

# HELPFUL ORGANISATIONS

These are other places that you can call if you would like their support. We can also contact them for you.

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

Rape Crisis England and Wales (24/7)  
**0808 802 9999**

Safeline National Male Survivor Helpline  
(sexual abuse) **0808 800 5005**

West Mercia Rape and Sexual Abuse Support Centre **03456 461188**

The Samaritans (24hr mental health helpline)  
**116 123**

Refuge (24/7 national domestic abuse helpline) **0808 2000 247**

Mankind Initiative (male domestic abuse)  
**01823 334244**

# GET IN TOUCH

Darlaston Medical Centre,  
Pinfold Street,  
Wednesbury, West Midlands, WS10 8SY  
24-hour telephone 0808 196 2340

wmppaeds.sarc@nhs.net  
westmidsregionalcypsas.co.uk



# QUESTIONS?

If you think of any questions before arriving at our SARC, or whilst you are in our waiting room, you can write them down here so you don't forget them.

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# FEEDBACK

We love receiving positive feedback about the service we provide, but we are also happy to receive 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 on our website [westmidsregionalcypsas.co.uk](http://westmidsregionalcypsas.co.uk)



West Midlands Regional Children & Young People Sexual Assault Service

# A GUIDE FOR YOUNG PEOPLE



West Midlands  
Regional  
**CYPAS**

**0808 196 2340**  
[westmidsregionalcypsas.co.uk](http://westmidsregionalcypsas.co.uk)



# WELCOME TO OUR SERVICE

Young people like you visit our service for care and support when something has happened sexually without your consent. We are here to listen to you and want to make sure that you are healthy and safe.

We can help 24-hours a day, 7 days a week, and are open every day of the year.

Before coming to our centre, you will need an appointment. If you are aged 13 years or older, you can make an appointment to come to the centre without a parent or guardian. If you want help from the police or a social care worker, they can make an appointment for you and bring you to and from the centre.

You can make an appointment by calling us on 0808 196 2340, you can also contact us for advice or to talk through how we can support you.

## BEFORE YOUR APPOINTMENT

You may have been asked by our team or someone else to not eat, drink or wash before your appointment. Your comfort is most important though so if any of this has happened don't worry, you can still attend for your appointment.

You will probably be at the centre between 2 to 5 hours, this depends on the care and support you need so you may want to wear or bring some comfy clothes to change in to. Please try to not arrive early for your appointment, this is just so we can make sure we are ready for you when you get to the centre. If you think you are going to be early or late please contact us to let the staff know.

## AT YOUR APPOINTMENT

When you arrive at the centre you will meet our crisis worker and one of our nurses or doctors. Your crisis worker will stay with you throughout your time at the centre to help and guide you. They can answer any questions you may have and explain what will happen during your appointment.

For all young people, we will offer support and guidance and maybe suggest some follow up appointments. For others, we might also suggest having a physical examination with us. You can choose to take part in as much or as little of our services as you want.

## IT'S YOUR CHOICE

When you arrive the crisis worker, and nurse or doctor, will talk to you about what happens during your visit. They will ask you to sign your name to confirm that you are happy to go ahead with an examination. If you are uncomfortable at any point, let your crisis worker, nurse or doctor know and they will stop.

Before an examination starts, we will ask you a few questions. This can be done in private if you do not want your parent or another person there. These questions might cover topics like your medical background (any illness, medication, etc), any relationships you may have had, or whether you drink, smoke or take recreational drugs.

This is also a good opportunity for you to ask us questions if you have any.

**"WE LISTEN, WE BELIEVE YOU,  
AND WE WANT TO HELP."**

## THE EXAMINATION

You can choose whether you want your parent or someone else in the room with you during your physical examination. The nurse or doctor will check your body to make sure you are ok. They might take some notes too and ask you if it's ok to check your 'private parts'. This is a normal part of the examination and you will not be forced or pressured to do anything you don't feel comfortable with.

## AFTERCARE

When the examination is over your nurse or doctor will explain what they saw when they examined you. They will then let you know if you need to have any future appointments so that you are healthy and we can talk to other services to make sure you are kept safe.

If you want to, you can then take a shower at the centre and change your clothes. You can also relax in our lounge and ask your crisis worker any questions you may have. We have drinks and snacks for you in case you get hungry. Please let a member of our staff know if you have any food allergies.

## TAKE CARE

Before you leave we will give you some information to take away with you including a booklet called "Summary of Your Care". This has information on the care you have received, any medication you have been prescribed and details of any further appointments you may have.

We will call you in 3 weeks to see how you are doing and to find out if you need any additional support.

