



# 2017 / 2018 Impact Report



## Defence Medical Welfare Service

*Celebrating 75 years of  
caring for those who serve*



“DMWS has supported me throughout my recovery pathway with professionalism, compassion and humour.”

WO2 K. Green



“I am delighted to be the Royal Patron for the DMWS, a charity that goes above and beyond supporting those who serve, during times of physical or mental ill health.”

HRH The Countess of Wessex GCVO  
Royal Patron of DMWS

## Our Patrons, Champions, Trustees and Senior Leadership Team

### Royal Patron

Her Royal Highness  
The Countess of Wessex GCVO

### Chair

Maryanne Burton

### Trustees

Steve Cowden  
David Keenan OBE  
Andrew Buckham  
Barbara Cooper CBE  
Mike Griffiths CBE  
James Macnamara  
Paul Taylor

### Chief Executive

Paul Gaffney

### Our Champions

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The Lord Smith of Kelvin KT CH  
General Sir Gordon Messenger KCB DSO OBE ADC  
Lieutenant General (Retired) Sir Alistair Irwin KCB CBE  
Lieutenant General (Retired) Sir Mark Mans KCB CBE DL  
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Major General (Retired) John Stokoe CB CBE  
Dr. Professor Rosemary Kennedy CBE OstJ TD  
Dr Gordon Paterson OBE  
Christine Atkinson OSTJ  
Simon Brown  
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Sue Liburd MBE  
Kevin Mackie  
Sally Scott  
Andrew Stewart-Roberts

## Welcome

### Foreword from our Chair Maryanne Burton

Welcome to the 2017 Impact Report. It gives me great pleasure to recommend the content of this document as I commence my term of office as Chair of DMWS.

I wish to place on record the organisations grateful thanks to our outgoing chief executive, Nicky Murdoch, who has worked tirelessly over the last six years to steer the many changes that have taken place and to extend a warm welcome to Paul Gaffney who has taken on the role of CEO.

We are in exciting times, as we celebrate our 75th anniversary during a time when our welfare teams are developing new avenues of work, as well as continuing to strengthen excellent partnerships. The training arm of the company continues to grow with the welfare course as well as expanding the mental health course.

DMWS have made a huge contribution to the increased reach of caring for those who serve.

Maryanne Burton



### Foreword from our Chief Executive Officer Paul Gaffney

After six months as CEO it gives me great pleasure to reflect on another watershed year for this unique charity. DMWS has secured the delivery of multiple new projects, fulfilling our core purpose to help people at their most critical time of need.

Our most recent project is to support the Armed Forces community across the South of England, working closely with NHS trusts to deliver the very best professional standard of welfare support in a clinical environment. DMWS recognises the changing needs of our beneficiaries, and the complex nature of cases from a new generation of Armed Forces personnel, veterans and their families.

In modern organisations change is a way of life. This has been especially true for the charities sector over the last few years. DMWS has embraced these changing times and has successfully diversified and expanded in order to deliver our excellent welfare service to a broader set of people. Whilst we retain our expertise in the support of the serving Armed Forces community and their families, we are proud to have expended our service to veterans through multiple projects across the UK. We now support a broad set of other groups that serve the country such as police officers, the probation service and NHS staff.

In addition to our core service of welfare provision, we have developed a portfolio of training courses covering Welfare, Mental Health First Aid and Personal Resilience. This area has grown exponentially over the last two years demonstrating the value our attendees place on our knowledge and experience.

Finally, thank you to our donors and partners for their on-going support. You have made a huge difference to thousands of lives, and in this 75th anniversary year, we shall continue to offer unwavering support to those who give so much to protect our nation.

Paul S. Gaffney



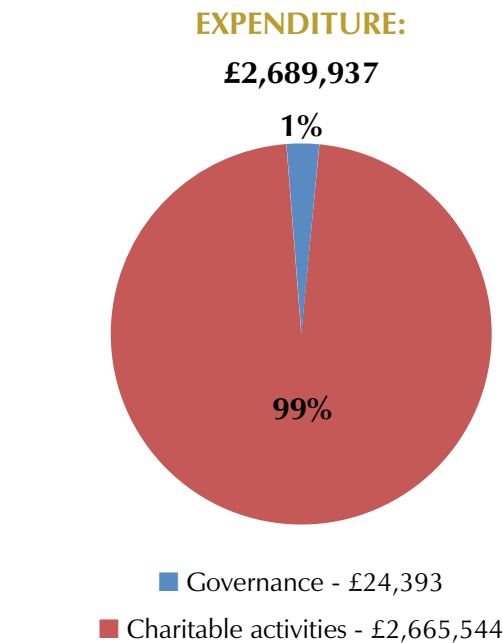
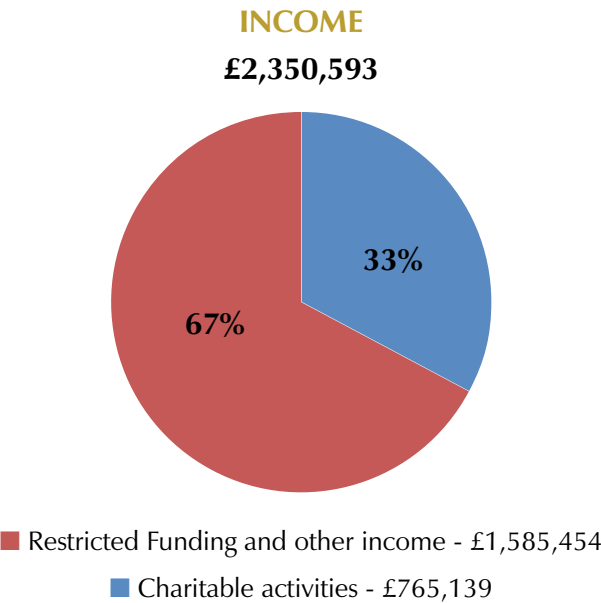


# Our Financial Year

The income of our charity is made up of a mixture of contracts, grants and voluntary donations.

For this financial period our income is just over £1m more than in 2016-17. This is due to securing funding to continue with our Aged Veterans project in Greater Manchester and winning new contracts for similar projects in Scotland, Herefordshire and Nottinghamshire.

We have also increased our training portfolio which is bringing in further income and ensuring that we set the standard for welfare provision. We continue to grow and are no longer solely reliant on one income stream.



## Spending wisely

For every **£1** spent we allocate:



**88p**  
on charitable activities

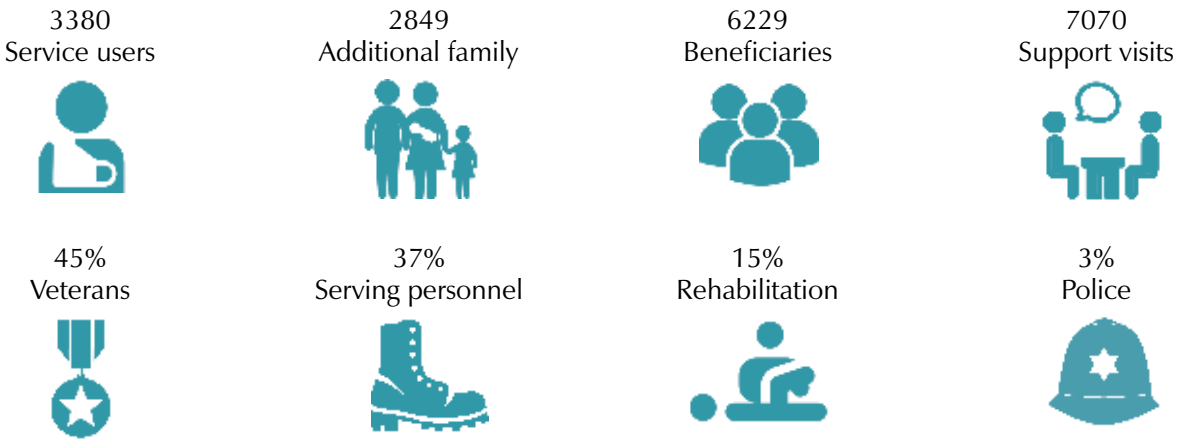


**12p**  
on funds used to run the charity, enabling us to raise more funds

# Our Achievements

DMWS helped to reduce Delayed Transfer of Care by 726 days - equating to over £435,000 saving for the NHS.

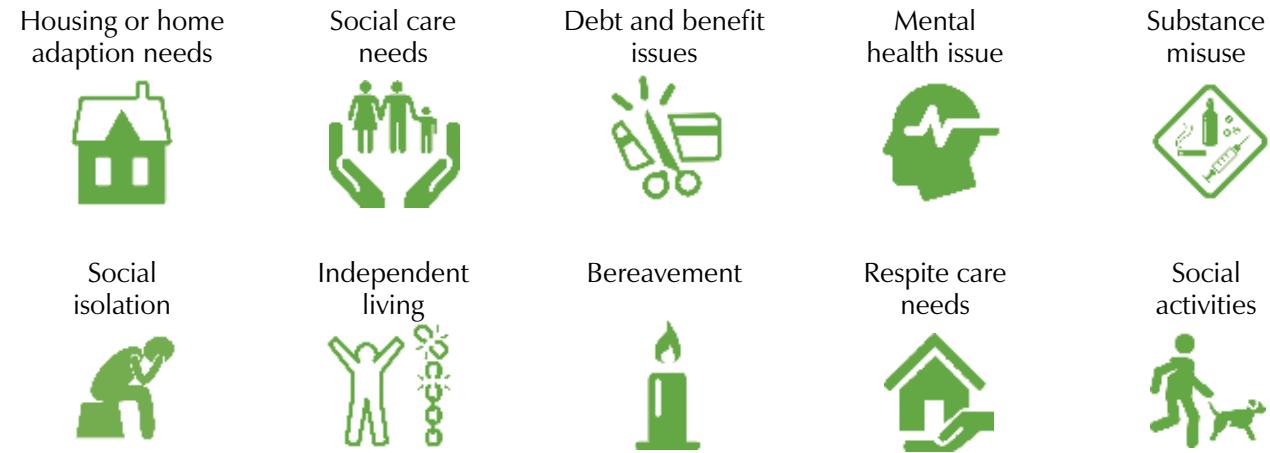
## Number and demographic of people supported



## Core services provided



## Key issues identified and supported



## Our locations



**Headquarters:** Andover

**Service locations UK:** Ayrshire, Cheshire, Devon, Fife, Grampian, Greater Manchester, Hampshire, Herefordshire, Kent, Lanarkshire, Nottinghamshire, Oxfordshire, Shropshire, Somerset, Surrey, West Midlands, Wiltshire and in Northern Ireland.

**Service locations overseas:** Germany and Cyprus



# Our History

In this, our 75th year, we celebrate our rich and distinguished history. DMWS (Defence Medical Welfare Service) has its origins in the Second World War when the Joint Committee of the Order of St John of Jerusalem and the British Red Cross Society were tasked to ‘provide a service aiding the sick and wounded at home and in the field’. Many patients benefitted from the support of the Welfare Officers working in the field hospitals and their recovery accelerated. Following the cessation of hostilities, it was recognised that wounded soldiers would continue to have welfare needs and our service has been maintained ever since.

Our organisation was soon known as the Service Hospital Welfare Department (SHWD) and in 2001 we became an independent charity delivering a highly responsive and professional welfare service to those who serve.

We have deployed to every major conflict since WW2 including Afghanistan, Iraq, Kosovo and the Falklands to name a few, working alongside medical staff in the Field Hospitals. Our Welfare Officers visited the

bedside of seriously injured soldiers (regardless of nationality), spent countless hours reassuring anxious families and supported the troops through extremely difficult moments.

The closure of British Military hospitals in recent years means that service personnel are now treated in NHS hospitals in the UK or local hospitals overseas, where our Welfare Officers continue to provide support to frontline staff during times of physical or mental ill health.

In the last few years we have expanded our service to new beneficiaries in the veteran’s community, the Police, the probation service and the NHS with the aim to improve wellbeing and recovery, encourage a positive approach to treatment, reduce social isolation and promote independence.

The continuance of the service to its present day is as a result of the commitment of all Welfare Officers past and present who have always maintained the original and humanitarian ethos of our parent charities. We believe that the need for our service is as great today as it was 75 years ago.

“I want you to know that your welfare workers are continuing to fill a much needed role in our hospitals and medical units. Their work in all our hospitals across Europe is magnificent.”  
*Major-General E Phillips, DMS, July 1945*



# Our Timeline

DMWS was formed from the Joint War Committee of the Order of St John and the British Red Cross in 1943. Since our foundation DMWS Welfare Officers have been a constant presence in military hospitals and later NHS hospitals in the UK, where Armed Forces personnel and their families are treated. Our timeline below shows the milestones of our charity including our overseas deployment history.



**1943**  
**Foundation** – DMWS, originally known as the Service Hospital Welfare Department (SHWD).

**1944**  
**Cairo** Support is given to military patients and nursing staff in Cairo.  
**Europe** Welfare Officers are based across Europe to facilitate vital communication between casualties and their families.

**1944 -1945**  
**India** DMWS facilitates communication with families of serving soldiers, give practical support to troops and help prisoners of war suffering with mental health issues.

**1946 -1947**  
**France** DMWS helps to trace British Nationals in France to enable communication and provide supplies.

**1947 -1950**  
**‘The Swiss Scheme’** Welfare Officers accompany injured servicemen on convalesce trips to Switzerland.

**Since 1947**  
**Germany** DMWS is stationed in Germany to provide practical and emotional support to military patients and their families based there.

**1950’s**  
**Malaya and Korea** Welfare Officers deploy to offer support and comfort to troops and locals and to distribute supplies.

**1955**  
**Austrian Barn Fire** Welfare Officers travel to Austria to assist injured British soldiers and support the bereaved.

**1956**  
**Hungarian Refugee Crisis** Help is provide during the crisis, where a total of 200,000 refugees fled from Hungary.

**1956 - 1957**  
**The Suez Crisis** DMWS distributes items to wounded servicemen and assists the evacuation of employees of the Suez Contractor Companies.

**Since 1963**  
**Cyprus** Support is provided to the Armed Forces community stationed in Cyprus when receiving hospital care.

**Since 1968**  
**Northern Ireland** Welfare Officers deployed to support troops during Operation Banner and remain to deliver our service to the Armed Forces based there.

**1982**  
**The Falklands** Welfare Officers deploy to the Falkland Islands and are based on SS Uganda, the military hospital ship, during Operation Corporate.

**1990- 1991**  
**1st Gulf War** During Operation Granby, Welfare Officers assist in the field hospitals to support troops of all nationalities.

**1991 – 1992**  
**Lebanon Hostage Crisis** Welfare Officers support the families of Terry Waite and John McCarthy following their release from captivity.

**1992 – 1995**  
**Balkans** DMWS provides welfare support to troops serving in former Yugoslavia.

**2001**  
**Independent Charity** As a result of forming an independent charity, the organisation name changed to Defence Medical Welfare Service (DMWS).

**2001 - 2014**  
**Afghanistan** During Operation Herrick, DMWS Welfare Officers are embedded in field hospitals supporting troops of all nationalities, the staff of the hospital as well as Afghan Nationals.

**2003 - 2011**  
**2nd Gulf War** Welfare Officers are based in field hospitals during Operation Telic. The welfare department was attacked but fortunately no staff were injured.

**2014**  
**DMWS Training** Our training arm was established to deliver welfare, resilience and mental health training courses internally and externally.

**2014 - 2015**  
**Ebola Crisis** Welfare Officers support the families of Ebola patients, recently returned from Sierra Leone.

**2016**  
**Diversification** DMWS expands its welfare support to new beneficiaries including veterans, the Police, the probation service and the NHS.

**2017**  
**Manchester Arena Attack** Welfare Officers support the people affected by the attack: emergency services, patients, their families and the bereaved.

**2018**  
**75th Anniversary** DMWS is proud to have supported more than 1,000,000 patients and their families since 1943.





## What we do

DMWS has been providing an independent and confidential medical welfare service to frontline staff whenever they are receiving medical treatment since 1943. We understand that 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.

Our Welfare Officers 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. They provide practical and emotional support to ensure that no family goes through the worry of injury or illness alone. The support offered is tailored to the individual needs and may include a confidential and impartial listening ear, helping to explain and resolve any medical care issue and referrals to other agencies for support. Our aim is to encourage a positive approach to treatment, improve physical and mental health, promote independence and reduce social isolation.

All our Welfare Officers are full-time professionals drawn from a variety of backgrounds including military, healthcare, social work and counselling. They are all trained in Mental Health First Aid (MHFA) and have a Diploma in Welfare Studies accredited by the Institute of Welfare.

We operate 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, as well as to their primary care givers and healthcare professionals.



## Our Benefits

DMWS supports patients and their families from the Armed Forces community and the Police by addressing issues that arise due to physical or mental ill health. As every person has different needs, our Welfare Officers deliver a personalised service from liaising with medical staff and relevant military units, providing a listening ear and talking through any concerns, acting as an advocate and supporting patient/family choices, specialist referrals to other agencies or simply providing toiletries for emergency admissions.

Working with DMWS also provides advantages to linked organisations and health care providers involved in the individual’s clinical care pathway, such as liaising between the workplace, service providers and the patient, minimising the risk of complaints, saving money by reducing hospital length-of-stay and tackling delayed transfer of care issues, supporting family members and freeing up clinical staff.



“ 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*

## Our Projects

We support serving personnel, reservists and veterans of all 3 services, their dependent relatives and other entitled civilians when they need help during times of ill health. Our independent and confidential service provides a vital layer of welfare support to those who put themselves in harm’s way to protect the nation.

### Armed Forces Support

Since 1943 our dedicated Welfare Officers have been providing practical and emotional support to the Armed Forces community in the UK and abroad, to ensure no one goes through the worry of illness or injury alone.

[www.dmws.org.uk/armed-forces](https://www.dmws.org.uk/armed-forces)



### DMWS Training

DMWS provides a range of courses in Welfare, Mental Health First Aid and Resilience, which can be delivered at clients’ own premises or at our training facilities near Andover.

[www.dmws.org.uk/training](http://www.dmws.org.uk/training)



### Healthcare Navigator

The Healthcare Navigator in Birmingham aims to identify gaps of required medical services for the local Armed Forces community and to better understand and support their health and social care needs.

[www.dmws.org.uk/healthcare-navigator](http://www.dmws.org.uk/healthcare-navigator)



### Aged Veteran Support

Under the ‘Medical Welfare for the Veteran Community’ Programme, DMWS Welfare Officers address the specific needs of veterans aged 65+, their family and carers when they are receiving medical care.

<https://www.dmws.org.uk/aged-veterans>



### Police Medical Welfare Service

The Police Medical Welfare Service offers extra welfare support to members of the Police during times of physical or mental ill health with the aim to improve recovery time, wellbeing and resilience across the Force.

[www.dmws.org.uk/police](http://www.dmws.org.uk/police)



### Ex-Forces Action Network

The Ex-Forces Action Network (E-FAN) is an initiative to connect ex-forces personnel, who had contact with the Criminal Justice System, to a wide range of services for support to ensure a more positive future.

[www.dmws.org.uk/efan](http://www.dmws.org.uk/efan)





# COMFORT

Dependant of a soldier



*Due to the loss of our twins we were gripped so tight in grief that we felt paralysed. Tina took over for us which allowed for a practical approach to the situation. We really don't know what we would have done without her."*

*Jennifer, mother of the twins*

When Tina, DMWS Welfare Officer in Cyprus, received a call from the ABM Hospital in Nicosia, she was informed of some bad news regarding a dependant. Jennifer\*, the wife of a British soldier stationed in Cyprus, had just delivered twin boys at 22 weeks. Sadly, the first boy was stillborn and the second twin was in a critical condition.

Due to the unexpected hospital admission the couple did not have any toiletries or spare clothing with them. Adam\*, Jennifer's husband, did not want to leave his wife to return home at this very difficult time. Tina has supported many emergency admissions and always has some essential items (Grab Bags provided by Troop Aid) and gave them to the couple when she arrived at the hospital. Due to Tina's cultural awareness and language skills she liaised with the nursing staff to ensure Adam would be allowed to stay at the hospital overnight to support his wife, which is not normal practice for hospitals in Cyprus.

Tina informed the couple of the kind of help DMWS can provide and that they could contact her at any time if they needed practical or emotional support and also bereavement support. She spent time comforting the couple and left at midnight to allow the family to get some much needed rest.

Tragically, their second son passed away a couple of days later and the couple asked Tina to support them through their traumatic time.

Tina's professional experience meant that she helped the grieving parents to capture invaluable memories of the twins. Together with the SSAFA Midwife they arranged for some precious pictures as well as hand and foot prints to be taken and for the family to have some quality time to say good-bye to the twins.

What followed was a lot of unwanted but necessary administrative work such as informing the military unit of the situation, providing required documentation for the funeral parlour and filling out paperwork for the repatriation back to the UK. Tina took as much work off the parent's hands as possible to relieve them of matters they needn't be worried with at the time.

When speaking to the couple about the arrangements for the funeral Jennifer entrusted her concerns that the boys didn't have any clothing to wear as she did not expect them to be born this early. Tina helped source clothes for the funeral and also selected suitable clothing for the twins to wear for their repatriation to the UK.

*"Your assistance in the hospital, understanding the culture, language and traditions was invaluable. The support you provided the family made this life-changing and very traumatic time that little bit easier."*

*Captain Hayhurst, Unit Welfare Officer*



*As Bobby's wife I am forever grateful to Andy for giving Bobby the time to share treasured memories, experience happy moments and fulfil his last wishes."*

*Anita, Bobby's wife*

# TIME

Veteran Bobby

Andy, DMWS Welfare Officer in Grampian, supported Bobby, a 65 year old veteran during his palliative care for cancer.

Although Bobby and his wife Anita were really happy with the clinical care received, they initially contacted DMWS to get some financial advice and support. Andy referred them to the Armed Services Advisory Project (ASAP) who managed to provide support with benefit applications and pension queries.

During this first visit Andy detected that Bobby felt quite lonely at the ward due to a lack of breadth in visitors. By visiting Bobby regularly, Andy managed to reduce the experienced social isolation and improved the patient's wellbeing. They soon built a good rapport, sharing stories of their time in the forces, the places served in and the roles fulfilled. Each visit provided Bobby an opportunity to forget his immediate worries regarding health and family support and hark back to happier times.

It became clear early on that Bobby loved sea fishing. Due to his long-term illness it had been years since he was last able to fish and he dreamed of going "One Last Time". So a plan was set; after a discussion with the local hospital staff a suitable location was chosen,

the weather was booked, the fishing kit dusted off, live bait sourced and they spent a few precious hours at a local North-East Harbour. Bobby was delighted to have been given the chance to "drop his hook in" again.

Whilst sitting on the harbour wall, Bobby mentioned again that he would like to spend some of his final days at home and not in hospital, where he'd been in for a very long time. In order to facilitate this DMWS Welfare Officer agreed with the medical staff that a hospital bed would be provided. Considering the financial hardship of the couple, Andy helped to source a single bed for Anita via the social work department and approached a local supermarket for a complete set of bedding. Bobby was able to get back to the comfort of his home, where he spent a number of days with his wife before he passed away.

The final actions taken on behalf of Bobby and his family was the application via the RAF Association for assistance with the funeral costs and the presentation of a series of framed photographs of the fishing trip for the wife to retain.

Although Bobby was very unwell DMWS managed to fulfil his final wishes prior to his passing. The Welfare Officer also managed to reduce the financial worries of the couple.



*NHS Grampian really appreciate the additional support that DMWS welfare officers can bring to our patients and families during more difficult times in their lives."*

*Liz Tait, Clinical Governance Lead NHS Grampian*





# ENCOURAGEMENT

Female soldier

“Marie has been great in her support to me when my wife was very ill. I am convinced that Marie’s positive encouragement has made a huge difference to the recovery of my wife.”

James, husband of female soldier

Helen\*, a serving member of the British Armed Forces stationed overseas, started to feel confused and unwell. Her husband James\*, who was working in the UK at the time, noticed the changes in his wife when he spoke to her on skype and urged her to seek medical advice. Unfortunately, she collapsed before she could speak to a doctor. She was initially treated at the local hospital before she was on an aeromedical evacuation flight to the Queen Elizabeth Hospital in Birmingham, where she was immediately admitted to intensive care unit (ICU).

DMWS Welfare Officer Marie was informed of the patient’s arrival and liaised with her unit and family. She met James when he arrived at the hospital and accompanied him to ICU, providing reassurance, encouragement and support at this very difficult time. Marie also organised for him to stay at Fisher House (purposely built accommodation for family members of injured or sick Service Personnel while they are in hospital) so he could be close to Helen.

Marie was in regular contact with the medical team and updated James with any news on Helen’s condition when he was unable to visit. After various scans and tests Helen was diagnosed with a very rare neurological condition, which can be life-threatening and most people never fully recover.

While Helen was unconscious Marie supported James, giving him the opportunity to talk about the situation and his feelings in confidence. She also provided him with practical support regarding insurance claims, house adaptations, hospital discharge policies and information on other support agencies. When James was concerned about the patient care for his wife, Marie acted as an advocate to reduce potential conflict.

After a month in ICU Helen was finally moved to the neurological ward where Marie visited her daily reassuring her on how well she is doing considering her diagnosis, encouraging her and explaining the treatment plan ahead.

Helen has a long road to recovery before she goes to a specialist rehabilitation centre. Marie will continue to reinforce and encourage Helen to stay positive whilst she slowly comes to terms with her life-changing condition and prepares for the future.

“It is important to also look after the wellbeing of the patient’s family, who may feel distressed. Fisher House DMWS play a key role in delivering this support.” Mike Hammond, CEO of QEHB Charity

\*Names changed to protect confidentiality

“

I felt safe when I spoke with Sara, even at my very lowest, when I didn’t want to be here. I knew I could fully trust her. She brought me through the dark times.”

PC Stuart Henderson, Hampshire Constabulary

# TRUST

Police Officer

Due to the similarities of medical welfare needs amongst frontline services, our Welfare Officers started to provide support to Hampshire Constabulary in 2016. Stuart was one of the first Officers to receive support through the Police Medical Welfare Service Project.

In 2013, Stuart’s colleague, who was also a close friend, died when his unmarked motorcycle was in a collision with a car during an undercover surveillance operation. Stuart witnessed the accident and was one of the first on the scene to give first aid. Unfortunately, the injuries were so severe, there was nothing Stuart could do.

Since working for the police Stuart had several other distressing incidents and the combination of events led to a diagnosis of PTSD.

The constabulary has a range of provisions in place to support staff wellbeing including occupational health services, support helplines and TRiM (Trauma Risk Management) counselling. At first Stuart was coping well but when events resurfaced last year he suffered from night terrors, anger issues, intrusive thoughts and depression, which led to him being off work for longer periods of time.

A Police Federation representative informed Stuart of the additional support he could receive from the Police Medical Welfare Service, which complements existing support but is independent from the Police.

In order to be able to provide the best possible to support it is fundamental that our service is completely confidential to build up a trusting relationship with beneficiaries.

DMWS Welfare Officers Viv and Sara provided telephone support whenever needed, visited him and accompanied him to appointments. Stuart said he greatly benefitted from being able to contact a Welfare Officer when needed and as often as needed. Their knowledge of his condition meant they were able to explain his diagnosis, symptoms and treatment options in a way that he understood and connected with, using less medical terms.

They gave professional advice on coping strategies for when he was anxious or angry, which helped him feel more in control again. Additional resource information and conversations also provided him with a better understanding and acceptance of his condition. Viv and Sara’s in-depth listening skills encouraged Stuart to unburden his tension and work through issues.

Knowing that they are independent from the Constabulary he knew that they had his best interests at heart and is thankful for their encouragement to continue with his therapy even when he felt like giving up. Their advocacy also helped him make more informed and important decisions on his future.

“

I’ve used DMWS twice now... Whatever work Sara has done has been amazing...she has genuinely made a world of difference to the officers’ lives.”

PC Sue Burns, Hampshire Police Federation Representative



# Police Medical Welfare Service

*I have been absolutely amazed with the face-to-face support provided by DMWS. It's making a big difference for those who need practical support. It's a Rolls Royce service, above and beyond what I expected."*

PC Adrian Starr  
Hampshire Police Federation Representative



DMWS works in partnership with the Constabulary and the Police Federation to extend the existing welfare support for Police Officers, staff and their family when they are injured or ill, with the aim to improve recovery time, wellbeing and resilience across the Police.

Our expertise and understanding of the challenges faced by those who provide 24/7 protection to the public, places us perfectly to extend our service to other frontline staff. In 2016, Hampshire was the first county to receive the additional support, working in partnership with existing police, welfare and charitable organisations and in early 2017 the project was rolled out in the Avon and Somerset area.



The 2017 Service Review has identified a number of benefits for individual police officers and their families at a time of need. Our Welfare Officers provide a confidential and impartial listening ear, practical assistance, home visits, liaising with the constabulary, and emotional support. DMWS works in partnership with existing police, welfare and charitable organisations with the aim of improving the experience for patients and their families at a time of need. From an organisational perspective; our service has improved the co-ordination and delivery of individual care, considerably enhanced the organisational duty of care obligations and notably contributed to a reduction in sickness absence, resulting in cost savings.

## Examples of Impact on Cost of Sickness Absence:

**Case 1:** Previous continual sickness absences. During PMWS intervention, no further sickness absence.  
Current total absence prevented of 78 days.

**Case 2:** Officer on sick with intention not to return until retirement, obstructive attitude to returning to work. PMWS intervention, now engaged with Occupational Health, and officer has returned to work for remaining working days before retirement. Prevented absence of 60 days.

**Case 3:** Long Term health condition, could have resulted in long term sickness absence. PMWS support enabled to remain in work, intervention point to date enabled work attendance of 80 days.

**For 3 cases: Total sickness absence prevented: 218 days, equating to savings of approximately: £43,600**



“

DMWS is the only service I trust to discuss my feelings with. It offers ongoing support when I needed, and continue to need, within a safe environment.”

“Without the support of the Hampshire Police Federation and DMWS I would not have come back to work as quickly as I did, the help they provided me was first class.”

“DMWS Welfare Officers visited me very early on in my recovery, and remained a constant source of support throughout. Their help in dealing with practical issues removed a huge burden from us. I’m grateful that their help was made available to me as a Police Officer, and I would commend the service to my colleagues.”

“I cannot recommend DMWS enough. I found their support invaluable and think their service is long overdue in a policing environment.”

“This is an invaluable service and has been a helpful coping mechanism I would recommend the use of the service for anyone undergoing any trauma or stress in their daily lives.”





## DMWS Training

DMWS has been delivering a professional welfare service to patients and their families during times of crisis for 75 years. We have taken our experience and knowledge and turned them into a comprehensive portfolio of wellbeing and welfare training courses.



What started as six courses in 2014

has grown to over 50 MHFA course deliveries a year. Organisations across the board are keen to change their culture around mental health - our clients are from a variety of sectors including corporate, local government, defence, education, emergency services, healthcare and other charities.

Our training leads to improved skills and confidence in supporting others when they face difficult situations. The courses are designed not just for people working in the welfare arena but anyone who wants to improve their knowledge and confidence in supporting others.

### Training Projects

Thanks to a grant from the Morrisons Foundation we were able to train over 150 people from voluntary groups including Scouts, police and firefighter cadet leaders on MHFA.

We also delivered over 20 Armed Forces MHFA training courses as part of an ongoing project led by Hampshire County Council, funded by the Covenant Fund due to the significant Armed Forces community in the area.

### Benefits and Outcomes

Our training courses provide both preventative and interventional strategies around mental health.

### Training Portfolio

- Diploma in Welfare Studies
- Mental Health First Aid (MHFA) for Adult, Youth and Armed Forces
- Armed Forces Community Awareness Training
- Applied Suicide Intervention Skills Training (ASIST)
- Bespoke Training and Consultancy

#### Benefits for employers and organisations:

- Reduced sickness absence
- Strengthened organisational resilience
- Improved staff morale
- Optimised employee engagement
- Healthier workplace

#### Benefits for individuals:

- Widened knowledge and skillset
- Increased confidence in supporting others
- Ability to identify issues early
- Better understanding of how to help and signpost
- Improved personal resilience



Huge progress has been made around normalising mental health - support is out there nowadays. Our training encourages people to access these specialised sources of support early, empowering faster recoveries."

Mark Perryman, Training Manager, DMWS



Working with:



Dear Mark,

I wanted to pass on my thanks for the training you delivered to me 2 years ago. The reason I write so long after the training is due to the following:

Last week I was out walking with a friend and noticed a rather large Police presence around the nature reserve. We carried on walking regardless and a few minutes later I saw a gentleman, with a rope around his neck attached to a tree. The man was obviously distressed. I completed a very brief risk assessment in my head for my safety and approached the man.

Having not had chance to revisit my learning since completing my MHFA training I had no idea how I was going to tackle this situation. However, as soon as I began to talk, it was as if I had completed the training yesterday! I somehow knew exactly what to do and say. I spent time talking him down from the tree, letting him know that I was not going to allow him to take his life with me present.

I eventually got him to remove the rope from his neck and he agreed to come for a walk with me so I could get him to safety. 45 minutes later, and with a lot of encouragement I was able to hand him over to the Emergency Services.

I honestly would not have been able to do this without your training, you have left a lasting legacy with me. Thank you!



## Donate

# KEEP OUR VALUES ALIVE

*Help us raise money to support those who serve, have served and their families!*



75 years ago our charity was set up to by the Joint Committee of the Order of St John of Jerusalem and the British Red Cross Society in order to 'provide a service aiding the sick and wounded at home and in the field'. Thanks to the generous supporters, we have been able to continue our mission to help people during their most critical time of need, over all these years. What is more, we have been able to adopt our service to meet the ever-changing needs of our beneficiaries and extended our support to a wider group of people.

We believe that the need for our service is as great today as it was 75 years ago. By fundraising or making a donation you are making a huge difference to those who serve, have served and their families when they face illness.



*Support us...  
visit [DMWS.org.uk](http://DMWS.org.uk)  
TODAY!*



## Fundraise and Support



**Keeping DMWS strong** – Our fundraisers have helped to ensure that we are up to the challenge by raising money and assisting us to promote our charitable cause for which we cannot thank them enough!

Pirate-Pantomonium hit SHAPE Theatre (Supreme Headquarters Allied Powers Europe, Belgium) all in the name of charity! Our thanks go to the cast who worked extremely hard to bring some excellent entertainment and raise valuable funds for those in need.



Continuing with the theme, the Farnham Festival performed "Pirates from Scratch", a performance of The Pirates of Penzance, where the company of singers met, rehearsed, and staged the Gilbert & Sullivan comic opera all within a single day.



**Family values** – When a family member has been supported by our work, they often want to give something back.

One of our beneficiaries served with The Royal Corps of Signals for 27 years. Only a few years after he left the Army he found himself in hospital, in need of a liver transplant. DMWS supported the family through this difficult time. In return his brother Stuart trained tirelessly to run the Virgin London Marathon and raise money for DMWS.

**Big band charity concerts** – This year we had the support of two amazing military big bands, which held charity concerts in aid of our valuable work.

**Giving back to the community** – The Morrisons Foundation awarded us a grant which has enabled us the delivery Mental Health First Aid (MHFA) to hundreds of charity representatives around the country. I'm a Mental health Friend' is an initiative that will have a lasting impact on the community: 'mental health is as important as physical health'.



**Our corporate partners and donors** – We work with so many different organisations and we couldn't deliver our wide range of services without the invaluable support of the benevolent funds, trusts and collaborating organisations that we partner with. Without all your generosity, drive and commitment, we would be unable to continue to provide vital support to the whole of our Armed Forces community.



**CCLA**



# Our Staff



“My welfare officer was incredibly kind, supportive, understanding, approachable and helpful. My attitude, mood and perspective on life has improved as a result of the support.”

“She never failed to drop me home feeling more positive, valued and optimistic about the future. Having an impartial, non-judgemental, genuine person to talk to was an amazing help and support through an extremely difficult time of my life.”

“The support I received was second to none. I felt like I had a true friend while in the hospital. Their emotional support helped me through some very dark times.”

## Testimonials from our beneficiaries:

Every single person at DMWS is passionately committed to the people we support. Our Welfare Officers are at the heart of our work supporting those who put their life at risk to protect others. They are compassionate and extremely dedicated to providing the best possible service when it is most needed by patients and their families. We couldn't do our vital work without them.

We believe that employing full-time professional welfare officers who are all trained in Mental Health First Aid and hold the Level 3 Diploma in Welfare Studies is key in the delivery of our unique and high-quality medical welfare service. We employ from a variety of backgrounds including healthcare, military, police, dependants, social work and counselling. They use their knowledge and skills to navigate patients through their care pathway and 'speak the language' of the frontline organisations as well as the NHS.

## DMWS is proud to be part of the Armed Forces Covenant

Our support to the British Armed Forces goes beyond caring for the wounded, injured and sick. In 2014 we signed up to the Armed Forces Corporate Covenant to formally pledge our support to those who serve. We work in partnership with other military organisations and support Defence events. More importantly, we recognise the significant contribution the Military community can bring to DMWS. Currently 59% of our workforce is from the Armed Forces family.

Our role in helping ex-Forces transition from military to civilian life whilst also supporting the wider Armed Forces Family has been recognised by the MoD. We are very proud to be awarded the Ministry of Defence Employer Recognition Scheme Silver for outstanding support to armed forces personnel, veterans and reservists.



# Our Awards



## The High Sheriff of Hampshire Award 2018

The High Sheriff of Hampshire, Mary Montagu-Scott, has honoured the members of the Police Medical Welfare Service with a High Sheriff Award in recognition of providing a unique welfare service to Hampshire Constabulary. Since June 2016, DMWS has been providing additional welfare support to members of Hampshire Police and their families when they suffer from ill health with the aim to improve recovery time, wellbeing and resilience across the Force.



## Certificate of Excellence 2018

In Scotland, we offer our unique medical welfare service to veterans aged 65 and over, their family and carers, as part of the Unforgotten Forces Project. In February 2018 Age Scotland awarded DMWS a Certificate of Excellence in recognition of our work to ensure older veterans across Scotland have access to the very best of welfare support, should they be faced with hospitalisation or medical treatment.



## DMWS Training wins MHFA Award 2017

In November 2017 DMWS Training Manager, Mark Perryman, received the Mental Health First Aid (MHFA) Award as 'Most Supportive MHFA Friend' (collected by his colleague Danielle Cowap). His nomination acknowledges his work with teachers, nurses, youth workers, jockeys, LGBT leaders and the emergency services. He has expanded the DMWS training team in his efforts to make DMWS the most prolific independent deliverer of MHFA in England.



## Employer Recognition Silver Award 2017



In September 2017 DMWS was presented with the MoD Employer Recognition Scheme Silver Award at the Ceremony on board HMS Victory in Portsmouth. The Award represents a revalidation of our original Award received in 2014, when the Scheme was launched. The award acknowledges employers who have provided exceptional support to the Armed Forces community and defence by going above and beyond their covenant pledges.



## Our Partners



Patients and their families sometimes need extra support during times of either injury, elective surgery, or illness. Your daily visits are highly appreciated as this helps our hospital staff understand any special needs the patients might have and leads to patient centred quality care."

Administration & Financial Governance Manager, Ygia Polyclinic in Cyprus



**ABF The Soldiers' Charity** works in partnership with DMWS to deliver a bespoke medical welfare service for the Armed Forces community across South England. Funded by the Chancellor of the Exchequer using LIBOR funds.



**Cobseo** We are proud to be members of COBSEO (The Confederation of Service Charities as an Associate). The organisation represents, promotes and furthers the interests of members of the Armed Forces community. In 2017 we have been elected to the Cobseo Executive Council.



**FiMT** In 2017 we received funding from FiMT (Forces in Mind Trust) Healthcare Navigator in Birmingham aims to identify gaps of required medical services for the local Armed Forces community and to better understand and support their health and social care needs.



**Help for Heroes** Thanks to funding received by Help for Heroes, DMWS support is available to wounded, injured and sick members of the Armed Forces community throughout the UK.



**Herefordshire Council** Together with the Council we deliver our Aged Veterans Health and Wellbeing project offering support to veterans aged 65+, their families and carers in the area. Working alongside The Cart Shed & Hereford Veterans Support Group and Alzheimer's Society.



**Nottinghamshire County Council** We work in partnership with the County Council and Alzheimer's Society to support Aged Veterans, their family members and carers in the area to improve health and wellbeing.



**Poppyscotland** We are delighted to be part of Unforgotten Forces Project, a collaboration of 15 key organisations, led by Poppyscotland, who has been awarded £4 million from the Aged Veterans Fund to undertake a three-year programme of support for older veterans and their families in Scotland.



**The Covenant Fund** As in previous years, the MoD Covenant Fund has enabled us to provide important welfare services in several projects including our Aged Veteran support in Greater Manchester, Bristol & Somerset and support to the Armed Forces community in hospital across the Wigan area.



**The MOD** We are proud to be the MoD's medical welfare provider of choice, underpinning our long standing relationship with the Military. In the UK, Cyprus and Northern Ireland we support serving personnel and their families when they are faced with physical or mental ill health.



**The NHS** We work alongside NHS England, NHS Scotland and NHS Northern Ireland, supporting ill and injured members of the Armed Forces. Our close relationship with NHS staff ensures patients and their families have access to the very best of welfare support.



**The Royal British Legion** Thanks to our partnership we have been able to provide practical and emotional support to residents and their families in RBL's Recovery Centres in the UK and Germany for many years, enabling them to adjust to life changing events.



**Troop Aid** Since 2006 Troop Aid has supplied DMWS Welfare Officers with emergency Grab Bags with essential toiletries and clothing to hand out to wounded service personnel at a time of personal crisis.

## THE STORY OF A WOUNDED MAN

Men are sometimes rushed to base hospitals by air for major operations or sometimes the operation is "brought to the man," as in the story below, which is based on the actual experience of a private in the Tunis campaign.



Image provided by British Red Cross Museum & Archives. The red cross emblem is an internationally recognised symbol of neutrality and protection, used during armed conflicts, and its use is restricted by law.





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 Defence Medical Welfare Service-DMWS

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