

## 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 child protection named nurse or the head of child protection services.

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>• 0118 937 3641 <u>Reading</u></li><li>• 9am-5pm Mon-Fri</li><li>• 01344 786 543 <u>Reading</u> Out of hours</li><li>• 01635 503190 <u>West Berkshire</u></li><li>• 0118 908 8002 <u>Wokingham</u> 9am-5pm Mon-Fri</li><li>• 01344 786543 <u>Wokingham</u> Out of hours</li><li>• 01344 351582 <u>Bracknell</u> 9am-5pm Mon-Fri</li><li>• 01344 786543 <u>Bracknell</u> Out of hours</li><li>• 01865 897 983 <u>South Oxfordshire District Council</u> 9am-5pm Mon-Fri</li></ul>
Thames Valley Police	0845 8505 505
Childline	0800 1111
NSPCC	0808 800 5000 (24 hour helpline)
Parentline Plus	0808 800 2222 (24 hour helpline)

This document can be made available in other languages and formats upon request.

Child Protection Governance Group, July 2018  
Review due: July 2020

# 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 Hospital 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 in written records and on computer. 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 Relations Team on 0118 322 8338.