

Our impact

At ECHO, we know that discovering your child has a potentially life threatening heart condition is one of the hardest things any parent can hear. Many families find it difficult to cope and welcome additional support, which is why ECHO exists.

The COVID-19 pandemic affected the ECHO heart community in many ways, facing new challenges and difficult times while the impact of congenital heart disease remained.

COVID-19 has also shifted the way we have been able to support families. We faced furloughing one of our small team of 5, pausing face to face volunteering services and closing our charity office, while dealing with a huge **1600% increase in demand for our services.**

Although the way we have given support has changed, our goal has remained the same throughout - to be there for children and young people with congenital heart disease and their families at every stage of their heart journey.

I want to thank each and every one of our supporters and volunteers for the difference they have made and continue to make to the lives of children with heart conditions and their families. With your help, we will continue to work hard trying to get closer to our vision: *"A world where the emotional, social, financial and medical needs of heart families are met."*

Samantha Johnson

Chief Executive, ECHO

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ECHO's video for World Heart Day 2020

Throughout the COVID-19 pandemic we have:

- Supported heart families by phone and email, listening, signposting and giving useful information and reassurance.
- Welcomed new families to the ECHO heart community - we also welcomed families who were previously treated at the [Royal Brompton](#).
- Launched our ECHO Cares packs to support cardiac families in hospital.
- Funded, designed and opened the brand new Cardiac Psychology and Play Space: [‘The Lodge’](#), at Evelina London.
- Moved our popular ECHO Cardiac Antenatal Classes online and launched [new resources](#), with information for newly diagnosed heart parents about their care and delivery, guidance about the Neonatal Intensive Care Unit, messages and stories from other heart parents, and suggestions of how to prepare for their hospital stay.

- Kept our community up to date with the latest information relating to [COVID-19](#), holding weekly meetings with Evelina London to address parent concerns and keep in the loop with hospital changes.
 - Shared the latest government, NHS and British Congenital Cardiac Association advice on our dedicated Coronavirus web page, social media, and our e-newsletter.
 - Held online chat sessions to connect with families and provide support.
 - Launched the [ECHO Excellence Awards](#), celebrating all the wonderful cardiac NHS staff who treat and care for the children in our community.
 - Launched the [ECHO Happiness Hub](#), where we have been sharing fun, inspiring and uplifting activities for families to take part in during lockdown.
 - Started a network hospital project with the Evelina London Congenital Heart Disease Network to improve cardiac patient experience.
 - Developed an exciting new [ECHO Teens](#) Virtual Film Club for 2021.
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We would not be where we are today without everyone who has **donated** and **fundraised** for us since the pandemic hit. Your support has been truly inspirational. We're by no means back to where we were pre-COVID, but your help means can continue to be there for children and young people with congenital heart disease and their families, when they need us most. Thank you.

Read our Winter 2020 newsletter

Our aims for the next year

We want to have an even greater impact and have committed to helping even more families over the next year.

In spite of being a small charity, we aim to have a big impact and are committed to making ambitious changes. We will always work with members to provide the service they need and value the relationships we have with them.

Thank you to our supporters for helping us to achieve everything we have so far - we need your support going forwards.

Download reports from previous years

Support ECHO

There are so many ways that you can help ECHO make a difference to heart patients and their families. By fundraising, donating and volunteering - your support makes our work possible.