



# The Police Treatment Centres

*Latest figures show that every 27 minutes, a police officer somewhere in the UK is assaulted by a member of the public.*

**The Police Treatment Centres** are here to help and assist your return to full active service. We offer appropriate, job specific, comprehensive physiotherapy, treatment, and care programmes, free of charge to all donating officers and all under one roof with the aim of returning you to active duty as soon as possible; vital for both community safety and your morale, not to mention your friends and family.

Last year over 4000 serving and retired police officers received free treatment from the Police Treatment Centres. They receive free treatment because they make regular payroll giving donations of just **£5.63 per month**.

In the past, in order to sign up to the Police Treatment Centres (PTC), officers had to join the North West Police Benevolent Fund at £9.52 per month. £5.63 per month of this went to the Police Treatment Centres & gave you access to free, expert, police-specific residential treatment at one of our two centres, regardless of whether your injury occurred on or off duty. Of the balance £0.87 goes to the St George's Police Children Trust and the balance to the North West Police Benevolent Fund.

From 1st August 2015, this donation rate has been split. After this date, officers will be able to sign up to the Police Treatment Centres and St George's Police Children Trust (SGPCT) independently from the North West Police Benevolent Fund, and will be able to continue to access residential treatment at the PTC immediately, and of course benefit from membership of SGPCT. Further information on how to sign up can be found further on in this document.

**The charity provides treatment at two centres, St Andrews in Harrogate and Castlebrae near Perth. The charity is independent of the police force and therefore provides confidentiality. We operate from two centres meaning we can offer distance to an officer that may be experiencing work related issues and therefore wishes to be away from their pace of work that may contribute to the cause of that stress.**

Many of your colleagues will have benefitted from treatment at the PTC. We make a difference to the lives of over four thousand serving and retired officers each year. Some of these Officers have received injuries while on or off duty, others come to us after operations and illnesses and some are suffering the effects of stress, depression or anxiety.



## Our Treatment - Physiotherapy

Many officers attending the Treatment Centres do so to receive comprehensive physiotherapy treatment. Each patient is thoroughly assessed regarding their condition upon arrival, and the volume of treatment required is decided upon 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".

***"The treatment from my physio has brought my recovery on in leaps and bounds. This should not be one of the forces best kept secrets we must spread the word."***  
**A Former Patient**

Tailored programmes may include a combination of exercise, hands on therapy and pain relief mechanisms such as acupuncture, or electrotherapy such as interferential therapy or short wave.

Patients are encouraged to participate in education and exercise classes and make good use of the facilities, including the hydrotherapy pool, leisure pool and fitness gym, which has recently been refurbished with brand new equipment including state of the art Alter-G treadmills and an indoor cycling studio.

The hydrotherapy pool can greatly accelerate rehab times by reducing stress on joints whilst exercising; the warm environment improves soft tissue elasticity and the buoyancy of water reduces the effects of gravity.

The open plan physio suite provides a comfortable and relaxed environment for treatment to be provided with the clinical experience of the physiotherapists ensuring the provision of excellent treatment.

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

The majority of treatment offered is on an inpatient basis, however, for those officers within one hour travel time to the centre, outpatient appointments can also be arranged.



## Classes

***“From day one my physio was professional, knowledgeable and put me at ease instantly. They were always full of encouragement to improve each day with the emphasis on pushing myself within safe limits. The facilities on offer are first class and without it there would be a high volume of officers on restricted duties long-term or indefinitely. With the thorough programme and expert guidance given by my physio I am much better and full of knowledge to help improve my recovery period and return to work sooner”.***

**A Former Patient**

A wide range of fitness, wellbeing and strength classes are held at the 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.

Patients often take part in specific classes as directed by their physiotherapist in line with their rehabilitation programme. However, where suitable and available, individuals can take part in a range of other classes that may appeal or help with other needs such as relaxation.



## Health and Wellbeing

Although the majority of our patients attend for physiotherapy an increasing number of patients attend for support following stress or illness, others take the opportunity to access help from our nursing teams and patient advisors whilst here for physiotherapy.

The nurses take a holistic approach to the treatment offered and every patient is initially assessed by a member of the nursing team when they arrive so that each officer is treated as an individual with a package tailored to their particular needs. The Charity's nurses promote the benefits of a healthy lifestyle and encourage patients to take a more proactive approach in managing their health and wellbeing.

The nursing team can provide support and assistance with many issues including Physical Health Checks, Work / Life Balance Guidance, Healthy Eating Practice and Anxiety Management amongst a variety of other measures, and our newly appointed Head of Clinical Services is currently overhauling our programme for the treatment of physical injuries, and developing a revised and comprehensive new psychological well-being programme which will significantly improve our treatment of these types of conditions.

## Complementary Therapy

For some patients, complementary therapy may be of significant benefit and will be offered depending on the individual's circumstances. Each patient is individually assessed for complementary therapy.

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

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 initiate the healing process.

## Patient Advisors

Each of our Treatment Centres offers access to a Patient Advisor, who provides a confidential listening ear and acts as a signpost helping officers identify additional support services in their force or locality. The Patient Advisors work closely with the Nursing team and also the Complementary Therapists to provide the best possible care for patients.

Both Patient Advisors are experienced counsellors and have a good understanding of the police culture, having worked as Police Welfare Advisors for many years. They are used to helping patients deal with a range of problems/issues such as Bereavement & loss, Anxiety & depression and Stress.

The PTC have recently received a grant for the next three years from Police Mutual to support our delivery of psychological support, and this will ensure that we resource and develop this important area of treatment.

The Police Treatment Centres is completely independent from the Police Force, and as such can guarantee confidentiality.

***"I hadn't recognised just how stressed and anxious I had become over the six months on restricted duties. I felt the staff at the PTC in particular Helen (the nurse) recognised this and I was given a chance to speak with Terry and Carmel plus complementary therapy. I feel this more than anything has helped me with confidence; reduced anxiety and being positive that I can get back to work on full duties. I believe this holistic approach has been extremely beneficial and complimented the excellent physio I received from Liz. I had considered resigning in the future but I now feel I can move on my physical and emotional issues to benefit myself and my Police Force. This stay has helped me in more ways than I can say. I thought I would never be fit but now I feel confident I am on the right track to full fitness and duty." A North Yorkshire Officer***

These areas are just a part of the overall team's support for each patient. The relaxing environment; food and facilities along with the staff from all departments helps to provide a place where officers and retired officers can be comfortable and can concentrate on their recovery. The facilities team at each Treatment Centre provides an environment where patients and visitors can feel safe, secure and comfortable during their stay, complemented by award winning relaxing grounds of 10 acres at each Centre, including a new sensory garden, a quiet area for



personal contemplation, tennis courts, outdoor gyms, meditation and relaxation hubs, award winning fine dining, and a new swimming pool, hydrotherapy pool and enlarged gym area at our Castlebrae centre which will be ready in early 2016.

The benefits of attending the treatment centre for such officers provides the necessary 'respite' needed in an informal setting, reducing pressures of workload to enable them to recharge for psychological wellbeing.

## Summary

### How we help you:

- Intensive, police-specific residential physiotherapy by experience staff
- General Fitness classes & Specific Classes for Injuries
- Hydrotherapy pools to accelerate recovery times
- Police-specific, personalised treatment plans
- Large swimming pools, saunas, steam and aromatherapy rooms at both Centres
- Tennis Courts, outdoor gyms and mediation areas
- Brand new gym equipment with state of the art equipment such as the Alter-G treadmill.
- Patient Advisers qualified in counselling techniques and who have an understanding of the stresses relating to Policing
- Extensive 10 Acre sites at both Centres with Sensory Gardens
- A wide range of activities & treatments to support officers who may be experiencing anxiety, depression or stress, including:
  - Complementary therapy to relax patients, clear their mind & provide a sense of comfort
  - Classes focusing on relaxation techniques
  - Support given by the nursing team regarding sleep deprivation and shift work.

*"I recommend anyone to take advantage of the PTC and what it has to offer. It is worth twice the cost. The staff are expert in everything they offer. Within two days of attending I had more movement in my shoulder than in the previous 6 months."* A Merseyside Officer

**Not sure if you are eligible for free treatment?**

If you don't make the monthly contribution of £5.63 we can't support you for free, and you can't benefit from our expertise should you need it.

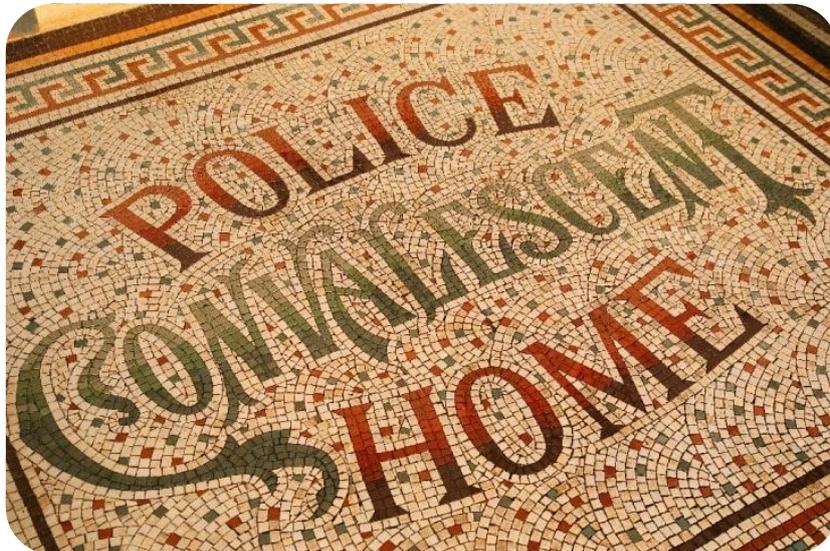
***"If Carlsberg ran a convalescence home...it still wouldn't be as excellent as this one!"***  
**A Former Patient**

**Sign up Now & access treatment straight away.**

You may have an existing injury or issue that is affecting your ability to work. When you sign up there is normally an initial waiting time of 12 months before you can access treatment. However, if you sign up during the PTC's national Recruitment Campaign you will receive amnesty from this waiting time, and be able to **access treatment straight away**. This has been extended for NWPBF forces until the **end of September** so that they can benefit from the Amnesty following the splitting of the payroll donations.

**Contact your Federation Rep, Payroll department TODAY or visit**

**[www.thepolicetreatmentcentres.org](http://www.thepolicetreatmentcentres.org)**





## St George's Police Children Trust

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, **whilst on or off duty**, 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. Modern life can also be stressful or difficult, and a number of police officers die through off duty injury and illness every year. While no amount of money can replace a parent, support from the Trust can provide a degree of financial certainty in difficult times and is provided for on or off duty incidents.

We try and help ease the financial pressures of bringing up a family when life changing circumstances such as the loss of a police officer parent or an injury or illness means they can no longer work.

For a small donation of £0.87 each month, beneficiaries can access from the Trust a wide range of financial grants and support for each child throughout their school years including grants of up to £4,120 per child per annum, plus Christmas and Summer Grants and the possibility of Ex-Gratia grants for necessary activities or items on a case by case basis.

The Trust continues to support children through further and higher education with annual grants of £1500.

***"The support we receive from the Trust helps us to not feel forgotten, that is really important."*** (Sue Swinson)

***"It feels special to get some money from the St George's fund at Christmas. When Dad was alive we always got gift vouchers from the police for Christmas so it's nice not to be forgotten now that he is no longer here. It feels like the money is something that Dad has left for us."*** (Elena aged 17)

***"My mum says that they could have helped us with things that we needed if we didn't have enough money, that's nice to know."*** (Dominic aged 15)



We now also offer a free one week's respite stay at our holiday home in Harrogate to all new beneficiaries and / or subsequent visits at discounted rates. Our holiday home aims to provide an opportunity for families to come together and escape the recent stresses they might be facing at home.

**Support the Trust, and together we can help safeguard the future of our police officer's children.**