

## Aftercare

Before you and your child leave the centre, we will give you some information, including a booklet titled "Summary of Your Care".

This booklet has information about the care your child has received, any medication they have been prescribed, and details of any further appointments they may have.

With your permission, we will contact you in three weeks to see how your child is doing and to find out if any additional support is needed.

Our service is available 24/7/365 days in a year.

Call now to get advice and support.

 **0330 223 0099**



### Acer House SARC:

Acer House,  
Hackness Road,  
Northminster Business Park,  
Upper Poppleton, York,  
YO26 6QR



## National support services

Horizons  
Drug and Alcohol support 08000 14 14 80

SHOUT  
Shout is the UK's first and only free, confidential, 24/7 text messaging support service for anyone who is struggling to cope.  
Text service 85258

Halo 01642 683 045  
Service provision, for Black and Minoritised women and girls experiencing or at risk of domestic and sexual abuse and violence including FGM

## Local support services

IDAS (24/7) 03000 110 110  
(Independent Domestic Abuse Service – North Yorkshire)

Sexual Health Service 01904 721 111  
Sexual Health Services across North Yorkshire and York)

Supporting Victims 01609 643 100  
(Support for Victims across North Yorkshire)

Survive, York 01904 638 813  
(Supporting survivors across York and North Yorkshire)

## Feedback

We love to receive feedback about our services, and any suggestions for improvements.

Knowing what we are doing right, and what we could do better, will help us to continue delivering excellent care.

You can leave us feedback in person at the SARC or via email to: [acer.house@nhs.net](mailto:acer.house@nhs.net)



## Acer House

### Child Sexual Abuse Assessment Service

Children and Young People



Health care and support services for children, young people and adults in York and North Yorkshire, following sexual assault or rape.

 **0330 223 0099**  
[www.acerhousesarc.co.uk](http://www.acerhousesarc.co.uk)



Service provided by:



# Welcome to Acer House SARC

We offer free healthcare and compassionate support to children, young people and adults in York and North Yorkshire, following sexual assault or rape.. This guide is for parents/carers of children aged 12 or under.

**Concerned that your child or a child you know has been sexually abused or assaulted? If they are aged 12 and under,**



Please call  
the Police - 101



OR

Call your local  
safeguarding team



**The Police or the Social Care worker will speak with our doctors and get back to you with information regarding the recommended next steps.**

**If you are aged 13- 17 and something has happened more recently, please refer to our adults leaflet.**

For parents/carers looking for some advice or guidance from us, we are here to help.

Please call us on **0330 223 0099** 24/7/365 days a day.

## Accessing our service

If an appointment is required for your child, the Police or the Social Care Worker will book an appointment at our Child Sexual Abuse Assessment Service (CSAAS).

Our staff will advise you on the next step before bringing your child for an appointment, such as not washing their body. We understand that this may have already happened and, if so, they can still attend the appointment.

We recommend that you bring comfortable clothes for your child to their appointment, as they will likely be at the centre for a few hours (dependent on individual child's needs).

In order to ensure patient confidentiality and privacy, the CSAAS team only take one appointment at a time. Therefore, please do not visit the centre earlier or later than your time of your/the child's appointment.

We understand that this is sometimes unavoidable. If you are going to arrive early/late please call and let us know as soon as you can.

## At your child's appointment

When you arrive at the centre, you and your child will meet one of our crisis workers and a doctor.

Our crisis worker will stay with your child throughout their time at the centre, to support and guide them.

They can answer any questions you may have and explain what will happen during the appointment.



## Before the examination



Before an examination starts, the doctor will ask you a few questions about your child. These questions might cover topics like their medical background (any illness, medication, etc).

There may also be some questions that the doctors may want to ask your child in private.

The doctor will go through the examination details and will explain the options available to your child, and you will be required to give consent on behalf of your child.

This is also a good opportunity for you or your child to ask us any questions.

## The examination



Your child can choose which of their parents / carers they want in the room with them during an examination.

The doctor will check their body for any injuries. The doctor will also take some notes and ask if it's ok to check your child's 'private parts'. This is a normal part of the examination. They may also take forensic samples, but the team will discuss this with you so that you understand what this involves.

During the examination, if your child declines to be examined, or changes their mind, the doctor will respect this and end the examination so as not to cause any distress.

## After the examination



When the examination is over, the doctor will explain to you what was seen during the examination. They will then let you know if your child needs to have any future appointments and what ongoing support is available for them and you.

Your child will also have the option to take a shower at our centre and to change into the clothes you brought along. The CSAAS team can also provide clothing if you are not able to bring spares.

You and your child can then take a seat in our family room and ask our crisis worker any questions you may have.

We have drinks and snacks available in case you and/or your child get hungry, but you can also bring your own. Please let a member of our staff know if you or your child has any food allergies.