

## FOLLOW-UP CALL

We want to know how you are getting on after your visit and we understand that you might have questions after you have left our centre. You can call us at any time, if there is something you need to discuss further. We will also arrange a convenient time to offer you a six week follow-up call, to make sure support is in place and to find out if there is anything else we can do to help.

## SAFETY AND SAFEGUARDING

If you have concerns about your personal safety then please contact Sussex police for advice on 101 or visit [www.sussex.police.uk](http://www.sussex.police.uk) In an emergency please call 999. If you or someone else is at serious risk of harm, we have an obligation to inform other agencies. This will be discussed with you at the time, so you know where your information is being shared.

## COMPLIMENTS, COMPLAINTS AND INFORMATION

If you would like to access information regarding The Saturn Centre, or our aims, objectives, and principles, please visit our website here: [www.saturncentre.org](http://www.saturncentre.org)

The Saturn Centre is managed by Mountain Healthcare Ltd. If you would like more information regarding the organisation, or their aims, objectives, principles, policies or procedures, please visit their website here: [www.mountainhealthcare.co.uk](http://www.mountainhealthcare.co.uk)

We aim to offer an excellent and consistent service to all of our clients. If you are happy with our service, it would be great if you could complete our Feedback Form on our website or email us at: [sc-tr.saturncentre@nhs.net](mailto:sc-tr.saturncentre@nhs.net). If you are unsatisfied with any aspect of our service provision, please let us know so that we can resolve the matter as soon as possible. Formal complaints can be made in writing to: [complaints@mountainhealthcare.co.uk](mailto:complaints@mountainhealthcare.co.uk)

## CONTACT US

**Tel: (9am – 5pm) 01293 600469**  
**Tel: (Out of Hours 24/7) 0800 033 7797**  
**E-mail: [sc-tr.saturncentre@nhs.net](mailto:sc-tr.saturncentre@nhs.net)**  
**Website: [www.saturncentre.org](http://www.saturncentre.org)**

### Address:

The Saturn Centre  
 Crawley Hospital  
 West Green Drive  
 Crawley, West Sussex  
 RH11 7DH

## OTHER USEFUL CONTACTS

- **Samaritans (24/7):** 116 123
- **Mankind UK:** 01273 911 680  
*(Supporting male survivors and their families)*
- **Male Survivors Partnership (MPS):** 0808 800 5005  
*(For male survivors of rape and sexual assault)*
- **SurvivorsUK:** [www.survivorsuk.org](http://www.survivorsuk.org)  
*Web chat, SMS and Whatsapp available.*
- **Men's Advice Line:** 0808 8010327  
*(Male victims of domestic violence or abuse)*
- **Worth Services:** 0330 222 8181
- **Victim Support:** 0808 168 9111
- **Sussex Police Non-emergency:** 101
- **ChildLine:** 0800 1111
- **NSPCC:** 0800 800 5000



# Supporting You to Make Choices

**Tel (9am-5pm): 01293 600469**  
**Out of Hours (24/7): 0800 033 7797**  
**[www.saturncentre.org](http://www.saturncentre.org)**

**WE ARE AVAILABLE 24/7 FOR ADVICE.**  
**APPOINTMENTS CAN BE MADE TO SUIT YOU.**

## WHAT IS THE SATURN CENTRE?

The Saturn Centre is a Sexual Assault Referral Centre (SARC). We offer free support and practical help to anyone who has had unwanted or abusive sexual experiences. Our service is completely confidential, and you can contact us directly, without Police involvement.

## ACCESSING THE SATURN CENTRE

If you have experienced an unwanted or abusive sexual incident, we really want to encourage you to get in touch with us, so that you can receive the support and important healthcare you might need. We cannot offer a walk-in service at The Saturn Centre, so please let us know you are coming. We can normally arrange for you to visit us within 24-48 hours, so you won't have to wait long.

## POLICE REFERRALS

Lots of the people who visit our SARC will have reported the incident to the Police. If you choose to report to the Police, they will book an appointment at our centre on your behalf.

## SELF-REFERRALS

Some people who visit our SARC want to receive all of the important medical care and aftercare support referrals, without Police involvement. If you would like to make an appointment at our centre, but don't want to report the incident to the Police, please contact us on 01277 240620. If you don't want to, you do not have to tell us your name.

Depending on what your needs are, we will either arrange for you to come to The Saturn Centre and meet with us, or we can help you to make contact with other services that you may find beneficial.

In some cases, we might ask you to come and see us quickly to help you decide if you would like evidence to be collected and ensure your immediate healthcare needs are met.

## HOW CAN WE HELP

We are here to make sure you are heard and get the help you need in taking your next steps, following an incident. We offer a range of options, some or all of them may be available to you depending on what has happened. We will talk you through what we would recommend, and you can choose to use as much or as little of our service as you would like.

The options available to our clients, include:

- Support and guidance
- A medical assessment/treatment
- A forensic examination
- Referrals into aftercare/support services
- Support with making referrals/reporting to the Police

In some cases, we may ask you to come and see us quickly to help you decide if you would like evidence to be collected and ensure your immediate healthcare needs are met. This can be via the Police or as a self-referral (without Police involvement).

## ARRIVING AT OUR SARC

When you arrive, you will usually be welcomed by one of our Crisis Workers and a Forensic Nurse Examiner. You are welcome to bring somebody with you, maybe a friend or family member, if that makes you feel more comfortable. If you have asked the Police to be involved, they will usually bring you to The Saturn Centre SARC. We will make sure you are as comfortable as possible once you are at our centre.

## TALKING THROUGH THE PROCESS

We will go through the SARC process with you and make sure that you understand everything. Don't worry if it seems like a lot of information, we will re-explain each stage of the process as we go along. It's OK if you change your mind at any point - we are here to support you and your choices.

During this time, you will have the opportunity to ask any questions you might have, but feel free to ask as many questions as you like throughout the process as well. You do not need to tell us anything you feel uncomfortable talking about. We understand that this can be a difficult process and we will do whatever we can to help you during and after your visit.

## FORENSIC EXAMINATION

If something has happened within the past 3 days, we will give you the option to have a forensic examination. The examination is to collect and preserve evidence. We offer this even if you do not want Police involvement at the moment, as you might want to report in the future. Each stage will be explained to you beforehand and we will make sure you agree before we continue to each part of the process. You can stop, pause or change your mind at any point. The examination will be carried out by a specially trained Forensic Nurse Examiner and you will be supported by one of our Crisis Workers.

## SEXUAL HEALTH NEEDS

Our team is able to provide immediate sexual healthcare advice, including a HIV risk assessment. If recommended, we are also able to dispense a starter pack of HIV PEP (Post Exposure Prophylactic) medication and refer you to Sexual Health for the remainder of the 28 day course.

We can also provide you with information about visiting a Sexual Health Clinic for screening of Sexually Transmitted Infections (STIs). If you would prefer, we are able to make a referral / appointment with your local Sexual Health Clinic and inform your GP on your behalf.

## AFTERCARE

We care about the support you receive following your attendance at our centre. During your visit we will discuss after care support services that may be helpful to you, and we will ensure that any referrals are agreed by you.