

## 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 a year.

Call now to book an appointment, make referrals, get advice and support

 **0330 223 0099**



## Beech House SARC

Unit 7 and 8  
North Court  
South Park Business Village  
Armstrong Road  
Maidstone, Kent  
ME15 6JZ



## Helpful Organisations (National)

Rape Crisis National Support Line  
 0808 500 2222  [www.rapecrisis.org.uk](http://www.rapecrisis.org.uk)

Victim Support  
 08 08 16 89 111  [www.victimsupport.org.uk](http://www.victimsupport.org.uk)

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

National Centre for Domestic Violence  
 0800 970 20 70  [www.ncdv.org.uk](http://www.ncdv.org.uk)

NSPCC Helpline  
 0800 800 5000  [www.nspcc.org.uk](http://www.nspcc.org.uk)

Mankind -FREEPHONE (will not show on your bills)  0808 800 1170  
Mankind - HELPLINE  01823 334 244  
(for those with inclusive minutes)

Text SHOUT to 85258 free, confidential, 24/7 text support service for anyone

## Helpful Organisations (Local)

East Kent Rape Crisis Line  0800 458 2818  
East Kent Rape Crisis Support  01227 450400  
Family matters Kent  01474 453 661

Kent police non emergency  101  
Kent police Emergency  999 or 911  
Kent police Reporting a crime  01622 690 690  
SATEDA Domestic abuse for women and children in swale  01795 417251  
One in Four - Kent  01622 230735

## 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: [bh.admin@nhs.net](mailto:bh.admin@nhs.net)

# Beech House

## Sexual Assault Referral Centre Professionals Guide



 **0330 223 0099**  
[www.beechhousesarc.org](http://www.beechhousesarc.org)



Service provided by:

# Welcome to the Beech House SARC

We offer free, confidential healthcare and compassionate support to anyone in Kent and Medway that 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: [bh.admin@nhs.net](mailto:bh.admin@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:

- 24/7/365 acute trauma-informed healthcare and support
- Immediate over-the-phone support and referrals to specialist services
- 24/7/365 Comprehensive Forensic Medical Examinations
- Collection and storage of forensic samples
- Comprehensive Risk Assessments
- Referral to specialist counselling and Independent Sexual Violence Advisors (ISVA) support
- Onward service referrals and follow-up calls

**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.

Professionals can call to make enquiries about the SARC services but cannot refer patients to the SARC. They can only encourage patients to refer themselves to the SARC.

## Referrals to our SARC

Patients aged 13 and older can self refer to the SARC.

Children under 13 and younger must be referred via the Police and/or Social Care.

Paediatric clinics, for children under 13 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.

All patients under 18s will be referred to their local safeguarding team by the SARC.

## Before an Appointment

Patient may have been asked by our staff, or professional, to not wash their body or not have any drinks 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.