



**We support
twins, triplets
and more...**

News release

Thursday April 2

Baby charity supports new mums during Covid-19 pandemic, but warns of looming funding crisis

New mums of twins, triplets and more face caring for their babies first hours alone due to partners and close family no longer able to visit due to Covid-19.

Having more than one baby to care for in normal circumstances is difficult, but in these uncertain times the lack of support available for these women is causing huge anxiety.

Twins Trust has adapted its Family Crisis Support service to help these women who maybe feeling overwhelmed and isolated, by remotely supporting them in hospital or at home.

The charity has recruited more volunteers to help parents of newborn twins or triplets who may not get the usual level of NHS support due to the Covid-19 pandemic.

The Family Crisis Support service is where nannies from the prestigious Norland College volunteer on a short term basis to help families with twins, triplets or quads who are desperate need.

Often these families have been referred to Twins Trust by a Health Visitor or other NHS professionals.

With many postnatal service being cut as staff are diverted to help with the pandemic, the Family Crisis Support service will also help families when they return home from hospital with their new babies by providing remote support on feeding, bathing, bonding and crying.

In addition, the service will also help parents that have lost their support network as a result of the pandemic, for example grandparents are no longer able to help with the babies, and are therefore feeling extremely isolated at home.

The service remains the same for families who are extreme need and struggling to cope with their babies and young children.

Nannies from the Norland Agency are amongst the best trained in the world and Twins Trust has a dedicated team available to speak to parents who qualify for the service.

Helen Regan, from Twins Trust, said: “We put out a rallying call last week and were inundated with extra offers of support from our friends at Norland.

“Along with our qualified childcare support practitioner Gemma, we have a team on stand-by ready to help.

“Our adapted service will offer remote support over the phone or a video call to new mums in hospital, new parents who are isolated at home and families who are facing extreme circumstances.

“With home visits out of the question, they will be able to provide support on feeding, weaning, sleeping, nappy changing and other challenges faced by families with more than one baby to care for.

“If we can support parents and get them over whatever hurdles they may have, we hope this will help combat any feelings of depression and talking to someone in this way will help them cope.”

Current guidance suggests NHS services in the community are likely to be affected by Covid-19 which could include visits made by community nursing teams and health visitors.

Helen added: “It’s important to note that our practitioners are not medically trained, we are unable to give any advice on any medical concerns and would refer families to their GP or Health Visitor.”

The charity, which is receiving no extra financial support during this crisis, has adapted many of its services in light of the pandemic, including offering antenatal and parenting classes by live webinars instead of face to face classes.

Expectant parents need support more than ever now during this worrying time, and the charity has a short video on its website from Professor Asma Khalil, Consultant Obstetrician and Fetal Medicine Specialist, on questions that may arise during pregnancy and the birth.

Twins clubs meet regularly all over the country so to ensure the important social connection and peer-to-peer support remains, the charity is encouraging set up of the web-based video conferencing tool Zoom.

Further support is offered via the listening service Twinline 0800 138 0509 which is open Monday to Friday 10am – 1pm and 7pm – 10pm and there are a number of support groups on Facebook for solo parents, special needs, grandparents and triplets.

Like many other charities, Twins Trust is facing a drop in income due to the pandemic. Online classes bring in less income, and fundraising activities are either postponed or cancelled.

To find out more about Twins Trust, or to make a donation, please visit www.twintrust.org

Notes to Journalists

For further information on multiple births please contact Alyson Chorley alysonchorley@twinstrust.org or pressoffice@twinstrust.org call 01252 332344 / 07791 383494.

Twins Trust is the only UK-wide charity dedicated to improving the lives and wellbeing of families with twins, triplets or more. Representing 20,000 members and 100 local clubs in the UK, Twins Trust provides help and support to both parents and professionals to meet the unique challenges faced by multiple birth families. We invest in research to save lives, change lives and create better futures for multiple birth families. We also run a unique quality improvement project at Maternity Units to encourage and help with adherence to NICE QS46.

For further information, please visit www.twinstrust.org

1. Follow us on: Twitter/Facebook/Insta @twinstrust
2. For confidential and emotional support for families with multiples, please call Twinline which is staffed by trained volunteers that are parents of multiples and can offer support on sleeping, feeding, crying, behaviour, discipline, school issues or special needs. It is free to call on 0800 138 0509 and is open Monday to Friday from 10am–1pm and from 7pm–10pm.