



The Police Treatment Centres

A charity providing treatment, support & recuperation for injured and ill police officers.



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Treating Police and Emergency Service Responders for Wellbeing Injuries and Issues – the UK Experience

PATRICK CAIRNS – CEO PTC



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AGENDA

Background to the PTC

The PTC Physical Treatment Programme

Wellbeing Programme Now and the Future

Lessons Learned

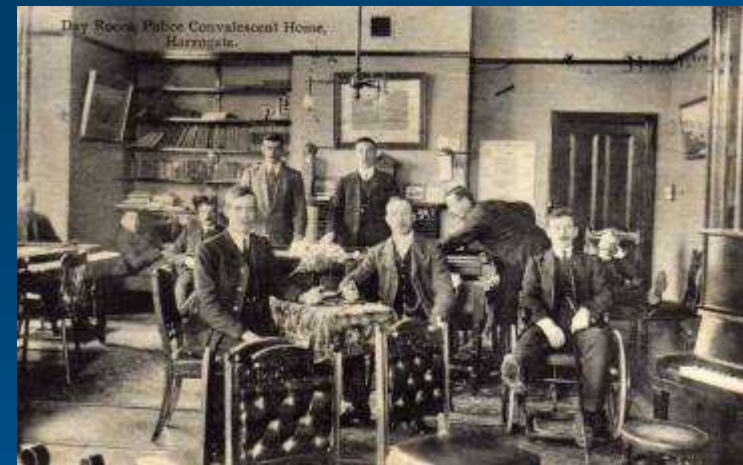
What Next and Recommendations

Questions



Background

- Founded in 1898
- We are a Police Charity
- 2 Separate Centres
- Treat Police Officers/Staff and Ambulance Services Personnel
 - Firefighters have their own Centres
- 24 Forces Police Forces covered
- Treat c3500 Patients each year
 - The Same amount as our Sister charity.
- No statutory funding
- Eligibility Criteria
 - On and Off Duty
 - In Retirement
 - Donation Rate





Aims of the Charity

PTC Vision

Establish the PTC as a centre of excellence that delivers class leading treatment for our police family patients for their physical and psychological injuries, conditions and illnesses.

PTC Mission Statement

The PTC will provide timely and effective treatment and support for our police family patients, in order to improve their health, fitness and well-being.



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WHAT WE ARE NOT

MYTH BUSTING



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What we Are

A class leading treatment centre delivering focussed treatment for physical and non physical injuries, with the intention of returning police officers and other patients to front line duties as swiftly as possible.



Our Centres

St Andrews, Harrogate



Castlebrae, Auchterarder



Treatment

- **Physiotherapy Programme**
- **Psychological Wellbeing Programme**
- **Prevention**





Eligibility

Serving Officers - £1.80 (A\$3.31) weekly donation rate (£7.80 (A\$14.35) per month) makes YOU eligible for admittance to the PTC subject to clinical approval

Retired Officers -65 pence (A\$1.2) per week (£2.81 (A\$5.17) per month) in Retirement to remain eligible subject to clinical approval

Once admitted all treatment is FREE

Physiotherapy Programme, Psychological Wellbeing Programme, Health Promotion Advice, Food, Accommodation, Gym & Exercise Classes

Value of 2 week residential stay – costed at £1500-1900 (A\$2759-3495)

(Used Conversion rate of £1 to A\$ 1.84)



Assessment

- **Application Form & Questionnaires**
- **Further enquiries prior to admission if appropriate**

On Admission:

- **Medical Interview**
- **Triage**
- **Separation/Combination of physical/non physical diagnosis and treatment**
- **Personal plan agreed**



Physiotherapy Programme

- Intensive daily individual treatment
- Emergency Services specific focus
- Varied class programme
- Mainly musculoskeletal conditions
- In-patient and Out-Patient service available





ALL TYPES OF INJURIES



- **Physical and Mental Health**
 - Often linked – a holistic approach
- **High end on duty injuries to more routine**



Facilities

**Modern, bright, open plan
physiotherapy department**

**Private treatment room &
private treatment cubicles**

**Individualised intensive
treatment programmes**

**New (ish) Health and Fitness
Complex at Castlebrae (2016)
and lots of other
improvements**





Experienced Team

Knowledgeable teams with a wide range of experience

Each patient has their own physiotherapist for the duration of their stay

Evidence-based practice backed up by in service training

Regular attendance at internal and external education courses





Treatments

**Wide Range of Treatment Skills
including:**

- **Manual Therapy**
- **Electrotherapy**
- **Acupuncture**
- **Exercise prescription**





Class Programme

- Adjunct to physiotherapy treatment, individually tailored exercise plans for each patient
- Specific classes for injuries combined with general fitness classes, including:
 - Pilates
 - Stretch
 - Ball
 - Leg
 - Circuits
 - Back school
 - Shoulder Hydro
 - Flexibar
 - Aqua circuits
 - New! Indoor Cycling





Hydrotherapy

Reduced stress on joints

Warm environment improves soft tissue elasticity

Buoyancy of water reduces effects of gravity

Accelerated rehab times





Rehab Gym

Extensive gym and leisure facilities to supplement treatment programmes

Increased amount of cardiovascular and resistance equipment

Elite Equipment such as the Alter-G treadmill

NB – All these facilities benefit the Wellbeing patients as well





• Psychological Wellbeing Programme

Officers can now apply specifically for admission to the new **Psychological Wellbeing Programme**, and be offered a more structured two week treatment package specially designed for Serving Officers

All patients wishing to apply must complete two psychometric measures alongside their application form, which assists in allowing a better assessment of their needs

Ensure that we get patients to us at a time when they will benefit from the Programme



The Wellbeing Challenge for Police and Emergency Services

The Work is dangerous

The Work is stressful

- Catastrophic “One Offs and/or The drip drip effect
- The straw that breaks the Camel’s back





The Wellbeing Challenge

- A Police Federation of England and Wales (PFEW) survey found nearly 90% of officers say they are understaffed.
- 79% of officers have experienced feelings of stress and anxiety in the previous 12 months, with 94% of those saying their job made it worse
- Almost every officer has been exposed to at least one traumatic experience in their career, with 61.7% suffering at least one in the last 12 months
- 43.9% reported they viewed their job as very or extremely stressful, up from 38.6% in 2016
- 9762 Police Officers suffering from Stress, Anxiety, Depression and PTSD in last 12 months
- Similar results from Fire Service and Ambulance service
- Similar results in “Beyond Blue” Wellbeing Survey

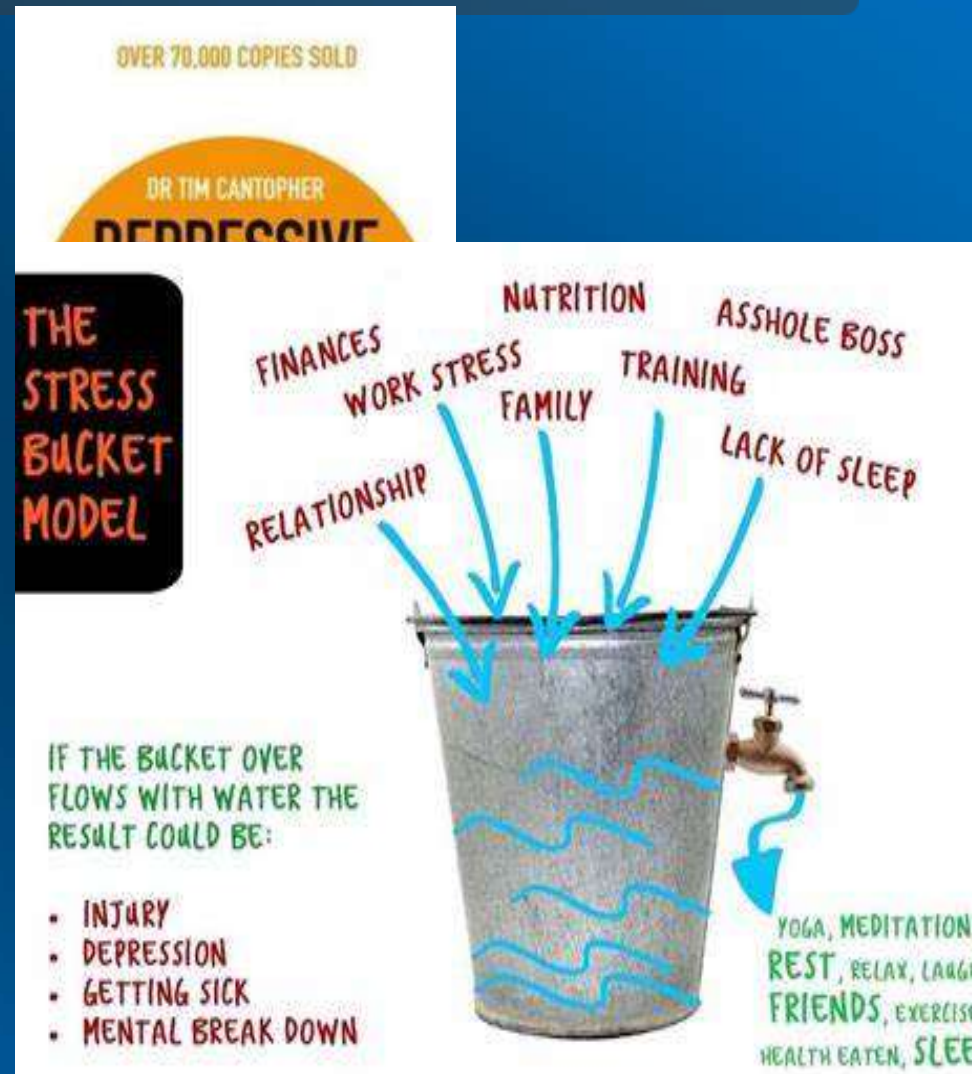




The Wellbeing Challenge

The Curse of the Strong – Tim Cantopher

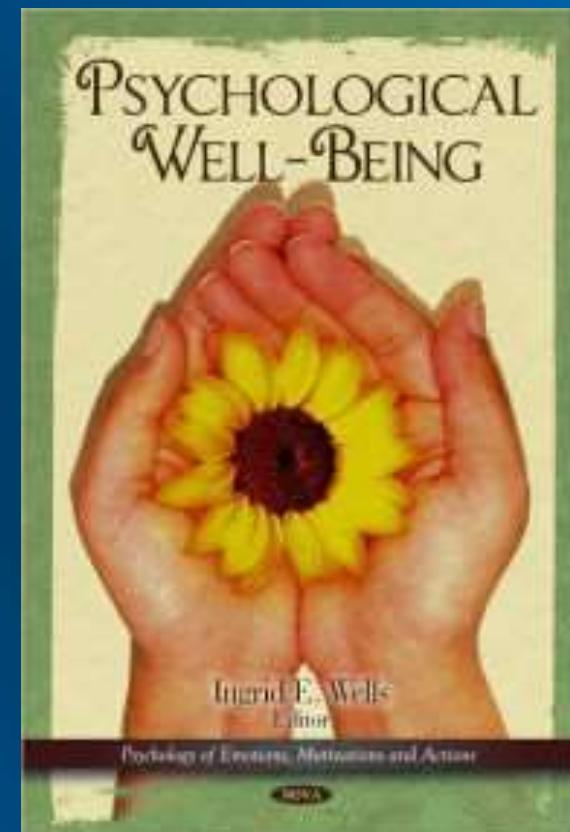
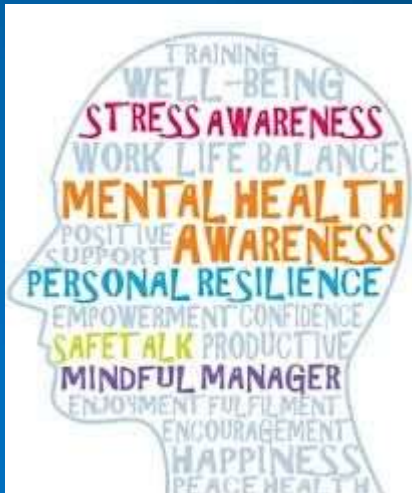
A blurring of Family,
Personal and Work
Stress- No chance to
empty the “Stress
Bucket”





Psychological Wellbeing Programme

- Now rolled out in both Centres
- Already treated thousands of
- Patients
- Pitched out a specific level
- not trying to be something we are not





Psychological Wellbeing Programme

Example Programme

Week 1

Monday	Tuesday	Wednesday	Thursday	Friday
Welcome Meeting	Stress Management Workshop	Sleep Workshop	Mindfulness	Aromatherapy Class
Gym Induction	Pilates	Walk/Run		Swim
Comp Therapy	Acupuncture	Comp Therapy	Acupuncture	Comp Therapy
Relaxation	Relaxation	Relaxation	Relaxation	Relaxation
Tai Chi	Yoga	Tai Chi	Yoga	



Psychological Wellbeing Programme

Example Programme

Week 2

Monday	Tuesday	Wednesday	Thursday	Friday
Resilience Building	Anger Management	Sleep Workshop	Coping Strategies	Focus on the Future
Circuits	Pilates	Walk/Run		Swim
Comp Therapy	Acupuncture	Comp Therapy	Acupuncture	Comp Therapy
Relaxation	Relaxation	Relaxation	Relaxation	Relaxation
Tai Chi	Yoga	Tai Chi	Yoga	



Classes and Workshops

Daily Group Workshop:

- Stress Awareness
- Coping Strategies
- Sleep Workshop
- Essential Oils
- Healthy Eating
- Relaxation

Daily Exercise Class, suitable for all levels of fitness:

- Tai Chi
- Yoga
- Swimming
- Walking





Counselling

Solution-Focussed Brief Therapy

Typically 3 – 6 sessions

Confidential Listening Service

**Sign-posting to support services
and therapies**

**Independent from the Police
Force**





Complementary Therapy

Holistic treatments work with the whole person, treating mind, body and spirit. The treatments on offer at our centres include:

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





Health & Wellbeing

In addition to the initial Health Check, the nursing staff promote the benefits of a healthy lifestyle & can offer:

- Health Checks
- Weight Loss
- Smoking Cessation
- Heart disease prevention and cholesterol advice
- Blood Pressure Management
- Alcohol awareness





Treatment Support

The relaxing environment, food and facilities along with the staff from all departments help to provide a place where officers and retired officers can be comfortable and can concentrate on their recovery





Psychological Wellbeing Programme

- Rolled out in both Centres
- Expect to see more patients presenting with these type of conditions
- All patients know of a colleague (s) who would benefit from the programme
- Now built into the fabric of the PTC
- Whole team effort in supporting our patients
- Demand exceeding supply
- Recognition that Stress and Wellbeing Issues do not cease on retirement
 - PTC Articles currently allow retirees one week at PTC and PWP is a 2 week programme
- Plan to expand centre and wellbeing programme in 2019/2020





Patient Feedback

“The treatment I received enabled me to return to work far, far quicker than otherwise”

“The centre allowed me to return to my best self after a very difficult 12 months in the workplace”

“I can honestly say, I do not know what I would have done without the PTC Wellbeing Programme, they have literally saved my life, I do not know what I would have done without them, but I am not sure that I would still be here today”



- After a 2 week Residential Stay at PTC:
- Over **72%** reported a return to normal level of daily activity after 6 weeks
- Results represented **increase of 50%** in officers on full duties
- Sickness average following intervention **36 days** compared nationally to 56 for acute and 172 for chronic
- Reduction in forecasted injury-related absence cost, over 12 months, of approx. **£3,000 (A\$5518)** (acute injury and **£26,000 (A\$47822)** (chronic condition)
- Chronic patient cost benefit analysis ration of **3.8 to 1**



Some Statistics -2018

	Patients Treated	Cost benefit
Police Treatment Centres	3540 316 retirees	£16,490,100 (A\$ 30330323)



Results from Interim PWP Assessment

Admission

PHQ = 13.2

GAD = 14.1

Discharge

PHQ = 6.3

GAD = 6.5

(n=392)

6/52 Follow Up

PHQ = 6.1

GAD = 6.0

(n= 130)



Benefits

- Physical
- Mental
- Morale
- Financial
- Reduced Sickness/Absence Rates

All of which ensure that patients return to health and fitness much earlier than would otherwise be the case

Saving to Forces

Saving to Taxpayers



The Police Treatment Centres Psychological Wellbeing Programme



Lessons Learned

- If we did not exist, we would not be built in current climate of austerity in UK.
- What's in a Name? – Wellbeing v Mental Health
- We are cost effective and save money
- Physical and Mental Health are linked
 - Our patients on both programmes benefit from being mixed together – The Combat Stress Model??
- Funding Options
 - By Government
 - By organizations
 - As a charity (most challenging, but gives greatest freedom of action)
- Wellbeing Issues do not go away in retirement (review of PTC PWP for retirees) – access for all





What Next ?

- If you are thinking about doing something similar, don't delay, get on with it. You know what you need to know
- Support an Emergency Services Centre rather than exclusive "Police One"
- Don't be afraid of taking a blue print of our model and adapting it for your needs – it works (and is the best one in the UK!!)





Questions

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www.thepolicetreatmentcentres.org

- 01423 504448

- facebook.com/ThePoliceTreatmentCentres
 - twitter.com/PTCentres





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Welcome to The Police Treatment Centres

A Patient's Tour

