

## Helpful Organisations

These are the 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



## 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 via email: [wmp paed.sarc@nhs.net](mailto:wmp paed.sarc@nhs.net)



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## Our Address:

Darlaston Medical Centre,  
Pinfold Street,  
Wednesbury,  
West Midlands,  
WS10 8SY



## 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.



West Midlands  
Regional

**CYPAS**

West Midlands Regional Children &  
Young People Sexual Assault Service

**A guide for parents & carers**



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

[westmidsregionalcypas.co.uk](http://westmidsregionalcypas.co.uk)

Service provided by:



# Welcome to our service

Young people under 18 years old (or under 25 if they have complex needs) visit our service for care and support when something has happened sexually without their consent.

We are here to listen and want to help make sure that all children and young people who visit the centre 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 a young person is aged 13 years or older, they can make an appointment to come to the centre without a parent or carer present if the centre staff feel they are competent to make decisions about their care.

Children aged 13 years and younger can only access the centre if they have a referral from the police or a social care worker.

They can make an appointment for you and bring you and your child to and from the centre.

If you have questions about the centre or would like advice please call us on 0330 223 0099.

## Before your appointment

Your child may have been asked by service staff or someone else to not eat, drink or take a shower before the appointment if the event has happened very recently.

Please remember that the child and young person's comfort is the most important thing, the examination can still go ahead so please don't withhold if it is causing any distress or discomfort.

The appointment will usually last between 2 to 5 hours and is dependent on the needs of the child and young person.

Please do not arrive early at the centre for your appointment. We try to maintain privacy and to be as discreet as possible, and this will help us to do so.

If you are going to arrive late, please contact the staff at the centre to make them aware.

## At your appointment

When you arrive at the centre you and your child will meet one of our crisis workers along with a nurse or doctor. Your crisis worker will stay with your child throughout their time at the centre to help and guide them.

They can answer any questions you may have and explain what will happen during the 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. Your child can choose to take part in as much or as little of our services as they want.

## Before the examination

On arrival the crisis worker, along with the nurse or doctor will talk to the child or young person about what options they have during the appointment.

They will then ask them to sign their name to confirm they are happy to continue. If your child is under 13 and you have parental responsibility, we will ask you to sign on their behalf. If your child is uncomfortable at any point, they can let the crisis worker, nurse or doctor know and they will stop.

Before an examination starts, we will ask your child a few questions. This can be done in private if they do not want a parent or carer there. These questions might cover topics like their medical background (any illness, medication, etc), any relationships they may have had, or whether they drink, smoke or take recreational drugs. This is also a good opportunity for you or your child to ask us questions.

## The examination

Children and young people can choose whether they want their parent or carer in the room with them during an examination.

The nurse or doctor may check their body to make sure they are ok. They might take some notes too and ask you if it's ok to check their 'private parts'.

This is a normal part of the examination. They may also take forensic samples but the team would discuss this with you and your child so that you understand what this means.

## Aftercare

When the examination is over, the nurse or doctor will explain to the child and young person what they saw when they examined them. They will then let them know if they need to have any future appointments so that they are healthy and safe.

If they want to, the children and young person can then take a shower at the centre and change their clothes. It is helpful if you can bring a comfy spare set of clothes for them to change into. The centre can also provide clothing if you are not able to bring spares.

You and your child can then 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, but you can also bring your own.

Please let a member of our staff know if you or your child have any food allergies.

## Take Care

Before you leave we will give you or your child some information to take away including a booklet called "Summary of Your Care".

This has information on the care they have received, any medication they have been prescribed and details of any further appointments they may have.

We will call your child (or the parent/carer depending on age) in 3 weeks to see how they are doing and to find out if any additional support is needed.