

Aftercare

When the examination is over, the nurse and crisis worker will talk to you about how you are feeling and discuss any referrals into further support and care services. We will also check that you have a safe place to go to when you leave the SARC.

After you leave, if you have any questions or need advice, you can call us anytime.

With your permission, we will contact you six weeks after your appointment to see how you are doing and find out if you need any additional support.

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

Call now to make referrals and
appointments and to receive 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



Acer House

Sexual Assault Referral Centre

13+ Acute Leaflet



Compassionate healthcare and support
service for anyone, in York and North
Yorkshire, following sexual assault or rape.

Call us for help 24/7/365.



0330 223 0099

www.acerhousesarc.co.uk



Service provided by:



Welcome to Acer House SARC

We offer free healthcare and compassionate support to anyone who has experienced sexual assault or rape in York and North Yorkshire.

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

Call to make an appointment to visit the centre.

 **0330 223 0099 (24/7/365)**

At the SARC, we provide a medical assessment, a forensic examination (for the purpose of DNA collection), support services and aftercare referrals for further treatment, support and guidance. You will be offered these services based on your individual needs.

People aged 13 and older can access our service. You will need an appointment before coming to Acer House SARC.

Did you know?

**A Sexual Assault
Referral Centre is
also called SARC**



Accessing our SARC service

You cannot visit the SARC without an appointment. There are a couple of options available to make an appointment.

Police Referral: You can report to the Police, who will gather information about your case, arrange a SARC appointment for you and bring you to the SARC. When you attend with the Police, they will wait in a separate area of the SARC until the examination is finished. For police referral, please call **101**.

Self Referral: Please call us on **0330 223 0099** to speak to one of our nurses and they would discuss your option with you. Please note that self-referrals are only for age 16+.

Alternatively, you may also be referred to us by another service (such as your GP or sexual health), but we will still need to speak to you to get your consent to make an appointment.

Before your appointment

Staff at the SARC can advise you on how to preserve evidence before you come to your appointment, such as not washing your body. We understand that this may have already happened and, if so, you can still attend your appointment.

We recommend bringing comfortable clothes to your appointment as you will likely be at the SARC for a few hours (dependent on individual needs).

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

When you arrive at the SARC, you will meet our crisis worker and one of our nurses. Your crisis worker will stay with you, to help and guide you, during your time at the SARC. Our crisis worker and nurse will assist you, answer any questions you may have and explain what happens during your visit.

We will complete a holistic medical assessment and, as part of the visit, we will talk to you about your healthcare needs, such as risk of infection or pregnancy.

We can also provide medication such as emergency contraception, if needed.

Our team can also provide sexual health advice and information. We do not conduct STI screening at the SARC, but we can support you and discuss referrals into sexual health with you.

Medical examination

Depending on when the incident occurred, you may be offered a forensic medical examination (conducted by our highly skilled and compassionate sexual offence examiners). This includes examining any physical injuries and collecting forensic samples. If an examination is something you are considering, it is best to contact us as soon as possible.

If you choose to attend for a medical examination, you can stop or change your mind at any time. You will still be offered full support from our team.

If you have attended with the Police, we will give any evidence to them, to support with your case. Or, if you have attended without Police involvement, we can keep your forensic samples secure at the centre, giving you time to decide if you wish to engage with the Police at a later date, whilst preserving forensic evidence.