family safe.

1) Know Your Area

Before you travel, ensure you know where to go and who to call in an emergency:

- Find the nearest hospital
- Check the hospital can manage your child's condition and has a children's department
- Confirm whether hospital staff speak English or a language you understand
- Locate the nearest pharmacy for medication refills
- Save local emergency numbers and your child's medical team contact details

2) Create A Medical Information Pack

Put together a pack with all the important documents so you can grab it quickly if needed:

- Medical letters, care plan(s), ACP / RESPECT document
- Prescriptions and medication list
- Insurance certificate and policy number
- Emergency contacts (printed and saved on your phone)

3) Emergency Kit

Have a spare bag ready with essentials you'd need if you suddenly have to go to hospital:

- Extra medication
- Backup medical equipment and batteries
- First-aid items
- Specialist items (e.g., spare tracheostomy tubes, antibiotics)

4) Emergency Contacts

This table can help you keep important information in one place. It gives you a starting list of emergency contacts, and you can add others based on your child's needs.

Contact	Phone Number	Email	Notes
GP			
Consultant(s)			
Local Hospital			
Insurance Provider			Policy Number:
Ventilator Manufacturer			
Local Emergency number			
Nutrition Company			



Main Transport Considerations



Every mode of transport has its own rules and considerations. Planning ahead helps you avoid surprises and ensures your journey is as smooth as possible.

By Car

- Consider taking a car charger, adapter, or inverter for your ventilator and suction machine.
- Keep all important phone numbers and documents easily accessible in the car.
- Bring your Blue Badge. Check local parking rules, as they can vary by area. For example, in some parts of Wales you must pay for parking, and in some councils you need to apply in advance to qualify for free parking with your Blue Badge.
- If travelling abroad, ensure your car insurance covers the area you're visiting.
- If using a Wheelchair Accessible Vehicle (WAV), check the vehicle height and where you can park. Be careful with multi-storey car parks (using Google Street View can help you check entrances).
- Check for any congestion charges on your route, whether you're exempt, and how to pay if you're not.
- Check Changing Places available on your route and at your destination. Take a radar key.

Scan the QR code to visit the Changing Places Toilets website
www.changing-places.org/



By Bus, Train, Or Ferry

- Book assistance when you buy tickets and let the company know about mobility aids, oxygen, or other equipment you will be travelling with.
- Check if there are restrictions on medical devices or oxygen.
- Ensure all batteries are fully charged before you set off.
- Bring enough supplies for the whole journey, plus extras for delays.
- Ask about accessible toilets and facilities on board.
- If taking the train with special assistance, ensure you arrive 20 minutes beforehand to alert the team.

By Eurotunnel

- Add special requirements to your booking (e.g., near exit, reduced mobility).
- Arrive early for security checks.
- Oxygen is allowed with no volume limit, but you must declare it in advance.
- Keep all documentation handy for staff.

By Eurostar

- Book assistance in advance and explain your child's needs.
- If your child uses a wheelchair, call to book so you can request seating together as a family. One wheelchair and one companion seat are discounted, but extra passengers can't be booked online.
- Ask about wheelchair restrictions on length.
- Eurostar only allows one oxygen cylinder per train. Contact their specialist team to arrange this. You could also consider using an oxygen concentrator but be aware you cannot charge concentrators onboard.
- Check about the toilet access, bag allowance, and space for equipment. Eurostar may require you to book before making changes and upgrading you.
- Try to book direct rather than transferring between trains as smaller stations may be less likely to cater to accessibility needs.

By Cruise

- Confirm before booking that the cruise company can take a profiling bed if needed, as it may not fit in all cabins.
- Contact the cruise line's accessibility team as soon as you book and tell them about your child's nutrition, oxygen, or other medical needs.
- Book as early as possible, ideally a year in advance, as accessible cabins are limited and may be booked up quickly.
- Ask about medical support and emergency oxygen available on board.
- Check whether you can bring your own oxygen or if the cruise line provides it.
- Ask about storage for spare oxygen cylinders and battery charging facilities.
- Confirm your equipment is compatible with the ship's power supply.
- Request a cabin with a power socket near the bed if required.
- Bring a small extension adapter if needed. Long extension leads are usually not permitted, but cube style adapters generally are. Check with the cruise company.
- Bring backup batteries and chargers in case of delays or power outages.
- Check accessibility at each port.
- Look into local specialist equipment hire. **Scan the QR code on page 2 for links to hire companies.**



Travelling by regular forms of transport may be difficult depending on your child's needs. In some situations, hiring specialist transport can offer a safer, more comfortable, and more manageable alternative. While these options can be significantly more expensive, they may make journeys possible that would otherwise be too challenging.

Private Ambulance

- Provides planned medical transport for long-distance or international travel.
- Includes a paramedic or medical escort, with vehicles equipped for wheelchair or stretcher users.
- Suitable when clinical supervision or medical oversight is needed throughout the journey.
- Can be found by searching for private ambulance services in your local area, or by contacting the organisation that transports your child for school or hospital transfers.

Jumbulance

- A charity offering fully accessible coach holidays, day trips, and short breaks across the UK and Europe.
- Their part-coach, part-ambulance vehicles include wheelchair lifts, secure tie-downs, stretcher bed spaces, accessible toilets, and essential on-board medical equipment.
- You can join a group trip with other families or hire a Jumbulance for your own family.

Scan the QR code to visit the Jumbulance website www.jumbulance.org.uk



Wheelchair Taxi

- A practical option for accessible travel within the UK, particularly for shorter journeys.
- Allows the wheelchair user to remain safely in their chair during transport.
- Can be found by searching for wheelchair-accessible taxis in your local area or using specialist providers such as Transmobility.

Scan the QR code to visit the Transmobility website

<https://transmobility.co.uk>



Top Tips



- **Plan your route before you go.** Think about how far you'll travel, possible stops, and whether those stops have good disabled access.
- **Contact the accessibility or special assistance team early.** Explain your child's needs and ask what support is available, including extra baggage allowance for medical equipment and any required documents or forms.
- **Keep all essential supplies and documents in your hand luggage.** This includes medication, feeds, emergency equipment, and all paperwork.
- **Allow extra time for check-in, security, and boarding.** Staff may need to check your equipment or paperwork.
- **Check Changing Places locations.**
- **Hire any equipment or take any equipment for your child's postural needs. Scan the QR code on page 2 for further signposting and suggestions.**





Flying may require more preparation than other forms of transport, but with proper planning it is still achievable.

1) Before You Book

- Speak to your doctor to confirm your child's oxygen needs and ensure your fit-to-fly assessment is up to date.

2) Contact Your Airline EARLY

- Speak to the airline before booking to ensure they can accommodate your child's needs and equipment. The prompts on the following page can help to ensure you cover everything during this conversation.

3) Complete And Submit Paperwork

- Requirements will vary by airline, but ensure you do this on time.

4) Packing

- Ensure you know which items must be in your hand luggage and which should go in the hold. If you're unsure what's allowed or where it should be packed, check your airline's website or call them for guidance.

Here's a quick guide on what **MUST** go as hand luggage:

- | | |
|-------------------------|---|
| ■ All medication | ■ Hand blender |
| ■ Oxygen / concentrator | ■ Enough nutrition, respiratory equipment, and supplies to last for the entire journey, including extra in case of delays or lost luggage |
| ■ Ventilator | |
| ■ Suction equipment | |
| ■ Batteries | |

5) Arrive At The Airport Early

- Security may ask you to plug in each device to check it.
- Every bottle of liquid may be opened and tested going through customs.



Speaking to the airline in advance to ensure they understand your child's needs is key to avoiding issues at the airport. These prompts can help you to ensure you cover everything. If you have specific questions, write them down beforehand.

After your call, follow up by email to summarise and confirm what was agreed!

Extra Medical Allowance

- I would like to request extra medical hand luggage and checked luggage allowance to carry the medication and equipment we need. (Reiterate your child's needs and why this means you have so much luggage to take with you).
- What is the permitted weight for our additional medical baggage?
- Are there any charges for this allowance? (Usually free, but weight and rules may vary by airline).

Oxygen

- What is your oxygen policy?
- Do you provide in-flight oxygen, or do I need to arrange my own?
- My child's flow rate is _____. Will your oxygen system meet this?
- Are there any charges for in-flight oxygen?
- I plan to take a(n) _____ (oxygen cylinder, concentrator) on board. Is this allowed?

Paperwork

- What medical paperwork do you require? (fit-to-fly letter, MEDIF forms, prescriptions, oxygen forms).
- What are the deadlines for sending this paperwork?
- My child was last assessed as being fit to fly on ... Do I need to get a new one?
- Is there any information you need from me?

Seating & Equipment

- **Is a specialist seat (postural support aid) needed to sit on the aircraft?**
- **Is specialist seating provided by the airline, or do we need to provide our own?**
- **Do we need to sit in a specific seat due to the equipment my child needs (e.g., wheelchair, Crelling harness)?**
- **I have a powered wheelchair / high back manual chair. Do you accept this on the plane?** (You may need to provide information on whether the wheelchair can be reduced in size, e.g., by tilting it or removing the headrest or back, or by folding it. Also ask about the wheelchair's batteries).
- **What happens to my wheelchair during the flight?**
- **How do you transfer from wheelchair to aircraft seating?**

Support Available

- **My child has the following needs...** (briefly describe condition, mobility, feeding, sensory needs, oxygen, seizures, equipment, etc.).
- **Inform the airline about all equipment and supplies, including any larger quantities of water for flushes or inhalation.** If any liquid cannot be opened for security checks, request pre-approval and confirm whether a medical letter is required. Also inform them about any batteries.
- **What support can you give us at the airport?** (parking, moving luggage, wheelchair support, security screening, boarding assistance).
- **Do you have sensory or quiet rooms we can wait in?**
- **Can we pre-board so we have extra time to settle?**
- **Does the airport have a Changing Places toilet and where?**
- **What facilities are available on the aircraft?** (accessible toilets, changing table, wheelchair access, seating support, space for equipment, power sockets, storage).
- **I'm concerned about...** Is there anything you can do to help with this?
- **Will any of this support cost extra?**

Scan the QR code on page 2 and click on the flying drop down box to see more detailed information and signposting, including how to request assistance, what support is available, what to expect on the day.



- **Check airline support before booking.** Clearly explain your child's needs.
- **Follow up by email.** Keep written confirmation printed in your hand luggage.
- **Choose an airline whose staff speak a language you are confident in** to avoid misunderstandings about your child's needs.
- **Seek guidance from other parent carers about your chosen airline and airport,** for example through the **WellChild Family Tree.**
- **Confirm your equipment's battery type** before contacting the airline.
- **Request an aisle seat and ask about transfers.** Please note that seating and equipment approved for planes varies by airline.
- **Try specialist seating in advance** at one of the two UK centres. Please note that even if a seat is suitable for your child, airline approval is still required. **Scan the QR code on page 2 for links.**
- **Ensure you inform cabin crew that your manual wheelchair must be returned** to the aircraft door when the plane lands.
- **Pack enough essential supplies in your hand luggage to last around 3 days** (e.g. blended meals, pads, syringes).
- **Bring several packs of wet wipes** if your child is incontinent.
- **Check if twilight check-in is available at your airport.** This allows bags to be checked in the night before, reducing stress on the day. Wheelchairs must still be tagged at check-in on the day of travel.
- **If issues arise at the airport,** politely ask to speak to a senior staff member and have your written airline confirmation to hand.
- **Use quiet rooms or Changing Places before boarding,** even if just to allow your child to lie and stretch out before the flight.
- **Medical equipment may be limited to two items, including a wheelchair.** If you need more, an OT equipment list signed by a consultant can help request that additional items are carried at no extra cost.
- **Photograph hold items (e.g., wheelchairs) before and after loading for date stamped proof** in case of damage. Report any damage before leaving the airport.



Have you prepared?

- Spoken to your child's healthcare team
- Organised a fit-to-fly assessment
- Spoken to the airline
- Requested extra medical hand and hold baggage allowance
- Completed any paperwork the airline requires

Have you packed?

- Know which items can't go in the hold
- Extra supplies in case of delays or lost luggage

Have you got all your documents?

- Medical letters
- Medication list and prescriptions
- Letter explaining medication and equipment
- Nutrition letter and ingredient list
- Oxygen and equipment letters, prescriptions, and manuals
- Travel insurance certificate
- GHIC card (if travelling in Europe)
- Travel provider forms (e.g., fit-to-fly, medical baggage)
- Care plan and escalation plan
- Respiratory management plan
- Digital and paper copies of all documents
- Passports
- Visas

Vyntus BODY





What Is The Hypoxic Challenge Test?

Air inside a plane has less oxygen than the air we breathe every day. The Hypoxic Challenge Test (often called the fit-to-fly test) checks whether your child will need extra oxygen during the flight.

Please note: This test does not check if your child is completely safe to fly. There are other respiratory conditions which mean flying is not permitted. This test doesn't look for those.

What Happens During The Test?

There are two ways the test can be done. The test carried out will depend on your child's conditions and which facility you go to. The two types of tests are:

1) Using A Body Box

- Your child sits in a large clear box for about an hour. If your child is very young, you may have to sit inside with them.
- The air inside the box is slowly changed to match the oxygen level on a plane. This normally takes 10–20 minutes.
- The team then monitors your child's oxygen levels and heart rate for around 40 minutes. They may add oxygen to see if your child needs it during the flight.
- Oxygen may be given through prongs or a mask.
- Once the team have enough information the test is stopped and the box is opened.
- This is the most common way of doing the test for children.

2) Using A Mask

- If your child is in a wheelchair, they are more likely to have this type of test done, as they may not be able to fit into the body box.
- Your child sits in a chair wearing a mask and oxygen cannula.
- They breathe a gas mixture that is the same as the oxygen level on a plane.
- The team monitors oxygen levels and may add extra oxygen.
- This test usually takes 20–30 minutes.



If Your Child Has A Tracheostomy And Uses A Wheelchair

- The test can be harder because masks may not fit, and wheelchairs may not fit in the box.
- You may need to travel to a different hospital that can carry out the test. This may mean waiting longer for an appointment.
- Plan early to ensure you have enough time to get the test done before your trip.

How Much Does It Cost?

- Some NHS Trust(s) offer fit-to-fly tests, but many do not. You should check with your child's healthcare team or GP to see what is available in your area. Availability varies by region. Otherwise, you may need to pay privately.



- **Bring entertainment.** The test can feel long and boring. Pack books, small toys, or a tablet with games to keep your child busy.
- **Bring a change of clothes.** It can get hot inside the box. Bring light, summer clothes to change into.
- **Bring suction equipment if needed.** If your child uses a suction device, it can be helpful to bring it along for the test.
- **Check airline rules early.** Most airlines require the test to be completed within 3 months of travel, but this varies. Ask your airline about their deadlines and required forms.
- **Most airlines will require you to bring on your own or rented, approved oxygen concentrator.** Some airlines do provide in-flight oxygen, but this may be limited to one passenger, and the oxygen flow rate your child needs may not be available. There may also be an additional charge. Always check with your chosen airline.
- **Doctor's signature.** Some airlines need a doctor to sign a "fitness to fly" form. This is separate from the test. Plan ahead so you have time for both.
- **Book early.** The body box can be busy and booked up weeks in advance. Don't leave it to the last minute.
- **Ensure your child is as well as possible.** If they are unwell or have recently had a virus, the results might appear worse than usual.
- **Repeat only if needed.** You usually don't need to repeat the test if your child's condition hasn't changed, but check that your airline accepts the date of your last test.





Even with the best planning, things can go wrong. Equipment might fail, there could be a power cut, or your child might become unwell. Having a plan in place helps you stay calm and act quickly if something unexpected happens. This emergency guide is designed to help you quickly know what to do in a stressful situation.

Before You Go: Prepare For Emergencies

Here's a quick reminder of everything you should consider **before** you go on holiday to help you prepare for an emergency.

Service All Equipment Before Your Trip

- Ensure ventilators, feeding pumps, and other devices are in good working order.
- Bring spare parts and check battery life.
- Check if your ventilator can be plugged into the car, if needed.

Note All Emergency Contacts

- Have a list of your child's healthcare team, equipment suppliers, local emergency numbers, pharmacies, and hospitals.
- Save these numbers on your phone and keep a printed copy with your documents.

Pack An Emergency Bag

- Include spare tracheostomy tubes, antibiotics, nebulisers, saline, suction catheters, seizure medications, and any other items your child might need urgently.

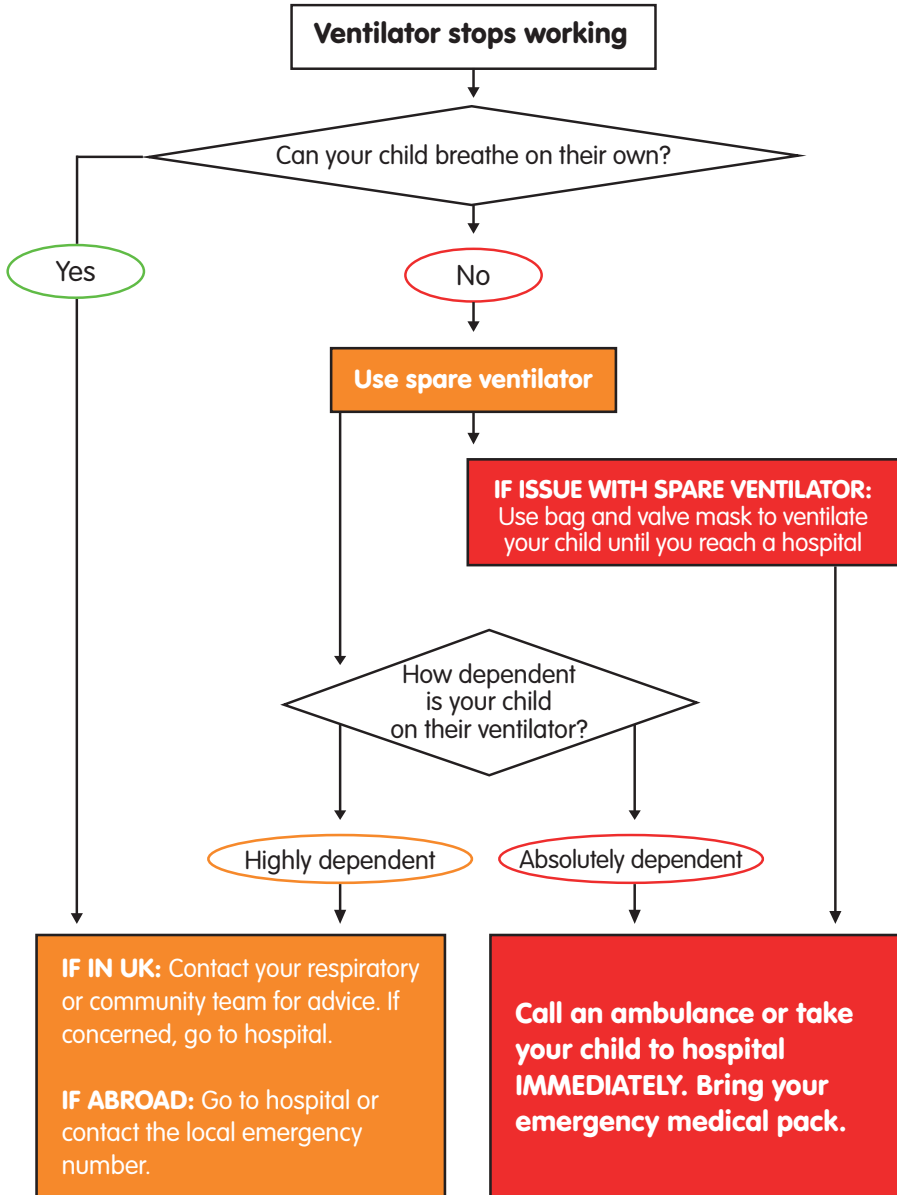
Discuss Your Travel Plans With Your Healthcare Team

- Ask what to do if equipment fails or your child becomes unwell while away.

Ventilator Breakdown Or Malfunction



The flowchart below shows what to do if your ventilator stops working, but the same steps apply to any other machines your child uses.



Once your child is safe:

Notify your UK respiratory team as soon as possible about the ventilator failure.

If in the UK, you may be able to arrange repair or replacement of ventilator.

If abroad, you could contact the ventilator manufacturer for support.

Equipment Issues



If your equipment gets forgotten, goes missing, or needs replacing while on holiday in the UK

Skiggle can help you source replacements quickly. Skiggle's UK-wide community shares consumables and equipment such as feeding supplies, continence products, suction catheters, and other urgent items. Their **Emergency SOS** service runs 24/7 and allows you to request help immediately.



Scan QR code to go to Skiggle's Emergency SOS service
www.skiggle.co.uk/emergency-sos

Additional contingency planning for the UK or abroad

- **Have a trusted home contact who can access your home and details of couriers** to get you any equipment quickly in an emergency.
- **Get advice or temporary workarounds from community forums.** Parents often share creative, practical solutions in support groups such as the **WellChild Family Tree**.



The flowchart below outlines what to do during a power cut for your ventilator, but the same steps apply to any other machines your child uses.

1. Use Emergency Power First

Emergency power pack: You may have been provided with an emergency power pack for such situations. Use it now.

Spare batteries from the flight: These should have had enough power to last 150% of the flight time and were likely unused during the flight. Use them now.

Your second / third ventilator: Most ventilators have an internal battery capacity and spare battery capacity. Each battery typically lasts 4 - 6 hours.

Your car battery: If you have your car and have checked compatibility, use the cigarette lighter plug to top up your ventilator batteries for extra time.

Recharge as soon as power returns.



2. If Batteries Are Running Low

Go to the local hospital (they have backup power). Explain that your child is well, but you need to recharge the batteries, as this is essential for their life-preserving ventilator.

Plug your child's ventilator into the wall or recharge your batteries.

Take your medical document pack and power cables for your machine with you. Also take a full wet circuit, humidifier, water for inhalation, and all associated cables required to deliver a humidified circuit for your child in hospital.



3. Last Resort

Use your **bag and valve mask** or **ambu bag** to ventilate your child.
Call emergency services.

Your Child Becomes Unwell



1. Consult your escalation care plan



2. If concerned, go to the local hospital or call the local emergency number

Emergency Abroad



If you encounter difficulties overseas, you can either:

Contact The Nearest British Embassy, High Commission, Or Consulate

Scan the QR code to find your nearest embassy, high commission, or consulate
www.gov.uk/world/embassies



Contact The Foreign, Commonwealth & Development Office (FCDO)

Contact the FCDO by calling 020 7008 5000.

The FCDO can:

- Offer general travel information
- Help you contact a local doctor if you need medical treatment
- Provide information about translation and interpretation services
- Provide a list of overseas lawyers who speak English
- Help you contact relevant local authorities and organisations
- Contact your relatives and friends to inform them if something has happened to you
- Advise you on your options if you need financial help
- Where appropriate, issue travel documents



Makaton

What's your superpower?

MINECRAFT

ACTIVITY BOOKLET

PEPSI

ADVENTURE HOUSE



Travelling with a child who has complex needs can feel overwhelming, but a few simple strategies can make your journey much easier and more enjoyable for everyone.

Plan Ahead

- Always arrange travel insurance **before** making any bookings.
- Book travel and accommodation early to secure accessible options.
- Let travel providers know about your child's needs in advance.
- Have an emergency contact in place if **you** become unwell and need help for yourself and your child.
- Double-check all bookings and special requests 1–2 weeks before you leave.
- Have backup plans in case things don't go as expected. This is especially helpful for siblings.

Keep A Routine (as much as possible)

- Stick to your child's usual routines for meals, medication, and sleep.
- Bring familiar items (toys, blankets, music) to help your child feel settled.

Prepare For Waiting And Delays

- Pack snacks, drinks, and entertainment (books, games, headphones, tablets).
- Bring extra supplies in case of delays.

Communicate With Staff

- Don't hesitate to ask for help. Transport and accommodation staff are usually happy to support if they understand your needs.
- Carry a simple card or note explaining your child's condition, especially if communication is difficult.

Support Siblings

- Have a few “up your sleeve” activities or treats for siblings if plans change.
- Make use of kids’ clubs or supervised activities when available.
- Remind yourself not to feel guilty if things don’t go perfectly.

Take Care Of Yourself

- Accept help from friends, family, or staff.
- Take breaks when you can; remember to eat and stay hydrated.
- If travelling with another adult, take turns resting.

Stay Flexible

- Even with careful planning, things may not go exactly as expected.
- Be kind to yourself and adjust plans where needed.
- Celebrate small wins and focus on positive moments.

Connect With Other Parents

- Join online support groups or forums for tips and encouragement.
- Ask for recommendations on accessible destinations, travel providers, or local resources.

Breathe

- Packing and travelling can be stressful, and it’s okay to pause.

**Now the hard work is done!
Enjoy your holiday and make precious memories.**

Frequently Asked Questions (FAQs)

Q: How early should I start planning for a holiday with my child who has complex needs?

A: Start as early as possible. Some documents, equipment, and insurance arrangements can take time. The more time you leave, the less chance that something will go wrong.

Q: What if I forget to bring a medical document or prescription?

A: Keep digital copies of all important documents on your phone or cloud storage. If you forget something, contact your child's healthcare team. They may be able to email or fax documents to you or your destination.

Q: How do I find out the rules for taking medication or equipment abroad?

A: Check with your healthcare professional, pharmacist, and the embassy or official website of your destination country. Rules can vary, especially for controlled drugs or medical devices.

Q: What should I do if my child's equipment breaks down while we're away?

A: Have a plan in place before you travel. Know the manufacturer's helpline, local hospital details, and bring spare equipment if possible. Your care plan should include emergency steps.

Q: Can I get extra baggage allowance for medical supplies?

A: Most airlines and travel providers offer extra baggage for medical needs, but you must arrange this in advance and provide supporting documents.

Q: What if my child becomes unwell on holiday?

A: Follow your emergency care plan, use your escalation contacts, and seek local medical help immediately if needed. Bring a translated summary of your child's condition if travelling abroad.

Q: Where can I get support or advice from other parents?

A: Join online support groups, such as condition-specific Facebook groups or charities like the WellChild Family Tree. Other parents can offer practical tips and reassurance.

Q: Is a GHIC card enough for travel in Europe?

A: No. A GHIC gives access to state healthcare at local rates but does not replace travel insurance. Always have both.



Taking a child with complex medical needs on holiday can be more expensive. Before booking, think through all possible costs and plan ahead.

Key Costs To Consider

When budgeting for your trip, ensure you include:

- **The additional cost of taking a carer**
- **Travel insurance** (often more expensive for medical conditions)
- **The cost of hiring oxygen** or other medical equipment
- **Extra costs for equipment hire**, feeding supplies, or consumables
- **Possible charges for accessibility features** at your accommodation
- **A contingency budget** for unexpected expenses

Top Tips For Reducing Costs



- Check with your Direct Payments (DP) or Personal Health Budget (PHB) team about what holiday-related costs you can claim for (e.g., carer accommodation, travel, or extra hours). Always get permission from your ICB before booking and ensure you have enough funds to continue paying carers after your trip.
- Shop around for insurance.
- Never be afraid to ask for a discount.
- Consider crowdfunding options (e.g., GoFundMe).
- Speak to your community nurse for local funding options.
- Start small and build up to a bigger trip.
- Apply for grants if eligible. **Scan the QR code on page 2 for organisations that provide grants to support holiday costs, or offer free or subsidised holidays for families.**

Packing Checklist



Machines

Consider portable or handheld versions of your machines if you have them

- Ventilator(s) (x2-3)
- Suction machine(s)
- Sats machine(s)
- Humidifier(s)
- Portable oxygen concentrator(s)
- Nebuliser(s)
- Blender / hand blender
- Feeding pump
- Video/ audible monitor
- Blood pressure machine
- Blood glucose monitor and test strips
- Extension leads / circuit breakers /travel adaptors
- Cough assist machine
- Heaters / fans
- Chargers for every piece of equipment and spare batteries
- _____
- _____
- _____
- _____
- _____

Tracheostomy

- Spare tracheostomy(s)
- Spare sized down tracheostomy/ blue tracheostomy box for emergencies
- Speaking valve(s) / cap(s)
- Dressings
- Tracheostomy tapes
- Sterile gauze
- Creams
- Cleaning liquid
- Scissors
- Swedish nose
- _____
- _____

Continence

- Pads
- Wipes
- Inco sheets
- Urine catheters
- Urine clips
- Flushable toilet wipes and disposable bags (nappy bags)
- _____
- _____

Ventilator

- Wet circuits
- Dry circuits / varied lengths
- Patient interface (Elbow / HME / CO2 leak valve / AB filter)
- Ventilator bag(s)
- Water for humidifier
- External batteries
- Nebuliser / Aerogen & power bank
- Red caps for ventilator when not in use
- Heater wire/s & spares (covers all for the circuit)
- Ventilator car charger
- Power cable
- Slick tape
- Dry circuit connectors
- Internal ventilator filters

Suction Machine

- Liners / Pots
- Tubing
- Yankeurs
- Catheters
- Bottle for water flush
- Power cable

Oxygenation

- O2 / oxygen / saturation monitor
- Oxygen saturation probes
- Bag and valve mask (BMV)
- Oxygen cylinder/s
- Oxygen concentrator/s
- Replacement saturation probe tape
- Masks
- Nasal cannula
- Firebreak
- Room oxygen sign
- Oxygen tubing & ventilator connector

Gastro

- Dressings
- Cream
- 5ml luer slip
- Tape
- Large gauze
- Testing strips
- Sterile water
- Spare Mickey / Mini button / replacement 'button'
- _____
- _____

Packing Checklist



Feeds

- Various sized bottles
- Various sized syringes
- Syringe Caps
- Extension sets
- Syringe adapters
- Purple Bottle caps
- Blended pouches
- Milk feeds
- Supplements
- Feeding pump stand / holder
- Giving sets
- Feed pump chargers
- _____
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Prescribed Medications

- Nebulisers / inhalers
- Regular medications
- As required medications
- Emergency medications
- Fridge medications
- Antibiotics
- Supplements
- Eye Drops
- Oxygen & nebulisers
- Copy of prescriptions
- _____
- _____

Activities & Days Out

- Activities & Days Out
- Waterproof for wheelchair
- Postural management equipment
- Sensory toys
- Glasses/ hearing aids
- Swimming pool (accessibility aids, swimming costume, wet & dry slings)
- Equipment for sun (sun cream / hat / sunshades)
- _____

Spares

- Tracheostomy tube (s)
- Gastro button
- Spacer for inhaler
- Swedish nose
- NIV face masks
- Nasal cannula
- Hand sanitiser / wipes
- Ventilator tubing & components (HME, AB filter)
- Spare batteries (150% of flight time)
- Various size syringes for medications
- Nasogastric tubes/ nasojejunal tubes & associated fixing tapes
- Suction catheters
- _____
- _____
- _____
- _____
- _____
- _____
- _____
- _____
- _____
- _____

Other

- Bin liners
- Trays
- Room thermometer
- Body thermometer
- Washing supplies
- Cream / injections / sprays
- Baby monitor/ night light
- Tissues
- Instruction manual
- Documentation folder
- Cool packs
- Clinical waste bags
- Zippy ties
- Set of Allan keys
- Radar key
- Blue badge
- Batteries
- Portable hoists/hoist hire
- Various slings/slide sheets
- Profiling beds/bed hire/sleep systems
- _____
- _____
- _____

Final Preparation Checklist



Conversation With Your Child's Medical Team

- Discussed travel plans as early as possible with your child's medical team
- Confirmed your child is safe to travel
- Requested all medical letters (refer to the documentation list on page 16)
- Requested Hypoxic Challenge Test (if flying)
- Confirmed which equipment must travel with you
- Asked about anything you are concerned about

Conversation With Your Airline or Travel Provider

- Checked your Fit to Fly test is still valid
- Explained your child's needs and list all equipment, feeds, and medication you will bring
- Checked airline rules on equipment use, restrictions, and what must be in hand versus hold luggage
- Requested extra medical baggage allowance
- Requested airport special assistance
- Confirmed required forms and submission deadlines
- Asked any questions or raised concerns

Destination Accommodation

- Created an accommodation checklist for your child's needs
- Explained your child's medical needs and confirmed accessibility
- Confirmed that medical supplies can be delivered and stored safely
- Requested written confirmation of arrangements

Insurance

- Disclosed all medical conditions
- Confirmed the policy covers your child's conditions and all medical equipment
- Checked exclusions
- Requested additional cover if required
- Saved digital and printed copies of all insurance documents
- Shared insurance details with a trusted person
- Applied for GHIC card if travelling in Europe

Documents

- Prepared medical letters / medication lists / prescriptions / equipment letters / oxygen letters / nutrition letters (refer to the documentation list on page 16)
- Included ingredient lists if travelling abroad
- Organised travel insurance documents and GHIC if travelling in Europe
- Included all airline forms (Fit to Fly, MEDIF, medical baggage forms)
- Packed care plans, escalation plans, and respiratory plans
- Saved digital copies and printed extra copies

Final Preparation Checklist



Equipment

- Ordered spare equipment early
- Checked voltage and plug type for your destination
- Tested equipment before packing

Oxygen

- Contacted your oxygen provider
- Arranged oxygen supply or delivery for the destination.
- Prepared packing list of all items needed (spare tubing / masks / rescue medications / back-up power supplies)

Medication

- Prepared packing list of all medication items
- Checked medication import rules for your destination
- Ordered medication early
- Paused regular deliveries during your trip and arranged delivery for your return

Nutrition

- Prepared packing list of all nutrition items
- Contacted the feeding company
- Ordered feeds, milk, and ancillaries, including extras

Carers

- Discussed and agreed expectations with your carer (working hours, rest time, and who pays for meals)
- Budgeted for the carer's accommodation, travel time, and on-shift hours
- Checked what your Personal Health Budget / Direct Payments can cover and obtained ICB permission before booking if using PHB / DP funds

Emergency Planning

- Identified the nearest hospital, pharmacies, and their opening times
- Asked your feeding company for emergency contacts at the destination
- Packed your emergency medical information pack in your hand luggage
- Saved digital copies of all documents and written confirmations
- Packed an emergency bag (spare tracheostomy tubes, antibiotics, suction items)
- Saved emergency numbers for your insurer / feeding company / oxygen supplier / ventilator manufacturer

Other

- _____
- _____
- _____
- _____
- _____

About WellChild

More than 100,000 children and young people are living across the UK with complex health needs. Many spend months, even years in hospital simply because there is no support enabling them to leave. WellChild exists to give this growing population of children and young people the best chance to thrive – properly supported at home, together with their families.



Scan the QR code to access the links to each of our WellChild services.

WellChild Family Tree | Our community for connecting families of children with complex medical needs for real-life 24/7 support, events, and information. Caring for a child with needs can be lonely – it doesn't have to be.

Information Hub | Our hub offers information about looking after a child with complex needs, from diagnosis to transition to adult services, and everything in between.

In Your Area | Our easy-to-use search tool helps families find accessible services, activities and support nearby by searching their postcode.

Helping Hands | Our garden transformation programme enriches the lives of children with complex medical needs by creating safe, sensory and accessible outdoor spaces at home.

Family Welfare Advisor Service | Our regional service supports families living in or accessing support from a service based in the North-West with disability benefit applications, equipment grants, and referrals to local support services.

WellChild Nurses | Our nationwide WellChild Nurses offer a single point of contact, providing practical and emotional support to help children leave hospital sooner and to help families feel confident caring at home.

Better At Home Training | Our training suites give parents and carers a safe, home-like-space to learn the essential skills their child needs, using realistic training equipment.

Digital Inclusion | Our Driving Digital Inclusion Programme offers free devices, mobile data and digital skills support for families.

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