

Compliments and Complaints

This review is about learning and improving services for children and families. It is not about attributing blame. Respectfully, we advise that compliments and complaints are directed to the organisation involved.

Information and advice regarding compliments, feedback and complaints can be accessed:

Children's Services - Gloucestershire County Council

The Front Door

Tel: 01452 42 6565 Option 2

e-mail: childrenshelpdesk@gloucestershire.gov.uk

Education Services - Gloucestershire County Council

We advise parents and carers to contact the individual nursery, school or college.

Health

Gloucestershire NHS Foundation Trust

<http://www.gloshospitals.nhs.uk/en/Contact-Us/Contact-Us>

Police

Gloucestershire Constabulary

<https://www.gloucestershire.police.uk/contact-us/give-us-feedback-or-make-a-complaint>



Gloucestershire Child Death Overview Panel

Information for Parents, Families and Carers



The death of a child is a very difficult time for parents, families and carers. As professionals working with the Gloucestershire Child Death Overview Panel, we recognise this and extend our sympathies to all bereaved families.

The following information helps to explain what has to happen following the death of a child or young person under 18 years of age, by way of a Review.

What is a review and why is it needed?

Government legislation requires that every Local Safeguarding Children Board has a Child Death Overview Panel to review the death of every child and young person from their area.

The review aims to try and identify any factors which may improve the health and wellbeing of children and families in the future.

How does a review happen?

Information about your child and how they died is collected and summarised in an anonymised report.

The information comes from records held by Hospitals, GP's, Health Professionals, Schools, Police, Children's Social Care, Education and other agencies who may have known your child.

The report also includes some information about your family circumstances so that the Panel can ensure you are being supported appropriately.

The Child Death Overview Panel includes Doctors, other Health Specialists, Children's Services, Police and Public Health.

They will look at the circumstances of your child's death and decide whether to recommend any changes and improvements to services for children or that might help to prevent similar deaths in the future

Recommendations are passed on to the organisations that are responsible for

planning and managing services for children locally, as well as to other relevant agencies.

What happens when your child's death is reviewed?

Your Local Child Death Overview Panel (Gloucestershire) will be informed of your child's death and when all of the information has been collected they will be given anonymised information about what happened.

Sometimes it can take some months before all of the information is ready as the panel will wait until any investigations, for example Post Mortem results have been completed.

Parents are not invited to the panel meetings but you are asked to contribute any comments that you may have into the review of your child's death. The comments can be about anything related to their care or treatment. You will be contacted prior to the meeting to discuss this in more detail.

The information gathered is treated with the greatest respect and in the strictest confidence. We promise that none of our findings, recommendations or reports will name or identify your child or family.

Lessons learned and recommendations made will be included in our Annual Report.

If you have any questions in relation to this process please contact us on 01452 426228 or e-mail the Child Death Review Team on cdop@gloucestershire.gov.uk

Bereavement Advice

Opening Hours

The bereavement offices are open between 10am and 4pm to the public but staff are available from 8:30am Monday to Friday excluding bank holidays.

Contact details:

Gloucestershire Royal Hospital	0300 422 6742 or 0300 422 6982
Cheltenham General Hospital	0300 422 4753 or 0300 422 4235
e-mail:	Bereavement.Service@glos.nhs.uk