

## >> Your opinion matters

Oxleas NHS Foundation Trust is committed to providing the highest standards of care, so we welcome your views on the services we provide. If you would like to comment, make a suggestion or make a complaint, please speak to the person you normally see or ask to speak to the team manager.

You may also like to speak to our Patient Advice and Liaison Service (PALS) by ringing the freephone number on 0800 917 7159.

If you are unable to resolve your concerns or would like to take the matter further, please write to:

Head of Complaints

Oxleas NHS Foundation Trust

Pinewood House, Pinewood Place

Dartford Kent DA2 7WG

Tel: 01322 625 751

## >> Further information

Oxleas NHS Foundation produce two other booklets which may be helpful.

They are:

*Supporting your child*

and

*Information for children and young people who have parents or family members with a mental illness.*

A range of information about the needs of children and parenting can be accessed from

Barnados

[www.barnados.org.uk](http://www.barnados.org.uk)

NSPCC Child Protection

Helpline: 0808 800 5000.

[www.nspcc.org.uk](http://www.nspcc.org.uk)

Youngminds parents information service

Helpline: 0800 018 2138.

[www.youngminds.org.uk](http://www.youngminds.org.uk)

## Oxleas NHS Foundation Trust

Pinewood House

Tel: 01322 625700

Pinewood Place

Fax: 01322 555491

Dartford

Website:

Kent DA2 7WG

[www.oxleas.nhs.uk](http://www.oxleas.nhs.uk)

# Safeguarding children



What to expect while you are in hospital if you are a parent, or have responsibility for caring for children

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improving lives

Oxleas **NHS**  
NHS Foundation Trust

## >> Introduction

This leaflet is for people that are admitted to an Oxleas Hospital ward who are parents or who have caring responsibilities for children. It explains how we will work with you to ensure your child or children remain safe.

## >> Assessment

As part of your assessment, staff will ask you about children in your household: how they are being cared for whilst you are in hospital and any needs that they have. This will include asking you details such as the child's name, date of birth etc. Staff will also ask you about any other professionals or organisations that are involved with you and your family for example: schools, health visitor or social worker.

## >> Young carers

Many children and young people act as young carers for their parents or other members of the family. If you are concerned that a child in your family

takes on care responsibilities when you are unwell speak to a member of staff about support for the young person.

## >> Children visiting

It is important to maintain family relationships whilst you are in hospital and you may wish to have visits from your child. Visits from children need to be planned and it is important that you discuss this with the staff looking after you.

On the day of a planned child visit, the person who is looking after the child must phone the ward to check with the nurse in charge 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

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

It might be a good idea if your child brings a favourite toy to play with or book that you can read together during the visit.

It is sometimes necessary to refuse child visits, either in advance, or on the day of the visit because of safety issues for the child. If this is the case you will be fully informed and the decision to refuse a visit will be kept under review.

## >> Confidentiality

Information that you share with Oxleas staff is confidential and will only be shared with others looking after you. However, there are limits to confidentiality and one example of this is where it seems that a child may be at risk in some way. Staff working for Oxleas have a duty to ensure that children are safe. In some circumstances they may need to discuss a child's welfare with specialist staff within the trust and in other agencies. If you are concerned about a child's welfare you can discuss this with the staff caring for you, they can support you to get help.