

Contact us
Tel: 01865 794749
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.07.2026



Share your story

Give consent to share your family's story and help inspire support through real-life experiences

Giving your consent so we can share the stories of the children and families we support

As a charity, we rely almost entirely on public donations to continue our work. One of the most meaningful ways to inspire support is by sharing real-life experiences from the children and families we care for.

If you're happy to share your story (which may be shared in the ways listed), we would be truly grateful, though there is absolutely no pressure. We strongly encourage families to discuss this together, so that children and young people, including those under 16, are involved in the decision, and everyone feels comfortable with how their story and any photos may be shared. Examples of the stories we've shared can be found on our social media pages, or on our blogs and stories pages on our website (hdh.org.uk).

Giving family story media consent

If you're supported by Helen & Douglas House, consent for family story media may be given by a parent or legal guardian for a child under 16, or directly by a young person aged 16 or over, where they have the capacity to make this decision. Where a young person aged 16 or over does not have capacity, consent must be provided by their parent or legal guardian.

Give your consent by completing the form online (link below). You can also specify any story media preferences and, if necessary, decline consent.

Before you start, make sure you have: the 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 family story media consent, you may need to update or renew this (renewal required every 3 years). Updates, amends and renewals can be completed at hdh.org.uk/consentfamilyrenew.

If you require a printed consent form, a copy in an alternative language, or have any other queries, please email 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 you leave our service. Your stories are incredibly powerful, and we value you and your sharing preferences throughout the whole process.*



Share your story like Nathan's: 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 has been filled with joy, resilience and unwavering support from his family and dedicated hospice teams.

Nathan's mum shared their story, and we regularly share updates to show our supporters examples of our work.

How we collect and store your story

With your consent, we may capture your story in different ways, including written words, audio recordings, photographs and/or videos. These may be taken at the hospice or at hospice events, or shared directly with us (such as personal photographs or written reflections). We will refer to these materials together as your 'story media'. On signing the form, we may also ask for a photograph for reference purposes (or use one already held securely within your clinical record).

Data protection: Your personal data will be collected and stored securely, and processed in line with GDPR and our Privacy Policy (available on the webpage). Your consent will remain valid while we remain in regular contact with you and/or unless your circumstances or preferences change.

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.

