Welcome

2013-2014 has been an exciting year for DMWS.

We’ve celebrated our 70th Anniversary, updated our logo, expanded into new areas with teams in Scotland, Wales and North West England and restructured the organisation to make ourselves more agile and responsive.

As always this continues to be an undoubtedly challenging period of change for the Armed Forces community.

But whatever challenges lie ahead for the Armed Forces, one thing of which you can be certain, is that DMWS will be there to support all of those in the Armed Forces community who need our help.

You can do your bit too - help us to help others, and together we will deliver.

John Stokoe CB CBE
Chairman
DMWS has a rich and distinguished history. The St John and Red Cross Defence Medical Welfare Service, to give us our full title, has been supporting the Armed Forces Community since 1943. Even before the formation of the Service Hospitals Welfare Department, Welfare Officers from these two humanitarian charities were serving our military personnel in Field Hospitals as far back as World War 1. The provision of this vital auxiliary service to the Defence Medical organisations has demonstrated the Nation’s care and commitment to its Armed Forces and their families during times of crisis.

Over 70 years of support has seen our Welfare Officers working in hospitals in Libya, Aden, Northern Ireland, on board ship during the Falklands Conflict and most recently in both Iraq and Afghanistan. It has also included the same level of support in hospitals all over the world where service personnel and their families have been diagnosed with illness, injured in a traffic or training accident. Discrete and understated DMWS has patients at the heart of what we do and we are immensely proud that over the last 70 years we have provided support to in excess of 1,000,000 patients and their families. DMWS and its forbears have been an enduring presence in supporting our military community.

More recently we have worked closely with partners such as the Royal British Legion, Troop Aid and Help for Heroes to support those in rehabilitation and recovery, by providing our service at Tedworth House, the Battle Back Centre in Lilleshall and The Personnel Recovery Centre in Sennelager. Our work complements the welfare provision at unit level, which is always at capacity.
We make a difference by:

• providing early intervention to meet welfare need where it exists to reduce the risk of escalation into a crisis

• acting as a preventative measure to diminish the chance of service personnel and their families having to access the services of other charities

• contributing to the work of the clinical teams by helping to get our people back to work whether it is in or out of the services more quickly

DMWS have been part of the “fabric” of welfare provision for the Armed Forces Community for many years and we are looking forward to a future where we can continue to do so for many more.

Nicky Murdoch
Chief Executive
Defence Medical Welfare Service
Celebrating seven decades of providing welfare support to the Armed Forces community, DMWS is proud to have made a huge impact on the lives of wounded, injured and sick personnel from all three services and their families in 2013-14.
The need for our service is as great as it was at the birth of our organisation 70 years ago.

Retaining the humanitarian ethos of both our parent charities we have adapted to the changing requirements of the Armed Forces with our team of Welfare Officers continuing to provide a person centred service that is independent, impartial and confidential.

“DMWS will be remembered by all the families they have helped. Going that extra mile every day of the week, far beyond the call of duty”

Mum of a marine injured by an IED
Our Armed Forces

Our nation owes much to the men and women of its Armed Forces who give so much commitment and indeed sacrifices to defend our values and way of life.

Northern Ireland, The Falklands and most recently in the last decade the conflicts in Afghanistan and Iraq have only served to highlight these sacrifices.

Due to advancements in medical treatment many more Service personnel are surviving serious injury or illness.

They need our support now and for years to come.

632 soldiers lost their lives in the Afghanistan & Iraq conflicts 2003-2014

But many more have been left with life changing injuries
DMWS remains the only military charity and civilian welfare organisation to deploy to areas of conflict with the Armed Forces working alongside medical staff in the Field Hospital.

DMWS supports the Armed Forces Community across the UK, Germany and Cyprus by providing welfare support services in hospitals, rehabilitation centres and recovery centres.

DMWS provides a range of practical and emotional support that is tailored to the needs of each patient. This can include:

- Bedside visits
- Telephone support
- A “Listening Ear” service that is confidential and impartial
- Help with resolving issues with medical care
- Practical help such as providing toiletries, kit and clothing
- Family support – such as help with arranging accommodation and transport for patient’s family members
- Support for patients and their family through difficult times
- Advocating on behalf of patients

Year 2013/2014

34,379 – Total number of patient contacts by DMWS Welfare Officers
6,527 – Number of patient contacts by DMWS Welfare Officers on Operations
1,969 – Family members supported
591 – Families provided with accommodation whilst visiting relatives in hospital
27 – Number of deaths of military patients or dependents where DMWS Welfare Officers accompanied relatives to view the deceased and provide support
In the UK, Germany and Cyprus we support Service personnel, their families, veterans and other entitled civilians when they are admitted into hospital.

Our teams ensure that our service families who are receiving medical care are provided with everything they need to help them cope and recover quickly and without worry.

Our support is both practical and emotional.

Practical support can include additional toiletry items, phone top up cards and power cables for phones and PC’s, to assist vital communication with loved ones. We also provide activity packs for children, to keep them amused at the hospital and to help them understand what has happened to their parent.

Our emotional support includes a confidential “Listening Ear” service where Welfare Staff are on hand to listen to patients’ worries and fears and to help them face them. All of our Welfare Officers are trained in Mental Health First Aid.
How We Help - Barbara’s Story

Barbara*, the wife of a serving member of the Royal Navy, was admitted to her local hospital in Plymouth whilst awaiting a liver transplant in a London hospital.

She was visited daily by DMWS Welfare Officers and supported during her wait to go to London. They were also there for her husband and daughter who were finding holding down their own jobs whilst visiting every day and looking after the home very tiring. DMWS Welfare Officers also acted as advocates between Barbara and nursing staff when she was unable to converse with the ward staff.

When a liver became available, DMWS Welfare Officers liaised with the DMWS team in Peterborough to ensure that the Barbara and her family would have continued support whilst in London. But unfortunately she was not well enough to undergo the transplant and returned to Plymouth.

On return to Plymouth, the team spent a lot of time with her and her family as due to the tragic situation there was understandably a lot of anger and frustration.

As Barbara’s condition deteriorated, the team provided much needed support to her family and friends. When the severity of her condition was explained to her husband, the team talked through palliative care and options open to the family. A suitable care package was put in place to enable her to get home as quickly as possible.

Barbara was discharged shortly after this and died peacefully at home surrounded by her family.

DMWS calmly intervened when medical staff didn’t fully understand military procedures and emotions were running high. Our welfare officers also acted as a sounding board for Barbara who didn’t want her family to know how scared she was of dying and her husband who was coming to terms with losing his wife. Both Barbara and her family expressed their thanks for making a difficult situation less stressful.

* names have been changed to protect confidentiality
Rehabilitation

Headley Court is the home of the Defence Medical Rehabilitation Centre (DMRC). DMRC delivers all aspects of rehabilitation across a wide range of injuries from complex trauma casualties to sports and exercise injuries.

Our team at Headley Court:

• Support patients during their recovery, complementing the intense physical and mental rehabilitation, delivered by the staff at Headley Court.

• Ensure that the patients are relieved of any stresses or worries relating to their prolonged absence from home or work to allow them to concentrate on gaining strength and getting better.

• Are on call for emergencies overnight and at weekends.
How We Help - Jake’s Story

Jake*, a young infantry soldier, arrived at DMRC Headley Court for a three week rehabilitation course. After spending a considerable part of his recovery at home he struggled being back in the military system and living in a communal environment.

Reluctant to speak to military staff he asked to speak to one of our team based at Headley Court. Crying and distressed he explained he wasn’t coping very well and was having panic attacks.

Spending time with Jake our Welfare Officer explained that everyone at Headley Court was there to help him. After two days of listening and talking to him our Welfare Officer established a relationship of trust and persuaded him to see the doctor and the Community Psychiatric Nurse. On request of Jake our Welfare Officer accompanied him to the appointments and advocated on his behalf.

The outcome was that it was deemed in the best interest for Jake to return home and continue his treatment there.

Without the support of our Welfare Officer it is unlikely Jake would have disclosed how he was feeling and the ongoing situation would have resulted in continued emotional distress.

* names have been changed to protect confidentiality
Recovery

DMWS has teams in three Recovery Centres.

- Tedworth House in Wiltshire run by Help for Heroes
- Battleback Centre in Lilleshall run by The Royal British Legion
- Brydon House in Germany run by The Royal British Legion

Personnel Recovery Centres offer comprehensive recovery courses and programmes for all wounded, injured and sick soldiers with modern, adapted residential accommodation.

The centres are designed to offer a conducive military environment for recovery activities including welfare, medical, educational and resettlement courses.

Our teams spend time motivating residents who are experiencing difficulties adjusting to their injuries and helping residents who have difficulties socialising and engaging with others.

Our support is provided in a professional but informal way. Patients can speak to our welfare staff at any time of the day or night for as long as they need.
How We Help - Robert’s Story

At the Personnel Recovery Centre the DMWS Welfare Officer on duty came across Robert*, one of the patients she had originally supported at RCDM Queen Elizabeth Hospital Birmingham. Chatting to him he mentioned his uncle had just passed away and she guessed there was an underlying issue he was finding difficulty in discussing.

By being there throughout the week and providing a supportive listening ear the DMWS Welfare Officer discovered that due to financial difficulties he was unable to attend the funeral. His uncle was more like his father and he was in considerable distress that he would not be able to attend but keeping his feelings hidden. For personal reasons he felt unable/embarrassed to approach the Personnel Recovery Officer for support and was convinced he would receive a negative response.

Through building trust with Robert he gave permission for the DMWS Welfare Officer to approach his Personnel Recovery Officer on his behalf. The outcome was that a contribution was made to help with costs to travel to the funeral. DMWS also arranged overnight accommodation at Fisher House to reduce costs.

Without the intervention of DMWS it would have been likely that Robert and his wife would have been unable to attend his uncle’s funeral which would have resulted in him suffering huge emotional distress that would have affected his recovery.

* names have been changed to protect confidentiality
A Forces Friendly Organisation

Our support to the Armed Forces Community goes beyond caring for the wounded, injured and sick. We also provide support by employing veterans, reservists, Service spouses and partners wherever possible.

Award Winners!

DMWS won the award Healthcare for/by Deployed Forces at the annual Military & Civilian Health Partnership Awards held in Cardiff on the 21st May.

DMWS was judged the best in their field for the significant contribution it makes to the healthcare of military patients on operational deployment.

Supporting Reservists

DMWS were proud to receive a Silver Award from the MOD in recognition of our outstanding support to the UK’s Armed Forces, Regular and Reserve.

The award was presented by The Minister of Reserves, Julian Brazier MP.

We signed up to the Corporate Covenant to show our support to the Service Community and to recognise the valuable contribution the Service community bring to our organisation. Supporting the employment of veterans, Service spouses and partners is just some of the ways we demonstrate this.

60% of our staff are either Reservists, Veterans, spouses or partners of serving military personnel.
Fundraising

“Thank you to everyone who has raised money for us in 2013-2014”

DORSET MARATHON
Two members of staff took part in one of the hardest UK Marathons to raise funds for DMWS. 27.4 miles along the Jurassic Coastline in December!

TYRE CHALLENGE
7 soldiers from 6 Battalion REME carried out a Tyre Flip Challenge with a tyre weighing 16.5 stone to raise funds for DMWS

THE TONY GREENFIELD MEMORIAL WALK
Serving Personnel and Veterans walked across The Pennines to raise funds for DMWS in memory of a dear friend and colleague.

MARATHON DES SABLES
Brett a supporter of DMWS took part in the Marathon des Sables. Running six marathons in six days across the Sahara Desert he raised an impressive £5,323 for us

TOUGH GUY
A member of staff and a serving member of the RAF both took part in a Tough Guy Event in January, raising an impressive £1,300
How your money helps

Funds raised enable us to continue to provide much needed services to the Armed Forces community that sacrifice so much. Below are just some of the ways fundraising can make a difference:

£10 could help pay for a Welcome Pack for patients and their families
£15 could help pay for two Kids Activity Packs

£100 could help fund a day out for a family having to come to terms with a life changing injury or illness

£200 could help towards the funding of a Welfare Officer
Innovation
National Welfare Qualification

Recognising that there was no formal welfare qualification available for our staff, we created our own.

The result is an OFQUAL registered level 3 qualification that is accredited by AIM and approved by the Institute of Welfare. Complementing existing care and support qualifications this course is now being delivered to external as well as internal candidates and is leading the way in professionalising the welfare sector.

“Overall an excellent course very professionally presented and managed. I would recommend to my colleagues as a way to add credibility to our professions and obtain a qualification.” - Veterans UK

52 attendees from 13 Support Organisations have completed the Diploma in Welfare Studies
Our People

DMWS recognises its most important asset is its people and actively encourages staff development both personally and professionally. All our staff are trained in counselling skills and Mental Health First Aid as standard.

By investing in our staff, who come from a wide variety of backgrounds, including the Armed Forces, we ensure we deliver the best possible service to our patients.

We also provide every member of our welfare team with clinical supervision to help staff manage the personal and professional demands created by the nature of their work which is often complex and challenging.

Welfare Officers have deployed to Iraq and Afghanistan since 2003
**Our Financial Year**

Our income is made up of a mixture of contracts, grants and voluntary income.

2013 was our first year as a fundraising organisation, before this we relied solely on statutory funding. We aim to see our voluntary income increase as we move forward enabling us to provide even more support to the Armed Forces community.

Our income this year looks higher than our expenditure due to the receiving of £900,000 of funding to set up new teams in Scotland, Wales and North West England. This is restricted funding to be spent over a two year period.
With thanks

DMWS would like to thank the following organisations and donors who generously supported us during the 2013-14 financial year.

6 Battalion REME
Army Welfare Fund
Friends of HM Forces Brittany
Brittany Libor Fund
Lend Lease
Middle Wallop Military Wives Choir
Middle Wallop RAF Fire Crew
RAF Benevolent Fund
Sainsburys
Scottish Golf Show

Shoeburyness Branch Royal Artillery Association
Thales
The Plastow Family Charitable Trust
The Rifles Association
The Worshipful Company of Administrators and Secretaries
The Worshipful Company of Apothecaries
The Worshipful Company of Gold & Silver Wyre Makers
The Worshipful Company of Founders
Waitrose
Woodroffe School Reunion
Wounded in Service Events
Looking Ahead

Supporting the Armed Forces community is at the heart of everything we do. We look forward to continuing to work with the MOD, NHS and our other partners so that we can provide the best possible service to patients and their families.

Working with the NHS

The majority of our support in the UK is carried out in NHS hospitals. Underpinning the Armed Forces Covenant we work closely with the NHS and are a link between the Defence Medical Services and Military Units with the NHS. We act as an advocate for the military patient, ensuring that their voice is heard.
Patrons

Baroness Audrey Emerton DBE DL
Dr Gordon Paterson OBE
Lieutenant General Gordon Messenger DSO and Bar OBE ADC
Lieutenant General (Retired) Sir Mark Mans KCB CBE DL
Major General (Retired) S M Andrews CBE
Major General R T I Munro TD (LATE PARA)
Kevin C Mackie
Corporal Michael Owen RAMC
Simon Brown
Andrew Kerr Stewart-Roberts
Jill Scott OBE DL
Harvey Tilley
Phyllida Stewart-Roberts CVO OBE
Albert Sutton
Pam Sutton

Trustees

John Stokoe CB CBE - Chairman
Sally Rouse - Deputy Chairman
Maryanne Burton JP
David Keenan OBE
James Plastow CBE
Andrew Buckham
Beverley Young
Steve Cowden
Luke March DL
Tony Shepherd
Simon Patten

Senior Leadership Team

Nicky Murdoch - Chief Executive
Trevor Edwards - Director of Operations
Ruth Martindale - Director of Finance & Resources
Lorraine Pink - Director of Business Development
“A massive thank you for all your support and for giving me a place to sleep whilst our son has been in hospital. You have helped to take away a big stress”

Mum of an injured soldier

“I just wanted to record my eternal thanks and gratitude. I tried to mask it but you’ll understand I was scared beyond belief. You were fantastic to my wife and calmed many of her fears at a time when her world was literally imploding. Thank God for this service, you bring so much to so many at a time when they are struggling to cope ”

Patient diagnosed with Cancer

“The comfort and support your provide at such a difficult and emotional time is priceless. Thank you from the bottom of our hearts for all your time and dedication, you are all one in a million”

wife of a wounded soldier

Thank you for the wonderful care and dedication you gave us in support of our son. A battle he fought but sadly lost. Words can not express our thanks”

Parents of a deceased soldier