



A Guide to Medical Welfare Services for Health Care Professionals, Organisations and Support Workers

Caring For Those Who Serve – Frontline To Recovery



Over 1, 000 000 patients
and their families
supported since 1943



INTRODUCTION

DMWS was formed from the Joint War Committee of the British Red Cross and the Order of St John in 1943. For over 70 years the Charity has been providing an independent and impartial medical welfare service to the Armed Forces community. Recent new projects with organisations such as the Police, the NHS and the Probation Service demonstrates the broad appeal of the organisation and its application to a wide set of frontline services.

Our medical welfare service is centred on the needs of patients and their families whilst at the same time assisting health care organisations in delivering better patient outcomes. We do this by providing practical and emotional support when it is most needed. Early intervention encourages and supports a highly proactive and positive approach to treatment promoting greater independence, accelerating recovery and reducing lengths-of-stay in hospitals.

We can often help directly in tackling Delayed Transfer of Care (DTOC) issues by accessing support from a variety of specialist charities and other organisations. By helping patients to deal with a wide range of non-medical issues, we free up clinical staff to concentrate on their clinical work. Our expertise within the sector means that we can link into a wide range of resources and connect

patients and their families with the right support from the outset.

Our specialist knowledge, rooted in operational expertise, means that DMWS Welfare Officers have a deep understanding of working with Armed Forces, Police and the emergency services.

Our Welfare Officers are full-time professionals drawn from a variety of backgrounds including healthcare, social work and counselling. Many are veterans of the communities we serve with expertise in areas such as transgender and dementia. They are all trained in Mental Health First Aid (MHFA) and have a Diploma in Welfare Studies accredited by the Institute of Welfare. All our staff hold DBS clearance, are subject to the Official Secrets Act and are trained in safeguarding vulnerable adults and children.

This guide is intended to provide general background information on the service provided by DMWS and outlines how you can refer a patient to us for support. It also describes what we can do to improve the patient care experience and sets out our expectations of the organisations and health care providers who engage with our service.

96% of our service users
said that DMWS made
their hospital stay easier

ABOUT MEDICAL WELFARE

What it is

Any hospital treatment or healthcare intervention whether planned or unplanned can be stressful and can bring with it feelings of isolation, stress and worry, all of which may hamper recovery. DMWS Welfare Officers provide practical and emotional support to ensure that no family goes through the worry of injury or illness alone. They work with patients when their medical needs are being met but when other issues, problems or social influences may be distracting them from their recovery.

Our expertise lies in our early intervention and assessment of patient needs outside the clinical treatment pathway, allowing the health care providers to focus on their core work.

Our welfare service is delivered directly at the point of need with DMWS Welfare Officers embedded into hospital environments and care pathways. Our patient-centered service is free at the point of delivery.

Who it is for

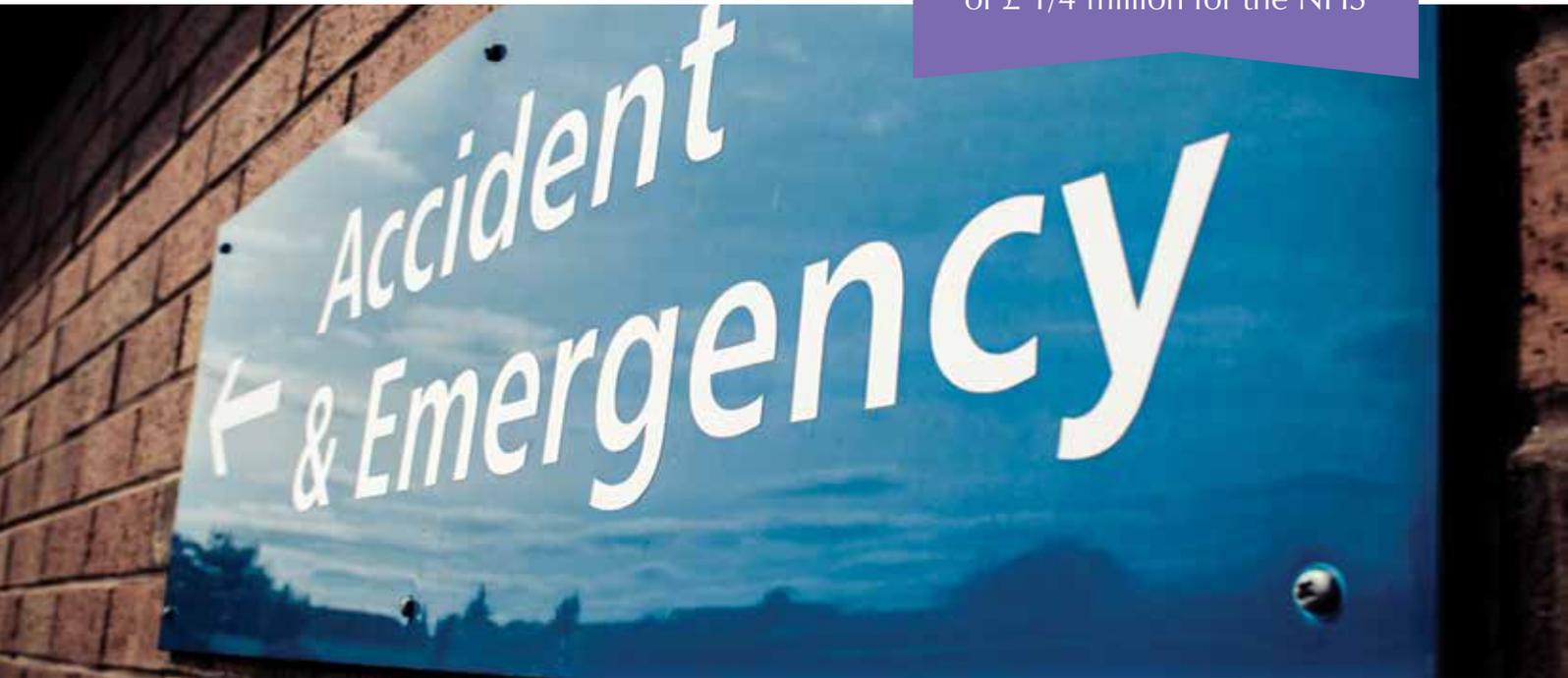
DMWS operates across the UK, and overseas, supporting those who put themselves in harm's way to serve our country. This includes Armed Forces personnel, Reservists, Veterans and their families, the Police, and increasingly other front line services.



The ongoing support and reassurance should not be underestimated. The presence of DMWS during my past 6 months helped me keep going and moving forward."

Critically ill dependant of a soldier

Across 2 recent projects
DMWS have generated savings
of £ 1/4 million for the NHS



WHAT ARE THE BENEFITS OF USING DMWS?

Apart from the obvious benefits to patients and their families, working with DMWS provides wider advantages to linked organisations and health care providers involved in the individual's clinical care pathway.

The outcomes include:

- **Saving money** by reducing hospital length-of-stay through fostering positive engagement and sourcing external support
- Helping to tackle **Delayed Transfer of Care** issues by providing additional options for transitional care and thereby **reducing 'bed-blocking'**
- **Reducing 'Did Not Attend' (DNAs)** rates by accompanying patients to appointments
- **Freeing up clinical staff** to concentrate on their core duties by dealing with non-medical issues
- **Assisting** in the creation of a more coherent and coordinated **discharge plan**
- Working closely with other organisations to **improve homecare provision** and reduce **re-admission risk**
- Helping to **reduce the risk of complaints** or litigation by acting as a professional intermediary
- Delivering a positive patient experience leading to **improved feedback** for health care partners
- Help employers to demonstrate that they take their **Duty of Care obligations** seriously and contribute to achieving a swifter return to work
- DMWS also delivers **welfare-related training** such as Mental Health First Aid, Resilience etc. to external organisations



"I firmly believe that had we not had the specialist support from the DMWS team, we would not have been able to achieve the positive placement and outcome for the patient." Charlotte Walker, Operations Manager – Hospital Social Work Team, Fairfield General Hospital

DMWS acts as an essential link between patients, NHS and those requiring information

HOW DO WE HELP?

Patients arrive in clinical or medical settings with a range of support needs. Where our service is established, our staff will work alongside health care providers and assess, identify and address the social care, wellbeing and welfare needs of the patient and their family. We do this by:

- Making an independent and impartial early assessment of need
- Visiting patients in hospital and providing clinic and outpatient appointment support
- Liaison between the workplace, the NHS, service providers and the patient
- Offering a confidential and impartial 'Listening Ear' and encouraging engagement
- Intelligent signposting and supported referrals for patients to other statutory, voluntary and community organisations and services
- Recognising issues that may be affecting a patient's wellbeing such as debt, housing, family breakdown and substance misuse
- Identifying possible safeguarding issues, of the individual and/or family members
- Liaising with and supporting family members
- Accompanying families to critical care and specialist units
- Supporting the bereaved and terminally ill
- Resolving conflict and managing patient and family expectations

CASE STUDIES

The case studies below illustrate the difference we make to service users and health care providers:

POLICE OFFICER: After the officer sustained life changing injuries support was given to him and his family. Practical help on house adaptation meant the officer was able to return earlier than anticipated, which accelerated his recovery and led to an earlier return to work.

DEPENDANT: Support to the spouse of a British Soldier based overseas during a high-risk pregnancy. DMWS liaised between hospital staff and patient to explain cultural differences and managed expectations in order to reduce any misunderstanding and potential conflict.

SERVING SOLDIER: DMWS supported a soldier who was flown back from a conflict area with life threatening injuries. As the patient recovered he was visited daily, given assistance to address his concerns about his future in the military and was informed about the rehabilitation process.

VETERAN: Support to 92 year old veteran with dementia who was in hospital with unexplained hip pain. By spending time speaking with the veteran, the DMWS Welfare Officer established he had sustained an injury during the war. This insight helped with getting an accurate diagnosis.



24/7 service
365 days a year
Call: 0800 999 3697

HOW TO REFER A PATIENT FOR DMWS SUPPORT

If you have a patient or member of the patient’s family who needs our help, please contact us using any of the methods below. We will then ask the team operating in your area to contact you to discuss how they can help. We aim to respond within an hour of receiving your referral.

Our team of Welfare Officers are available during the day and also reachable for emergency and out of hours support.

☎ **0800 999 3697 (Keypad: ‘DMWS’)**

✉ **referrals@dmws.org.uk**

🌐 **www.dmws.org.uk**

When you get in touch with us it would be helpful if you have some, if not all of the following information available:

- Name and contact details of person referred
- Front Line Service worked in (Army, Navy, Police Force etc.)
- Hospital & Ward admitted to/clinic location
- Time admitted/time of appointment
- Next of Kin name

WHAT DOES DMWS NEED FROM YOU?

Our service delivery works in conjunction with partner organisations to ensure that together we provide the best possible health care experience. We adhere to the Caldicott Principles and DMWS has its own CQC compliant Caldicott Guarding and Safeguarding Team.

Your commitment to us:

- Sight of any patient eligibility criteria
- Access to patients in the clinical environment
- Updates on changes to a patient’s situation
- Private space to speak with patients and families



We are very happy to be working with DMWS Welfare Officers to deliver the best possible support for our beneficiaries. This partnership allows us to share best practice and offer even greater support to the wider Armed Forces community.”

Stephen Barnett, Assistant Director of Operations for the Royal British Legion

98% of our service users think our Welfare Officers are professional, knowledgeable and helpful



HOW OUR WELFARE OFFICERS ARE TRAINED

DMWS Welfare Officers are highly trained professional individuals, often from frontline services or NHS backgrounds. This means that they understand the issues and challenges associated with working for a large and complex organisation. They use their knowledge and skills to navigate the patient through their care pathway and 'speak' the

language of the services and the NHS. All of our Welfare Officers complete the Level 3 Diploma in Welfare Studies, accredited by the Institute of Welfare. This course was specifically developed by DMWS and covers all aspects of welfare. In addition, all our employees are qualified Mental Health First Aiders.

EXTERNAL TRAINING PROVIDED BY DMWS

In addition to training our own staff, DMWS Training also offers a range of courses in Welfare, Mental Health First Aid and Resilience for external organisations and individuals including:

- L3 Diploma in Welfare Studies
- Mental Health First Aid (MHFA) – Adult
- Mental Health First Aid (MHFA) – Youth
- Mental Health First Aid (MHFA) – Armed Forces
- Strengthening Personal Resilience
- Manager's Role In Resilience
- Armed Forces Community Awareness Training
- Applied Suicide Intervention Training (ASIST)

We can deliver training courses at clients' own premises, or at our training facility near Andover. We will work with you to address your needs and tailor training to your requirements. For more information please contact us on: training@dmws.org.uk

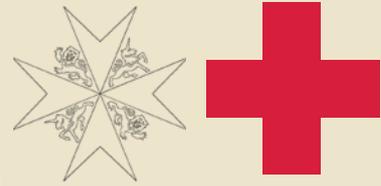


Resilience Training Company



Our history

DMWS (Defence Medical Welfare Service) was formed by the Joint War Committee of the British Red Cross Society and the Order of St John of Jerusalem in 1943. Celebrating over seven decades of providing welfare support to the Armed Forces community, DMWS is proud to have made a huge positive impact on the lives of wounded, injured and sick personnel from all three services and their families. Our specialist knowledge, rooted in operational experience, enables us to offer our service to other frontline workers, who put themselves in harm's way to protect the public.



Our partners

We have well established partnerships with key organisations to ensuring that our service users get the very best advice and support.



DMWS Headquarters

The Old Stables, Redenham Park, Andover, Hampshire, SP11 9AQ

General Enquiry Contact

General Tel: 01264 774 000

General Fax: 01264 773 677

General E-mail: info@dmws.org.uk

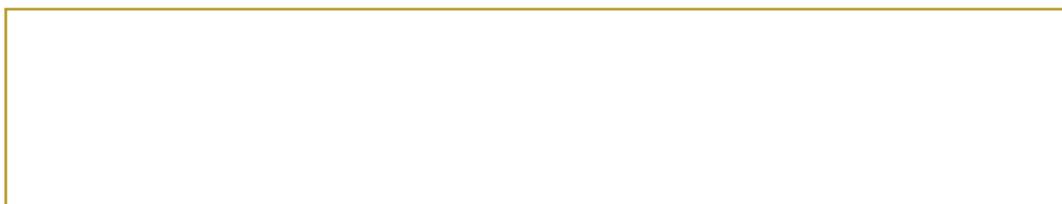
Website: www.dmws.org.uk

Referral Contact

Referral Tel: 0800 999 3697

(Keypad: 'DMWS')

Referral Email: referrals@dmws.org.uk



DMWS is a registered Charity in England and Wales (1087210) and in Scotland (SCO45460)
Company Limited by Guarantee No. 04185635 (England and Wales)