

## Contact Information

### Safeguarding Children:

#### Social Services

**Norfolk County Council**  
(Children Social Services)  
0344 800 8020 - 24 hour service

**Cambridgeshire County Council**  
(Children Social Services)  
0345 045 5203 - 24 hour service

**Lincolnshire County Council**  
(Children Social Services)  
01522 782111 or  
Out of hours 01522 782333

**In an emergency call the police on 999**

Queen Elizabeth Hospital telephone -  
01553 613613

Patient Advice and Liaison Service  
(PALS) - 01553 613351

## Contact Information

### Safeguarding Adult:

#### Social Services

**Norfolk County Council**  
(Adult Social Services)  
0344 800 8020 - 24 hour service

**Cambridgeshire County Council**  
(Adult Social Services)  
0345 045 5202 - 24 hour service

**Lincolnshire County Council**  
(Adult Social Services)  
01522 782155 or  
Out of hours 01522 782333

**In an emergency call the police on 999**

Queen Elizabeth Hospital telephone -  
01553 613613

Patient Advice and Liaison Service  
(PALS) - 01553 613351

**Review date - February 2019**

**M651**

# Safeguarding

**Information for patients,  
relatives and carers on  
safeguarding actions**

## Patient Information

February 2018



As a hospital Trust we have a legal duty to protect and promote the welfare of all patients (children, young people and adults) and to follow national and local guidelines.

This means we may need to contact Adult's or Children's Social Services about patients we are concerned about in the following circumstances:-

- If we think that carers or relatives need extra support to carry out their caring role.
- If we think the health and welfare of a child, unborn child or adult is at risk from neglect, harm or abuse.
- If we cannot find a reasonable explanation as to how a person has sustained their injuries or has become unwell.

Before we contact Social Services we will tell you and the patient (if appropriate) and explain why we are doing so. In some circumstances (to protect the patient) we may not tell the immediate family, but this is rare.

We will always aim to be open and honest with you and seek your agreement for any of our actions.

We act in good faith to protect patients of any age from harm and we are allowed, if necessary, to act without your permission.

## **What happens next?**

Social Services (whether adult or children) has a legal duty to make enquiries to decide whether or not they need to take action to safeguard and promote the welfare of the person involved.

Whilst they are making these enquiries, if the person has been admitted to a ward, Social Services may put certain restrictions in place, for example:-

- Say who may or may not visit the patient in hospital
- Arrange for visiting to be supervised. This may restrict visiting times for some people
- Require a meeting to plan the discharge home from hospital

Depending on how serious the concerns are, the police may also be involved.

We will ensure that you clearly understand any restrictions that have been put in place by Children's or Adult's Social Services within the hospital. We will expect you to comply with these and advise that parents / relatives / carers cooperate with all agencies involved in the process.

It may be necessary to undertake additional tests and investigations to try and understand what has happened to the patient, these will be kept to a minimum. We will ensure you are told what investigations are required and why.

## **Information Sharing and Confidentiality**

All organisations that work with adult or child patients share information with each other when a patient's safety is at risk.

We will ensure that information we share about someone is accurate, up to date and necessary for the enquiries being made.

We will share it securely and only with those who need to know.

## **Further information**

The patient's consultant, nurse or midwife (if an unborn child is involved) is available to answer any questions you may have, as are the social workers within Adult's or Children's Social Services.