

Chuf.

For hearts, for families, for life

Impact Report

2025/2026

For hearts, for families, for life



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Opening Letter

Hello,

Looking back on 2025/26, we feel incredibly proud of what the Chuf community has made possible.

This has been the first full year of our new strategic chapter, guided by a clear ambition to be here for Heart Heroes and their families at every stage of life, in every way that matters. Not just through equipment and funding, but through comfort, connection, innovation and care that supports the whole person and the whole family.

Thanks to our wonderful donors, fundraisers, partners, volunteers, medics and families, Chuf has raised **£820,000** this year. Every pound, every challenge, every cake sale, every event, every corporate partnership and every gift has helped us do more for families when they need us most.

Together, we have delivered vital support, helped families stay close during long hospital stays, funded pioneering roles and research, brought joy through music and Clown Doctors and continued to invest in life-changing equipment across the North East and Cumbria.

The impact of Chuf is often found in the moments that are hardest to measure, whether it's a parent receiving a photo when they cannot be by their baby's bedside, a sibling feeling seen, an adult patient finding comfort in a ward that feels more like home, or a family leaving hospital with more reassurance than they arrived with.

This report is a celebration of those moments and of the people who make them happen.

On behalf of every Heart Hero and family we support, thank you for being part of Chuf. Your support means we can keep standing beside Heart Heroes and their families, helping them feel cared for, supported and never alone, every step of the way.



Charlotte Campbell

**Director of Fundraising
& Operations at Chuf**

Our Strategy in Action



2025/26 marked the beginning of an ambitious new chapter for Chuf. Built with insight from Heart Heroes, families, medics, partners and supporters, our strategy gave us a clear way forward - to make care feel more holistic, for support to last a lifetime and for innovation to reach the places where it can make the biggest difference.

This year has shown what that strategy looks like in real life. It is the music therapy session that helps a child express themselves on a difficult day, the sats monitor that helps a family go home with more confidence, the Clown Doctor who can still bring laughter after discharge. It is the specialist role supporting our youngest Heart Heroes, the new wellbeing hub being developed with psychology teams to give families trusted support throughout their journey, the equipment that helps medics act sooner and the quiet moment of kindness that reminds every Heart Hero they are cared for as a person, not just a patient.



◆ Holistic Care

Improving every aspect of the care journey, from practical support to emotional wellbeing.

◆ Lifelong Support

Standing with Heart Heroes and their families from their first diagnosis through every stage.

◆ Innovation

Funding advancements and research that go beyond NHS resources.

Across the year, we have continued to expand Chuf's reach, work closely with partners as an advocate for change and grow the sustainable support needed to match our ambitions for Heart Heroes and their families.

And through it all, our values remain at the heart of who we are. Always there, championing the little things, committed to doing the right thing and creating a place for everyone in the Chuf family.

2025/2026 at a glance...



Watch our
2025/2026
Impact video
here:



£820,000

raised thanks to our incredible
supporters and donors



5,500+ meals

provided for families
on the ward



192

Clown Doctor Very
Special Meetings
delivered beyond
the ward



45

Cuski Miniboos
funded to
support bonding



250+ hours

of music therapy
delivered with
Nordoff and Robbins



1,741

Clown Doctor visits
with young patients
funded for families



10

additional Oxygen
Saturation Monitors
funded for home
monitoring



40 hours

of Little Music Stars
sessions for pre-school
Heart Heroes



New

Super Sibling Packs
launched to help brothers
and sisters feel seen



175 nights

of emergency
accommodation
funded for families



0-6 months

every baby in this age
group supported by
the specialist neonatal
physiotherapy team



2,716

Clown Doctor visits with
Heart Heroes at the
Children's Heart Unit.



2 X3D specialist

echocardiography machines
delivered across the region



Monthly

Wellbeing Wednesdays
introduced for staff,
families and Heart Heroes



Weekly

parent and carer fitness
sessions launched
at Scott House

Holistic Care

Supporting the whole family

Hospital can become part of everyday life very quickly for Heart Heroes and their families. Long days on the ward, time away from home and moments filled with worry can feel incredibly heavy.

We help families feel held, seen and cared for through the little things that can make the biggest difference.

“

“vCreate allowed us to create a picture diary for our son and see how he was doing when we were not at the bedside. I found it extremely difficult leaving him overnight, but seeing images of him asleep made me feel more settled. It gave us photos we can share and keep forever.”

Heart Hero Parent

In 2025/26 we:

- Continued to bring music and play onto the ward through Music Therapy and Little Music Stars, giving Heart Heroes and their families moments of comfort, calm and connection during difficult hospital stays.
- Helped fill the Children’s Heart Unit with laughter through our much-loved Clown Doctors, bringing fun and lightness to young patients, siblings, families and staff.
- Supported families with practical help when they needed it most, from meals and emergency essentials to travel support, family room supplies and small moments of kindness that help ease the pressure of hospital life.
- Created more comfort and connection in hospital, helping families bond with their babies, spend time together, watch films, play, make memories and find small pieces of normality in an unfamiliar place.
- Helped families stay close during periods of uncertainty, including support with emergency accommodation when a room at Scott House was not immediately available.
- Launched new Sibling Packs to recognise the brothers and sisters who are part of every Heart Hero’s journey too, helping them feel proud and included.
- Introduced new wellbeing activities for parents, carers, staff and Heart Heroes, creating space for movement, creativity, mindfulness and connection across the unit.
- Continued to grow our bereavement support, helping families make and keep precious memories, while bringing loved ones together through remembrance events and ongoing support.

“

“The fitness classes have made such a difference. It is so nice to have something for us, which improves our mental health and puts us in such a good mood with everything going on.”

Heart Hero Parent

Lifelong Support

Standing beside Heart Heroes through every stage

Heart conditions, and the impact they leave, do not end when a child leaves hospital. Chuf is here from the first days of specialist care through childhood, adulthood, recovery, long admissions, milestones and moments of loss.

This year we:

- ♥ Funded an additional 10 sats monitors, alongside INR testing kits and baby scales, helping families leave hospital with greater reassurance and supporting safer recovery at home.
- ♥ Continued our support for adult congenital patients with welcome packs, boredom-buster boxes, devices and entertainment subscriptions for those facing long stays in hospital.
- ♥ Supported moments that matter for adult Heart Heroes through a discretionary fund for birthdays, milestones and time away from the ward where appropriate.
- ♥ Helped enhance a seven-bedded Heart Failure Unit for patients awaiting heart transplantation, supporting the redecoration of a dedicated day room and funding a sofa to make the space feel more welcoming.
- ♥ Continued Movement for Wellbeing sessions, giving adult inpatients a gentle way to move, connect, laugh and take a break from the realities of hospital life.
- ♥ Supported the development of full-time Paediatric Occupational Therapy services, helping children build independence, confidence, social skills and emotional wellbeing during and after long hospital stays.
- ♥ Helped families attend the British Transplant Games in Oxford, creating space for sport, friendship, confidence and proud memories with other transplant families.



“

“Taking part, winning medals and the camaraderie and friendship within the team is priceless. It is something we all feel very lucky to be a part of.”

Heart Hero Parent

Innovation

Funding progress in cardiac care

Chuf funds innovation in cardiac care in ways that deliver both clinical progress and compassionate support. By investing where need is greatest, we help ensure Heart Heroes and their families can access care that is advanced and shaped around real lives.



In 2025/26 we:

- ♥ Completed the delivery of all seven echocardiography machines funded through the Seven Appeal across the North East and Cumbria, helping clinicians access clearer information, support faster decisions and provide more specialist care closer to home.
- ♥ Continued funding the UK's first Specialist Neonatal Physiotherapist on a cardiac unit, supporting some of the youngest and most vulnerable Heart Heroes and helping parents feel more confident caring for their baby.
- ♥ Supported every baby aged 0-6 months on the unit through one-to-one specialist neonatal physiotherapy support, representing around 30% of all admissions.
- ♥ Helped embed compassionate developmental care through initiatives such as the Cuddle programme, a growing team of advocates and calmer, more nurturing clinical environments.
- ♥ Funded psychological care research with the North East and North Cumbria Congenital Heart Disease Network, helping to understand emotional wellbeing needs, identify gaps and shape future support.
- ♥ Continued to support specialist training and education through the Congenital Heart Disease Network, helping more patients and families benefit from joined-up specialist care across the region.

The psychological care research has shown how important it is for Heart Heroes and families to have trusted, accessible wellbeing support. Many people affected by congenital heart disease can feel isolated or unsure where to turn. The insight gathered this year is now helping shape a new online wellbeing hub, a safe, welcoming space designed with families, clinicians and lived experience at its heart.

Plans for the Future



As we move into 2026/27, we remain committed to making the very best use of every donation, partnership and act of support. Our next year will continue to be guided by our three strategic pillars:

 **Holistic Care**

 **Lifelong Support**

 **Innovation**

With our new strategy as our guide, we will:

-  Continue growing Chuf's support across hospitals in the North East and Cumbria network, so more heart families can benefit from our work.
-  Launch the online wellbeing hub, developed with the NENC CHD Network, the psychology team at Newcastle Hospitals Trust and Heart Heroes and their families.
-  Keep listening to families and patients, using their insight to shape support that is practical and meaningful.
-  Create more opportunities for community connection, peer support and shared experiences for Heart Heroes, siblings, parents and adult congenital patients.
-  Continue investing in equipment, roles, training and research that help transform cardiac care and support better outcomes.
-  Remain a values-led charity, committed to fairness, inclusion, sustainability and doing the right thing for Heart Heroes and their families.

This year's impact belongs to every person who has chosen to be part of the Chuf family. To our supporters, fundraisers, partners, volunteers, medics and families – thank you from the bottom of our hearts.

You have helped make 2025/26 a year of real progress, care and hope, but our journey does not stop here. Every donation, partnership, event and moment of support helps us continue to be here for **hearts, for families, for life.**

**Get involved
& support Chuf**

Chuf.

For hearts, for families, for life



Impact Report

2025/2026



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**Inspiring hope and enabling Heart
Heroes to reach their full potential**

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 **FUNDRAISING
REGULATOR**

Chuf is a registered charity in
England and Wales No 1160831.