

# What happens when we have safeguarding concerns about your child

Children's Services  
Community Paediatrics

## Introduction

This leaflet explains the safeguarding process that the Royal Wolverhampton Trust (RWT) follows. The process ensures that children in our care, whether in hospital or in the community, are kept safe where there are concerns about harm, neglect or abuse.

Concerns about your child's safety or welfare have been raised. Our job is to help work out if there is a reason for those concerns and if we can understand or resolve that worry by asking you and other agencies for help.

We understand that this process can be worrying, but we will explain everything and listen to you and your child's concerns.

As this is a legal process, it is very important that you understand what we are doing and why, so please ask questions as we are here to help.

Our Children and Midwifery Safeguarding Team and our staff at the hospital and community are guided by the following key principles:

- Children have a right to be safe and should be protected from all forms of abuse and neglect
- Safeguarding children is everyone's responsibility
- It is better to help children and their families as early as possible, before issues escalate and become more damaging
- Children and families are best supported and protected when everybody works together.

## What is safeguarding?

Safeguarding is the action that is taken to promote the welfare of children and protect them from harm.



## Safeguarding means:

- Protecting children from abuse
- Preventing harm to children's health or development
- Ensuring children grow up safely and well cared for.

**The prevention of infection is a major priority in all healthcare and everyone has a part to play.**

- **Please decontaminate your hands frequently for 20 seconds using soap and water or alcohol gel if available**
- **If you have symptoms of diarrhoea and/or vomiting, cough or other respiratory symptoms, a temperature or any loss of taste or smell please do not visit the hospital or any other care facility and seek advice from 111**
- **Keep the environment clean and tidy**
- **Let's work together to keep infections out of our hospitals and care homes.**

## What is our responsibility in safeguarding children?

The Children's Act 1989 and 2004 make it a legal duty for all RWT staff to protect children under 18 from the risk of significant harm. Our legal duties include safeguarding and promoting the welfare of all children and young people to make sure they grow up happy and healthy.

If there is a concern about the safety or welfare of your child we will follow child protection policies and procedures as set by Wolverhampton Safeguarding Together.

As part of this, a referral is made to the Families Front Door (previously called Multiagency Safeguarding Hub) which is the single point of contact for all safeguarding concerns for support regarding children and young people in Wolverhampton. It brings together expert safeguarding professionals from services that have contact with children, young people and families. The social Care staff in the MASH will carry out initial checks and information gathering to inform decisions about keeping children safe and to support the family.



## Consent

You will be asked to confirm you have 'parental responsibility' and then provide consent for us to undertake any assessments that are needed. We will also make sure you understand what is happening with each process and why.

We may also ask your child for their consent if we feel that they fully understand what is involved.

There are occasions when your consent is not legally needed. The law requires us to share certain information with Children's Social Care or the Police if it is in the child's best interest.



## The Process

If your child is in hospital, an experienced children's doctor (paediatrician) will take a history of events and may do a physical examination. The doctor might feel that further tests or photographs are needed to help get a better understanding of what might be causing us to worry.

If there is a concern about the safety or welfare of your child we share our information with Children's Social Care. With their support we can ensure that your child receives the best help or protection needed.



## Child Protection

Child protection aims to keep children safe where there is a serious risk of harm.

Children's Social Care are always informed if we follow this process as they have a legal duty to investigate our child protection concerns.

## Child Protection Medical Examination

A senior doctor may need to complete a 'Child Protection Medical Examination' to check for any signs of harm that may have happened to your child. If a Child Protection Medical Examination is required you will be provided with further information about this process.

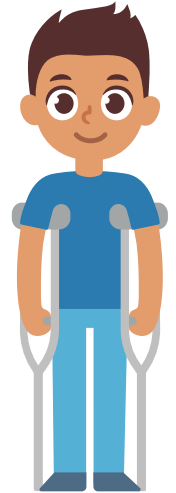


## Working in partnership to safeguard your child

We understand that it is upsetting to have concerns raised about a child's safety and well-being. We always try to work in partnership with parents and carers to offer support. We ask that you cooperate with us and the other agencies involved in the best interests of your child.

## What are the rights of my child?

- To be safe and protected from harm, abuse or neglect
- To be heard and have their views and feelings considered
- To have privacy and appropriate confidentiality
- To be protected and supported
- To be kept informed and updated according to their age and understanding
- To ask for explanations and to raise concerns
- To consent or refuse medical examinations if they fully understand what is involved
- To have an interpreter if needed
- To have a chaperone.



## What are my rights?

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

## How will information about my child be shared?

In order to get a full picture of a child's health history it is usual practice that information is gathered from your child's GP, Health Visitor, School Nurse, any hospitals involved in your child's care or other agencies that may be able to help. We will ask your permission to do this.

Your information is shared in line with the data protection legislation (General Data Protection Act 2018).



## Please remember

- There is no such thing as a silly question - we will always listen, so just ask
- If you do not understand what we are doing or why, keep asking us to explain until you do understand
- Feeling upset is only natural, but please remember our staff are just doing their job.



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

Please speak to the nurse looking after your child who will contact the Consultant Paediatrician in charge of your child's care. You can also speak to the doctor doing the Child Protection assessment.

If you need more information about the child protection process, please contact the Social Worker appointed to your child's care if applicable.

**If you are unhappy with the healthcare your child has received please contact:**

### **Patient Experience Team**

01902 307999 Ext: 85362

rwh-tr.PALS@nhs.net

### **Wolverhampton Children Social Care**

Tel: 01902 555392

### **NSPCC**

Child Protection Helpline: 0808 800 5000

Citizens Advice Bureau (CAB)

To find your nearest CAB visit: [www.adviceguide.org.uk](http://www.adviceguide.org.uk)

## English

If you need information in another way like easy read or a different language please let us know.

If you need an interpreter or assistance please let us know.

## Lithuanian

Jeigu norėtumėte, kad informacija jums būtų pateikta kitu būdu, pavyzdžiui, supaprastinta forma ar kita kalba, prašome mums apie tai pranešti.

Jeigu jums reikia vertėjo ar kitos pagalbos, prašome mums apie tai pranešti.

## Polish

Jeżeli chcieliby Państwo otrzymać te informacje w innej postaci, na przykład w wersji łatwej do czytania lub w innym języku, prosimy powiedzieć nam o tym.

Prosimy poinformować nas również, jeżeli potrzebowaliby Państwo usługi tłumaczenia ustnego lub innej pomocy.

## Punjabi

ਜੇ ਤੁਹਾਨੂੰ ਇਹ ਜਾਣਕਾਰੀ ਕਿਸੇ ਹੋਰ ਰੂਪ ਵਿਚ, ਜਿਵੇਂ ਪੜ੍ਹਨ ਵਿਚ ਆਸਾਨ ਰੂਪ ਜਾਂ ਕਿਸੇ ਦੂਜੀ ਭਾਸ਼ਾ ਵਿਚ, ਚਾਹੀਦੀ ਹੈ ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ ਸਾਨੂੰ ਦੱਸੋ।

ਜੇ ਤੁਹਾਨੂੰ ਦੁਭਾਸ਼ੀਏ ਦੀ ਜਾਂ ਸਹਾਇਤਾ ਦੀ ਲੋੜ ਹੈ ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ ਸਾਨੂੰ ਦੱਸੋ।

## Romanian

Dacă aveți nevoie de informații în alt format, ca de exemplu caractere ușor de citit sau altă limbă, vă rugăm să ne informați.

Dacă aveți nevoie de un interpret sau de asistență, vă rugăm să ne informați.

## Traditional Chinese

如果您需要以其他方式了解信息，如易读或其他语种，请告诉我们。

如果您需要口译人员或帮助，请告诉我们。

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New Cross Hospital, Wolverhampton, WV10 0QP Tel: 01902 695377.