

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**



Solace SARC (Bicester)

Police House
Queens Avenue
Bicester
OX26 2NT



Helpful Organisations (National)


Rape Crisis National Support Line
 0808 500 2222  www.rapecrisis.org.uk

Victim Support
 08 08 16 89 111  www.victimsupport.org.uk

Samaritans
 116 123
 0845 790 9090 (24/7 Helpline)
 www.samaritans.org

National Centre for Domestic Violence
 0800 970 20 70  www.ncdv.org.uk


NSPCC Helpline
 0800 800 5000  www.nspcc.org.uk

ChildLine (24hr helpline for under 18s)
 0800 1111

Helpful Organisations (Local)

Trust House (counselling)
 www.trusthouse.org.uk  **0118 958 4033**

Hope after harm (ISVA)
 hopeafterharm.org.uk  **01844 202 001**

DASH Charity (Domestic abuse)
 thedashcharity.org.uk

Berkshire Women's Aid
 www.berkshirewomensaid.org.uk  **0808 801 0882**

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: Bicester.SARC@nhs.net

solace
Thames Valley

Sexual Assault Referral Centre
Professionals Guide



 **0330 223 0099**
www.solacesarc.org.uk



Service provided by:



Welcome to the Solace SARC (Bicester)

We offer free healthcare and compassionate support to anyone in Thames Valley who has experienced any form of sexual assault, including rape.

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 to the SARC or familiarise themselves with our services.

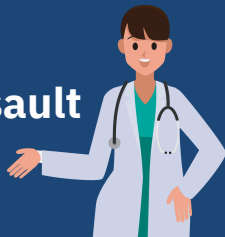
If you would like further information or training from our SARC, please get in touch by calling **0330 223 0099** or emailing us at solacethamesvalley.sarc@nhs.net (email is monitored from 9 am – 5 pm, Monday to Friday).

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 would need an appointment before coming to our SARC. 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. Patients can directly make an appointment to attend the SARC without involving the police.

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.

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 and young people aged 18 and older, (16 and 17 year, *if clinically appropriate*) 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.solacesarc.org.uk).

Children aged 15 and younger must be referred via the Police and/or Social Care.

Paediatric clinics, for children aged 15 and younger, are provided by specialist forensic medical examiners (doctors) with paediatric competencies.

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.solacesarc.org.uk

Before an Appointment

Patient may have been asked by our staff, or professional, to not wash their body or drink hot liquids 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.