



The Police Treatment Centres

A Force for
Promoting Health
and Wellbeing



Introduction by Patrick Cairns

I am delighted on behalf of all the members of Staff and the Board of Trustees of the Police Treatment Centres (PTC) to provide a short introduction for you about our treatment and facilities. I hope that many of you are already familiar with the work that we do at the PTC, but for those who are not, we are a Police Charity focused on providing the highest quality care and treatment for illness and injury (whether that injury is incurred on or off duty), to Police patients, with the aim of returning them back to better health and fitness as swiftly as possible.

I am very conscious that this is a testing time for the Police service and you are under pressure from a variety of different sources, but I am keen to establish the PTC as a Centre of Excellence, where Officers can come for treatment, and know that they will receive top class care from our physiotherapists, nursing staff, fitness trainers and the whole team, and that we will be able to make a real difference to your physical and mental health and wellbeing.

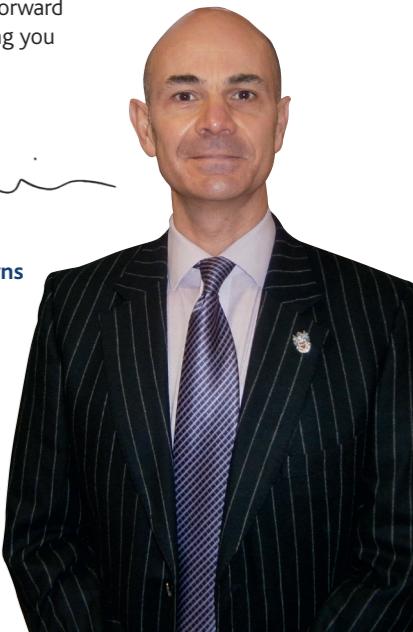
I am incredibly proud of the treatment and services that we offer at both of our Centres, and the whole team are totally dedicated in supporting and looking after you during your stay. Donating to the PTC also represents outstanding value for money, and by paying £1.80 per week (Serving Officers) or £0.65 per week (Retired Officers), this will ensure that they have access to free treatment, free food, free accommodation and free use of all the facilities while at the PTC, and know that even if they do not have to personally apply for admission and treatment at the PTC themselves, they will be supporting other Officers with their donation at their time of need. This will ensure that the PTC is there for them and others when they need it most.

Do please read through this brochure and take a look at the treatment and facilities that we provide. It also includes information on St George's Police Children's Trust as an affiliated Charity which provides grants and other support to families of Police Officers who have died or been incapacitated. If you do have any questions, please do not hesitate

to ring us at the PTC or take a few minutes to look at our website online or even come and visit us. We are always keen to welcome new donating members, and by doing so, this will allow all of us at the PTC to continue to help and support both you and your colleagues both now and in the future.

I shall look forward to welcoming you to the PTC.

Patrick Cairns
CEO PTC



Vision

Our vision is to establish the PTC as a Centre of Excellence in the care and treatment of Police patients suffering from injury or illness, and, through our work, support and encourage their return to better health as swiftly as possible.



Mission Statement

The PTC will aim to provide the very best modern care and treatment for all of our Police patients, in order to improve their health, fitness and wellbeing.

Values

- Always put Serving Officers at the centre of our work.
- Support Retired Police Officers where capacity allows.
- Establish Parity of Esteem for physical health and mental health.



What We Do

Over 4,000 Serving and Retired Officers attend one of the two Police Treatment Centres each year, at either St Andrews in Harrogate, North Yorkshire, or Castlebrae in Auchterarder, Perthshire.

The Police Treatment Centres provide Police-specific treatment for any on or off duty injury. Whether it is a physical injury, or a need for psychological support, treatment is provided to help recover and aid return to work.

We offer job-specific and comprehensive physiotherapy, treatment and care programmes to support the return of injured and ill Officers to full duty as soon as possible: vital for both community safety and Officers' morale.



The key element of the Charity's treatment strategy, policy, and activities is the health and wellbeing of the individual. We seek to achieve positive outcomes in a range of ways. All treatment is provided free of charge to donating Serving and Retired Officers.



Physiotherapy

Many Officers attending the Treatment Centres do so to receive intensive physiotherapy treatment. Each patient is thoroughly assessed regarding their condition upon arrival, and the volume of treatment decided by an experienced clinician. A tailored programme is then developed, based on the individual's clinical needs.

A proactive approach to treatment is given at the Centre, with the emphasis on "helping patients to help themselves".



Tailored programmes may include a combination of exercise, hands-on therapy, and pain relief mechanisms, such as acupuncture or electrotherapy, e.g. interferential therapy. Patients are encouraged to participate in education and exercise classes and make good use of the facilities, including the hydrotherapy pool, swimming pool, fitness gym and tennis courts.

The open-plan physio suites provide a comfortable and relaxed environment for



treatment and the wide mix of skills of the physiotherapists ensures excellent treatment is provided.

A huge benefit is gained from the close working arrangement with the fitness and leisure staff, ensuring all patients are well equipped to continue their rehabilitation when they leave.

The majority of treatments offered are on an inpatient basis; however, for those Officers within one hour's travel time to the Centre, outpatient appointments can be arranged and usually consist of a maximum of six sessions per injury.

Patients should come prepared and dress appropriately for treatment and exercise with correct sportswear, footwear and swimwear.



Experienced Team

The physio team have a wealth of talent gained from working in the healthcare sector for a considerable time. Our employees attend regular internal and external education courses to keep their knowledge relevant and up to date.





Rehab Gym

Each Treatment Centre has excellent resources within its gymnasium with top of the range machines and exercise equipment.

Both gyms have recently been refurbished with brand new equipment, including state-of-the-art AlterG treadmills and Wattbike at St Andrews, and an indoor cycling studio at both centres.

Patients can access the gym under the guidance of fitness instructors or as part of a programme designed by their physiotherapist or fitness instructor.

All patients can attend the gym and the fitness instructors can provide assistance with:

- Designing a tailored exercise programme to meet individual requirements during their stay
- Police Fitness Tests
- General nutritional advice



Classes

A wide range of fitness, wellbeing, strength, and mobility classes are held at the Police Treatment Centres. The classes are mostly taught by our physiotherapists and fitness instructors with some classes taught by outside specialist instructors, e.g. Tai Chi and Yoga.

Patients often take part in specific classes as directed by their physiotherapist in line with their rehabilitation programme.

Additionally, individuals can take part in a range of other classes to improve fitness or help with other needs such as relaxation.



Pools

Both centres have swimming and hydrotherapy pools which can be used to assist rehabilitation programmes or in a leisure capacity.

The hydrotherapy pools allow treatment to be provided in a warm environment which improves soft tissue elasticity while the buoyancy of the water reduces the effects of gravity. This eases the stress on joints and can considerably accelerate rehabilitation times.



There are tennis courts at both centres and at St Andrews there is a new outdoor gym area which consists of a balance course and exercise equipment.

Psychological Wellbeing

Although many patients visiting the Treatment Centres come for physiotherapy, there are a number of patients who need support with stress, anxiety and other such conditions.

Police occupational health contacts advise us that certain roles within the force are deemed to be of a higher psychological risk, i.e. Family Liaison Officers and Officers working in more specialist crime areas and as such are more psychologically demanding and challenging. It is also recognised that long-term exposure working in such 'specialist roles' can build



tolerance and risk altering an individual's perception of normal behaviour.

Police are under higher stress, because of lower staff numbers and confirmed exposure to stressful situations, and sometimes both personal and professional responsibilities take their toll.

Attending the Treatment Centres for such Officers provides the necessary support needed in an informal setting, reducing pressures of life and workload to enable them to take the time to learn strategies to improve their psychological wellbeing.

As part of the programme you can expect to take part in the following classes and workshops:

- A group workshop will take place each day covering such subjects as stress awareness, coping strategies, sleeping problems, and mindfulness.
- A group exercise class will also be offered each day and all Officers will be given an induction session to familiarise themselves with the gym equipment available.



The exercise classes are suitable for all levels of fitness and will comprise such activities as Tai Chi, Yoga, swimming or walking.

As well as the predetermined classes as part of the Psychological Wellbeing Programme, patients are welcome to take part in the general fitness classes that run alongside the Physiotherapy Programme, as capacity and time allows.

Both Centres also provide pastoral support in the form of a PTC Chaplain, who visits the Centres once a week.

Counselling

The Treatment Centres employ Patient Advisors at St Andrews and Castlebrae who work closely with the clinical team to provide the best possible care for patients.

The Patient Advisors are all experienced counsellors who will aim to provide solution-focused brief therapy. This approach concentrates on present problems and ways forward rather than examining past causes. The exact number of sessions needed by each Officer will vary according to the nature of their issues; for some, one session may be sufficient, but typically this will take the form of 3-4 sessions over a two-week period.

The Patient Advisors can provide a confidential listening ear, a sounding board to help patients make important decisions, advice, support and information, and/or signposting to support services and therapies elsewhere. Patient Advisors have a good understanding of the



Police culture, some having worked previously as Police Welfare Advisors for many years.

They are used to helping patients deal with a range of problems/issues such as:

- Bereavement and loss
- Anxiety and depression
- Stress
- Post-traumatic stress disorder
- Relationship issues
- Planning for retirement
- Financial pressures



The Patient Advisors' work is always just a part of the overall team's support for each patient. The relaxing environment, food and facilities, along with staff from all departments, helps to provide a place where Police patients can be comfortable and can concentrate on their recovery.

Please Note: our Patient Advisors understand the need to preserve total confidentiality in their work with patients.

Complementary Therapies

Both Treatment Centres have highly trained therapists who liaise with clinical staff in the provision of complementary therapy to patients. These are mainly offered to people on our Psychological Wellbeing Programme, but others, such as people attending for post-operative rehabilitation, recovery from illness or palliative care, may also be offered therapy.

Each patient is individually assessed for complementary therapy.

All the complementary therapies on offer are deeply relaxing, which is of vital importance as a relaxed body is better able to heal.

The complementary therapies have a big impact on emotional wellbeing, helping to clear the mind, provide a sense of comfort and care and this can aid the healing process.

Holistic treatments work with the whole person, helping to create balance and harmony in mind, body and spirit. Regular treatments can help maintain health and relieve stress.



The treatments on offer at our centres include:

- Aromatherapy
- Reflexology
- Swedish Massage
- Reiki
- Indian Head Massage
- Eastern Face Massage
- Thai Foot Massage
- Hot Stone Massage

Nursing

The Charity's nurses facilitate the Psychological Wellbeing Programme, and promote the benefits of a healthy lifestyle and encourage patients to take a more proactive approach to managing their health and wellbeing.

Every patient is initially assessed by a member of the nursing team when they arrive. The assessment includes:

- Discussion of the reason for attending the Treatment Centre and the individual's expectations.
- A brief past medical history.
- Any other health or lifestyle related issues.
- A physical assessment including blood pressure, pulse and weight.
- After initial discussion the nurse may advise on a full health assessment. This can be done at a later date in the patient's stay.
- Physical health checks

The nurses can carry out a range of health screening activities. These can help to assess future risks of developing diseases such as diabetes, stroke and heart disease. Information and advice can then be targeted to reduce future risk.

We offer a wide variety of health promotion activities, including the following:

- Weight management
- Blood pressure monitoring
- Smoking cessation
- Alcohol awareness
- Healthy eating
- Cancer awareness
- Heart disease prevention and cholesterol checking
- Diabetes awareness
- Post-operative care
- Wound assessment
- Dressing changes (patients must provide their own dressings, creams/ointments)
- Removal of sutures
- The surgery carries a small stock of over-the-counter medications. These can be issued by the nurse on duty to treat minor ailments
- First aid

Registered nurses are available 24 hours a day to provide first aid care for any problems which may arise. The nurse's surgery is also equipped with emergency resuscitation equipment.





Outcomes

The PTC uses validated clinical outcome measures and research methods to measure our effectiveness. To evidence the clinical benefits to patients, a study was undertaken by Glasgow Caledonian University. The key outcomes from this study were:

- 1. Over 72% of patients reported a return to normal level of daily activity after 6 weeks**
- 2. The intervention by the PTC reduced absence from an average of 56 days to 36 days for acute injuries**
- 3. That for every £1 spent on treatment at the PTC there was a financial return of £3**

We also record the views of patients, and we have received extremely positive feedback. Examples of comments received are:

"The treatment I received enabled me to return to work far, far quicker than otherwise."

"The whole stay has helped me keep my sanity – a difficult thing in today's climate!"

"If Carlsberg ran a Treatment Centre for Police Officers... it still wouldn't be as excellent as this one."

Prevention

Where possible, the Charity looks to work with forces to instigate best practice in the prevention of injuries. Our Physio and Nursing departments have worked with forces to put in place preventative measures connected to car ergonomics and advice on issues around the correct wearing of body armour. We can also provide Police protective equipment to use in the fitness areas to improve Officers' confidence in managing physical exertion before returning to work.

Police Fitness Tests are also offered to Officers on an entirely voluntary basis. This can help remove fear of the unknown (if not undertaken before), and can also help by providing advice to improve fitness and future performance if necessary.



Myth Busters – TEN MYTHS

1. You have to be injured on duty to receive treatment.

No. You can attend for treatment following an injury sustained outside work, e.g. sporting injury/slip/fall.

2. You have to have an injury to attend.

No. If you have a condition such as arthritis which would benefit from physio and an exercise regime we can help.

3. All treatment is residential.

No. If you live within a reasonable travelling time of the PTC you can attend as an outpatient.

4. You can only receive treatment while a Serving Officer.

No. Once you retire you are still eligible for one week's treatment a year, if you continue to donate at the lower rate of £0.65.

5. You have to have an illness or injury to attend.

No. We can support you following trauma or a stressful time in your life which is impacting on your work, e.g. diagnosis of an illness or bereavement.

6. There is a long waiting list.

No. Patients are generally admitted within their optimum time period. If you can come at very short notice it can be almost immediately if we have a cancellation.

7. You have to be seriously injured to be treated.

No. We can treat a large range of injuries. In the case of less serious conditions we often find Officers attending for physio do so quite late on in their recovery, whereas in fact early intervention can often bring about far more significant results. If your condition is affecting your ability to perform the activities of daily living or your job to the full, then you should consider applying for treatment.

8. You have to attend your nearest treatment centre.

No. The application form allows you to express a preference to attend either St Andrews or Castlebrae, or either Centre. However, allocation will depend upon a number of factors, for example: clinical need, capacity at each centre

and the urgency for treatment. By selecting 'Either' you may be allocated admission for treatment sooner than if you expressed a preference solely for a specific Centre. Where possible we respect your preference.

9. Treatment is given one month after an operation.

This will vary according to the exact nature of the surgery, i.e. after joint replacement it is best to wait until your stitches are removed and the wound is healed at around three weeks, but after ACL reconstruction a six-week period post-operative is recommended to allow for the knee joint to settle down. Please contact the Physiotherapy Department if you require further guidance.

10. You cannot attend for treatment if you need help with dressing or eating.

No. We have three self-catering cottages and a number of double occupancy rooms which are available to patients who need to attend with a family member or companion to help with dressing and eating.





"The support we received from the Trust meant Rhianna and I could move forward and start a life together... It really was a turning point, giving me the boost to be independent."

(Sarah Birch, Lancashire)

St George's Police Children Trust

Providing a helping hand if the unimaginable happens

The St George's Police Children Trust is a registered Charity which provides support of a financial nature to children and young people whose Police Officer parent has either lost their life or had an injury/illness preventing them from being able to work.

Police Officers are very often the first responders to serious accidents and dangerous incidents, which can sometimes result in the unthinkable happening. While no amount of money can replace a parent, support from the Charity can provide a degree of financial certainty in difficult times and is provided for on or off duty incidents.



Support is provided to Police Officers' children throughout their school years and in many cases, further education. Families of Officers from forces in the North of England, North Wales and Scotland who donate to the Trust will be eligible to apply.

Support can include:

- Registration Grant
- Weekly Support Allowance for each child in the family
- Seasonal Gifts

- Further Education Grants
- Ex-gratia Grants for necessary activities or items
- Special Needs Grants
- One week's respite break at our holiday home in Harrogate and any subsequent visits at discounted rates.

Each year more than half a million pounds is distributed to Police families and more than 300 children and young people are supported.

For further information contact us:

Web: www.stgeorgespolicechildrentrust.org

Email: enquiries@stgeorgespolicechildrentrust.org

Call: 01423 504448

Write: St Andrews, Harlow Moor Road, Harrogate, North Yorkshire HG2 0AD

Facebook: www.facebook.com/SGPCT1/

Twitter: www.twitter.com/SGPCT1

Charity Commission 1147445

Companies House 07822521

OSCR SC043652



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Charity Commission Registration Number 1147449

OSCR Registration Number SCO43396

