

Contact us
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Email: marketing@helenanddouglas.org.uk



More about Helen & Douglas House at hdh.org.uk



Helen & Douglas House is a registered charity and no payment is requested from children and their families who receive our care and support.

Registered charity no. 1085951

FC.STO.12.2025



Telling your story

The most powerful way to encourage this support is to tell the stories of the children and families we support.

Why your stories are important to the hospice

As a charity, we rely almost entirely on public donations to fund our work. The most powerful way to encourage supporters to donate, or fundraise, is to tell the stories of the families we support, like yours.

If you'd like to help us with this, we'd be very grateful, but there is no obligation. You can see some of our previous stories, told in multiple ways, by visiting our social media pages, or exploring our blogs and stories pages on our website.

How we collect and store your story

With your consent, we will capture your story in various formats, including written words or audio recordings, photographs and/or videos taken at the hospice or at hospice events, or with that which is shared with us, such as personal photos or written reflections.

Data protection: Your personal data will be stored securely and processed in line with GDPR and our privacy policy.

Consent remains valid while we maintain regular contact and/or until circumstances change. If we have not been in touch for 3+ years, we may need to reconfirm consent. If we wish to use your story in a new way, we'll ask for additional consent. Your story media will only be shared in accordance with any preferences/exclusions you apply.

Your story may be shared:

- In our printed and digital materials (e.g. newsletters, leaflets, posters) in the hospice, at events or in our charity shops,
- On our website and social media channels (Facebook, Instagram, Twitter/X, LinkedIn, YouTube),
- In local press (print, radio, online) and with approved third parties such as fundraisers or partner organisations,
- With internal communications, such as staff training, team briefings, or internal reports and updates,
- In our family communications, such as newsletters or updates shared with other hospice families,
- For research and evaluation purposes, to help us better understand and improve the care we provide.

If you require a printed copy of our consent form, or require a copy in an alternative language please email marketing@helenanddouglas.org.uk.

Further frequently asked questions can be found on our webpage.



Share your story like Nathan's Story: A Decade of Care and Support Nathan was born in 2011 and was diagnosed with Prader-Willi syndrome shortly after birth. This rare genetic condition is severely life-limiting and causes medical complications including low muscle tone, insatiable appetite, severe balance issues and narcolepsy. This means that Nathan requires 24/7 care. Despite these challenges, Nathan's life, and medical journey, has been filled with joy, resilience and unwavering support from his family and the dedicated team at Helen & Douglas House.

Nathan's mum shared his story and we regularly shares update about his journey to show our supporters example of our work.

Giving consent

If you're supported by, or have been supported by Helen & Douglas House, you can give your consent by completing the form online (link below). You must be over 16, or a parent/guardian of anyone younger. You can specify preferences/exclusions on the form. Before you start, make sure you have: child's name, DOB and condition, and details of parent/guardians, including email, phone and address.

Visit hdh.org.uk/consentfamily for full details and consent form, or scan the QR code.

If you have previously given consent you may need to update or renew this (renewal required every 3 years). Updates and renewals can be completed using the same form.



If you require a printed version of the form, or need it in an alternative language, please get in touch. For further information contact marketing@helenanddouglas.org.uk.



Did you know? Gathering content for your story and media is done over the course of your journey with us. This may be months, years or longer and may continue after a child's death. Your stories are incredibly powerful, and we value you and your sharing preferences throughout the whole process.