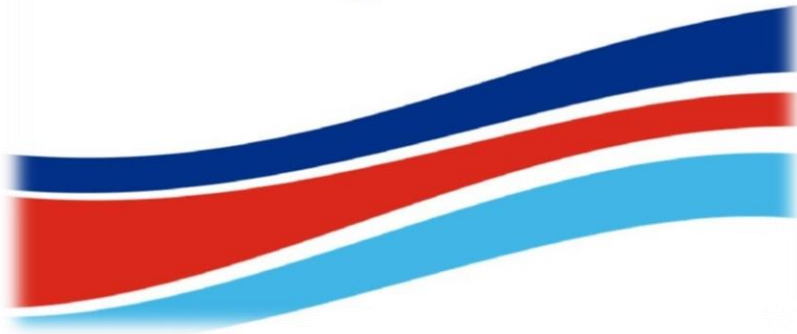


Veterans' mental health complex treatment service (VMH –CTS)

**Supporting
veterans in the
north of England**



Leeds and York Partnership
NHS Foundation Trust

**COMBAT
STRESS**
FOR VETERANS' MENTAL HEALTH

Purpose

The purpose of the Veterans' Mental Health Complex Treatment Service (VMH CTS) is to provide an enhanced service for military veterans who have service attributable, complex mental health problems many of whom will have experienced trauma, which has not been resolved earlier in the care/support pathway

Regional Service for the North of England

- * 2 year funding from NHS England (commencing April 2018) with the recent extension of funding until March 2022
 - * 3 sites:
 - ✓ Yorkshire & Humber/ Central team is based in Leeds
 - ✓ North East- Beacon of Light, Sunderland
 - ✓ North West – HQ at the Quays, Salford, Manchester
- Geographical cover = County Durham, North Yorkshire, Northumberland, Tyne and Wear, Cheshire, Cumbria, Greater Manchester, Lancashire, Merseyside, East Riding of Yorkshire, North Lincolnshire, North Yorkshire, South Yorkshire and West Yorkshire

Referrals

- * In excess of 190 referrals in total to CTS since April 2018
- * Average caseload 20
- * In excess of 812 F2F clinical contacts offered
- * 86% of total referrals accepted into the service

Highlights of Year 1

- * Establishing as a student placement for nursing and AHPs
- * Securing estates across the region
- * Development of a war crime reporting procedure
- * Media coverage for the team including an article on BBC News Online, interviews on BBC Radio York, BBC Radio Leeds and Radio Aire, article in Yorkshire Evening Post
- * The Trust have been approached by a factual production company based in Leeds who are looking at documentary ideas and have expressed an interest in the service
- * Nominated for a Staff Award
- * Well-being group established and facilitated at Cannon Hall Farm (shortlisted for Nursing Times Award)
- * Substance misuse pathway written
- * Development of a clinic model for the effective delivery of interventions/access to clinicians
- * Production of a video including one of our Veterans for Armed Forces Day
- * The service has highlighted the needs of Veterans more generally and the commitment to the Armed Forces Covenant has resulted in recording of Veterans access to services across LYPFT via PARIS.

Service User Feedback

- * Currently 138 feedback forms have been sent out; responses have been received from 28 veterans
- * Current service response rate is 20.28%

How likely are you to recommend our service to friends and family if they needed similar care or treatment? 86% extremely likely

Did the person or people you saw understand how your mental health needs affect other areas of your life? 96% yes definitely

Service User Feedback

“Whilst there is clearly more work to be done to get the word out to primary healthcare services, I would like to stress that I am very grateful for the treatment I am receiving. There is little doubt in my mind that I would have become a statistic were it not for highly tailored support provided to me by the service. Speaking with other veterans has highlighted the value and accessibility of the service in comparison with other areas of the UK. The service in the North should be rightly proud of their achievements which when viewed in a UK wide perspective are evidently leading the country in their effectiveness”

Service User Feedback

- * *“Words cannot explain how thankful I am to you guys.”*
- * *“I am very happy with the service I am receiving at the Veterans' Mental Health CTS....they make me feel very safe and comfortable, I'm doing a lot better now, so to sum it up... kind, amazing, caring, listening and awesome!!!”*
- * *“I cannot fault my treatment, I am very happy with how I am being looked after, very very good team and service. Thanks, so far I really do appreciate the help/support, a very big thank you all.”*

The next 12 months....

- * Improvement in Key Performance Indicators, specifically MH Clustering and CPA care planning
- * Development of a groupwork programme
- * Expansion of the team
- * Clinical audit of specific clinical areas
- * Review of the clinical pathway
- * Implementation of a clinic model across the footprint
- * Implementation of a war crime reporting procedure
- * Co-location with The Northern Gambling Addiction Clinic at the bases in Salford and Sunderland
- * Maintaining the health and well-being of the team

Our Team



Our Contact Details

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**Veterans' Mental Health
Complex Treatment Service**

