

Futher information

Young Minds

<https://youngminds.org.uk/>

T 0808 802 5544

NSPCC

<https://www.nspcc.org.uk/>

T 0808 800 5000 (parental helpline)

T 0800 1111 (childline)

Family Lives

www.familylives.org.uk/

T 0800 800 2222

If you need advice, have concerns, or don't know where to turn

As a service user, relative or carer using Cambridgeshire and Peterborough NHS Foundation Trust (CPFT) services, sometimes you may need to turn to someone for help, advice and support.

This is where the Patient Advice and Liaison Service (PALS) can help. It provides confidential advice, information and support, helping you to sort out any concerns you may have about the care you are receiving, guiding you through the different services available from the NHS, CPFT and other local organisations.

See opposite for details.

Patient Advice and Liaison Service

For information about CPFT services or to raise an issue, contact the Patient Advice and Liaison Service (PALS) on Freephone 0800 376 0775, or e-mail pals@cpft.nhs.uk

Out-of-hours service for CPFT mental health service users

Please call **NHS 111** for health advice and support or if you feel you are in a mental health crisis.

If you require this information in another format such as braille, large print or another language, please let us know.

Leaflet updated June 2018

Leaflet review date: June 2019

For more information

HQ Elizabeth House, Fulbourn Hospital,
Cambridge CB21 5EF.

T 01223 219400 F 01480 398501

www.cpft.nhs.uk

Safeguarding children

Information for families



Pride in our children's, young people's and families services

A member of Cambridge University Health Partners

Assessment

As part of your assessment, staff will ask you about all the children in your household. This will include asking for each child's name, their date of birth, GP, etc. This is so they can identify any needs they may have and help you get support if necessary. Staff will also ask whether any other professionals or organisations are involved with you or your family. For example, health visitors or social workers.

If you are admitted to hospital staff may ask how the children are being cared for during your admission.

Young carers

Many children and young people act as young carers for their parents or other members of the family. If you are concerned about a child in your family who takes on care responsibilities when you are unwell speak to a member of staff about support for them.

Children visiting hospital

It is important to maintain family relationships whilst you are in hospital and you may wish to arrange visits from your child. Staff will do all they can to help you plan these visits. On the day of the planned visit it is important that the person looking after the child telephones the ward to check that it is OK for the visit to go ahead. Visits can only take place when it is safe for the child.

During the visit the child must be accompanied by the person who is caring for them while you are in hospital. Staff cannot take responsibility for looking after children during visits. Staff will provide a safe environment for these visits to take place.

If it is your child who is being admitted to hospital you can also arrange with staff for siblings and other family members to visit. The staff may ask for parental permission to allow friends or members of the extended family to visit.

Confidentiality

Information that you share with CPFT staff is confidential and will only be shared with others looking after you. However, there are limits to confidentiality. Staff have a duty to ensure that children are safe and they will need to share information if they think a child may be at risk. In some circumstances staff may need to discuss a child's welfare with specialist staff within CPFT and with other agencies.

Wherever possible they will discuss with you first what information they intend to share. If you are concerned about the welfare of a child you can discuss this with the staff caring for you and they can support you in getting help.



Safeguarding children and child protection

If you think a child is being abused or is at risk of significant harm you can contact Children's SocialCare direct. As a member of the public you can remain anonymous if you wish and they will only share your details with your consent.

Once a referral is made, Children's Social Care will investigate the concerns and contact other professionals involved with the child and family. If concerns remain a plan will be put in place to protect the child. In some situations social care will not need to be involved and other sources of help and support will be offered.

Staff will support you in reporting your concerns and this will in no way compromise your care or treatment. You will be taken seriously by staff and treated with dignity and respect.

If you live in the Peterborough area, call Peterborough Children's Social Care on 01733 864170

if you live in Cambridgeshire, call Cambridgeshire Children's Social Care on 0345 045 136

www.safeguardingpeterborough.org.uk/children-board/