

# Veterans' High Intensity Service East of England



A specialist service for military veterans and their families who require a period of intensive mental health support.

## What is the High Intensity Service (East of England)?

The service works collaboratively with local services and alongside existing NHS crisis and in-patient services, providing immediate wrap-around care.

It provides rapid access to an assessment and intensive support package in conjunction with local services for veterans who are experiencing a mental health crisis, ensuring a holistic and comprehensive approach that includes support for affected others (families and carers).

It is not a crisis service, it is a tertiary specialist service available to veterans. It offers military specific support and advice to both the veteran themselves and professionals working with them.

## Who are the High Intensity Service East of England team?

The team is made up from senior practitioners within Norfolk and Suffolk NHS Foundation Trust and Veteran Liaison and Support Officers provided by charity Walking with the Wounded. They work together as a team and will provide support for veterans and their families.

The High Intensity Service has a family support officer who can help support the veterans family and wider social networks.

Staff can help support with military-sensitive mental health assessment, increased time and contact with a veteran, social inclusion, housing, employment and finance, ensuring support is provided by staff who understand the needs of veterans and their families, the military culture and the services and charities that can assist them.

There is also a 24-hour emotional support line for veterans and their families to seek support:

**0800 519 2702**

It is also for clinicians to seek advice on how to refer and a copy of the referral form will be emailed to them.

The East of England High Intensity Service team is located in various sites across Norfolk, Suffolk, Cambridgeshire, London, Essex, Hertfordshire, Bedfordshire, Milton Keynes and Luton. The local service is delivered by Norfolk and Suffolk NHS Foundation Trust, Walking with the Wounded and Mental Health Matters.

# Op Courage: The Veterans Mental Health and Wellbeing Service

Op Courage is the overarching name for Veterans Mental Health Services:

- NHS Veterans' Mental Health Transition, Intervention and Liaison Service (TILS) – which is an assessment service.
- NHS Veterans' Mental Health Complex Treatment Service (CTS) – provides an therapeutic approach for service attributable needs.
- NHS Veterans' Mental Health High Intensity Service (HIS) – which works with veterans in mental health crisis and need enhanced support and intervention.



## Making a referral into Op Courage Services

Call **0800 519 2702** for advice and a referral form will be sent back to you for onward referral to [veteranssupport@nsft.nhs.uk](mailto:veteranssupport@nsft.nhs.uk).

Consent will be needed to make a referral into any Op Courage services, meaning a veteran can be moved between services smoothly if needed and they receive the service most appropriate to their needs

Along with basic information to make a referral, the veteran's service number will be needed alongside as much history as possible, presenting problems and known current and past risks

The High Intensity Service accepts professional referrals only – the veteran still needs same pathway of support through local services which any other service user would be offered.

If a veteran is in crisis, we would urge the professional to make a referral into local crisis services as we do not replace this.

A referral into the High Intensity Service can be accessed via [www.nsft.nhs.uk/service details/highintensityservice](http://www.nsft.nhs.uk/service-details/highintensityservice)

If you have an enquiry about the East of England HIS please email our administrator: [veteranssupport@nsft.nhs.uk](mailto:veteranssupport@nsft.nhs.uk)

Veterans can also self refer to the Transition, Intervention and Liaison Service (TILS) East of England by calling **0300 323 0137**.

# Examples of the support the High Intensity Service can provide you as an NHS service

If a veteran is admitted to a mental health ward, the service can support the local inpatient team with planning and co-ordinating the discharge process. It may provide direct support to someone – which could include psychological care planning, safety and discharge planning.

The team can provide advice to clinicians for veterans presenting in crisis, and work alongside crisis specific services.

It will support the production of an individualised care plan. The responsibility for the care plan and risk management will sit with the local health service. HIS clinicians will be able to contribute advice and support to the local teams to ensure that an effective plan is in place. Including joint visits with local services.

The High Intensity Service will also provide training to health services to improve the patient experience for veterans, in line with the NHS Long Term Plan and the Armed Forces Covenant. (This will be complementary to the training provided by TILS and jointly done when possible).

Please get in contact if you would like to enquire and arrange this for your service.

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