

Information for Parents / Carers Safeguarding Children

As a trust we have a legal duty to protect and promote the welfare of all children and young people and follow national and local inter-agency guidelines.

This means that sometimes we contact Children's Social Care (Social Services) about children, young people or unborn babies we are concerned about.

This is done for several reasons:

- If we think that parents or carers would benefit from support in caring for their children
- If we think the health and welfare of a child or unborn child is at risk
- We cannot find a reasonable explanation as to how a child or young person has become unwell or been injured

Before we contact Children's Social Care we will tell you, and your child if appropriate, and explain why we are doing so. We will always aim to be open and honest with you and seek your agreement for any of our actions. There are some circumstances (to protect your child) in which we would not tell you first, however, this is very rare. We act in good faith to protect children and we are allowed, if necessary to act without your consent.

We recognise that this can be stressful for families and our interactions with you and your family will remain professional, compassionate and non-judgemental.

What happens next?

Children's Social Care has a legal duty to make enquiries to decide whether or not they need to take action to safeguard and promote the welfare of your child.

Whilst they are making these enquiries if your child has been admitted to a ward they may put certain restrictions in place for example;

- Say who may or may not visit your child in hospital
- Arrange for visiting to be supervised. This may restrict visiting times for some people
- Require a pre-discharge planning meeting

Depending on how serious the concerns are, the police may also be involved.

We will ensure that you clearly understand any restrictions that have been put in place by Children's Social Care within the hospital. We will expect you to comply with these and advise that parents/carers co-operate with all agencies involved in the process.

It may be necessary to undertake additional medical investigations to try and understand what has happened to your child, these will be kept to a minimum. We will ensure you are told what



investigations are required and why.

Information Sharing and Confidentiality

All organisations that work with children share information with each other when a child's safety is at risk.

We will ensure that information we share about your child is accurate, up to date and necessary for the enquiries being made. We will share it securely and only with those who need to know.

Further information

Your child's consultant and nurse or your midwife are available to answer any questions you may have, as are the social workers within Children's Social Care.

For more information you may find this website useful: <http://www.nscb.norfolk.gov.uk/>

Patient Advice and Liaison Service (PALS)
Tel 01603 289036



Safeguarding Children Feedback Form

We welcome feedback from children, parents or carers on what we have done well and what we may have been able to do better. Please take a few minutes to complete this feedback sheet and hand it to a member of staff once completed. Thank you.

Name of child..... D.O.B __/__/__ Date.....
(optional)

- Were you informed of the reasons why we had concerns about your child? Yes No
- Were you informed that we were contacting Children’s Social Care? Yes No
- Did you feel we were open and honest with you about our concerns and actions? Yes No
- Did we explain any restrictions to visitors to the ward or discharge from the ward? Yes No
- Did we explain any medical investigations clearly? Yes No
- Was all communication clear and understandable? Yes No
- Did we keep you up to date on all aspects of your child’s care? Yes No

Any additional comments? What could we do better? (please include name & address if a response is required)

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Completion of this form will not have any detrimental impact on the assessment or treatment of your child.

