



## The Police Treatment Centres

# User Guide



The Police Treatment Centres Registration Numbers			
Companies House	PTC	(Incorporated)	07822534
Charities Commission	PTC NPC&TC	(Incorporated) Un-incorporated)	1147449 1147449-1
OSCR	PTC	(Incorporated)	SC043396

Revised April 2017

## Preface

This User Guide is intended to provide information and guidance for Force Occupational and Welfare Unit arrangements, Force Benevolent/Welfare Funds, local Police Federations, local Superintendents' Associations, and generally to individuals who are involved in seeking to help and support injured and ill serving and retired officers in their return to better health and particularly in referring individuals for treatment at the Police Treatment Centres.

Since 1898 The Police Treatment Centres (and its precursor charities) has supported the return to better health of injured and ill serving and retired police officers. The Charity became a 'not-for-profit' incorporated charitable company on 1 January 2013 and the updated Memorandum and Articles (governing documents) better reflect the Objects and purpose of the Charity.

The Charity is supported financially by serving and retired police officers in police forces comprising the Charity's 'constituency' who make a voluntary donation to the Charity. Additional income is derived from other donations, fundraising, legacies and investment income.

This User Guide contains:

- Information about the Charity and its governance
- The two key policies that reflect the Charity's governing documents and how the Charity's benefits may be applied
- Frequently asked questions
- A Sample completed application form to show the level of detail requested

Whilst it is difficult to predict and consider every potential question that may be asked, it is hoped that we have covered most of the questions that we are frequently asked and over time this section will grow to encompass new issues that become frequently raised.

The User Guide is also a useful resource for those who promote the work of the Charity to their colleagues. In addition to information that will assist in referring individuals to the Police Treatment Centres for treatment, also included in this User Guide is our standard promotional information. This will undoubtedly be of interest to those officers and staff who help us to raise awareness and encourage officers, particularly new recruits, or transferees, to donate and support the Charity.

The User Guide will be reviewed and updated annually where appropriate. If you have suggestions about information or other material that could usefully be included in this guide please email the detail to [enquiries@thepolicetreatmentcentres.org](mailto:enquiries@thepolicetreatmentcentres.org).

Patrick Cairns MA, BA (Hons) CMgr FCMI  
Chief Executive

December 2015

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## About Us

The Charity was founded by Catherine Gurney, OBE, more than one hundred years ago in 1898.

With effect from 01 January 2013 The Police Treatment Centres became a '**not for profit**' incorporated charitable company limited by guarantee registered with Companies House Registration Number 07822534

The Trust is also registered with the Charity Commission, Registration Number. 1147449 & 1147449-1; and the Office of Scottish Charity Regulator, Registration Number. SC043396

The Charity is not part of government or statutory police force arrangements e.g. police force, Police and Crime Commissioners; the Scottish Police Authority or the Northern Ireland Policing Board.

The Charity provides two Treatment Centres where, following an injury or illness, serving and retired police officers can receive treatment with the aim of assisting their return to better health and wellbeing. The Centres are St Andrews in Harrogate, North Yorkshire; and Castlebrae in Auchterarder, Perthshire.

The Police Treatment Centres charitable objectives are dedicated to supporting police officers. The Charity's priority is the treatment of serving police officers and, where capacity and demand allow, retired police officers. There is a unique perspective on the treatment police officers require, and each patient receives an individually tailored programme of job specific treatment which is delivered in a friendly and welcoming environment. Treatment is provided on both an IN and OUT patient basis.

Each year around 4000 officers attend the Centres for treatment and in 2014 1 in 7 of those was a retired police officer. The majority attend to receive intensive physiotherapy while the remainder attend for psychological support.

Income is mainly derived from a regular voluntary payroll giving donation from serving police officers in 21 police forces across England, Wales and Scotland. Additional income is derived from other donations from retired officers, other donations, legacies and investment income.

Governance is provided by the Charity's Memorandum and Articles of Association which provide for a Board of Trustees drawn from the respective police officer federations and Staff Associations and Chief Officer Associations; of England & Wales; Northern Ireland and Scotland.

The Board of Trustees provides strategic guidance through business planning; agrees and sets an annual budget; and monitors activity and service provision through regular reports on the annual business plan; and annual budget and service delivery.

The management of operations is overseen by the Chief Executive of the Charity who is supported by his Senior Management Team and Heads of Department in: Catering; Facilities; Nursing and Physiotherapy; Finance and Admin; Human Resources.

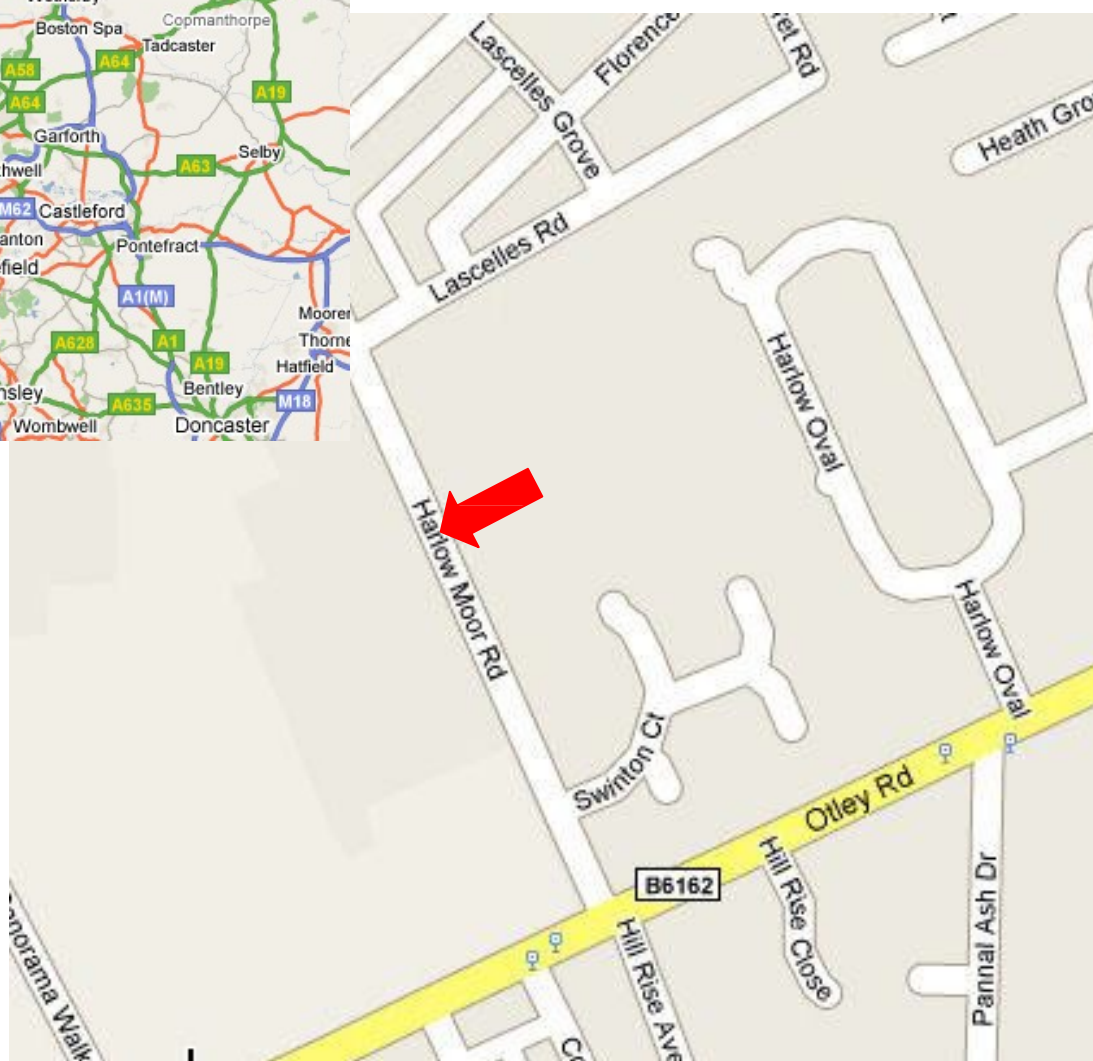
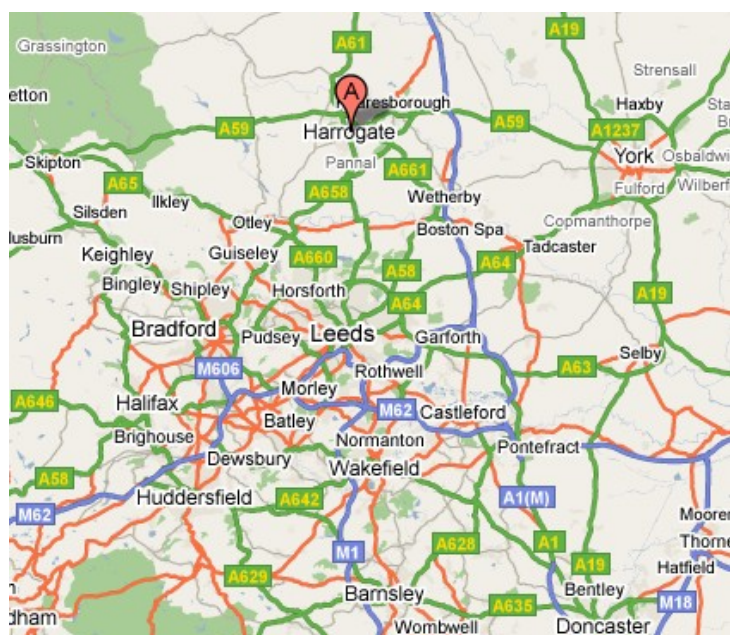


## Find Us



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## Find Us

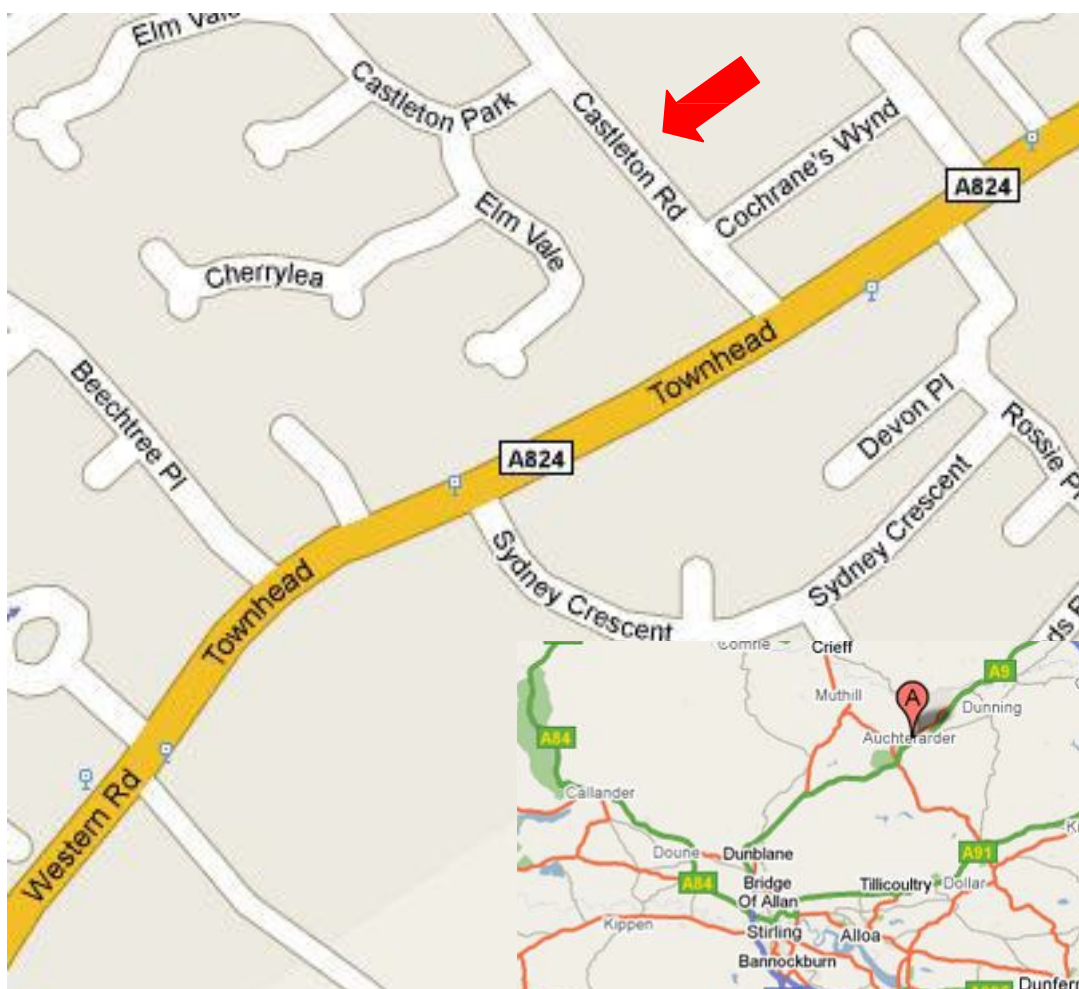


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# The Police Treatment Centres

## Eligibility Policy

<b>Policy Number:</b>	To be added	<b>Responsible Manager:</b>	Chief Executive
<b>Date of issue:</b>	<b>Board of Trustees:-</b> <b>Approved:</b> 21 November 2008 <b>Effective:</b> 1 January 2009 <b>Revised:</b> 1 January 2010 13 May 2010 1 January 2011 1 January 2012 <b>Board of Trustees:</b> <b>Approved:</b> 08 May 2014 07 May 2015 Updated: 1 January 2016 6 January 2017 Updated 6 March 2017	<b>Policy Review:</b>	Annually <b>OR</b> , where legislative or other issues prompt an earlier review

### Policy Statement:





The Police Treatment Centres (PTC and 'the Charity') is a registered Charity with both the Charity Commission in England and Wales and also the Office of Charity Regulator in Scotland (OSCR). This policy has been developed from the content of the Charity's 'Sealed Schemes' (governing documents) held by those regulatory bodies.

The income of the Charity is mainly supported by serving and retired police officers, in police forces comprising the Charity's 'constituency', who make a voluntary donation to the Charity, normally through monthly payroll giving (Give as You Earn - GAYE) or in the case of Retired Officers, by a direct debit mandate to the PTC. The donation rate for each group is reviewed annually and expressed as a weekly amount.

This policy sets out the framework by which:

- Serving police officers who make the voluntary donation may receive advice and treatment from the Charity 'free of charge'
- Retired police officers, who make the voluntary donation may receive advice and treatment from the Charity 'free of charge', and
- Police Community Support Officer (PCSO) who make the voluntary donation may receive advice and treatment from the Charity 'free of charge'
- Special constables who make the voluntary donation may receive advice and treatment from the Charity 'free of charge'
- Detention and custody officers employed by the Police and Crime Commissioner or Chief Constable who make the voluntary donation may receive advice and treatment from the Charity 'free of charge'

The priority aim within the Charity's Sealed Schemes (governing documents) is that serving police officers receive priority for treatment and that the Trustees have discretion where capacity (occupancy, treatment and financial) allows to consider retired police officers who may request admission for treatment.

All decisions on admission for treatment will always be based on the merits of each individual case and admission prioritised on the need for treatment.

The definition of 'police officer' and 'retired police officer' are contained within the policy

### **Purpose:**

The purpose of this policy is:

- To provide clarity in the eligibility for treatment of serving police officers who make the voluntary donation to the Charity
- To provide clarity in the eligibility for treatment of PCSO's who make the voluntary donation to the Charity
- To provide clarity in the eligibility for treatment of Special's who make the voluntary donation to the Charity
- To provide clarity in the eligibility for treatment of detention and custody officers employed by the Police and Crime commissioner or the Chief constable who make the voluntary donation to the Charity
- To provide clarity in the eligibility for treatment of retired officers who make the voluntary donation to the Charity
- Provide a framework in which applications for admission can be considered from serving and retired officers who are, non-donors to the Charity.

### **Legal Safeguard:**



The contents of this policy have been drafted in accord with the 'Sealed Schemes' (governing documents) of the Charity and policy decisions made by the Board of Trustees acting in accord with those Sealed Schemes.

### **Application of the Policy:**

This policy will be applied pragmatically and with sympathetic consideration of all the issues involved in any particular case.

#### **Note:**

All decisions on admission for treatment will always be based on the merits of each individual case and admission prioritised on the need for treatment.

### **Responsibility for application of the policy:**

The responsibility for the application of the policy will be that of the Chief Executive. An applicant for admission who believes that they have been unfairly treated under this policy, or their representative, should in the first instance raise the matter, normally in writing (including email), with the Chief Executive.

Should the matter not be resolved by the Chief Executive the applicant, or their representative, should without undue delay bring the matter to the attention, normally in writing (including email), of the Chair of the Board of Trustees who will take under consideration the matters raised.

### **Eligibility Criteria:**

- a) Individuals normally eligible for the Charity's benefits and provision of treatment 'free of charge' are:
  - i. Serving police officers who hold the 'office of Constable',
  - ii. PCSO's, Special Detention and custody officers employed by the Police and Crime Commissioner or the Chief constable
  - iii. Who were serving police officers (for the majority of their service in a force within the PTC constituency) holding the 'office of Constable'

#### **AND**

- b) Who, contribute a voluntary donation to support the Charity's aims and objectives.



### **Individuals not normally eligible for treatment free of charge are:**

- Serving or retired officers who do not make the voluntary donation.
- Former police officers who resigned, were required to resign, dismissed or otherwise left the service

### **Non-donors:**

The Board of Trustees are mindful of the fact that there are many reasons why a police officer does not make the voluntary payroll giving donation but that the officer may at some point wish to begin contributing the voluntary donation to support the Charity. There are occasions where notwithstanding that the officer is a non-donor they may seek treatment from the Charity.

Therefore, the Board of Trustees have agreed that:

Providing new student officers sign up to become voluntary donors at the point they join the force, their donations will not commence for 12 months; although the officer will be entitled to apply for treatment during this time (the first year is free)

Serving officers who wish to start donating part way through their career together with retired officers that didn't commence donating when they retired may do so at any time. However individuals in these circumstances must donate for 12 months before they become eligible to receive free treatment. If an individual in this category requires treatment immediately or within 12 months they can make a donation equal to the cost of their treatment and subject to clinical criteria will be admitted at the earliest opportunity. The current cost of treatment for a serving officer is £1,500

The Trustees retain the discretion to consider each application from a non-donor on the merits of the particular case presented and take into account unique and/or significant circumstances that may apply when considering the proposed charge for admission and treatment, e.g. extreme financial hardship.

The average cost of admission for treatment will be reviewed annually and may therefore increase or decrease in accord with the Charity's annual running costs. On 1 January 2017 the average cost of a two week admission for treatment was £1,500(12 days at £125per day).

### **Recovery of PTC costs within personal injury claims:**

In circumstances where an officer attends for treatment for an injury or illness that was caused by an event for which a third party is subject to a claim for compensation in respect of personal injury the PTC will seek 'rights of subrogation' (see below) to ensure recovery of the officers PTC treatment costs against third parties, in such cases the following policy statement will apply:

***'The Police Treatment Centres will be entitled to claim on behalf of any current serving officer or retired officer whom has been provided with treatment, the use of***



***facilities and services at The Police Treatment Centres the cost of such treatment and cost of use of such facilities and services from third parties against whom a claim for personal injuries is brought'***

The PTC Application for Admission Form contains two sections where an officer undertaking a claim for compensation from a third party is requested to provide information and an endorsement prior to treatment being received.

**Note: Subrogation** is a legal term regarding the substitution of one claim for another, especially the transfer of the right to receive payment of a debt to somebody other than the original creditor. In this case it is the cost of treatment reimbursed to the PTC.

## **Related eligibility matters:**

### **Officers transferring between police forces:**

There is now a strong 'transfer market' between forces and the frequency of officers transferring between forces has increased. To transfer between forces an officer resigns from their former force and rejoins their new force in the 'office of Constable' (no matter what rank they transfer in).

Many officers fail to realise that their donation ceases when they leave their first force and doesn't automatically restart when they join their new force. In effect they have to authorise a new payroll giving voluntary donation to the Charity and if they fail to do so they then fall into becoming a non-donor.

This can not only occur when officers transfer within constituent forces of this Charity, but also when transferring from forces within The Police Rehabilitation Centre (Flint House) constituency area to constituent forces of this Charity.

### **Maternity Leave:**

A police officer on maternity Leave should ensure that their voluntary donation to support the Charity continues to be made whilst on paid Maternity Leave otherwise they then fall into becoming a non-donor. Officers on unpaid Maternity Leave, who had been donors to the Charity prior to Maternity Leave, will be granted a 'donation break' until resuming duty or ceasing to hold the 'office of Constable'.

### **Career Breaks:**

A police officer who takes a 'career break' should ensure that their weekly voluntary donation to support the Charity continues to be made whilst on their career break otherwise they then fall into becoming a non-donor.

### **30+ Scheme:**

Upon attaining 30 years' service police officers may have the opportunity to join the 30+ Scheme. In effect the officer retires from the service for a short period, sometimes a single day, and rejoins in 'the office of Constable'. The officer receives a lump sum pension commutation but is not in receipt of their police pension which is not paid until they finally retire from the police service.

In effect an officer on the 30+ Scheme is not a retired officer and is not in receipt of a police pension, the officer holds the 'office of Constable' and should ensure that whilst on the 30+ Scheme their payroll giving voluntary donation to support the Charity continues to be made otherwise they then fall into becoming a non-donor.



**Suspended Officers:**

There are many reasons why a police officer may be suspended from duty: during the course of an investigation, or awaiting charge, or awaiting the matter being dealt with by a Court; or other disposal process.

The frequency of police officers being suspended from duty is fortunately rare, however, during their suspension a suspended officer may seek treatment from the Charity either for a reason unconnected with their suspension, or as a direct result of their suspension e.g. suffering anxiety.

Each case of a suspended officer applying for admission will be considered on the individual merits of the case taking into account the following factors:

- Where there may be a potential of harm or danger to the officer themselves, patients attending the Centres or to staff.
- Where concern or embarrassment may be caused to the officer themselves, patients attending the Centres or to staff because of the nature of the allegation made.

**Ends**

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## The Police Treatment Centres

# Clinical Admission Criteria & Clinical Reporting Policy

### Clinical Admission Criteria and Clinical Reporting Policy

<b>Responsible Manager:</b>			Chief Executive
<b>Issue date:</b>	<b>Board of Trustees: Approved:</b> 21 November 2008.  <b>Effective:</b> 1 January 2009  <b>Revised:</b> 1 January 2011 1 January 2012 1 January 2014  <b>Board of Trustees: Approved:</b> 8 May 2014 5 February 2015 FPSC 23 April 2015 1 January 2016	<b>Policy Review:</b>	Three years from date of issue, <b>OR</b> , where legislative or other issues prompt an earlier review

#### Policy Statement:

This policy sets out the clinical admission assessment criteria and process which has been developed so that the Charity understands the circumstances and needs of the applicant for



admission and can decide, organise and schedule appropriate treatment to support the applicant in a return to better health.

### **Purpose:**

The purpose of this policy is:

- To provide a framework and process to assist clinical decision making in respect of an application for admission for treatment
- To provide a framework and process for the potential provision of clinical reports following treatment

### **Legal Safeguard:**

The Treatment Centres at St Andrews and Castlebrae are not registered care homes within the meaning of the Care Standards Acts of England & Wales, Scotland and Northern Ireland. Consequently the Centres are not approved, nor capable of providing acute, long term or intermediate care.

All decisions on admission for treatment will always be based on the merits of each individual case and admission prioritised on the need for treatment.

### **Responsibility for application of the policy:**

The responsibility for the application of the policy will be that of the Chief Executive. An applicant for admission who believes that they have been unfairly treated under this policy, or their representative, should in the first instance raise the matter, normally in writing (including email), with the Chief Executive.

Should the matter not be resolved by the Chief Executive the applicant, or their representative, should bring the matter to the attention, normally in writing (including email), of the Chairman of the Board of Trustees without undue delay.

There are a number of factors to take into account in developing a framework to assist in making decisions about admission. These include:

- Care Quality Commission and Care Standard Acts and their content,
- Criteria based upon the 'Activities of Daily Living' (ADL); (Roper, Logan & Tierney).
- Criteria based around patient safety and the use of PTC facilities
- Issues of nursing and personal care in relation to persons who are, or have been:
  - Suffering from an illness;
  - Experiencing mental health issues;
  - Disabled or infirm;
  - Dependent on alcohol and/or drugs.
- Musculo-skeletal acute and chronic circumstances:
  - Acute and Sub-acute: generally no problem in considering an application for admission
  - Chronic: potentially no long term resolution to the condition, there can be varying degrees of success in rehabilitation



## **Clinical Criteria: Admission – general conditions:**

The Charity's provision is intended to be by way of short intensive treatment with the aim of helping the individual to make progress in resolving, or alleviating, a treatable condition.

Applications for admission must be supported by evidence of a clinical need that can be addressed by the Clinical Teams at the PTCs and a positive, measurable clinical outcome achieved.

Whilst the normal of admission for serving officers will be for a 2 week period, if in the opinion of the clinical team a shorter stay would be sufficient to achieve a positive clinical outcome then an initial one week admission period will be offered.

At the conclusion of a period of admission at the PTCs if the opinion of the clinical team is that no further treatment is likely to be beneficial for the same condition, particularly after several admissions, consideration may be given to not approving a further admission as no practical long term benefit can be achieved through use of our scarce resources.

Individuals (see the PTC Eligibility Policy) who make application for admission as either a residential IN-patient or as anOUT-patient should:

- a) Normally be capable of independently undertaking the 'Activities of Daily Living' (ADL) including self-care and self-medication however,
- b). Where the circumstances of the applicant for admission do not meet the criteria of a) above:
  - Each and every application will be sympathetically considered as a 'significant and unique' case on its own individual merits in relation to the level of support an individual may need with 'Activities of Daily Living (ADL), self-care and self-medication.
  - Account will be taken of the support an individual could themselves marshal to assist their circumstances e.g. accompanied by a 'companion' e.g. spouse/partner, son/daughter; friend.

### **\*NOTES:**

- *No decision made in respect of any 'significant and unique' case will breach the registration requirements of the relevant Care Standards Acts or Care Quality Commission Standards.*
- *Any decision in respect of a 'significant and unique case' will not form a precedent for that individual or any other application for admission.*
- *Where the applicant themselves is a 'carer' for a dependent child or dependent adult sympathetic consideration will be given to attendance in appropriate Centre accommodation whilst the applicant themselves receives treatment.*
- *Companions: A Companion's Application Form should be completed in such cases to accompany the individual's application for admission – see 'Companions' on page 15).*

## **Admission:**

### **Overall principle:**

The Charity's priority aim within the Articles of Association is that serving police officers, PCSO's, Specials and Detention/Custody officers receive priority for treatment. The PTC has discretion, where capacity (occupancy, treatment and financial) allows, to consider applications from retired police officers who request admission for treatment. Should they



wish to apply for treatment to the charity, then Retired Officers must be current donors to the PTC.

The definitions of 'police officer' and 'retired police officer' are contained within the PTC Eligibility Policy (which is at the beginning of the User Guide).

### **General conditions:**

All applications for treatment, or to be accompanied by a 'companion', must be submitted on the Charity's current application forms. The most up to date versions can be found on the PTC website ([www.thepolicetreatmentcentres.org](http://www.thepolicetreatmentcentres.org)).

Applications for admission must be supported by evidence of a clinical need that can be addressed by the Charity's treatment and, in the opinion of the clinical team, a positive measurable clinical benefit can be achieved

Applications for a further admission should not normally be made until at least 12 months has elapsed since a previous admission period. **UNLESS:**

- The PTC clinical assessment at the conclusion of that previous admission recommends an earlier admission, **OR**,
- There is a significant change in the current condition/circumstances which is supported by further medical information i.e MRI report, physiotherapy report or Mental Health assessment **OR**,
- A new circumstance or condition has arisen that would prompt the consideration of an earlier admission.

Where the PTC clinical assessment at the conclusion of a period of admission recommends no further clinical treatment is necessary for the same condition, particularly after several admissions, consideration may be given to

Not approving a further admission because no practical or long-term benefit can be achieved through use of the Charity's scarce resources.

- If in doubt, PTC Clinicians may be able to provide advice on specific cases and questions.

### **General conditions - Periods of admission:**

The Charity's Treatment Centres are open for treatment throughout the year excluding the period in which Christmas and New Year fall. On all other Bank Holidays the Centres are open for admission and treatment.

Admission to the Centres for treatment will normally be for a one or two week duration although an extended period (normally of a further week) may be advised by a physiotherapist or nurse and will be considered taking all factors into account e.g. occupancy and demand.

Provision for non-residential treatment as an OUT-patient may also be considered in appropriate circumstances e.g. proximity of home address, and travel time to and from either Centre

### **General conditions - Serving officers:**

The period of admission for a serving officer is normally two weeks during which it is considered that the maximum benefit from treatment can be achieved. Admission will normally take place on a Monday; bedrooms may not be ready for occupation before 1200, however, treatment assessments commence from 0930.



- Personal circumstances or duty requirements may mean that a one week admission for treatment is more beneficial than no admission at all. If so, this will normally be Monday to Friday only (four nights' duration); however, consideration **may** be given to a Sunday admission with arrival after 1430.
- Where an assessment at the conclusion of a period of treatment recommends a further (and earlier than the elapse of 12 months) admission for treatment to optimise the benefits of treatment this further period will normally be Monday to Friday (four nights' duration).
- A Sunday arrival prior to a period of admission will normally only be offered where an individual's 'significant and unique' personal or travel circumstances merit consideration of such.
- In any circumstance, patients must vacate their bedroom by 1030 on the day of departure (lunch may be provided on request before a later departure from the Centre itself).

### **General conditions – Retired Officers:**

Dependent upon serving officer demand for admission, and subject to capacity (accommodation, treatment and financial), retired officers who apply for admission and who meet the clinical criteria will normally be offered a one week period of admission. To be eligible for admission, Retired Officers must be current donors to the PTC.

- The one week period of admission will normally be:
  - Sunday arrival – not before 1430.
  - Sunday departure - vacating the room by 1030 (lunch may be provided on request before a later departure from the Centre itself).
- Retired officers will be required to attend a nursing assessment on the Sunday of their arrival in order to avoid undue delay in their access to Monday treatment.
- Monday arrival and departure will only be considered where there are 'significant and unique' circumstances present and each case will be considered on its individual merits, e.g. where NARPO/RPOAS or force transport is being arranged.
- Retired Officers are requested to note that the priority for treatment at the PTC in line with our Articles of Association will be for Serving Officers.
- Retired Officers continue to be welcomed at the PTC, but where capacity and financial conditions and resources make this possible.
- Retired Officers' application forms for treatment will be assessed on the basis of what practical and long term clinical benefit may be achieved through a stay at the PTC. Where there is little evidence that this is achievable, other applications are likely to be rejected.

### **Cancellation and changes of admission date:**

Following the allocation of an admission date there may be occasions where this date becomes unsuitable for a range of good reason e.g. required at court; duty requirements; NHS appointment for treatment/surgery.

Currently around 40% of all dates offered are changed for differing reasons creating an additional demand on the resources of the charity. In order to reduce the level of change to dates requested, the Charity will operate a policy of only allowing officers to change their dates on one occasion after which the application for treatment will be cancelled and a new application form will be required. This will assist in reducing the potential loss of treatment opportunities for other applicants.

Regrettably, not all notice of cancellations are forwarded to the PTC which sometimes means that the first notice of a cancellation is when a patient fails to attend for admission on the allocated date. This results in an unexpected vacancy which, had notice of cancellation





been received, could have been allocated to another applicant potentially allowing an earlier admission for that individual.

**Notification of cancellation:**

Therefore, notwithstanding that they may have notified their in-force arrangements, the applicant themselves must notify the PTC in writing (an email will suffice).of any cancellation or requested change of admission date and also provide 'dates to avoid' together with the reason within the following twelve weeks to help with re-arranging their admission date.

**Timeliness of admission date:**

When the admission date that the PTC can offer, whether first or second, is more than 12 weeks since the date of the original application, further enquiries will normally be undertaken to assess the current clinical need to attend for treatment.

These further enquiries may include the provision of advice regarding other treatment or activity which could be undertaken in the intervening period before any potential admission. The advice may also include referral to more local provision in appropriate cases.

In some cases it may be necessary, because of the passage of time, to require a further application to be submitted with up to date information of the current clinical condition and treatment need, and any multiple cancellations or requests for delayed admission, may be referred back to the Individual's Federation for supporting evidence.

**Companions:**

Having regard to the Clinical Criteria account will be taken of the support a patient can themselves marshal where there is a need for support to them in the 'activities of daily living' whilst an IN-patient e.g. help in getting dressed or undressed.

Approval **may** be given for a 'companion' to attend with the applicant to provide the necessary assistance required e.g. spouse/partner, son/daughter; friend. Where this is the case the applicant must also submit a Companion's Application Form providing sufficient information upon which to make a decision to allow a companion to also attend the Centre. This is particularly important where the 'companion' themselves may have clinical or special needs that should be taken account of e.g. accommodation, diet, etc.

All applicants requesting to be accompanied by a 'companion' may be contacted by one of the Charity's nurses to verify the need to be accompanied.

A companion who is also a donating member of the Charity will not themselves be eligible for treatment unless they have also completed a valid approved application from prior to their stay at the PTCs.

**Companion's Charge:**

All patients should be aware that Companions will be liable to a charge of £150 per week to cover the costs of a stay at the PTC. All those in receipt of a Carer's Allowance will be exempt *from* this charge upon providing the charity of evidence of the allowance.

In significant and unique cases e.g. severe financial hardship; this charge may be waived at the Chief Executive's discretion. Written evidence (including via e-mail) of the significant and



unique reason must be supplied to support the application to waive the companion's charge.

The companion's charge which is currently £150 per week must be paid in advance of admission e.g. by cheque or credit card payment.

### **Cottages:**

The cottages at each Centre may be available to assist in accommodating patients who have a family or personal circumstance where 'family' accommodation would support their ability to attend for treatment e.g. resident dependent/disabled member of the family:

- Admission will normally be for one week:
  - Monday to Sunday - arrival not before 12.00
  - Sunday departure - vacating the cottage by 1030.

### **Provision of Clinical Reports**

It is not possible for the Charity to make any clinical assessment against standardised criteria to assess the level of fitness for duty of any individual police officer with regard to their functional capability. This is the legal responsibility of the officer's employer.

Therefore, the only clinical reports that can be provided by the Charity are in relation to the nature and assessment of the condition of the patient upon admission; treatment provision then accessed and undertaken and the outcomes of that treatment e.g. increased mobility, reduced pain etc.

At the conclusion of a programme of treatment a brief clinical report **may** be made available to the individual or, with their consent, to a third party.

Additional detailed clinical reports requested by an individual or, with their consent, a third party, may be subject to a charge for their provision in accord with standard costs agreed by professional or legal bodies e.g. BMA and the Law Society, The report will be provided once payment has been received by the PTC.

**Ends**

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## Summary of facilities

Both St Andrews and Castlebrae have excellent facilities to assist with an officer's Treatment, recuperation and relaxation

**Bedrooms** – The bedrooms are a mixture of single, twin and double rooms all with en-suite facilities. Rooms are equipped with a television/DVD and also tea and coffee making facilities.

Please refer to the clinical admissions criteria on Page 18 for more information about Companions and weekend accommodation

**Cottages** – In addition to the accommodation in the Centres there is a self-catering cottage in the grounds of St Andrews and two self-catering bungalows at Castlebrae. This accommodation is available to officers who need to attend with their family or 'companion'. Each case will be examined on its own merit and if approved will normally be for a one week stay. Children under 16 years are not normally permitted to use the Centres' facilities.

**Treatment rooms** – Both Centres have large physiotherapy departments, a nursing surgery and clinical room and a suite of complementary therapy rooms.

**Patient Support Advisor** - Each Centre also has a Patient support Advisor who provides counselling services and a signpost to force and local welfare and support facilities.

**Exercise areas** – The gyms at St Andrews and Castlebrae are rehabilitation gyms and so feature mostly cardiovascular equipment with some weight bearing apparatus and free weights (although the facility is a rehab gym rather than a 'body building' gym). In addition there are fitness rooms where the fitness and strength classes are held. Each Centre has both a leisure and hydrotherapy pool. Please ensure that you wear non marking soles in the main gym hall. Please note chewing gum is not permitted in the exercise areas.

**Patient relaxation facilities** – In the pool area at each Centre there is a sauna/steam room. At St Andrews there is also an aromatherapy room. There are a number of mountain bikes available as well as a putting green, tennis court and other outdoor activities. Indoor activities include snooker, pool and table tennis.

**Communal areas** – Sky television is available in the main lounges at St Andrews and Castlebrae and there are other 'quiet' lounges. Wi- Fi internet access is available throughout each Centre and was installed in response to patient demand – a small charge of £7.50 per week is made for this service. At each Centre there is a library of books and DVDs many of which have been donated by patients. Hot drinks machines are available at no cost and vending machines holding a range of healthy options (and chocolate!) are also available.

**Grounds** – St Andrews and Castlebrae are set in acres of landscaped gardens complete with ponds and seating areas. Both Centres feature a garden in recognition of the Charity's founder, Miss Catherine Gurney, OBE. The memorial gardens take the form of a sensory garden.



## How to apply

Serving police officers who donate to the Charity, or retired police officers who are current donors, who wish to apply for treatment at the Centres are required to complete an application form. (Full definitions of 'police officer' and 'retired police officer' are contained within the PTC Eligibility Policy).

Application for Admission forms are no longer printed and distributed to forces in bulk. Instead application forms are available to download from the Police Treatment Centres website [www.thepolicetreatmentcentres.org](http://www.thepolicetreatmentcentres.org).

Alternatively the form is available in PDF format for forces to upload to their own internal computer systems. Please ensure that the most up to date form is used and you can email [enquiries@thepolicetreatmentcentres.org](mailto:enquiries@thepolicetreatmentcentres.org) for a copy of the PDF file.

The application process is outlined below in general terms. (Please note there are some minor variations from force to force): There are separate application forms for physiotherapy and psychological support, please ensure you complete the appropriate one.

- The Application Form should be completed by the applicant and signed by a medical practitioner (Force Medical Officer, Occupational Health Nurse, Physiotherapist or GP).
- The Application Form is submitted to the Force Occupational Health department, or HR, or Police Federation office who should check it has been completed in full ( a check list is provided).
- Where appropriate a Companion's Application Form or weekend Accommodation Application Form should also be submitted
- The Application Form should be sent to Admissions at The Police Treatment Centre, Harrogate, for processing.
- Serving officers are normally asked to submit two payslips, the most recent and one of which should be from at least six months previously (and no more than 12 months previously) to confirm their donations to the Charity.
- Retired officers will be asked to confirm on the Application Form the date they joined and retired from the police service and the fact that they are current donors to the charity.
- Clinical assessment of the application and information is undertaken at the Police Treatment Centres to verify and prioritise treatment need; and to try and ensure applicants are attending for treatment at the optimum time in their recovery process and long term improvement can be made.
- If necessary further enquiries will be made of the applicant by a member of the clinical teams.
- The applicant will be allocated a date to attend for treatment via their force Occupational Health Unit or Police Federation representative, normally within ten working days of receipt by the PTC.
- Joining instructions and a patient information sheet (**Appendix A**) are then sent to the applicant.

By way of example specimen completed IN-patient; OUT-patient; and Companion Application forms are available in **Appendix B** to demonstrate the level of detail required to process an application as swiftly and effectively as possible. Often information is omitted from the form, such as a proper description of the condition requiring treatment, dietary needs, dates to avoid and so on, and this can delay the application process whilst further enquiries seeking clarification are made.



Officers can state a preference as to which Centre that they would wish to attend but should be aware the final decision of which Centre will be allocated will be based on the nature of the treatment required and the optimum attendance time. A further preference of 'Either Centre' is also provided which assists with allocating an earlier admission if the waiting list is longer at one Centre than at the other Centre.





## Centre/Charity rules

The aim is to have a relaxed atmosphere, there are a few necessary rules and the cooperation of all patients is sought in abiding by these rules:

- There is no consumption of alcohol permitted at the Centres.
- Smoking is not allowed anywhere inside the buildings.
- Patients and visitors should sign in and out when entering and leaving the premises.
- No visitors are permitted in the building after 2300 hrs.
- Patients are asked to return to the Centres by midnight on Monday, Tuesday and Wednesday and 0100hrs on Thursdays, Fridays and Saturdays so as not to disturb other patients and to also ensure they are fit and ready to participate in planned treatment and activities the following day.

## On arrival at the Centres

- Patients are asked to arrive at the Centres at the time specified in their joining instructions because this greatly assists with the admission process. There is free parking at both Centres.
- After being received at reception the patient is directed to his/her room and a tour of the Centre is available at set times.
- Every patient sees the nurse for an induction assessment on arrival prior to any further physio assessment and starting their treatment programme.
- At 1700 every Monday a short welcome talk is held to give patients an overview of their stay and provide an opportunity for any queries to be answered and all patients are expected to attend this talk even if they have previously stayed at the Centre.

## On departure from the Centres

- The Charity can offer a simple 'discharge report' for issue to officers who may then share that discharge report with their force Occupational Health arrangements, or GP, if they so wish.
- Where forces or other parties e.g. Police Federation, request written reports these will be made available to forces only if the patient consents to this in writing and a charge to the force or requester is likely to be made for doing so.
- In the case of requests for medical reports from legal advisors or insurance companies these will only be released if authorised by the patient, and a charge will be made in line with NPCC, BMA or Law Society rates before such reports are released.
- Where a serving or retired officer is receiving treatment as a result of an event where there is a claim for personal injury compensation being pursued then the Charity will ask the officer to authorise the Charity being 'enjoined' with their claim so as to recover the cost of their treatment received at the Charity. This is a normal legal process and supports meeting the Charity's annual expenditure. There is no cost to the officer in such a process and the Charity will liaise and work with the officer's legal advisors to achieve a mutually satisfactory outcome.
- Before each patient leaves they are asked to complete a feedback form. The results of patient feedback are important in helping to shape the facilities and services provided at the Police Treatment Centres.



## Treatment – Nursing

The nursing departments are staffed by experienced nurses who see every patient on arrival at the Centres to undertake a short induction clinical assessment.

The main aim of the nursing staff is to promote the benefits of a healthy lifestyle and to encourage patients to take a more proactive approach in managing their health. As well as offering well-person checks, advice and information sessions are provided on a number of topics such as sleep problems, men's and women's health, alcohol awareness, and recognising and dealing with the symptoms of stress. Relaxation classes provide a welcome opportunity to de-stress.

As officers generally spend a maximum of twelve days at a time at the Centres formal counselling is not offered. However, the Charity's Patient Support Advisors are able to provide a confidential listening ear and act as a 'signpost' to help officers identify additional support services in their force or home environments.

As part of a holistic approach to treatment and care, an ever-increasing range of complementary therapies, delivered by qualified therapists, is offered at the Police Treatment Centres. Therapies are extremely popular and while provision has been made for additional appointments, it is important to note that provision is limited and all appointments are allocated by the nursing staff based on the needs of the individual patient with priority normally being given to non-physio patients.

The availability of complementary therapy sessions will always be dependent upon the availability of trained staff.

Should any appointments remain unallocated these may be offered to all patients who wish to book a treatment on a first come first served basis. A contribution of at least £20 towards the cost of these treatments is requested.

The Police Treatment Centres are not registered nursing homes and as such, patients who are admitted must be able to care for themselves. However, officers requiring a degree of assistance from a 'companion' e.g. spouse/partner; son/daughter can attend the Centres under certain circumstances. If there is any doubt these matters can be discussed with the Charity's clinical staff prior to submitting an application for admission.



## Treatment – Physiotherapy (IN-patient)

The majority of officers attending the Police Treatment Centres do so to receive intensive physiotherapy treatment.

Following the nursing induction on their day of arrival each physio patient is thoroughly assessed, relevant to their condition, by a physiotherapist to enable a tailored individual treatment programme to be developed. This normally involves measurement of joint range of movement, muscle strength and pain levels so that suitable goals of treatment can be set. Treatment can include:

- Hands-on manipulation and mobilisation
- Electrotherapy, such as ultrasound
- Heat and ice treatment
- Acupuncture
- Individual active and passive exercise
- Class activity and exercise
- Postural education

The physiotherapists take a proactive approach to treatment but the emphasis is on helping patients to help themselves; patients are encouraged to participate in education and exercise classes and make good use of the facilities, including the swimming pool and exercise gym. Such work is carefully guided and can be checked daily if necessary.

Education is an important part of the work of our physiotherapists, who aim to promote self-management and a better understanding of anatomy, pain management, injury prevention and maintenance of good health.

Through a continuous professional development scheme all of the physiotherapists at the Police Treatment Centres keep up-to-date with current clinical evidence and new treatments.



## Treatment – Physiotherapy (OUT-patient)

The Charity offers an OUT-patient service and will normally only see patients who live, within less than one hour's drive time of each Police Treatment Centre. This is because longer travel time and journeys are likely to negate any beneficial effect of physiotherapy treatment (depending upon the nature of the condition to be treated). Treatment decisions made will be based on individual circumstances.

OUT-patient services are intended to be short term interventions and the service is not provided on a long term basis with regular visits over a long period of time. For ongoing long term treatment following a PTC OUT-patient intervention the officer should liaise with their force Occupational Health Dept, their own GP, or make other private arrangements.

If there is any doubt matters can be discussed with the Charity's clinical staff prior to submitting an application for treatment.

We offer a telephone advisory service to give officers access to information on whether physio treatment is needed and if so, how to access it. Officers should call and ask for the Physio Department:

St Andrews    Tel: 01423 504448    Fax: 01423 527543  
Castlebrae    Tel: 01764 664369    Fax: 01764 664598

All potential OUT-patients should contact their Occupational Health, Welfare or HR Dept who should send a fax or email with the completed OUT-patient Application Form to the St Andrews Treatment Centre at Harrogate. This helps us to: verify if a patient has been contributing to the Charity; prevent queue-jumping; ensure that the force Occupational Health or Welfare Dept are aware of the case and ensure all personal and medical information remains strictly confidential.

Application Forms should be completed clearly with accurate contact numbers so that, if necessary, further enquiries can be progressed swiftly. We try to keep OUT-patient waiting times to a maximum of one week; incorrectly completed or unclear application forms may delay treatment and can cause problems when we try to contact a patient.

Serving officers and IN-patients will always be our priority as they have been released by their force to receive intensive treatment. We get many queries from retired officers but refer them to Occupational Health or Welfare departments as they still need to get the appropriate OUT-patient Application Form signed.

Sometimes advice can be given over the phone. In other cases we may offer a one-off advisory visit and may then sometimes suggest that the applicant applies to be admitted as an IN-patient because their condition requires intensive treatment.

We have information on assistance with childcare (and other dependency issues) which may help some applicants for whom a residential stay could prove difficult (see page 25).



## Provision of Clinical Reports:

There is no standard 'police fitness test' and it is therefore not possible for the Charity to make any clinical assessment against a standardised criteria to assess the level of fitness for duty of any individual police officer. This is the legal responsibility of the officer's employer.

Therefore the only clinical reports that can be provided by the Charity are in relation to the nature and assessment of the condition of the patient upon admission; treatment provision then accessed and undertaken; the outcomes of that treatment e.g. increased mobility.

At the conclusion of a programme of treatment a brief clinical report **may** be made available to the individual or, with their consent, to a third party.

Additional detailed clinical reports requested by an individual or, with their consent, a third party, may be subject to a charge for their provision in accord with standard costs agreed by professional or legal bodies e.g. BMA and the Law Society. The report will be provided once payment has been received by the PTC.

## Assistance with childcare

For some officers, childcare issues may make it difficult to attend the Police Treatment Centres to receive treatment.

If this is the case, officers should be aware that both of our Centres have self-catering cottages available for use by families. Officers with young children can apply to stay in one of the cottages and can bring a partner, family member or friend with them to care for the children while they receive treatment. Please be advised that young dependent children are not to be left alone while patients are receiving treatment.

Cottage admission will normally be for one week:

- Monday to Sunday - arrival not before 12.00.
- Sunday departure - vacating the cottage by 1030.

## Cottages:

The cottages at each Centre are provided to assist in accommodating patients who have a family or personal circumstance where 'family' accommodation would support their ability to attend for treatment e.g. resident dependant/disabled member of the family

## Assistance with dependent adults

Officers may also, in some circumstances, have responsibility for their adult children or aged relatives.

Should these responsibilities present a barrier to making an application for admission a discussion with an appropriate member of Charity staff may enable solutions to be explored.





## Frequently Asked Questions

### Eligibility

**Q1. I don't (or as retired officer - didn't) donate to the Charity but I really need treatment. Can you help me?**

Treatment at the Centres is only provided free of charge to donating officers. We may be able to help non-donors, however, that would be at a charge. For more information please refer to our Eligibility Policy on page 7.

**Q2. I have retired from the police force but have now returned on the 30-plus scheme. Am I eligible to attend?**

Retired police officers become eligible for admission to the Centre when they are in receipt of a full police pension. The Trustees of the Police Treatment Centres have agreed that officers who have opted for the 30-plus scheme remain serving police officers holding 'the office of Constable' and must continue to regularly donate to the Charity to retain eligibility for free treatment.

### Admission and Treatment Periods

**Q3. What is the usual treatment period for serving officers?**

Serving officers would generally stay for two weeks but may be initially allocated a one week admission if this is felt to be clinically appropriate. . Personal circumstances or duty requirements may also mean that a one week admission is more beneficial than no admission at all. If so, this will normally be Monday to Friday only (four nights duration), however - consideration **may** be given to a Sunday admission with arrival after 1430.

**Q4. What is the usual treatment period for retired officers?**

The Charity's Memorandum and Articles (governing document) state that priority will be given to serving officers who are seeking treatment and if capacity and demand allow retired officers may be able to attend. Retired officers will generally be offered a one-week stay and must be current donors to the PTC.

**Q5. How often can an individual attend for treatment?**

Applications for further admission should not normally be made until at least 12 months has elapsed since a previous admission period unless certain circumstances are present. For full details please see our Clinical Admission policy on page 13.

**Q6. I last attended for treatment about 8 months ago. Can I apply for a further period of treatment?**

Applications for a further admission should not normally be made until at least 12 months has elapsed since a previous admission period. Exceptions to this rule are:

- If PTC clinical assessment at the conclusion of that previous admission recommends an earlier admission; or
- If there is a significant change in the current condition/circumstances which merits an earlier admission; or
- A new circumstance or condition has arisen that would prompt the consideration of an earlier admission.

Clear medical evidence of such a change in circumstance must be provided.



**Q7. I recently applied for treatment but was turned down on this occasion. Why was that?**

Individual circumstances will vary but the decision may have been reached because no practical or long term benefit can be achieved in your injury or illness through use of the Charity's scarce resources (see page 14 regarding chronic conditions).

**Q8. I have childcare issues. Can I be booked in to attend the Centre daily but go home each night?**

To get the maximum benefit from the treatment programmes officers would generally be expected to stay at the Centres for the duration of their treatment.

There are cottages available for use by families at each Centre and these are available for periods normally of one week. At St Andrews we have an arrangement with a local nursery where the applicant can make their own appropriate arrangements for childcare (see page 25).

In some circumstances provision for non-residential treatment as an OUT-patient may also be considered so as to help with these matters, this will depend upon the proximity of your home address, or temporary residence, and travel time to and from treatment (see page 24).

Every application for admission as an OUT-patient will be considered on its individual and clinical merits.

## Seeking Treatment

**Q9. Can I only attend if I have been hurt on duty?**

Treatment is available regardless of how injury/illness was sustained.

**Q10. Do you only treat the most serious injuries?**

We can treat a large range of injuries ranging from serious to minor. 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 an 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.

**Q11. I'm due to have an operation shortly. When is the best time to attend for treatment?**

This will vary according to the exact nature of the surgery, i.e. following a knee arthroscopy it is best to wait until the wound is healed at around three weeks, but after ACL reconstruction a twelve-week post-operative period is recommended. Please contact the Physiotherapy Department if you require further guidance.

**Q12. Can I express a preference for which Centre to attend?**

The Application Form allows you to express a preference to attend Castlebrae; St Andrews; or 'Either'. However, allocation will depend upon a number of factors for example: capacity and waiting lists at each Centre; and the urgency for treatment.

By preferencing 'Either' you may be allocated admission for treatment sooner than if you expressed a preference solely for a specific Centre.

Sympathetic consideration will be given to an expressed preference and where possible we will try to meet the request.



**Q13. How long is the waiting list?**

Waiting time for admission can depend on how quickly your force forwards your application to us and will also vary according to demand for admission throughout the year. However we assess each application individually and will prioritise urgent cases wherever possible. Normally admission is within two to six weeks depending upon the circumstances (see Q.12 regarding expressing a preference).

**Q14. How long can I expect to wait before I am allocated a date to attend?**

You can normally expect to hear from us within ten working days from the time that we receive your application. The time it takes to allocate a date for treatment will depend on the quality and detail of information on the application form which enables our staff to make a clinical assessment of the individual's needs.

If insufficient information is provided then further information may have to be sought from you and this could delay an admission decision.

**Q15. I was asked to provide two payslips with my application form. Why was this?**

Treatment is only provided free-of-charge to those officers who support the Charity by making a payroll giving donation. To ensure this policy is applied fairly and consistently we ask for proof that an officer makes this donation when processing their application form.

**Q16. I have a query about my application or date allocated, who should I contact?**

Initially we would advise that you check the Charity's website ([www.thepolicetreatmentcentres.org](http://www.thepolicetreatmentcentres.org)) to find the answer to your query.

The admission process is administered from St Andrews, Harrogate, so if the website information does not answer your query please email us at [enquiries@thepolicetreatmentcentres.org](mailto:enquiries@thepolicetreatmentcentres.org), or call 01423 504448 for assistance.

**At the Centres****Q17. Having read my confirmation letter I have been asked to attend between certain times on my first day. Why is that?**

Patients attending for physio are normally asked to arrive in the morning to enable them to have sufficient time to see their physio. Non-physio patients are asked to attend in the afternoon. While treatment may commence from 0930, please note that bedrooms may not be ready for occupation before 1200.

**Q18. Can I arrive on a Sunday?**

Serving officers: A Sunday arrival prior to a period of admission will only be offered where their 'significant and unique' personal or travel circumstances merit consideration of such. The charity reserves the right to charge bed and breakfast for any additional nights

Retired officers: We normally admit for a week commencing on a Sunday (after 1430). Retired officers are asked to depart their room by 1030 on the following Sunday, although lunch may be provided on request before a later departure from the Centre. This arrangement allows retired officers to receive maximum benefit and may also help with their travel and support arrangements.



**Q19. The confirmation letter tells me to bring my ‘Surgeons’ protocol with me. What is that?**

In short, after certain operations a surgeon may stipulate the aftercare that he/she would like the patient to have. This only occurs after some operations and not all surgeons set such a protocol. So if you haven’t got such a document, the chances are you don’t need one.

**Q20. Can I attend as an OUT-patient with a non-physio condition?**

No, we do not have the capacity to cater for psychological support on an out patient basis. .

**Q21. I’m due to attend next week but I’m not feeling well. What should I do?**

We want to ensure patients are well enough to participate fully in the activities available so the best advice is to call and speak to the duty nurse about your symptoms. It may be possible to delay your arrival or re-book.

In the case of diarrhoea and sickness it is important patients have been symptom free for 48 hours before attending to prevent the potential spread of such conditions.

**Q23. What do I need to bring with me?**

With your joining instructions you will receive a patient information sheet outlining what is provided at the Centre (i.e. towels) and what is not (for instance, hairdryers).

**Q24. Can my partner/driver stay for lunch/overnight when they drop me off?**

Demand on the Centres means it is not possible to cater for visitors but they are welcome to enjoy a hot or cold drink in one of our lounges on arrival and before they set off on their journey.

Partners and carers can only stay at the Centres under certain specific circumstances and with prior agreement i.e. as a ‘companion’ when providing hands-on support for a patient; or in pre-arranged accommodation at a weekend.

**Q25. I’m staying in one of the cottages. Are linens and towels provided?**

All bed linen, towels and tea towels are provided, as are washing facilities. A starter pack with tea bags, milk, bread etc is also provided.

**Q26. What is the dress code at the Centres?**

The dress code is casual/sportswear in line with the activities officers undertake during their stay. Warm clothing to wear between exercise activities is advisable, especially in colder weather.

**Q27. I have special dietary requirements. Can they be catered for?**

Whether you have an allergy or intolerance, are trying to lose weight, or simply don’t like certain foods, our catering team can help. You can ask to speak to a chef before your stay or on your first day and they will be happy to work out a suitable menu for you. Half portions and healthier options are also available.

The Application Form allows you to state any allergies; intolerances or special needs.



**Q28. What is there to do on an evening?**

As well as the relaxation and leisure facilities that are available, each week patients organise themselves into a social and fundraising committee and hold events such as quiz nights. Not only are these a good way of getting to know one another they also help to raise a significant amount of money to support the Charity.

There are a number of television lounges and Wi-Fi access is available (for a small charge). For those seeking quiet time without televisions there are is a library and other quiet areas.

**On departing from the Centres****Q29. My physio/nurse has recommended I return for a further period of treatment. How long will I return for?**

Individual circumstances will vary but on the rare occasion that a further admission is recommended we would generally ask you to return for an additional five days of treatment (four nights, Monday to Thursday inclusive).

**Q30. What happens to the patient feedback you ask for?**

The feedback is assessed on a monthly, quarterly and annual basis. The recent and future improvements, to facilities include matters raised in patient feedback. Sometimes it is possible to implement suggested changes and sometimes, for variety of reasons, it is not.

Information on ideas that have been adopted as well as suggestions we have been unable to take forward, along with the reasons why that is so, is displayed on the patients' noticeboards.

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## The Police Treatment Centres

# Appendices

<b>Appendix A</b>	Patient Information Sheet
<b>Appendix B</b>	IN-patient application psychological
<b>Appendix C</b>	In-patient application physiotherapy
<b>Appendix D</b>	Outpatient application form
<b>Appendix E</b>	Companions Application Form
<b>Appendix F</b>	B&B Accommodations Booking Form



## > Feedback

At the end of your stay with us we ask you to fill in a Patient Feedback Form. It is important to us to learn what you thought of the services we offer and ways we might improve. Feedback received recently includes:

*Due to my previous attendance at the centre a problem was highlighted about my right hand. If I had not attended I would have lost the use of my hand. (TC, Merseyside)*

The treatment and facilities were first class. I was totally happy with everything. ( PP, Lincs)

*Every aspect I could not think of one thing that had, in any way, any flaw! (MD, Notts)*

***I was able to relax and de-stress to help with my recovery after a serious incident. The complementary therapies have greatly helped my healing process and I would like to thank all the staff. (HL, PSNI)***

*The food was excellent. The social events were good. Facilities were good. (ED, Strathclyde)*

Very friendly helpful staff. Physio very good. All aspects of treatment put together to complement and aid recovery i.e. physio, exercise, PE classes. Excellent meals and choices. (DV, PSNI)

*From walking into reception I was pleased by the care and attention given to me by all staff and all treatment. (SY, Strathclyde)*

**Excellent food, gym facilities good. Physio excellent. (G.M. D&G)**

*Friendly helpful staff. Professional treatment. Excellent facility. (P.N. Lancs)*

**Your feedback enables us to constantly improve and update the services we offer. Feedback forms are available from reception.**

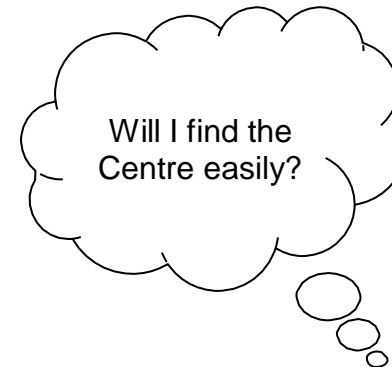
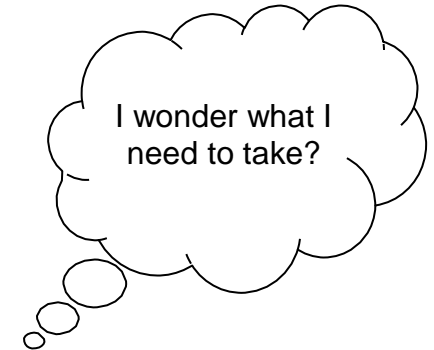


The Police Treatment Centres

# Information for Patients



Castlebrae, Castleton Road, Auchterarder, Perthshire, PH3 1AG



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



PTC is the working title of The Northern Police Convalescent and Treatment Centre  
Charity Commission No: 220956 OSCR No: SC039749

## Introduction

We are looking forward to meeting you at the Police Treatment Centre and hope this information will prove helpful prior to your arrival. If you have a query about your stay please contact us or visit our website where you will find a section on 'Frequently Asked Questions', and also a PDF copy of our user guide (located under 'Our Services')

Castlebrae 01764 664369  
St Andrews 01423 504448  
Website [www.thepolicetreatmentcentres.org](http://www.thepolicetreatmentcentres.org)

## Directions

Visit our website and follow the links from the homepage (Our Services/Travel to Centres). Additional transport information, including telephone numbers for local taxi firms, can also be found in this area of the website. If you are using a sat nav, the postcodes for each Centre can be found on the cover of this booklet.

## On arrival

You will be greeted at reception and given useful information about your stay. Tours of the building take place during the day so if you haven't been to the Centre before, this may be of interest.

There will be a Welcome Brief held on Monday at each centre at 1700hrs. Whether you have been to the PTC before or this is your first time, we ask that you attend this Meeting as priority where you will learn about any current issues at the Centre concerning Security for example, and other tips, suggestions and recommendations that will enhance your stay with us.



If you are staying for two weeks you can remain at the centre during the middle weekend, or you can leave your belongings in your room.

## What we provide

- En-suite facilities
- Flat screen TV and DVD player in bedrooms
- Tea and coffee facilities in bedrooms
- All towels (bedroom, gym and pool)
- Hot drinks and water dispensers in communal areas
- Laundry facilities including washing powder
- Breakfast, lunch and dinner (special diets catered for)
- In addition to extensive treatment facilities we have leisure facilities including mountain bikes, tennis, putting etc

## What you need to bring

Our centres have a relaxed atmosphere and there is no need to dress formally. Most people choose to wear casual sports clothing in line with the activities available:

- Tracksuit/shorts/comfortable clothing/Swimwear
- Trainers
- Warm clothing for after physio session, during cold weather and other activities
- Hairdryer
- All toiletries (including shower gel/shampoo)
- Any medication you may be taking



## Other useful information

Each week patients organise a social and fundraising committee. As well as being a great way for everyone to get to know each other, the evening activities that are organised (such as quizzes, raffles, bingo etc) importantly raise money to support the Charity's running costs. The Patient Social Committee raise a significant amount of money for the PTC each year, which directly benefits both current and future patients and enhances their stays with us. Please also remember to pay your £10 weekly donation to running costs as well during your stay to a member of the Patient Social Committee or one of the Nursing Team, and perhaps think about bringing a small gift with you, as a donation as a raffle prize. Please also think about volunteering to join the Patient Social Committee yourself, and contribute to the social events at the PTC. If you are interested in helping out, please make yourself known to the current committee members - our nursing staff will help you identify them. A social and fundraising committee 'Guide to Getting Started' is also available.



In the TV lounge there is Sky Television and a DVD player. There is a library and DVD library. You can access the internet on one of our dedicated patients' computers and there is wireless internet access available throughout the building for a small charge (£7.50 per week).

## And finally...

If you are unwell prior to your stay, please contact our nursing staff in advance of your arrival at the Centres. In the case of sickness or an upset stomach, it is very important that you are symptom-free for 48 hours before attending for treatment. If you are unable to attend due to illness, your visit will be rescheduled as soon as possible.



# The Police Treatment Centres

## Application for Admission

### Psychological Wellbeing – IN-PATIENT

**PART 1 - To be completed by the applicant (Please print in **BLACK** ink):**

**Surname:** ..... **Forenames:** .....  
(Preferred Name: ..... )

**Any previous names:** (e.g. change of name on marriage):  
**Surname:** ..... **Forenames:** .....

**Date of birth:** ..... **Gender** (please circle): **M / F**

**Current police force, or if retired, previous force:**  
**For Scotland please show pre-cursor Force area** (e.g. Police Scotland – Tayside)  
.....

Date joined: ..... Collar Number: .....  
Date retired/due to retire: ..... Reason for Retirement: ..... Police Pension No: .....

<b>Address:</b> ..... ..... ..... ..... <b>Post Code:</b> .....	<b>Contact details:</b> Home telephone: ..... Mobile telephone: ..... Other telephone (state): ..... Email 1: ..... Email 2: ..... <b>Preferred contact method:</b> .....
--	---

<b>Next of Kin - Name &amp; relationship:</b> ..... .....	<b>Next of Kin - Contact Details:</b> ..... .....
---	---

**Admission Preference:** (please tick): **EITHER** : Castlebrae, Auchterarder : St Andrews, Harrogate :  
**NOTE:** By selecting **EITHER** it will ensure you receive treatment as quickly as possible by directing your application to the centre with the earliest availability..

**Any specific accommodation requirements:** (e.g. Hearing impaired re fire alarms, weight, height if over 6 ft etc.):  
.....

**Any special dietary requirements:** (e.g. allergies or intolerances):  
.....

**Dates to Avoid:** (please include all leave/holiday, Court, or other known commitments for the next sixteen (16) weeks):  
.....

<b>Can you attend at short notice?</b> (e.g. one week's notice) <b>YES / NO</b>	<b>Serving Officers:</b> Do you intend to stay at the Centre over the weekend? <b>YES/NO</b> If yes we may be able to offer Bed and Breakfast for your partner. See PTC website for details.
--	--

**Retired Officers:** Do you intend to stay Sunday to Friday? : OR Sunday to Sunday? :  
N.B. Treatment is only provided on Mondays to Fridays.

**SGPCT:** Do you currently donate to the St Georges Police Children Trust: **YES / NO**

Have you previously served in HM Armed Forces? – If so, UNIT: .....

Army    Royal Air Force    Royal Marines    Royal Navy

**PART 2 - To be completed by the applicant -**

Please indicate which of the following applies to you:

At work       On recuperative/ restricted duties       On sick leave

Other (specify).....

**What is the nature of your condition which requires psychological support and what is the cause, if known? (e.g. date of onset etc):**

.....  
.....

**What treatment have you already had for this condition?**

(e.g. counselling, psychological input, medication).

.....  
.....

**Is your condition improving/getting worse/staying the same/other? (please describe):**

.....  
.....

**What benefit do you hope to gain from your admission to a Treatment Centre?:**

.....  
.....

**Have you attended the PTC before? YES / NO**

**If YES, when was your most recent attendance?**

.....

**If YES, was it with the same or similar condition or a different condition to be the one you have now?**

.....

**If the same condition, what was the outcome (e.g. Worse/no change/short term improvement/long term improvement) and what further treatment have you had since your last admission?:**

.....  
.....

**If necessary: Companion (spouse/partner etc.):**

Please complete the 'Application to be Accompanied by a Companion' Form and attach that form to this application.

**Companions Full Name:** .....

**Relationship:** .....

**Please complete the attached PHQ-9 and GAD-7 questionnaires** to provide us with an assessment of your current level of needs. A Nurse will contact you to discuss your application further.

**PART 3 - Personal Information:** *Personal information which you supply to us may be used in a number of different ways, for example: To make admission and clinical decisions; for audit and statistical analysis; for fraud prevention.*

- I have supplied my most recent pay slip and one from at least six months previously validating my regular donation to the PTC.
- I agree to include in any claim for damages pursued by me against the third party in respect of the accident resulting in my injury such sums as may be specified by The Police Treatment Centres as the costs of its provision of my treatment
- In order to provide the best possible levels of service, updates or other information I agree to the PTC contacting me using the details I have provided.
- I understand that all personal information on this form will be confidential to the professional and administrative staff of the PTC and no personal information or clinical reports will be shared without my express consent unless required to do so by law.

**Signature:** ..... **Date:** .....

**PART 4 - HIGHLY CONFIDENTIAL –  
To be completed by the Force Medical Officer or Occupational Health Nurse or G.P.**

**Diagnosis:** ..... **Date of Diagnosis:** .....

**Duration of symptoms:** .....

**Underlying conditions/relevant medical history including dates:** .....

**Ongoing investigation/treatment:** .....

**Is the applicant also applying for Physiotherapy?** YES  NO   
If YES please complete an additional application form for Physiotherapy treatment.

**Is Nursing assistance required with the 'Activities of Daily Living'?** YES  NO  If YES to any question please

**Medication?** YES  NO  complete the relevant section

**Allergies or Infections?** YES  NO  below.

**Limited Mobility or Risk of Falls?** YES  NO

**Does a companion need to attend to support you?** YES  NO

**Support:** please expand on the nature of support required by the applicant:

.....  
.....  
.....

**Medication:**

.....  
.....  
.....

**Allergies or Infections:**

.....  
.....  
.....

**Mobility and Access:** Can the applicant climb stairs/walk unaided? Please give distance. Is the applicant a wheelchair user? Full/partial or non-weight bearing? Expand fully on assistance level if needed on a daily basis and especially at risk from falling:

.....  
.....  
.....

**PART 5 - Signature of Force Medical Officer or Occupational Health Nurse or GP.**

**Certified by (signature):** ..... **Print name:** ..... **Date:** .....

**Occupation:** ..... **Registration Number:** .....

**Address:**.....  
.....

**Post Code:** .....

**Tel No:** ..... **Email:** .....

**PART 6 - To be completed by Force representative / Police Federation Office :**

The applicant is a regular donor to The Police Treatment Centres.

**Please note:** Treatment will not be provided free of charge if the applicant does not make the suggested donation to support the Charity.

**Certified by (signature):** ..... **Print name:** ..... **Date:** .....

**Job Title:** ..... **Department:** .....

**Tel No:** ..... **Email:** .....

Any other relevant information:

.....  
.....

**Once all parts have been completed, please forward this application form to:**

**Admissions**

The Police Treatment Centres  
St Andrews  
Harlow Moor Road  
Harrogate  
North Yorkshire  
HG2 0AD

**Contact details:**

**Tel:** 01423 504448  
**Fax:** 01423 527543

**Email:** enquiries@thepolicetreatmentcentres.org  
**Web:** www.thepolicetreatmentcentres.org



# GAD - 7

Over the last 2 weeks, how often have you been bothered by the following problems?

Not at all

Several Days

More than half the days

Nearly every day

(Use "✓" to indicate your answer)

1. Feeling nervous, anxious or on edge	0	1	2	3
2. Not being able to stop or control worrying	0	1	2	3
3. Worrying too much about different things	0	1	2	3
4. Trouble relaxing	0	1	2	3
5. Being so restless that it is hard to sit still	0	1	2	3
6. Becoming easily annoyed or irritable	0	1	2	3
7. Feeling afraid as if something awful might happen	0	1	2	3

(For office coding: Total Score T\_\_\_\_\_ = \_\_\_\_\_ + \_\_\_\_\_ + \_\_\_\_\_)

# PATIENT HEALTH QUESTIONNAIRE- 9 (PHQ-9)

Over the last 2 weeks, how often have you been bothered by the following problems? <i>(Use "✓" to indicate your answer)</i>	Not at all	Several Days	More than half the days	Nearly every day
1. Little interest or pleasure in doing things	0	1	2	3
2. Feeling down, depressed or hopeless	0	1	2	3
3. Trouble falling or staying asleep or sleeping too much	0	1	2	3
4. Feeling tired or having little energy	0	1	2	3
5. Poor appetite or overeating	0	1	2	3
6. Feeling bad about yourself –or that you are a failure or have let yourself or your family down.	0	1	2	3
7. Trouble concentrating on things, such as reading the newspaper or watching television	0	1	2	3
8. Moving or speaking so slowly that other people could have noticed? Or the opposite – being so fidgety or restless that you have been moving around a lot more than usual.	0	1	2	3
9. Thoughts that you would be better off dead or of hurting yourself in some way	0	1	2	3

**FOR OFFICE CODING**        0     +             +             +              
 = Total Score            

**If you checked off any problems, how difficult have these problems made it for you to do your work, take care of things at home, or get along with other people?**

<b>Not difficult at all</b>	<b>Somewhat difficult</b>	<b>Very difficult</b>	<b>Extremely difficult</b>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

## Application Checklist:

Please ensure that all items on the checklist have been enclosed or completed.

Failure to do so may delay consideration of your application form and allocation of an admission date if, as a result, further enquiries have to be made about your application.

TICK	
	<p><b>PARTS 1, 2 AND 3:</b> To be fully completed by you - the applicant</p> <p><b>Pay Slips:</b> Two copies of your pay slips showing PTC donations; most recent and one from between six and 12 months previously (if applicable).</p> <p><b>Police Pension Statement:</b> Retired officers must supply their latest Police Pension statement.</p>
	<p><b>PARTS 4 AND 5:</b> To be signed by: Force Medical Office; <u>or</u> Occupational Health Nurse <u>or</u> G.P.</p>
	<p><b>PART 6:</b> To be completed by Force representative / Police Federation Office:</p>
	<p><b>Companion Application Form:</b> If your personal circumstances require essential daily support to undertake the activities of daily living e.g. getting dressed:  A completed Companion Application Form (if applicable) must be submitted along with the application for admission.</p>
	<p><b>Weekend Accommodation:</b> If your admission for treatment is for two weeks, or you are a retired officer who is staying over the weekend, we <u>MAY</u> be able to provide accommodation at the Centre for your spouse/partner to join you and stay over the weekend as well.  This accommodation is provided at a cost which can be found on the PTC Accommodation Application Form which is on our website.  This form must normally be submitted along with your application for admission. If accommodation is available we will contact you to confirm this and arrange for payment which is required before the spouse/partner attends.</p>



# The Police Treatment Centres

## Application for Admission Physiotherapy – IN-PATIENT

### PART 1 - To be completed by the applicant (*Please print in BLACK ink*):

**Surname:** ..... **Forenames:** .....  
(*Preferred Name:* ..... )

**Any previous names:** (*e.g. change of name on marriage*):  
**Surname:** ..... **Forenames:** .....

**Date of birth:** ..... **Gender** (*please circle*): **M / F**

**Current police force, or if retired, previous force:**  
**For Scotland please show pre-cursor Force area** (*e.g. Police Scotland – Tayside*)  
.....

Date joined: ..... Collar Number: .....

Date retired/due to retire: ..... Reason for Retirement: ..... Police Pension No: .....

<b>Address:</b> ..... ..... ..... ..... <b>Post Code:</b> .....	<b>Contact details:</b> Home telephone: ..... Mobile telephone: ..... Other telephone (state): ..... Email 1: ..... Email 2: ..... <b>Preferred contact method:</b> .....
--	---

<b>Next of Kin - Name &amp; relationship:</b> ..... .....	<b>Next of Kin - Contact Details:</b> ..... .....
---	---

**Admission Preference:** (*please tick*): **EITHER** : Castlebrae, Auchterarder : St Andrews, Harrogate :  
**NOTE:** By selecting **EITHER** it will ensure you receive treatment as quickly as possible by directing your application to the centre with the earliest availability..

**Any specific accommodation requirements:** (*e.g. Hearing impaired re fire alarms, weight, height if over 6 ft etc.*):

**Any special dietary requirements:** (*e.g. allergies or intolerances*):

**Dates to Avoid:** (*please include all leave/holiday, Court, or other known commitments for the next sixteen (16) weeks*):

<b>Can you attend at short notice?</b> ( <i>e.g. one week's notice</i> ) <b>YES / NO</b>	<b>Serving Officers:</b> <i>Do you intend to stay at the Centre over the weekend? YES/NO</i> <i>If yes we may be able to offer Bed and Breakfast for your partner. See PTC website for details.</i>
---	---

**Retired Officers:** *Do you intend to stay Sunday to Friday?* : *OR Sunday to Sunday?* :  
*N.B. Treatment is only provided on Mondays to Fridays.*

**SGPCT: Do you currently donate to the St Georges Police Children Trust:** **YES / NO**

**Have you previously served in HM Armed Forces? – If so, UNIT:** .....

Army    Royal Air Force    Royal Marines    Royal Navy

**PART 2 - To be completed by the applicant -**

**Please indicate which of the following applies to you:**

*At work*       *On recuperative/ restricted duties*       *On sick leave*

*Other (specify).....*

**Describe your condition that requires physiotherapy and how it occurred:** *(e.g. accident/event at work/post-operative/long-term illness):*

.....

.....

**If you are applying regarding a specific injury, how did this occur?**     **On-duty**     **Off-duty**

**What treatment have you already had for this condition?**  
*(e.g. medication/operation/physiotherapy/osteopath/chiropractor. If available please bring with you any treatment protocols or guidelines, X-rays/MRI scans/reports that may be of benefit to our Physiotherapists e.g. ACL protocols, weight bearing status). Please include relevant dates and results of any investigations or scans.*

.....

.....

**Is your condition improving/getting worse/staying the same/other? (please describe):**

.....

.....

**What benefit do you hope to gain from your admission to a Treatment Centre?:**

.....

.....

<b>Have you attended the PTC before? YES / NO</b>	<b>If YES, when was your most recent attendance?</b> .....
---	---

**If YES, was it with the same or similar condition or a different condition to be the one you have now?**

.....

**If the same condition, what was the outcome** *(e.g. Worse/no change/short term improvement/long term improvement)* **and what further treatment have you had since your last admission?**

.....

.....

**If necessary: Companion (spouse/partner etc.):**  
Please complete the 'Application to be Accompanied by a Companion' Form and attach that form to this application.

**Companions Full Name:** .....

**Relationship:** .....

**PART 3 - Personal Information:** *Personal information which you supply to us may be used in a number of different ways, for example: To make admission and clinical decisions; for audit and statistical analysis; for fraud prevention.*

- I have supplied my most recent pay slip and one from at least six months previously validating my regular donation to the PTC.
- I agree to include in any claim for damages pursued by me against the third party in respect of the accident resulting in my injury such sums as may be specified by The Police Treatment Centres as the costs of its provision of my treatment
- In order to provide the best possible levels of service, updates or other information I agree to the PTC contacting me using the details I have provided.
- I understand that all personal information on this form will be confidential to the professional and administrative staff of the PTC and no personal information or clinical reports will be shared without my express consent unless required to do so by law.

**Signature:** ..... **Date:** .....

**PART 4 - HIGHLY CONFIDENTIAL –**  
**To be completed by the: Force Medical Officer; or Occupational Health Nurse;**  
**or Physiotherapist; or G.P.**

**Diagnosis:** ..... **Date of Diagnosis:** .....

.....

.....

**Duration of symptoms:**

.....

.....

**Underlying conditions/relevant medical history including dates:**

.....

.....

**Ongoing investigation/treatment:**

.....

.....

**Nature/date of operations/scans/x-rays** *(please list): (if available, please bring with you any treatment protocols or guidelines; X-rays / MRI scans/ reports that may be of benefit to our physiotherapists during your admission e.g. ACL rehab detail; weight bearing details in the case of lower limb fracture, shoulder injury; other rehab guidelines);*

.....

.....

.....

**Discharge**

**date** *(if applicable):*.....

**Is the applicant also applying for a stress/psychological/psychiatric issue?** YES  NO

If YES please complete an additional application form for psychological support.

<b>Is Nursing assistance required with the 'Activities of Daily Living'?</b>	YES <input type="checkbox"/>	NO <input type="checkbox"/>	If YES to any question please complete the relevant section below.
<b>Medication?</b>	YES <input type="checkbox"/>	NO <input type="checkbox"/>	
<b>Allergies or Infections?</b>	YES <input type="checkbox"/>	NO <input type="checkbox"/>	
<b>Limited Mobility or Risk of Falls?</b>	YES <input type="checkbox"/>	NO <input type="checkbox"/>	
<b>Does a companion need to attend to support you?</b>	YES <input type="checkbox"/>	NO <input type="checkbox"/>	



**Support:** *please expand on the nature of support required by the applicant:*

.....  
.....  
.....

**Medication:**

.....  
.....  
.....

**Allergies or Infections:**

.....  
.....  
.....

**Mobility and Access:** *Can the applicant climb stairs/walk unaided? Please give distance. Is the applicant a wheelchair user? Full/partial or non-weight bearing? Expand fully on assistance level if needed on a daily basis and especially at risk from falling:*

.....  
.....  
.....

**PART 5 - Signature of Force Medical Officer or Occupational Health Nurse or Physiotherapist or GP.**

**Certified by (signature):** ..... **Print name:** ..... **Date:** .....

**Occupation:** ..... **Registration Number:** .....

**Address:**.....  
.....

**Post Code:** .....

**Tel No:** ..... **Email:** .....

**PART 6 - To be completed by Force representative / Police Federation Office :**

The applicant is a regular donor to The Police Treatment Centres.

***Please note:*** *Treatment will not be provided free of charge if the applicant does not make the suggested donation to support the Charity.*

**Certified by (signature):** ..... **Print name:** ..... **Date:** .....

**Job Title:** ..... **Department:** .....

**Tel No:** ..... **Email:** .....

Any other relevant information:

.....  
.....

---

**Once all parts have been completed, please forward this application form to:**

**Admissions**

The Police Treatment Centres  
St Andrews  
Harlow Moor Road  
Harrogate  
North Yorkshire  
HG2 0AD

**Contact details:**

**Tel:** 01423 504448  
**Fax:** 01423 527543

**Email:** enquiries@thepolicetreatmentcentres.org  
**Web:** www.thepolicetreatmentcentres.org

**Application Checklist:**

**Please ensure that all items on the checklist have been enclosed or completed.**

**Failure to do so may delay consideration of your application form and allocation of an admission date if, as a result, further enquiries have to be made about your application.**

TICK	
	<p><b>PARTS 1, 2 AND 3:</b> To be fully completed by you - the applicant</p> <p><b>Pay Slips:</b> Two copies of your pay slips showing PTC donations; most recent and one from between six and 12 months previously (if applicable).</p> <p><b>Police Pension Statement:</b> Retired officers must supply their latest Police Pension statement.</p>
	<p><b>PARTS 4 AND 5:</b> To be signed by: Force Medical Officer; <u>or</u> Occupational Health Nurse; <u>or</u> Physiotherapist; <u>or</u> G.P.</p>
	<p><b>PART 6:</b> To be completed by Force representative / Police Federation Office:</p>
	<p><b>Companion Application Form:</b> If your personal circumstances require essential daily support to undertake the activities of daily living e.g. getting dressed: A completed Companion Application Form (if applicable) must be submitted along with the application for admission.</p>
	<p><b>Weekend Accommodation:</b> If your admission for treatment is for two weeks, or you are a retired officer who is staying over the weekend, we <u>MAY</u> be able to provide accommodation at the Centre for your spouse/partner to join you and stay over the weekend as well. This accommodation is provided at a cost which can be found on the PTC Accommodation Application Form which is on our website. This form must normally be submitted along with your application for admission. If accommodation is available we will contact you to confirm this and arrange for payment which is required before the spouse/partner attends.</p>



# The Police Treatment Centres

## Application for Admission - OUTPATIENT

The completed form should be **Faxed or E-mailed** to:

St Andrews, Harrogate

Tel: 01423 504448

Fax: 01423 527543

Email: [enquiries@thepolicetreatmentcentres.org](mailto:enquiries@thepolicetreatmentcentres.org)

### PART 1 - To be completed by the applicant (*Please print in BLACK ink*):

Surname: ..... Forenames: .....  
(Preferred Name: ..... )

Any previous names: (*e.g. change of name on marriage*):

Surname: ..... Forenames: .....

Date of birth: .....

Gender (*please circle*): M / F

Current police force, or if retired, previous force:

For Scotland please show pre-cursor Force area (*e.g. Police Scotland – Tayside*)

.....

Date joined: ..... Collar Number: .....

Date retired/due to retire: ..... Reason for Retirement: ..... Police Pension No: .....

Address: .....  
.....  
.....  
.....

Post Code: .....

Contact details:  
Home telephone: .....  
Mobile telephone: .....  
Other telephone (state): .....  
Email 1: .....  
Email 2: .....  
Preferred contact method: .....

Next of Kin - Name & relationship:  
.....  
.....

Next of Kin - Contact Details:  
.....  
.....

Any specific personal requirements: (*e.g. Hearing impaired – re fire alarms; etc.*):

.....

Legal Claims: Have you any legal claims pending, or contemplated (current treatment circumstances): YES / NO

SGPCT: Do you currently donate to the St Georges Police Children Trust: YES / NO

Have you previously served in HM Armed Forces? – If so state how:

**PART 2 - To be completed by the applicant -**

Please indicate which of the following applies to you:

- At work*       *On recuperative/ restricted duties*       *On sick leave*       *Other (specify).....*

**Describe your condition that requires physiotherapy and how it occurred:** (e.g. accident/event at work/post-operative/long-term illness):

.....  
.....  
.....

**If you are applying regarding a specific injury, how did this occur?**     **On-duty**     **Off-duty**

**What treatment have you already had for this condition?**

(e.g. medication/operation/physiotherapy/osteopath/chiropractor). Please include relevant dates and results of any investigations or scans.

.....  
.....

**Physiotherapy:** (if available, please bring with you any treatment protocols or guidelines, X-rays/ MRI scans reports that may be of benefit to our physiotherapists during your admission e.g. ACL protocol; weight bearing status, other rehab guidelines).

**Have you attended the PTC before?:**    **YES / NO**

**If YES, when was your most recent attendance?**

**If YES, was it with the same or similar condition / a different condition to the one you have now?**

.....

**If the same condition, what was the outcome and what further treatment have you had since your last attendance?** (e.g worse/no change/short term improvement/long term improvement):

.....

**PART 3 - Personal Information:** *Personal information which you supply to us may be used in a number of different ways, for example: To make admission and clinical decisions; for audit and statistical analysis; for fraud prevention.*

- I have supplied my most recent pay slip and one from at least six months previously validating my regular donation to the PTC.
- I agree to include in any claim for damages pursued by me against the third party in respect of the accident resulting in my injury such sums as may be specified by The Police Treatment Centres as the costs of its provision of my treatment
- In order to provide the best possible levels of service, updates or other information I agree to the PTC contacting me using the details I have provided.
- I understand that all personal information on this form will be confidential to the professional and administrative staff of the PTC and no personal information or clinical reports will be shared without my express consent unless required to do so by law.

**Signature:** .....      **Date:** .....

**PART 4 - Signature of: Force Medical Officer or Occupational Health Nurse or Physiotherapist or GP.**

**Diagnosis and duration of symptoms:**

**Date of Diagnosis:**

.....  
.....

**Past Medical History and Medication:**

.....  
.....

**Certified by (signature):** ..... **Print name:** ..... **Date:** .....

**Occupation:** ..... **Registration Number:** .....

**Address:**.....

.....

**Post Code:** .....

**Tel No:** ..... **Email:** .....

**PART 5 - To be completed by Force representative / Police Federation Office :**

The applicant is a regular donor to The Police Treatment Centres.

**Please note:** *Treatment will not be provided free of charge if the applicant does not make the suggested donation to support the Charity.*

**Certified by (signature):** ..... **Print name:** ..... **Date:** .....

**Job Title:** ..... **Department:** .....

**Tel No:** ..... **Email:** .....

Any other relevant information:

.....  
.....

\_\_\_\_\_

## **Application Checklist:**

Please ensure that all items on the checklist have been enclosed or completed.

Failure to do so may delay consideration of your application form and allocation of an admission date if, as a result, further enquiries have to be made about your application.

TICK	
	<b>PARTS 1, 2 AND 3:</b> To be fully completed by you - the applicant
	<b>PART 4:</b> Signature of: Force Medical Officer <u>or</u> Occupational Health Nurse <u>or</u> Physiotherapist <u>or</u> G.P
	<b>PART 5:</b> Signature of designated Force representative e.g. Occupational Health OR Police Federation Office
	<b>Pay Slips:</b> Two copies of your pay slips showing PTC donations if applicable (most recent and one from between six and 12 months previously).  <b>Police Pension Statement:</b> Retired officers must supply their latest Police Pension statement.



# The Police Treatment Centres

## Companion - Application to Accompany an IN-Patient

**PLEASE NOTE THAT THERE WILL BE A COMPANIONS CHARGE OF £150 PER WEEK**  
(please refer to the PTC User Guide for further information)

**PART 1 - To be completed by the companion (Please print in *BLACK* ink):**

<b>Surname:</b>	<b>Forenames:</b>	<b>Date of Birth:</b>
.....		
<b>(Preferred Name:</b>	<b>)</b>	<b>Gender: M / F</b>

<b>Address:</b>	<b>Contact details:</b>
.....	Home telephone: .....
.....	Mobile telephone: .....
.....	Other telephone (state): .....
<b>Post Code:</b> .....	Email 1: .....

**Name of the person you wish to accompany:**

**Surname:**..... **Forenames:**..... **Date of Birth:**.....

**Relationship to the person you wish to accompany:**

.....

**Reason for your request to accompany the applicant:** Do you provide, or require, some aspect of support? If so please give full details

.....

.....

**Emergency Contact details:** (e.g. next of kin – but **NOT** the person you wish to accompany):

**Name:** ..... **Relationship:** .....

**Contact Details:**

.....

.....

**Any specific accommodation requirements:** (e.g. Hearing impaired – re fire alarms; etc.):

Height (if over 6')..... Weight (if over 20 stone)..... Other: .....

**Any special dietary requirements:** (e.g. allergies or intolerances):

.....

**PART 2 - CONFIDENTIAL**

**Companion – Your Medical Conditions If any:**

**Date of Diagnosis:**

.....

.....

.....



**Companion – Your Mobility and Access:** Can you climb stairs / walk unaided? Please give distance. Are you a wheelchair user? Full / partial or non-weight bearing? Expand fully on assistance level if needed on a daily basis and especially if at risk from falling:

.....  
.....  
.....  
.....

**Will anyone else be attending:** e.g. dependent children - Please give details, Name; Date of birth; medical condition (if any).

.....  
.....  
.....  
.....

**Details of any dependents medication/allergies/infections:**

.....  
.....  
.....  
.....

**Companion - Your GP's Details:**

Dr: .....

Address: .....

..... Post Code: .....

Tel No: ..... Email: .....

**PART 3 – To be signed by the companion**

**Personal Information:** Personal information which you supply to us may be used in a number of different ways, for example: To make admission and clinical decisions; for audit and statistical analysis; for fraud prevention.

- I understand that all personal information on this form will be confidential to the professional and administrative staff of the PTC and no personal information or clinical reports will be shared without my express consent unless required to do so by law.
- In order to provide the best possible levels of service, updates or other information I agree to the PTC contacting me using the details I have provided.
- I understand that there will be charge of £150 per week for my attendance as a companion and that this must be paid no later than the date of admission e.g. cheque or credit card payment before or upon arrival

**Signature:** ..... **Date:**.....

<b>Office Use Only:</b>	
<b>Date contact made by Nurse:</b>	
<b>Comments:</b>	
<b>Approved / NOT Approved:</b>	<b>Nurse Signature:</b> <b>Name:</b> ..... <b>Date:</b> .....



**The Police Treatment Centres**  
**Application for Accommodation**  
**Spouse / Partner / Visitor**  
*(One form to be completed per person)*

<b>Date of arrival:</b>		<b>Date of departure:</b>	
<b>Name:</b>			
<b>Home address:</b>			
		<b>Post Code:</b>	
<b>Tel No:</b>			
<b>Email address:</b>			
<b>Date of Birth:</b>			
<b>Force:</b>			
<b>Collar No / Pension No</b>			
<b>Name of sharer: (if double occupancy)</b>			
<b>ROOM CHARGE (price quoted is per room as at June 2013)</b>			
<input type="checkbox"/> Single Room B&B (single occupancy £40)		<input type="checkbox"/> Lunch & Dinner (charged at £10 per person per meal)	
<input type="checkbox"/> Double Room B&B (double occupancy £50)			
<b>Dietary Requirements</b>			
<b>Allergy and additional information</b>			
<b>I confirm that I have read the PTC Terms and Conditions overleaf and agree to them.</b>			
Signature: _____			
Print name: _____			
Date: _____			
<b>PAYMENT (Admin only)</b>			
<b>Accommodation must be paid for <u>in advance</u> of the date of stay</b>			
<b>TOTAL COST:</b>		£ <input style="width: 150px; height: 20px;" type="text"/>	
<input type="checkbox"/> Paid by cash in full		<input type="checkbox"/> Paid by Debit/Credit card in full	

## The Police Treatment Centres

### Accommodation – Spouse / Partner / Visitor

#### Terms and Conditions:

The primary purpose of The Police Treatment Centres is the provision of facilities and treatment to injured and ill serving and retired police officers to support their return to better health and well-being.

The Charity frequently has vacant Centre bedroom accommodation at weekends, and occasionally mid-week, and will offer that vacant accommodation to serving and retired police officers at a reasonable charge. However, It should be noted that due to its primary purpose of providing treatment facilities the Charity cannot offer the range of facilities that may be available in a hotel or other visitor accommodation

The following Terms and Conditions will apply to all accommodation bookings:

1. Accommodation availability cannot be accurately predicted long term therefore bookings cannot be taken more than 3 months in advance
2. Accommodation can only be booked by serving or retired officers (proof will be required)
3. The Charity will not normally accept party bookings:
  - a. The maximum booking normally taken will be of four persons
  - b. Exceptions for training courses; well-being and respite events or similar; will be considered
4. No bookings will be accepted for children under the age of 16 years
5. No bookings will be accepted to include animals, except for assistance animals e.g. guide dogs
6. Payment must be made in advance to confirm the booking
7. A cancellation policy applies:
  - a. Two (2) months' notice – full refund
  - b. One (1) months' notice – 50% refund
  - c. Less than 1 months' notice – no refund
8. The premises are not licensed for the sale or consumption of alcohol and the Charity does not allow consumption of alcohol on the premises
9. Out of courtesy to officers in residence for treatment guests are requested to return to the Centres no later than midnight
10. Rooms must be vacated 1030 on the morning of departure
11. Guests can use the Centres swimming pool subject to availability and the signing of a disclaimer
12. No access to the rehab gym will be permitted

The Centres meal times are as follows:

<b>Day</b>	<b>Breakfast</b>	<b>Lunch</b>	<b>Dinner</b>
Friday	0845	1300	1730
Saturday	0845	1300	1700
Sunday	0845	1300	1700

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

**The Police Treatment Centre**

**St Andrews**

Harlow Moor Road

Harrogate

North Yorkshire

HG2 0AD

**Tel:** 01423 504448

**Fax:** 01423 527543

**Email:** [enquiries@thepolicetreatmentcentres.org](mailto:enquiries@thepolicetreatmentcentres.org)

**The Police Treatment Centre**

**Castlebrae**

Castleton Road

Auchterarder

Perthshire

PH3 1AG

**Tel:** 01764 664369

**Fax:** 01764 664598

**Email:** [receptioncastlebrae@thepolicetreatmentcentres.org](mailto:receptioncastlebrae@thepolicetreatmentcentres.org)

