

Handout for professionals

The Veterans' Mental Health High Intensity Service (HIS) provides care and treatment for armed forces veterans who are in a mental health crisis and need urgent help. It works with local mental health services that are already treating a veteran, to improve experiences and outcomes for them.

Quick eligibility check list

- ✓ Is the service user (SU) in crisis? If yes, proceed. If no, signpost to relevant service.
- ✓ Is SU eligible for a GP in England?
- ✓ Is SU a veteran? Confirmed? If yes, proceed. If no, signpost to relevant service.
- ✓ Is SU with Crisis Team or an addiction service that offers crisis support? Is a package of care offered? If yes, proceed.
- ✓ Is a recent assessment (within 72hrs) and risk assessment attached to referral? If yes, proceed. If no, referrer to provide to HIS. Refer to our eligibility criteria.
- ✓ HIS to call referrer. Triage referral using HIS referral form.
- ✓ HIS to discuss in daily referral meeting.
- ✓ HIS to allocate veteran to next clinician and Veteran Liaison and Support Officer (VLSO) on hub.

Key contacts

Referrals to the Veterans' High Intensity Service (North of England)

Via the 24/7 Single Point of Access (SPA) Team at Leeds and York Partnership NHS Foundation Trust on freephone 0800 183 1485.

Your 24/7 Clinician Advice Line

Local mental health professionals have access to an advice line 24 hours a day, seven days a week to provide expert veteran-specific mental health support.

- From 8am to 6pm (daytime hours) – this will connect directly to the HIS North of England team
- From 6pm to 8am (overnight) – this will be answered by Combat Stress.

The number for the Clinician Advice Line is 0300 300 1493.

Contact the HIS North of England Team

If you want to speak to one of our team and get to know us better you can:

Call us on: 0300 300 1493

Email us at: veteranshis.lypft@nhs.net

Find us at:

www.leedsandyorkpft.nhs.uk/our-services/veterans-mental-health-high-intensity-service-north-england-team