



Veterans' Mental Health High Intensity Service

The new Veterans' Mental Health High Intensity Service for the North of England

Supporting mental health professionals to improve outcomes for Armed Forces Veterans

Briefing document for mental health professionals and support organisations (including referral criteria and key contacts)

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Leeds and York Partnership NHS Foundation Trust
Cumbria, Northumberland, Tyne and Wear NHS Foundation Trust
Combat Stress and Walking with the Wounded

North of England Team

The new Veterans' Mental Health High Intensity Service for the North of England

Supporting mental health professionals to improve outcomes for Armed Forces Veterans

A new NHS service for armed forces veterans experiencing severe mental health problems launched on 2 November 2020 across the North of England.

The Veterans' Mental Health High Intensity Service (HIS) will provide care and treatment for veterans who are in a mental health crisis and need urgent help. It will do this by working with local mental health services that are already treating a veteran, to improve experience and outcomes for them.

The HIS is part of a new national service being rolled out across England. In the North of England, the service is being delivered in partnership between the NHS and well-established veterans' support charities. Together, they will work with local mental health services to provide:

- Support to crisis care services for veterans presenting in a mental health crisis
- Support during an inpatient unit stay – including access to a clinician advice line 24 hours a day, seven days a week
- Care navigation – helping veterans and their carers find the local services best suited to their needs, and
- Support and care for family members and carers where they need it.

How the HIS will operate

The HIS will primarily be delivered by a collaborative of four well-established expert organisations, including:

- [Leeds and York Partnership NHS Foundation Trust](#) – who are the lead provider
- Veterans' support charity [Walking With The Wounded](#)
- Veterans' mental health charity [Combat Stress](#), and
- [Cumbria, Northumberland, Tyne & Wear NHS Foundation Trust](#)

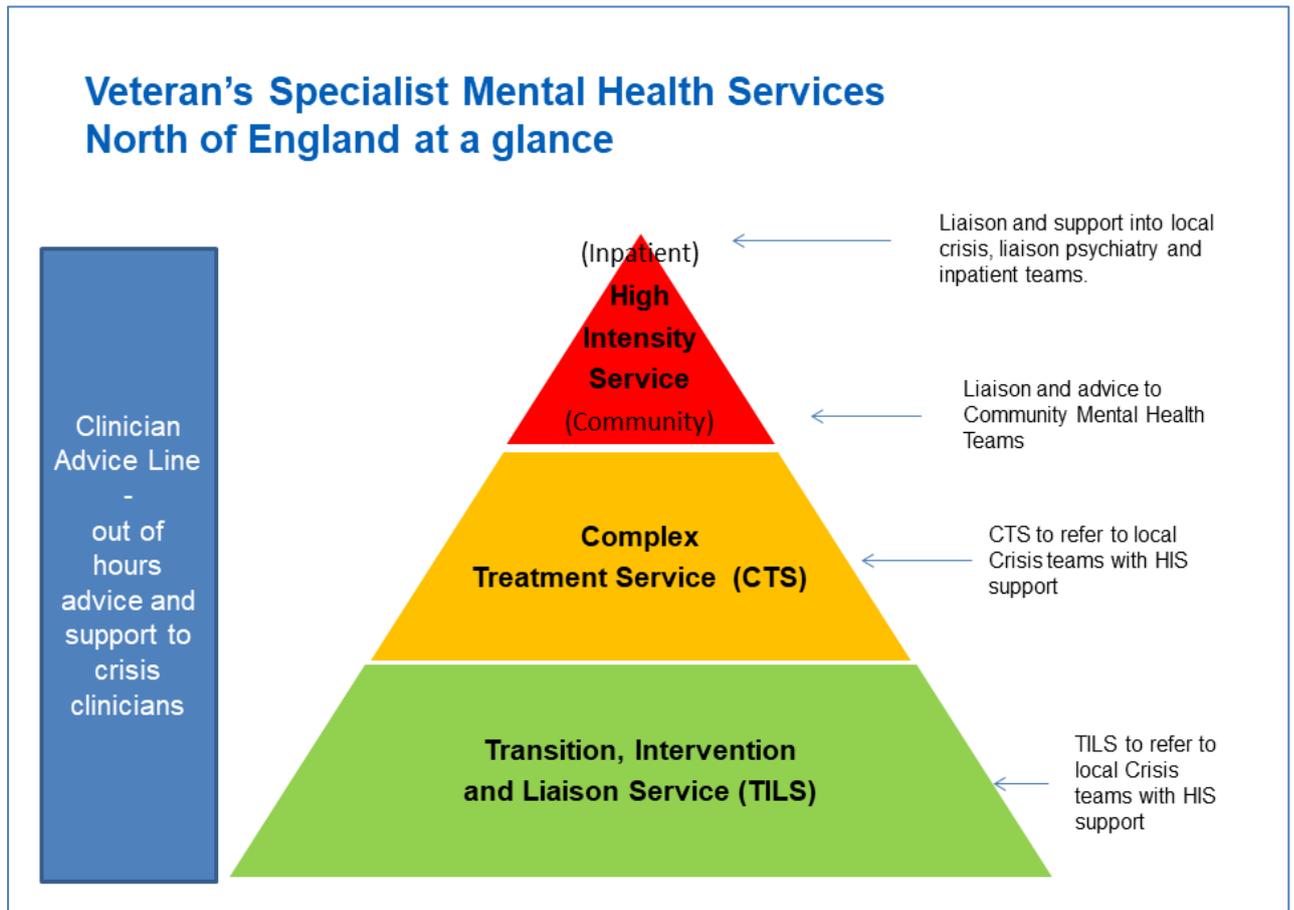
The HIS forms part of a trio of specialist mental health support for veterans commissioned by NHS England.

Trio of specialist mental health services for Veterans in the North of England		
1	Veterans' High Intensity Service (HIS)	<p>HIS will work with mental health services local to the veteran, such as A&E, crisis and inpatient units, to provide the best crisis care possible and help veterans recover quickly.</p> <p>Find out more about HIS in the North of England.</p>
2	Veterans' Complex Treatment Service (CTS)	<p>The CTS is an enhanced local and community-based service for veterans who have military-related complex mental health problems that have not improved with earlier care and treatment.</p> <p>The service provides intensive care and treatment including support for drug and alcohol misuse, physical health, employment, housing, relationships and finances, as well as occupational and trauma-focused therapies.</p> <p>Find out more about CTS in the North of England.</p>
3	Veterans' Mental Health Transition, Intervention and Liaison Service (TILS)	<p>The TILS is a dedicated local-community-based service for veterans and those transitioning out of the armed forces with a discharge date.</p> <p>It provides a range of treatment, from recognising the early signs of mental health problems and providing access to early support, to therapeutic treatment for complex mental health difficulties and psychological trauma.</p> <p>Find out more about TILS in the North of England.</p>

These services will work alongside other locally commissioned specialist mental health services for veterans, such as:

- [Broughton House in Salford, Greater Manchester](#)
- [Pennine Care NHS Foundation Trust's military Veterans' and ex-Forces service.](#)

How all these services work together across the North of England – at a glance



The HIS will support the needs of veterans by:

- Employing clinical staff who will have the appropriate skills to support veterans and local NHS teams when they are in crisis or admitted to a mental health inpatient ward. This will include a multi-disciplinary team of psychology, mental health professionals and Veteran Liaison and Support Officers (VLSOs).
- Providing advice to front line professionals via a clinical advice line available 24 hours a day, 7 days a week, 365 days a year.
- Increasing veteran awareness and skills development through the provision of training for relevant organisations across the region.
- Offering liaison and support to assist the veteran and their family, friends and carers engage better with relevant mental health services and access to wider provision based on individual need e.g. addictions, housing, finances and social support.
- Ensuring support is accessible as close to the veteran as possible.

- Ensuring access to appropriate alternative forms of provision for veterans in crisis, such as sanctuaries, safe havens and crisis cafes, where these are available locally.

The service model has been co-produced with veterans and their families. We've included the following key features which they have recommended to us:

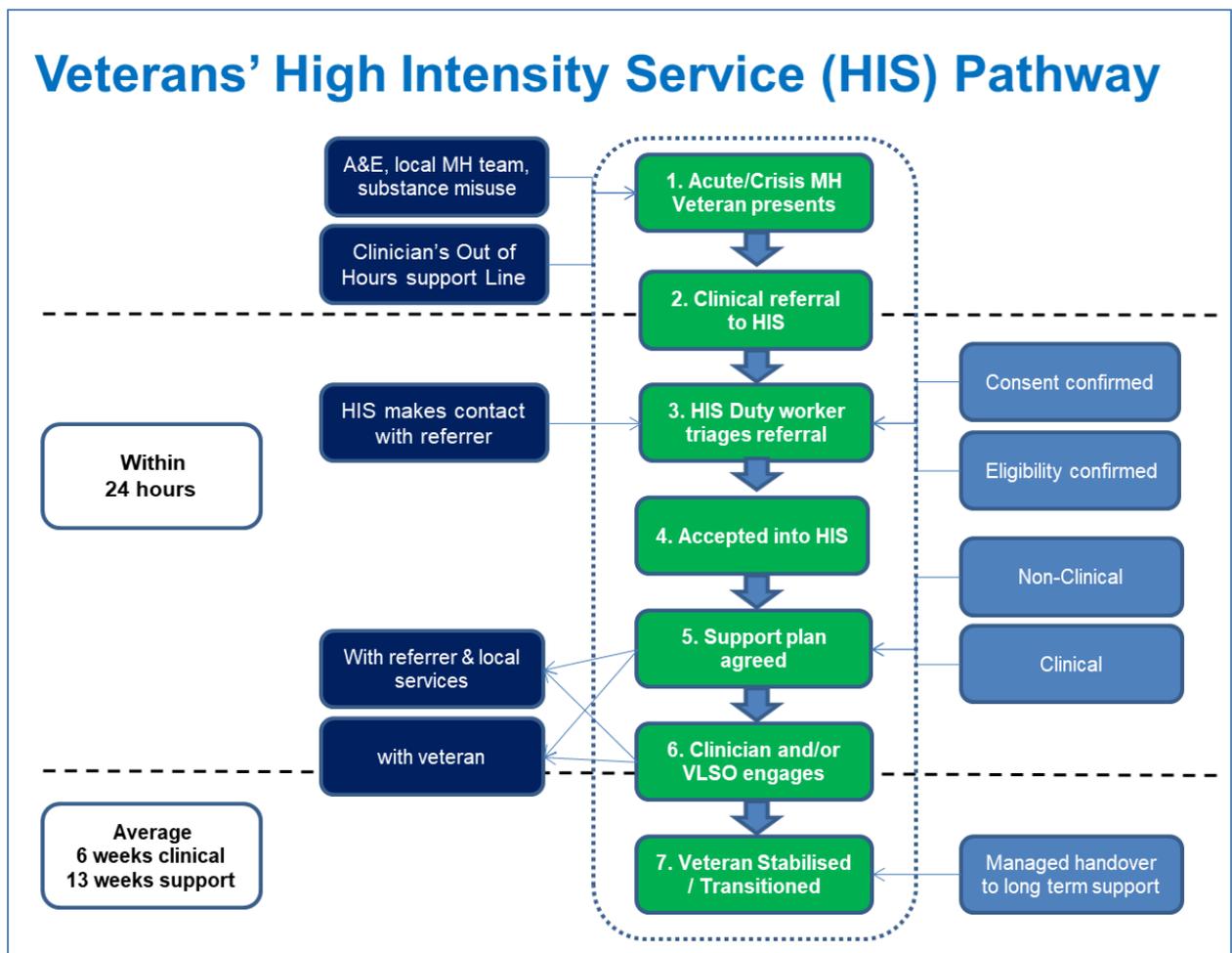
- Not being signposted to other services and being passed around the system.
- Need for “buddying” support throughout the pathway, rather than having to engage with different services independently.
- Ability to speak to other veterans.

How the pathway works – a quick guide

All referrals into the HIS can be made via the Leeds and York Partnership NHS Foundation Trust (LYPFT) Single Point of Access (SPA) for dissemination to the HIS.

Referrals will be triaged by the daily duty worker and engagement with the veteran will be initiated within 24 hours of the referral being received. Referrals will be made by a local community crisis service where a package of care is provided (e.g. street triage, psychiatric liaison, crisis team) where the veteran presents.

The diagram below gives an overview of the full pathway.



More detail about this is available on request.

Referral criteria

HIS will accept acute mental health referrals for (confirmed) UK Armed Forces Veterans who are:

- clinically assessed to be in acute mental health crisis, and are
- registered with a GP practice located in England or not registered with any practice but would be eligible to be registered with a GP practice located in England, and who have been
- referred from local mental health crisis services and/or, addiction services (where the service has a crisis intervention provision); or mental health inpatients, and are
- in receipt of a package of care from local mental health crisis or inpatient services.

Inclusion Criteria

In addition to the General Service Eligibility criteria, one or more of the following inclusion criteria is to be applied in order to be eligible for inclusion for HIS:

Veterans

- who may have been assessed by the referrer to have complex mental health needs which may or may not be directly attributable to their military service;
- who may have been assessed by the referrer to have significant cognitive, emotional and behavioural problems associated with a mental illness;
- where a dual-diagnosis of mental illness and substance/alcohol misuse and where the mental illness is the primary need, and is severe and complex in nature has been made; and
- whose military service has or can be confirmed. Confirmation can be received before or at referral or whilst undergoing HIS treatment.

Exclusion Criteria

Any of the following criteria will render HIS as an inappropriate service:

- referrals made from any source other than local mental health crisis services or addiction services (where the service has a crisis intervention provision); or mental health inpatients;
- veterans who are not in receipt of a package of care from local mental health crisis or inpatient services (e.g. those in receipt of one-off interventions);
- any veteran who is solely under the care of any mental health service, (e.g. CMHT, IAPT, specialist team), without any additional crisis support;
- self-referrals; and
- any case wherein the claim of military service and to the status of military Veteran is found to have been made falsely.

Key contacts

Referrals to the Veterans' High Intensity Service

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

The 24/7 Clinician Advice Line

Local mental health professionals will have access to an advice line 24 hours a day, seven days a week to provide expert veteran-specific mental health support. The number for the Clinician Advice Line is 0300 300 1493.

- From 8am to 6pm (daytime hours) – this will connect directly to the HIS team
- From 6pm to 8am (overnight) – this will connect to a Combat Stress clinician

Mental health care professionals will be able to contact the out of hours telephone helpline for advice and consultation regarding any veteran presenting within their service.

Referrals to the HIS will not be made via this number however advice and guidance can be provided to the referring service for submission via the LYPFT SPA.

How to contact the Veterans' Mental Health High Intensity Service's 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

Visit our website at: www.leedsandYorkpft.nhs.uk/our-services/veterans-mental-health-high-intensity-service-north-england-team