

NHS Veterans' Mental Health Complex Treatment Service

January 2018

Appointed providers

As plans progress to launch the new Veterans' Mental Health Complex Treatment Service (VMH CTS) across England on 1 April 2018, NHS England has appointed the following providers:

- Berkshire Healthcare NHS Foundation Trust (covering Buckinghamshire, Oxfordshire, Berkshire, Hampshire, Isle of Wight and the South West of England)
- Camden and Islington NHS Foundation Trust (covering South East of England and London)
- Leeds and York Partnership NHS Foundation Trust (covering the North of England).

The provider(s) for the Midlands and East of England will be announced over the next few weeks.

Listening to the views of veterans and their families

Building on the [NHS Veterans' Mental Health Transition, Intervention and Liaison Service](#) (VMH TILS), providers of the VMH CTS will be responsible for delivering a new service that has been informed by the views of veterans and their families, as well as the outcomes of a detailed review undertaken last year into veterans' mental health. Key findings showed that:

- an increased number of veterans who have a wider range of needs would benefit from a community based service
- people want a local service that offers a broad range of services that are intensive, proactive and responsive and provides prompt care and treatment that are sensitive to the culture of the armed forces
- it is important to provide integrated support with managing alcohol and substance misuse, anger issues and repeat offending
- families and spouses want to be more involved in the care and treatment of their loved ones and would like advice and information on receiving help and support for themselves.

A new service informed by veterans and their families

NHS England has used this insight to develop the VMH CTS, which will offer the following:

- A new service that will provide increased access to local care and treatment across England in a more uniformed manner, whilst being sensitive to the needs of patients and their families.
- An enhanced service for veterans who have military attributable complex mental health problems, many of whom will have experienced trauma, which have not been resolved earlier in the care/support pathway.
- An intensive provision of a range of mental health and social interventions, which may include (but is not limited to) support for substance misuse, physical health, employment, accommodation, relationships and finances, as well as occupational and trauma focused therapies. Interventions will normally be provided for a period of up to 32 weeks.
- A single point of referral from the VMH TILS. This will ensure that the veteran's military service has been confirmed and any interventions earlier in the pathway have been considered.
- Support from a military informed and aware team with care provided in a range of locations and settings and via a range of methods, such as face to face and Skype.
- A service that will work in collaboration with the wider NHS, statutory bodies, local authorities and the third sector, including armed forces charities, to ensure co-ordinated care and support are provided for patients and their families.
- Advice and guidance on inpatient care, including crisis care, with providers expected to produce crisis plans with the veteran, their family and other healthcare organisations.
- Where appropriate, families and carers will be involved in planning and assessing care with patients and will be supported to access care and treatment for themselves if required.

Accessing the VMH CTS

To access the service as a veteran, patients must:

- have served in the UK armed forces for a full day
- have been referred by one of the regional VMH TILS
- be registered or able to register with a GP practice in England.

Further information

For further information, please email england.south-armedforces@nhs.net.