

Rowe Court Service

What is the Rowe Court Service?

The Rowe Court Service was set up in response to the incident that happened on 15th December 2021 in Reading. The incident resulted in fatalities and serious injuries of those directly involved and affected the lives of many more who were at the scene as well as their family and friends.

The service is provided by Berkshire Traumatic Stress Service (BTSS) and uses a proactive approach to reach out to those who are affected and identify if there is any further support that is needed.

The experience of a traumatic stress reaction following a major incident is common. While many people will find that their distress reduces overtime, around 30 to 40 per cent of individuals exposed to such incidents will report persistent stress and behavioural changes. Post-Traumatic Stress Disorder (PTSD) can develop a month after someone experiences a disturbing event or even months and years after.

The emotional effects of what happened may be felt by many including survivors, bereaved families, friends, witnesses, first responders, health care workers and general public.

Our service is guided by NICE Guidelines (2018) for PTSD support after major incident.

Who is eligible for the service?

Our service can offer you support, if:

- You were present during or witnessed the incident
- You learnt that a close family member or a close friend was involved in the incident.
- You were exposed to aversive details of the incident.

What if I need urgent support in a crisis?

The Rowe Court Service is not an emergency service; if you need **urgent support call 999** or attend the local Emergency Department. If you have urgent health concerns please **contact NHS111**. They will guide you to the most appropriate service. Calling 111 is free.

What support is available?

Psychological interventions can often help people to address difficult feelings and increase coping following a traumatic event. Specialised Psychological interventions can also help alleviate symptoms of post-traumatic stress disorder (PTSD).

Reactions to a traumatic event vary. It may be that since the incident you're finding it difficult to relax, sleep, or that memories of the incident pop into your mind when you don't want them to.

The service has devised a screening questionnaire to help identify the level of support an individual may require. Once we receive your referral and depending on your responses to a screening questionnaire, we may offer a combination of different types of support, such as active monitoring, clinical assessment, trauma focused psychological therapy, and signposting to other services.

Active monitoring

Active monitoring is offered if clinical intervention is not required at this stage. You are likely to be on a natural course for recovery. However, continued contact is encouraged in case you require further support further down the line and this can be picked up quickly by the wider service.

Clinical assessment

We may invite you for a clinical assessment to better understand your mental health needs and to discuss possible treatment options. The assessment may take around 1.5 hours.

Trauma focused psychological therapy

If we identify in the clinical assessment that you are experiencing symptoms consistent with a diagnosis of PTSD or Complex PTSD, we can offer trauma focused psychological therapy delivered by a qualified clinical or counselling psychologist, or a Cognitive Behavioural Therapy (CBT) therapist.

Our staff will talk to you about the right treatment for you, but this may include Trauma Focused-Cognitive Behavioural Therapy (TF-CBT), Eye Movement Desensitisation Reprocessing (EMDR) or Narrative Exposure Therapy (NET).

Counselling from the Victims First Counselling Service

This is offered to those who are emotionally and psychologically affected by the traumatic incident and where their daily functioning is affected, but who do not meet a clinical diagnosis of PTSD. Counsellors experienced in trauma will provide this.

Signposting to other services

Where appropriate, we may signpost you to another service if we feel it can help meet your needs.

How do we identify what support is needed?

Screening questionnaires are recommended for use in NICE Guidelines for PTSD following a major incident to routinely assess those who might need extra support.

This questionnaire has been prepared by Berkshire Traumatic Stress Service and will help identify if you might need extra support.

The screening questionnaire includes some questions about your personal history, psychological difficulties, alcohol use, and smoking. The questionnaire takes approximately 10 minutes to complete.

How to access our service

To refer yourself to the Rowe Court Service, please visit our website and complete the questionnaire as fully as you can:

www.berkshirehealthcare.nhs.uk/Rowe-Court-Service

You can also ask your GP to refer you to our service if you prefer. If you do not have access to the internet, you can call us to request a paper copy of the questionnaire to be posted to you. One of our staff members can also support you to complete the screening questionnaire over the phone.

Call: 0118 214 3261

What's next?

Once we have received your questionnaire and reviewed it, you'll be contacted by one of our team members from the Rowe Court Service to discuss the outcome and make further appointments if required.

Where psychological intervention is indicated but you don't feel like it is the right time for you to receive treatment, you can decline further involvement with the service. However, we would encourage you to participate in a regular check in by our team, called Active Monitoring. This is offered in the form of phone call.

How to contact us

Our service is available for contact between 9am to 5pm, Monday to Friday.

You can contact our admin team if you would like further information about our service, or if you need help completing the questionnaire.

Information sharing

To provide the most effective care we can, we may share information about you with other health and social care partners involved in providing your care, including your GP and any case worker that may be supporting you due to this incident. If you would like to understand more about what information we will collect, share, with who, and how this will be stored, please speak to the practitioner providing your care.

The Rowe Court Service is provided by the Berkshire Healthcare NHS Foundation Trust Traumatic Stress Service. For more information on how we use your information and to read our privacy notice, please visit:

www.berkshirehealthcare.nhs.uk/patient-privacy-notice

How to contact us

Our service is available for contact between 9am to 5pm, Monday to Friday.

You can contact our admin team if you would like further information about our service, or if you need help completing the questionnaire.

Call: 0118 2143261

Email: RoweCourtService@berkshire.nhs.uk

Write to us: Erleigh House, Whiteknights Campus, University of Reading, Earley Gate, Whiteknights Road, RG6 6BZ

Visit: www.berkshirehealthcare.nhs.uk/Rowe-Court-Service

For more information

The '**Self-Care After the Rowe Court Major Incident**' leaflet may offer some helpful support at this time and can be found on our website.

Signposting and resources

NHS England and NHS Improvement: Help and Support after a traumatic event

<https://www.england.nhs.uk/london/our-work/help-and-support/>

NHS: About Post Traumatic Stress Disorder (PTSD)

<https://www.nhs.uk/conditions/post-traumatic-stress-disorder-ptsd/>

