

## Working with you to safeguard your child

For the best interest of the child, we always try to work in partnership with parents and to offer help and support at this very worrying and stressful time. We advise you to co-operate with the agencies involved in the best interest of your child.

## Who do I speak to if I need further information?

If you need more information about the medical care and investigations, please ask to speak to the paediatric consultant (doctor specialising in the care of children) in charge of your child's care.

If you need more information about the child protection process, please ask to speak to the social worker appointed to your child's care.

If you wish to discuss any other issues related to the child protection process, please ask the nursing staff to contact the Named Nurse Child Protection.

For more information about the Trust visit [www.royalberkshire.nhs.uk](http://www.royalberkshire.nhs.uk)

## Useful contacts

Social Care Teams and Emergency Duty Teams	<ul style="list-style-type: none"><li>• <b>Reading</b> 0118 937 3641 9am-5pm Mon-Fri</li><li>• <b>Reading</b> Out Of Hours 01344 551 999</li><li>• <b>West Berkshire</b> 01635 503190</li><li>• <b>Wokingham</b> 0118 908 8002 9am-5pm Mon-Fri</li><li>• <b>Wokingham</b> 01344 786543 Out of hours</li><li>• <b>Bracknell</b> 01344 351582 9am-5pm Mon-Fri <b>Bracknell</b> 01344 786543 Out of hours</li><li>• <b>Oxford</b> 0345 050 7666 Children's Social 9am-5pm Mon-Fri</li></ul>
Thames Valley Police	0845 8505 505
Childline	0800 1111 <a href="https://www.childline.org.uk/">https://www.childline.org.uk/</a>
NSPCC	0808 800 5000 (24 hour helpline) <a href="https://www.nspcc.org.uk/">https://www.nspcc.org.uk/</a>
Family Lives	0808 800 2222 (24 hour helpline) <a href="https://www.familylives.org.uk/">https://www.familylives.org.uk/</a>

**Please ask if you need this information in another language or format.**

RBFT Child Protection Governance Group  
Reviewed July 2024. Next review due: July 2026.



**NHS**

Royal Berkshire  
NHS Foundation Trust

# Child protection: why we follow a child protection process

Information for patients,  
parents and carers

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**This leaflet explains why we follow a child protection process if we are concerned for a child or young person when they come into hospital with an unexplained injury, or one which is unlikely to have happened accidentally.**

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### **Why is the hospital starting the child protection process for my child?**

- The Royal Berkshire NHS Foundation Trust is committed to providing a high standard service for the health and wellbeing of every child and young person.
- Under The Children Act 1989 and 2004 we have a duty to safeguard and promote the welfare of children and protect them from significant harm.
- This means that we have to investigate why and how any unexplained injury to a child came about and involve relevant agencies such as Social Services and the police.

### **What will happen next?**

The medical and nursing staff will discuss their concerns with you. The medical staff will discuss any medical tests needed and ask for your consent or your child's, if they are old enough.

A referral will be made to the appropriate social work department as they have a legal duty to investigate child protection concerns. We have a duty to share information about your child with other agencies involved in any investigation.

The social worker involved will tell you about the child protection process and any decisions made about your child's safety.

### **Has my child got any rights?**

Yes, your child has a right:

- To be heard.
- To have his/her views and feelings considered.
- To appropriate confidentiality.
- To be protected and supported.
- To be kept involved and informed according to his/her age and understanding.
- To ask for explanations and to complain.
- To consent or refuse consent for medical examination if he/she fully understands what is involved.

### **Have I got any rights?**

Yes, you have a right:

- To be heard.
- To be kept informed and involved.
- To be supported.
- To ask for explanations and appropriate confidentiality.
- To seek legal advice and to complain.
- To have an interpreter if needed.

### **Data protection**

We collect information about your child and family relevant to their diagnosis and treatment. We store it on the child's Electronic Patient Records. We may have to share some of your information with other people and organisations.

If you have any questions and/or do not want us to share that information with others, please talk to the people looking after your child or contact the Patient Advice and Liaison Service (PALS) on 0118 322 8338 or email [PALS@royalberkshire.nhs.uk](mailto:PALS@royalberkshire.nhs.uk)