

## After an Appointment

After an appointment, professionals and patients can contact us at any time to ask questions or to get further help and support.

If a patient agrees to additional referral support, our nurse and support worker will likely refer the patient to other services that will be able to offer them additional support following an appointment with us. These services might include (but are not limited to) mental health/counselling, sexual health, GP, or the local Independent Sexual Violence Advisor (ISVA) service.

With their permission, one of our nurses will contact the patient six weeks after their appointment to check in and make sure they have been contacted by the referral services recommended for them.

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

Call now to book an appointment, make referrals, 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

## Sexual Assault Referral Centre Professional Guide



**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 anyone who has experienced sexual assault or rape in York and North Yorkshire.

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

 **0330 223 0099**

This guide is for agencies and professionals working within agencies such as police, health and social care, local authorities and the public sector who may wish to refer adults, young person or children to the SARC or familiarise themselves with our services.

If you would like further information or training from our SARC, please get in touch by calling **0330 223 0099** or emailing us at **acer.house@nhs.net** (email is monitored from 9 am – 5 pm, Monday to Friday).

## Our Services:

We offer both Adult and Paediatric services. Our comprehensive range of services includes:

- Immediate over-the-phone rape and sexual assault support and referrals to specialist services.
- In-person rape and sexual assault support and healthcare including access to medicine.
- Forensic medical examinations.
- Collection and storage of forensic samples.
- Holistic examinations and care for non-recent cases
- Comprehensive Risk Assessments.
- Access to Independent Sexual Violence Advisors (ISVA) support.
- Service referrals and follow-up calls after an appointment.

## A SARC is a Sexual Assault Referral Centre



## Appointment Options

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

**Self-referral:** This option allows patients to receive important healthcare and have evidence collected, without reporting to the Police. However, we would encourage patients to first contact the SARC on **0330 223 0099** to speak to one of our nurses and they would discuss their option with them.

**Police Referral:** Patients can report the assault to the Police, and the Police will gather information about their case, arrange a SARC appointment for them and bring patient to and from the SARC. **For police referral, please call 101.**

**Professional Referral:** Patients can also be referred to our SARC by another service (such as your GP, sexual health clinicians, charity organisations, social care and 111 services).

Professionals cannot contact us without the patient's consent and the SARC will ask to speak with the patient directly before booking an appointment to make sure they understand the process and feel in control of the situation.

## Referrals to our SARC

All professionals can refer adults aged 13 and older to our SARC with their consent.

To understand our Professional referral process, please refer to our Professional Referral Pathway Document for adults. (Ask our team if you do not have it. It is also available for download on the professional page on our website: **www.acerhousesarc.co.uk**.)

Children aged 12 and under must be referred via the Police and/or Social Care.

Doctors see acute patients 12 and under, or non-recent patients aged 15 and under

To refer a child to the SARC, please follow your organisational Safeguarding Policy and procedures.

For further information see our Paediatric Pathway available on our website for download on the professional page on our website: **www.acerhousesarc.co.uk**

For resources, visit the helpful resources page on our website: **www.acerhousesarc.co.uk**

## Before an Appointment

Patient may have been asked by our staff, or professional, to not wash their body, eat or drink before an appointment. This is to help preserve forensic evidence. The comfort of our patients is most important so if this has happened don't worry, they can still attend an appointment.

An appointment may last for 2 to 5 hours depending on the care and support needed, so patients may want to wear or bring some comfy clothes to change in to.

Following the assessment/examination, patients will be offered the opportunity to take a shower and change their clothes.

If you are bringing a patient to the SARC for an appointment, please try to arrive on time. If you think you are going to be early or late please contact us to let the staff know.

## Forensic Medical Examination

Medical examinations are conducted by our highly skilled and compassionate sexual offence examiners.

Depending on when the incident happened, patients may be offered the option to have a forensic medical examination that includes checking for any physical injuries and collecting forensic samples. If an examination is something they are considering, it is best to contact us as soon as possible.

We offer to collect forensic samples even if the patient does not want to involve the Police at the time.

This gives patients the option to have forensic evidence if they choose to report the incident at a later date. In this instance, all samples will be stored at our SARC for 2 years.

During the examination, the nurse and crisis worker will regularly check in with the patient to make sure they are ok and want to continue. Patients are in control and can have a break or stop the examination at any point.

After the examination, patients have the option of having a shower at the SARC and we provide a care bag which has items such as shampoo and a toothbrush. We also provide clothing to change into if a patient's clothing has been taken as evidence.

Acer House SARC - Sexual Assault Referral Centre