

Contact details and feed back

This guide is for general information. If you have any questions relating to your child, please talk to the safeguarding team.

Further information can be found on the Surrey Safeguarding Children's Board website:

- www.surreyscb.org.uk

Patient Advice and Liaison Service (PALS)

If you would like to feedback on your experiences of the safeguarding service please contact The Patient Advice and Liaison Service.

Contact details

Safeguarding Team

Telephone: 01483 571122 **ext** 4251

PALS and Advocacy contact details

Contact details of independent advocacy services can be provided by our Patient Advice and Liaison Service (PALS) who are located on the right hand side as you enter the main reception area. PALS are also your first point of contact for health related issues, questions or concerns surrounding RSCH patient services.

Telephone: 01483 402757

Email: rsc-tr.pals@nhs.net

Opening hours: 9.00am–3.00pm
Monday to Friday

If you would like information documents in large print, on tape or in another language or form please contact PALS.

Past review date: N/A

Future review date: June 2020

Author: Fiona Gallagher

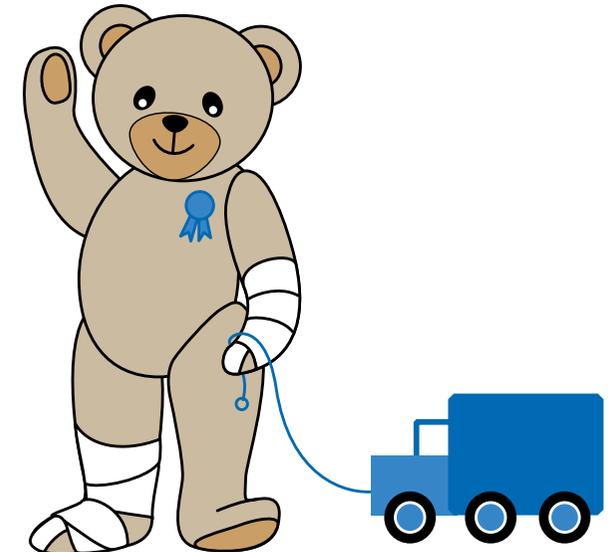
PIN170629–1309



Safeguarding investigations

Information for parents and carers

Paediatrics Department



Patient information leaflet

Safeguarding children: Our responsibilities

We all have a responsibility to ensure that children are safe and well cared for. If anyone has concerns about a child being harmed, they have a duty to act. Healthcare professionals must follow the hospital safeguarding procedures and inform the Safeguarding Children Team.

Safeguarding investigations

The investigations will include liaising with other agencies; this includes children's social care, community care providers and sometimes the police. The child may require further medical examinations.

We appreciate that this can be a very difficult and stressful time for you and we hope that the following information will be helpful.

Medical Examination for Safeguarding Purposes

When we are concerned about a child, a medical examination may be required. The paediatrician will ask the person with parental responsibility for consent. If the examination involves an older child they may be able to give their own consent.

The paediatrician will examine the child and recommend whether any further medical investigations are needed. This may include blood tests, eye examination involving dilation of the pupils with eye drops, CT scan of head and skeletal survey (X-rays). A skeletal survey is x-rays of the skull, chest, spine, pelvis, arms, hands and feet. Please expect the child to be an inpatient for at least 48 hours.

It may be necessary for photographs to be taken of injuries. If so, consent will be obtained from you.

If the person with parental responsibility refuses consent for the medical examination, Children's Social Care are informed. They may seek legal advice as the child's welfare is their first priority. Children's Social Care and the Police ensure the immediate safety of the child. If parental consent is refused a court order gives them permission to examine your child. This is without the parent/guardian's consent.

The Safeguarding Team

The Royal Surrey County Hospital NHS Foundation Trust Safeguarding Team have knowledge of child protection issues. The most important part of their work is ensuring children's welfare is protected and children's safety needs are met. The team consists of Paediatric Named Doctor, Nurse and Specialist Nurse. They work together with other professionals and share information to optimise the safety of each child. These professionals may include the child's G.P., Health Visitor, School Nurse, the Police and Children's Social Care.

Rights and responsibilities

Every child, regardless of background, cultural and religious beliefs is entitled to be protected against harm.

Every family has the right to:

- Be treated with respect
- Be given a clear explanation of what is happening and the ongoing plan.
- Have decisions clearly explained.
- Be listened to and have their views taken into consideration.
- Offered appropriate advice and support.