

'High Intensity Service: Exploring the new model of supporting Veterans in crisis in the community'

ABOUT

The High Intensity Service (HIS) has just completed their first year of service provision. Their multidisciplinary, cross-sectoral, trauma-informed, and veteran-sensitive approach is of interest to other Veterans services and community mental health and crisis teams. The HIS service was created as a net for those veterans who fall through the cracks. The HIS service was developed with the input of those with lived experiences, this identified peer workers as being essential for best supporting Veterans. The HIS team helps stabilise veterans in acute mental health crisis, with the aim of preventing hospital admission, and helping them work towards their next steps in transition, and readiness for longer-term therapy. The HIS team is made up of partnered agency workers from notable Veteran charities (WWTW, Stoll), to create seamless pathways into care and onto other services.

CLIENT NEEDS

- 64% of Veterans required support with alcohol or substance misuse
- 83% of Veterans accessed some form of post-HIS therapeutic intervention
- 90% were offered 'in-house' intervention for trauma stabilisation
- 21% of Veterans received intervention around family/partners
- 90% of Veterans accessed our consultant psychiatrist
- 16% accessed either a pain clinic or the Veterans' Trauma Network
- 34% have had a significant physical health problem
- 33% of the caseload have been supported to access social support under the Care Act 2010.
- 53% were offered support with tenancy sustainment.
- 38% of Veterans were supported to start or return to regular exercise; and/or to access resources on healthy eating, nutrition, etc.
- 40% of Veterans were offered support in reducing social isolation.

FUTURE

The HIS service continues to develop to meet the expressed needs of our Veterans. We include Veterans in service user forums, each Veteran and carer give feedback on their experience with the service that further informs our practice. We hold joint training events with partner organisations, and utilise feedback to improve our service and our practice. We provide regular data for NHSE to demonstrate our outcomes.

CLIENT DATA

HIS received 68 referrals between 10th September 2020 and 4th November 2021; a mean of 1 referral per week. Clients ranged in age from 21- 64 years, (3 females and 65 males). The most common age group was 35-44 years. The majority of veterans seen identified as White British (83%). Of the ten veterans (17%) who identified as from a BAME background, 7 were from Commonwealth countries. The mean length of service was 7 years. The HIS accepts self-referrals and any other agency, working to see referrals within 72 hours.

COLLABORATION

The HIS service works alongside other services, using collaboration and multi agency approach. Statutory services include: adult and child social services, crisis and community MH teams, probation, and drug/alcohol services. Other military specific service collaboration includes: Veterans' Charity, VTN, RBL, Haig Housing, SSAFA, H4H, All Call Signs, The Fighting Chance. Collaboration is key for the HIS model to create follow on pathways and holistic support/care plans for the individual.

CARERS

- The HIS acknowledge the impact the veterans' mental health can have on partners and family members. For this reason, they offer a carers consultation to the person closest to the veteran. This gives the carer an opportunity to discuss their own needs. All carers are sent a carers resource that include relevant information i.e. contact details of domestic abuse services, local IAPT services, as well as the crisis team. All carers are offered intervention from TRP.
- If risk is flagged during the consultation, appropriate referrals are made to ensure that the safety of the carer is prioritised. In instances where there have been domestic abuse concerns, a safeguarding is raised, referrals have been made to MARAC as well as local domestic abuse services.
- Carers can have up to 3 follow up calls after the initial consultation.
- 100% of service users were offered a carers consultation
- 78% of carers received at least one consultation
- 64% of carers who received consultations were referred to The Ripplepond

"I had a very good experience when working with the HIS. They were there to help me with my every need and went above and beyond their duty. I am so grateful to the service and the staff, they have given me a great platform to move on in my life." - Service user

