



Risk Management Department
Major Incident
Information for parents and carers

Introduction

When a major incident has occurred and children and young people are involved we understand this will be a very anxious time for parents and carers. This leaflet aims to provide general information about the arrangements Alder Hey Hospital has in place to support families during this difficult period.

What is a major incident?

A major incident is declared if an emergency arises and the hospital needs to respond to a larger number of casualties than normal. It means that additional staff will be called to the Emergency Department to assist in the response.

We ask that parents and carers be patient while our staff are dealing with children and young people involved in the incident

The Major Incident Parent and Carers Reception Area

The Parents and Carers Reception Area is set up to assist people whose children have been, or are believed to be, at the hospital after being involved in an incident or accident.

Parents and carers are asked to remain in this area as it is the best place for them to get the information and support they need.

We realise that parents and carers will want to receive information as soon as possible and we will aim to provide regular updates. As we will be checking the facts we provide are as accurate as possible the updates may take a little longer than families may expect.

This area is only to be used by parents and carers who have parental responsibility for children involved in the incident or accident.

What other services will be involved?

If available, a police officer may attend the Emergency Department during a major incident involving large number of casualties. They may talk to parents and carers to assist in identifying potential casualties.

Who will receive information?

We will only give out information about individual patients to parents and carers to those with parental responsibility.

We will only give out personal information when we are sure it is accurate and we will do this in a private quiet space.

Confidentiality

To ensure the privacy of families during this anxious time the taking of photographs etc is not permitted in this area.

The Trust recognises that individuals affected will want to keep in touch with family and friends and the role social media such as Facebook/Twitter can play in this. Great care must be taken by parents and carers:

- To respect the privacy of others affected, whether they are present at the time or not.
- Not to divulge details of others.
- Not to divulge any other details inappropriately

This could cause further stress to other people at an already sensitive time.

Press enquiries.

The Trusts Communication Team can be contacted on :**0151 293 3502** during the days and times listed below.

Monday to Thursday 9.00 am to 5:00 pm

Friday 9.00 am to 4.40 pm

Outside of these day and times hours the Trusts the On call Senior Manager can be contacted via the hospital switch board : **0151 228 4811**

Help and Support

Whilst parents and carers are waiting for information our staff will be available to offer support. If you have any concerns about a domestic, medical or of a personal nature please tells a member of our staff.

For further information

The Parents and Carers Co-ordinator will be available in the Parent and Carers Reception area to provide information when the major incident is declared.

This fact sheet only gives general information. You must always discuss the individual treatment of your child with the appropriate member of staff. Do not rely on this leaflet alone for information about your child's treatment.

This information can be made available in other languages and formats if requested.

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