

November 2015

## Toby needs your help this Christmas

Dear supporter,

When we first came to Helen & Douglas House before Christmas last year, we felt like everyone had given up on us. You will appreciate the relief we felt, and continue to feel, being around people who care, who understand our situation and who are able to help.

Our two-year-old son, Toby, has a complex neurological condition called Dravet Syndrome, which means he experiences very frequent and severe seizures. We can't ever take our eyes off him. He could have a seizure at any point. In probably one out of every two seizures he needs resuscitating, which means one of us always needs to be around.

Home life is very tiring and demanding and adrenalin filled. It does not stop, except for the times we come here. Helen & Douglas House is like a comfort blanket. As soon as we arrive we feel safe. It's not just having some time off from being carers, which is incredibly valuable, it's having the expertise. We come here and we know that they have expert nurses and doctors who know that it's a family they're treating. It is total care.

**Helen & Douglas House is a lifeline. It is the best care we have ever had. It is how we survive.**

*Please turn over*



**YES, I WANT TO GIVE A GIFT THIS CHRISTMAS TO HELEN & DOUGLAS HOUSE**

Here is my one-off Christmas gift of:

£10    £20    £100   Other £

I enclose a cheque    Postal order    Charity voucher (Made payable to Helen & Douglas House)

Or please debit my:    Visa    Mastercard    Visa Debit    Charity Card (please tick one)

Card Number:

Expiry Date:

3 digit security code:

Cardholder's name:

Email\*:

Telephone\*:

\*Please complete if you are happy to receive phone calls and/or emails from Helen & Douglas House about our work.

Please send me some information about leaving a gift to Helen & Douglas House in my Will. Return your gift, along with this form, in the FREEPOST envelope provided.

**<< Make your donations go further - a Gift Aided donation of £100 is worth £25 to us; at no extra cost to you! Please sign up <<**

**Boost your donation by 25p of Gift Aid for every £1 you donate**

Gift Aid is reclaimed by the charity from the tax you pay for the current tax year. Your address is needed to identify you as a current UK taxpayer. I want to Gift Aid this donation and any donations I make in the future or have made in the past 4 years to Helen & Douglas House. I am a UK taxpayer and understand that if I pay less Income Tax and/or Capital Gains Tax than the amount of Gift Aid claimed on all my donations in that tax year it is my responsibility to pay any difference.

Signature:

Date:

Last December, Toby's seizures were getting worse. They were lasting over an hour and were increasing in frequency. Helen & Douglas House picked us up out of a deep, dark hole and got us on our feet again. We cannot describe how good it felt to be talking to people who not only really cared but acted quickly to make real changes.

## We left Helen House at the end of our stay feeling a lot more rested, positive and able to cope.

With the help of Helen & Douglas House we're in a very different place than where we were 12 months ago. When Toby's well, or *more* well, he's got a sparkle about him and all he wants to do is crawl around and get into everything. Toby loves coming to Helen House and as soon as we get here he's turning his charm onto anyone within a few feet.

We know that Toby's not going to get better, but coming here gives us the opportunity to make the most of him and has meant we have found something really positive out of a very difficult situation. 'Hospice' is a scary word, we were terrified to go to one, but it is actually an incredible place where we can be 'normal' for a time, safe in the knowledge that someone else we can trust is looking out for Toby.

Helen & Douglas House rely almost entirely on voluntary donations in order to care for children and young adults like Toby, so please, continue showing your support so that they can offer exceptional care to many other families like ours in 2016.

Many thanks to all of you.

We hope next year is a fantastic one for you.

Yours sincerely,

Tim & Kim

Tim & Kim O'Grady,  
Toby's daddy and mummy



£13

could give a patient and their family precious time together to enjoy a Christmas meal

£28

could employ a nurse for 1 hour, to make sure parents can have a festive break

£45

could pay for 1 hour of our specialist doctors' time, so they can respond to emergencies over Christmas

## YES, I WANT TO GIVE A REGULAR GIFT TO HELEN & DOUGLAS HOUSE

Here is my regular gift of:

£5  £10 Other £

Monthly/Quarterly/Annually\* starting on 2nd/15th\* of

\*delete as applicable Month Year

INSTRUCTION TO YOUR BANK  DIRECT Debit

OR BUILDING SOCIETY TO PAY BY DIRECT DEBIT

Please send this completed instruction to:  
Helen & Douglas House,  
14a Magdalen Road, Oxford, OX4 1RW

Bank/Building Society Account No.

Branch Sort Code

**Make your donations go further** - a Gift Aided monthly gift of £10 is worth £12.50 to us; an extra £30 every year, at no extra cost to you! Please sign up to the right.

Name and full postal address of your Bank/Building Society

To: The Manager

Address:

Postcode:

Service User Number  6 8 9 9 0 4

Instruction to your Bank or Building Society

Please pay Helen & Douglas House Direct Debits from the account details in this instruction subject to the safeguards assured by the Direct Debit Guarantee. I understand that this instruction may remain within Helen & Douglas House and if so, details will be passed electronically to my Bank/Building Society.

Date:

Signature:

**Boost your donation by 25p of Gift Aid for every £1 you donate**

Gift Aid is reclaimed by the charity from the tax you pay for the current tax year. Your address is needed to identify you as a current UK taxpayer. I want to Gift Aid this donation and any donations I make in the future or have made in the past 4 years to Helen & Douglas House. I am a UK taxpayer and understand that if I pay less Income Tax and/or Capital Gains Tax than the amount of Gift Aid claimed on all my donations in that tax year it is my responsibility to pay any difference.

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