



DMWS Welfare Officers are present in hospitals and other clinical settings across the UK and Cyprus, supporting the Armed Forces Community when they are receiving medical treatment. Our support is both practical and emotional, is based on individual needs and is available 24/7. Our teams ensure that our service families are provided with everything they need to help them cope and recover quickly and without worry.



1. Kate, the wife of a serving member of the RAF, and her one year old son were stationed in Cyprus when she found out that she was pregnant with twins.



2. Kate felt both excited and anxious about having the babies. For a long time she has suffered from severe kidney problems and the condition meant that her pregnancy was extremely high risk.



3. The local hospital could not provide the specialist care Kate needed, so she had to travel to a specialist clinic more than one hour away from home for weekly check ups, and for the birth.



4. As her pregnancy progressed, her anxiety heightened. To ensure the best birth care the decision was made to deliver the twins by C-Section. The babies were premature and one was admitted to ITU.



5. Knowing the local language and culture, DMWS liaised between hospital staff and patient to alleviate language barriers and managing expectations. This reassured Kate and reduced misunderstanding and potential conflict.



6. To ensure Kate had the support from her family during this difficult time, DMWS organised a flat close to the hospital for her husband and young son to stay in until Kate and the twins were fit enough to return home.



7. Being based overseas, Kate had no family near by to help her with the care of her children when she was still weak. DMWS used their charitable connections to ensure Kate got the support she needed.



8. By providing emotional support and practical help DMWS managed to reduce the stress and anxiety of Kate and her husband. Kate has returned home with healthy twins.

"DMWS was an essential link between myself as a patient and those requiring information.

They have helped to take away a huge stress."

Kate