



Defence Medical Welfare Service
Impact Report

2020

Welcome

Royal Patron

Her Royal Highness
The Countess of Wessex GCVO

Chair

Maryanne Burton

Trustees

David Keenan OBE
Andrew Buckham
Barbara Cooper CBE
Glynn Evans
Mike Griffiths CBE
James Macnamara
Paul Taylor
Jocelyn Lynch

Chief Executive

Paul Gaffney

Our Champions

Baroness Audrey Emerton DBE DL
The Lord Smith of Kelvin KT CH
General (Retd) Sir Gordon Messenger KCB DSO OBE ADC
Lieutenant General (Retd) Sir Alistair Irwin KCB CBE
Lieutenant General (Retd) Sir Mark Mans KCB CBE DL
Air Vice-Marshal Ranald Munro CBE TD VR
Major General (Retd) John Stokoe CB CBE
Professor Rosemary Kennedy CBE OstJ TD
Dr Gordon Paterson OBE
Christine Atkinson OSTJ
Kevin Mackie
Sally Scott

Our Purpose

To help people during their most critical time of need.

Our Vision

To be the most respected provider of welfare support for those in front line services.

Our Mission

To provide a high-quality medical welfare service to those who serve the nation and the community when they are in the patient care pathway, in order to deliver capability and productivity.

Our Values

We take our commitment to service users, and our staff extremely seriously. The values that we work to, ensure that we deliver our service to the highest possible standard.

Commitment

We are passionately committed in heart and mind to the people we support, delivering our service whenever and wherever they happen to be.

Integrity

We act with integrity, consistency, and honesty in all that we do.

People

We support each other. We trust, encourage and develop our staff, because we know that it's our people who make us what we are.

Working Together

We work collaboratively together and with others to provide the best possible service to the people we support.

We work in line with the Quality Management System and its processes in accordance with the requirements of the ISO 9001 Standard.



Her Royal Highness The Countess of Wessex GCVO

Organisations such as DMWS come to the fore in challenging times. It is fantastic to see that the professional wellbeing support they provide to the armed forces and their families has been extended to the NHS and care home staff.



Foreword from our Chair Maryanne Burton

Since the last impact report the organisation has gone from strength to strength. As well as our continued work within the MoD contract, we have gained numerous other contracts, enabling the organisation to expand its reach with other parts of uniformed organisations including support to the blue light services. As well as contracts DMWS has now expanded into raising monies from trusts to support our work and we look to further expand into more general fundraising. During the period of Covid-19, with the exception of Battleback Centre, our staff have remained operational. They have been a great credit to the organisation in supporting as many people as possible. DMWS has a strong board of trustees who are developing strategies to take us into the future. I wish to pay particular thanks to Steve Cowden, deputy chair, who has recently retired from the board for his wisdom and excellent leadership over these past years.



Foreword from our Chief Executive Officer Paul Gaffney

I am regularly inspired by the remarkable actions taken by our wonderful team to improve the lives of those we are here to support. The advent of the Covid-19 pandemic has changed our patterns of living. DMWS bridges the medical environment and those facing the toughest tests meaning we have been able to respond quickly and operate effectively in a set of difficult circumstances. Our staff have continued to help The armed forces (serving and veterans), blue light service personnel and their families in hospitals, care homes and within the community. Additionally, we have deployed to directly support NHS staff in hubs set up for those coming off duty after facing tough and for many, unaccustomed demands on their skills and emotions. Looking forward, the demands on our staff will redouble as the impact of the pandemic becomes understood. This will come at a time when funding will be scarcer and the focus on efficient, professional and targeted support will be paramount to success. I know that with the inspirational team that is DMWS we are well placed to meet this challenge.

Our Financial Year 2019/2020

The income of our charity is made up of a mixture of; contracts to supply welfare and grants, which enables our service across multiple locations, along with voluntary donations.

As we continue to grow, the increase in the number of revenues ensures the long-term sustainability of the organisation. Our expenditure this year was higher than our income. This is for two reasons: i) an increase in demand on the ground, meaning we

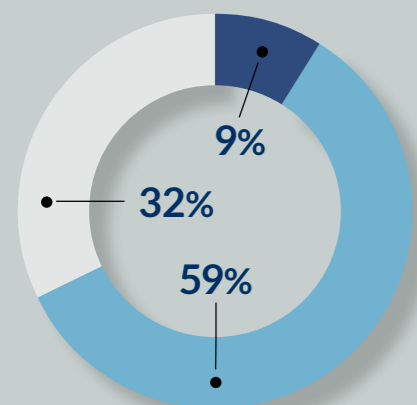
needed to increase charitable support and ii) a change in our accounting practices allowing us to align income received directly to expenditure for delivery; hence some revenues were deferred into the next financial year.

“

I would like to thank the organisations that have funded our work, the financing they have provided has directly supported people at their time of greatest need.

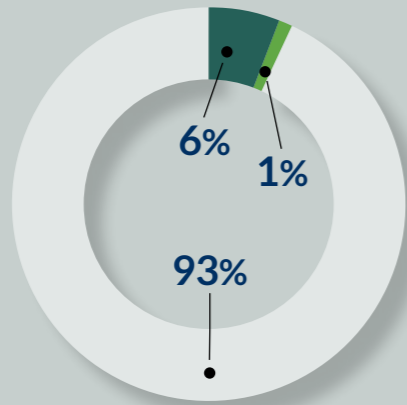
PAUL GAFFNEY, CEO, DEFENCE MEDICAL WELFARE SERVICE

Income
£1,558,589



- Welfare funding from donations, grants and legacies
- Contracted welfare services
- Education and training

Expenditure
£1,827,488

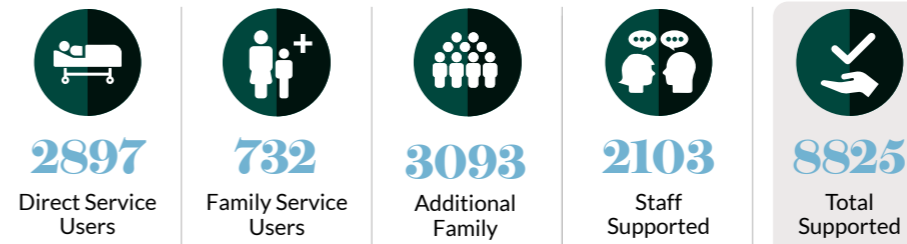


- Governance
- Education and Training
- Welfare services



For every £1 spent we allocate 87p on charitable activities and 13p on funds used to run the charity enabling us to raise more funds.

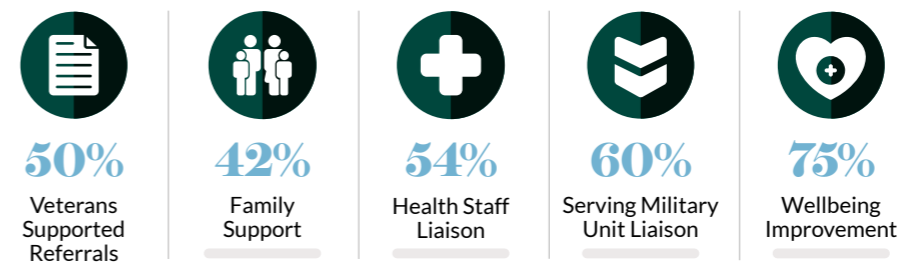
Our Achievements



Support Demographic



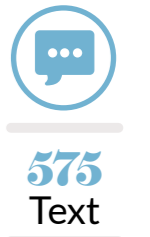
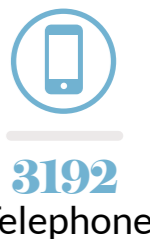
Core Services Provided



Key Issues Identified & Supported



Supportive Contacts



Data from 1st April 2019 - 31st March 2020



Contact Visits

56%
 Face to Face

What we do

We are an independent charity providing medical welfare to **The Armed Forces, Veterans, NHS staff, Blue Light Services, The Merchant Navy and their immediate family** when they are receiving treatment in hospital. Our practical and emotional support ensures that no one goes through the worry of illness or injury alone.

What is medical welfare?

We 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 support is person centred and tailored to the individual.

Whether it be a life-threatening injury sustained by a soldier, or a housing crisis for a military veteran, PTSD diagnosis for an NHS hospital worker, a police officer returning to work after a traumatic incident; we help navigate the healthcare pathway, unlocking the solutions to improve wellbeing and support recovery.

Our comprehensive and confidential medical welfare service supports patients, their immediate family as well as to their primary care givers and healthcare professionals. We operate in hospitals and recovery centres across the UK and Cyprus.

Why is there a need for the DMWS?

We believe that it is only right to provide a high-quality medical welfare service to those who serve and have served the nation and the community during their most critical time of need. DMWS brings the Covenant between the armed forces and the nation to life through its support of the wounded, injured and sick whilst under hospital care.

We help the employers of the armed forces, blue light services and healthcare workers to demonstrate that they take their duty of care obligations seriously and contribute to a swifter discharge from hospital, a quicker recovery for the patient and an earlier return to work.

Professional Training Services

DMWS is also an external provider of expert Welfare, Resilience and Mental Health First Aid Training for preventative and interventional strategies for people working in the welfare arena and those wanting to improve their knowledge and confidence in supporting others.



“

Since 1943 DMWS has deployed to areas of conflict with the armed forces working alongside medical staff in the field hospitals.



75%
Wellbeing
Improvement

Our Benefits



Benefits to the Patient

- Bedside visits and telephone support
- A confidential and impartial *listening ear service*
- Help with resolving any medical care issues and to understand your treatment
- Practical help such as providing toiletries and clothing
- Providing your family with emotional and practical support when they visit you, and at home
- Supporting you and your family when talking with your medical team
- Help to make sure you have support and services in place when you leave hospital – we help to find solutions and provide onward supported referrals
- Accompanying and supporting you at outpatient appointments and in the community or for home based treatment
- Supporting you and your family to access services that can help you at home



Benefits to Healthcare Organisations

- Reduces the likelihood of issues escalating into a crisis
- Enables *independent living* & reduces *social isolation* by making supported connections local to the patient
- Addresses *Delayed Transfer of Care*, *delayed discharge*, and improves bed flow
- Capacity generator – releasing clinicians to do clinical work
- Improves patient experience
- Identifies support when the patient is at home to prevent unnecessary re-admissions/admission avoidance
- Provides a single point of contact with an understanding of NHS, statutory, third sector health & social care, care navigation & social prescribing
- Provides expertise in specialist military organisations and the services that are available to a veteran
- DMWS delivers the government pledged Armed Forces Covenant



Benefits to Employers

- Reduced cost of sickness absence
- Increase productivity
- Demonstrate employers duty of care
- Enhanced organisational feedback
- Training opportunities
- Satisfy commitment to the Armed Forces Covenant
- Reduce the risk of complaint or litigation

“

The service provided to my wife and myself by DMWS was superb. In my 30-year career, I have never experienced such top quality welfare support.

BRIGADIER G DEAKIN OBE

Our Service by Nation & Region



1 • The Midlands and The North

Service Title: Medical Welfare Voluntary Sector Coordinator
Grant donator: – Evelyn Trust
Location: Cambridge University Hospital NHS Trust

DMWS provides optimal solutions for patients who are 75 years and over addressing barriers to recovery and positively impact their ability to live independently. This is achieved by improving their wellbeing, working collaborative with both voluntary and statutory sector organisations. DMWS interventions assists the NHS Trust with improving bed flow, reducing hospital re-admissions and unnecessary admissions.

Service Title: Herefordshire Medical Welfare Service
Grant donator: The Masonic Foundation
Location: Wye Valley NHS Trust and Herefordshire Council

Working within the Wye Valley NHS Trust complex discharge team DMWS supports patients 65 years and over who are frail or who have an armed forces connection. Our project reduces stress and anxiety, improves the patient discharge pathway from

hospital and an individual's ability to live independently by optimising person-centred solutions locally. This increases an individual's resilience and self-management.

Service Title: Families and Carers Wellbeing Support

Grant donator: The Armed Forces Covenant Fund Trust – RBTF

Funded Partners: The Cart Shed
Non Funded Partners: Herefordshire Council, RBL & SSAFA – Herefordshire Branch

Location: Wye Valley NHS Trust, Herefordshire Council, Herefordshire Mental Health and Learning Disability Service

This service supports carers and families of veterans. DMWS provides coordinated support tailored to an individual's needs helping them engage in person centred, agreed, positive solutions. We provide support addressing psychosocial barriers to recovery, good health and wellbeing; improving family life, building resilience, reducing isolation.

Service Title: Armed Forces Medical Welfare Emergency Response Service

Grant donator: The Armed Forces Covenant Fund Trust

Location: University Hospital Birmingham NHS Trust, Birmingham City Council, RBL – West Midlands Branch

We provide an emergency response medical welfare service to the armed forces community in Birmingham when they are admitted to hospital or in a healthcare pathway. We provide urgent emotional and practical support to those in need addressing psychosocial barriers to recovery, discharge and future good health and wellbeing.



Adam, Veteran & DMWS Welfare Officer Ashley Winter

Adam's Story

Former Royal Marine Adam sustained life changing injuries whilst in service resulting in the loss of his leg. Struggling to navigate his complex medical pathway ahead, Adam was referred to DMWS. Due to the severity of Adam's injuries and complex nature of the amputation Adam under went multiple surgeries. Not only did this put emotional and physical strain on Adam, it also had a huge impact on his partner and family. DMWS, expert and experienced in medical welfare, meant that Adam and his family were supported throughout their critical time of need. Adam continues to go from strength to strength and he and his partner are looking forward to the future.

“DMWS are experts in healthcare navigation from hospital to home acting as care navigators and also provide advocacy and liaison with local organisations.”

NOTTINGHAM UNIVERSITY HOSPITALS NHS TRUST

“Ashley from DMWS has been a lifesaver.”

ADAM'S PARTNER

2 • The South of England

Service Title: Medical Welfare Service for The Armed Forces Community in the South of England

Partners and Funders: The project is delivered in partnership with the ABF, The Soldiers' Charity and funded by Libor funds

Location: NHS trusts throughout the south of England

The funding enables DMWS welfare staff to deliver medical welfare to the armed forces community in the south of England including serving personnel, veterans and family members. Welfare staff are embedded into NHS trusts throughout the south of England, they address any medical needs alongside the clinical treatment received. All welfare staff have excellent local knowledge and build strong networks locally to ensure collaborative working can be achieved.

Service Title: Removing Barriers to Family Life

Funder: The Armed Forces Covenant Fund Trust.

Location: Somerset

Delivering medical welfare to the armed forces community in Somerset, the service is designed to identify and support complex cases and offer support to the whole family. The welfare officer is embedded into the NHS trust and also works closely with the mental health unit.

“

I can't express enough how wonderful it was to have a friendly face come and visit me whilst I was laid up in the hospital bed. They gave me confidence that should I be required to have an extended stay in hospital that my family could be supported and cared for.

DMWS SERVICE USER

“

Thank you, I think you've just saved my life

VETERAN, ROYAL MARINES.

“

The Trust has welcomed having someone from DMWS. It helps maintain the important link between service in the armed forces and the health of our local population.

DAVE THOMAS- INTERIM CHIEF NURSE, ROYAL DEVON AND EXETER NHS TRUST



Making a critical difference to the Johnson family

A serving soldier was admitted to intensive care at Southampton General Hospital following a serious car crash. She found the support from the DMWS welfare officer during the initial acute phase invaluable and reassurance that her interests and wellbeing were being supported in the best possible way.

“My family has been overwhelmed by the strength of support and as a result I feel proud that I work for an organisation that benefits from the support of organisations such as DMWS.

The DMWS welfare officer provided a key liaison role between my husband, on my behalf, and my unit ensuring he had one less thing to have to deal with.

In my opinion a DMWS welfare officer in major trauma hospitals is a force multiplier and makes a critical difference between service personnel feeling valued and supported and the potential to become quickly isolated and forgotten. This investment into the interests of each individual makes a significant difference and in my case has prevented me from sinking into a dark hole.”

3 • Scotland

Service Title: Unforgotten Forces

Location: Fife and Lanarkshire

Partners and Funders

- The Armed Forces Covenant Fund Trust
- The Scottish Government
- Unforgotten Forces Consortium led by Age Scotland
- Veterans Should Not Be Forgotten (Covid-19 focussed funds)
- NHS Fife HSCP
- NHS Lanarkshire - South Lanarkshire HSCP

Since June 2019, the Fife HSCP and South Lanarkshire HSCP have funded DMWS to provide a medical welfare service to veterans on a medical pathway within their hospitals and community medical facilities. Our activity improves health and wellbeing of veterans and reduces waiting times for discharge from hospital when a patient is medically fit to return home but their living arrangements are not suitable for current health situation.

“

The services provided by DMWS enabled early intervention with timely and supported access to services and support in the community on discharge from hospital and addressing issues impacting on good health and wellbeing. DMWS are a capacity generator - releasing clinicians to do clinical work that improves patient experience. DMWS delivers the Armed Forces Covenant.

MARK SLORANCE, HOSPITAL DISCHARGE SUPPORT, UNIVERSITY HOSPITAL MONKLANDS

Service Title: Unforgotten Forces

Service Location: NHS Borders based in the Borders General Hospital, Melrose.

Partners and Funders:

- The Armed Forces Covenant Fund Trust
- The Scottish Government
- Unforgotten Forces Consortium led by Age Scotland
- Veterans Should Not Be Forgotten
- Veterans' Foundation
- NHS Borders IJB & Scottish Borders HSCP

A local veteran, Michael Lowrey, was recruited by DMWS and service delivery began in August. Our ethos is to work collaboratively and we are delivering our service with the Scottish Borders Council and NHS Borders through their Armed Forces Champions and the established local veteran's agencies: V1P, SWB, Borders Carers and the FirstLight Trust to help establish our services within the Borders area.

Service Title: Unforgotten Forces

Location: The Vale of Leven Hospital, Alexandria

Partners and Funders:

- The Armed Forces Covenant Fund Trust
- The Scottish Government
- Unforgotten Forces Consortium led by Age Scotland
- The Robertson Trust
- Veterans Scotland
- Veterans Should Not Be Forgotten
- NHS Greater Glasgow & Clyde - Inverclyde HSCP

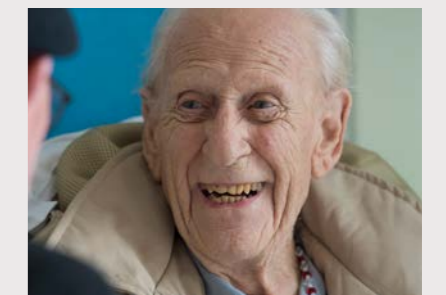
We have set up a new post in The Vale of Leven Hospital. Elaine McArdle, a reservist in 205 (Scottish) Field Hospital RAMC, has been recruited and is delivering our services and building the collaborative network of partners. This project will focus on the entire military community both veteran and serving with plans to build a close relationship with the nearby Her Majesty's Naval Base, Clyde, primarily sited at Faslane on the Gare Loch.

Covid-19 Response, Scotland

Support to veterans in the medical pathway has continued during Covid-19 helping patients and their families who have had no contact due to restrictions. We delivered PPE face shields to the acute and community

hospitals and conducted home visits, within Covid-19 safe guidelines, to support shielded veterans delivering much needed essentials. We continued regular telephone support and collecting medication.

Support to frontline NHS staff: Working in the University Hospital Wishaw our welfare officers were re-tasked as part of the hospital's Covid-19 response. DMWS provided Tier 1 & Tier 2 level intervention support to NHS employees; including mental health support and general information about self-care, and signposting. Recreation, sleeping and quiet areas were set up in the hospital and a large number of NHS staff, many of whom are veterans or serving reservists, used these facilities and were grateful of the support offered during this difficult time.



Walter's Story

A Scottish Infantry veteran was referred to DMWS by Scottish War Blinded to assist with access to GP and hospital appointments.

He previously had several strokes which had resulted in poor health, mobility and eyesight and he could not longer drive.

The combination of issues had restricted his activity and ability visit friends and family leading to social isolation. The DMWS welfare officer visited the veteran to discuss our services and how we could help him. Liaising with Legion Scotland the welfare officer helped arrange assistance for a move into a new ground floor flat with an outdoor area. The veteran's wish to maintain his independence for as long as possible was granted due to support from DMWS. The veteran's mental wellbeing, confidence and issues with loneliness were vastly improved and he is looking forward to the future.

4 • MoD and International

DMWS has been contracted to provide a medical welfare service to the MoD community for many years. Currently, we have welfare officers embedded with 38 (Irish) Brigade in Northern Ireland, the Royal Centre for Defence Medicine in the Queen Elizabeth Hospital in Birmingham and with Medical Branch in British Forces Cyprus.



From the outset I cannot articulate accurately enough or appreciate fully how this team has supported our soldiers and their families during what has been a fully committed unit conducting 3 years of operations within Cyprus.

The DMWS personal service provided has facilitated a high level of assurance for my team when providing intimate welfare support. They have provided frequent language liaison between medical staff, assurance to soldiers and families on arrival or on transition through the Polyclinic, as well as providing the basics for emergencies whilst throughout maintaining a robust and reliable communications to me and my staff”.

CAPTAIN P WITKOWSKI, UNIT WELFARE OFFICER,
SECOND BATTALION THE PRINCESS OF WALES' ROYAL REGIMENT



Vital help for Kane after knife attack

Kane, a single soldier serving in Cyprus, was attacked whilst off duty resulting in a knife wound to the abdomen and head injuries.

Admitted to a state hospital in the Republic of Cyprus in a critical condition Kane underwent emergency surgery to save his life. Continuing his medical treatment in the state hospital, he was alone and isolated, with his family in the UK and visiting restricted due to Covid-19.

Our welfare officer provided support 24/7 with visits, telephone, practical and emotional support and providing translation between medical staff and Kane as well as being the link to his military unit resolving issues and answering queries whilst in hospital. By having an intricate understanding of the culture differences and language we prevented miscommunication between the

patient and the clinical team. We reduced the patient's stress, anxiety and loneliness and we were also able to provide support when Kane was interviewed by the police.

The DMWS welfare officer liaised with the hospital's Finance Department regarding the billing process and facilitated access to the soldier's EHIC and arranged for the clinical summary and discharge letter to be written in English. We arranged transport with the military unit for Kane when he was discharged from the hospital.

After 5 days Kane was admitted to the Ygia Polyclinic, the designated hospital, with severe abdominal pain. Once again, our welfare officer was able to provide practical and emotional support during this time. After additional treatment he is getting better. Recovery will be a slow process but Kane is back at work and doing well.

5 • Positive Pathways

Launched by the Armed Forces Covenant Fund Trust as part of the Veterans' Mental Health and Wellbeing Fund, the Positive Pathways programme funds projects that develop and run activities supporting the mental health and wellbeing of ex-Forces.

Defence Medical Welfare Service are proud to support this programme of funding through our role of strategic partner; enabling, assisting and supporting organisations in both England and Scotland with their applications and project delivery support if successful.

DMWS support a range of organisations who deliver a variety of veteran focused projects to a wide and diverse group of beneficiaries of differing life and service experiences with the aim of not only improving mental health and wellbeing, but to provide veterans access to a nationwide network of activities focusing on sports; the arts; culture and heritage – this support is enhanced by the close working partnership we have with the Armed Forces Covenant Fund Trust and the wider strategic partner network which includes Cobseo; Walking With the Wounded; Invictus Foundation; Hafal and Combat Stress.

6 • Emergency Response Service (ERS)

ERS provides a national rapid response phone based welfare service to people receiving treatment in an NHS Trust where there are no DMWS welfare staff in residence

DMWS welfare officers identify and resolve welfare, wellbeing and social care needs via the telephone. The professional and medical welfare telephone service provides support to service personnel, veterans, blue light services, NHS Staff, The Merchant Navy and their immediate family.



My needs were met. DMWS welfare officers supported me, doing all of what was needed behind the scenes, especially where the language barrier was a major issue. If it wasn't for DMWS I would have been in a worse place mentally.

KANE, SERVING SOLDIER

Armed Forces Week 2020 ©UK MOD Crown

DMWS Professional Training Services

DMWS Training delivers training around mental health, welfare, and resilience, using the knowledge and experience gained through the provision of welfare support that DMWS is known for.

Mental Health First Aid is a core product accounting for 70% of course delivery, and we've continued to deliver courses to the Royal Navy at various locations, and other military units. We've also worked with charities and emergency services in the Channel Islands; trained Peer Support Champions for an NHS ambulance service, and delivered courses for corporate clients. We also regularly run open access courses at DMWS Headquarters.

The Level 3 Diploma in Human Welfare and Management is the latest version of our Diploma course. Accredited by the Institute of Welfare, this course is designed for anyone working in the field of welfare. An intensive 5-day course with additional pre-learning, this course gives delegates skills and knowledge that enable them to be professional practitioners. Our regular clients for this course include charities and government departments as well as those working in industrial and commercial sectors.

We ran two successful seminars on Post-Traumatic Stress Disorder – one for an audience of clinicians and legal specialists working with complex trauma and brain injury cases, and one that was open access. The seminars included guest speakers talking about their lived experience. More seminars are planned for the future.

We've offered Armed Forces Awareness training since 2014, and it continues to be a successful product. This training, which aims to provide local government and NHS staff with knowledge that will help them to better help veterans and other members of the community, is regularly updated.

Bespoke training is a new venture, and the DMWS Training Team was commissioned to design and develop courses that meet the needs of clients. Examples include an online learning package for Forces Connect South East, aimed at managers mentoring Service Leavers in civilian workplaces, and face-to-face training on mental health emergency interventions for an Army unit.

“

“A very informative and enjoyable course that I have benefited from and will certainly recommend

L3 DIPLOMA

“

“This is a fantastic course and one of the best courses that I have attended”

MENTAL HEALTH FIRST AID



For further information on our training services and a full list of courses on offer please visit: dmws.org.uk/training



Student Course Feedback

100%

Very Good

Support Us

In 2019 & 2020 members of the team and the general public went above and beyond to raise money for DMWS. Our efforts to support the armed forces, veterans, NHS staff, blue light services, The Merchant Navy and their families would not be possible without the fundraising efforts of our supporters.



Great Wall of China

In April 2019 our Chair of the Board of Trustee's Maryanne Burton took on the Great Wall of China.

Walking the length of this 13,171 mile wall isn't for the faint hearted, even covering a small section is a test of endurance with multiple stairs and inclines along the way. Support for Maryanne poured in from all over with friends, family and the general public getting behind her.

Over the course of the fundraiser Maryanne raised a staggering £5,005.00. Maryanne's amazing work lead her to be named the DMWS fundraiser of the year at the 2019 staff awards.



Virgin London Marathon

When Nicola McNally took on the Virgin London Marathon in April 2019 we were ecstatic to learn we were her charity of choice.

Participating in the London Marathon is a huge commitment, with hours of training dedicated to taking on the 26.2 mile race, we recognise this is no easy feat. Stepping in with just a few months' notice Nicola raised an incredible £1740.25 for DMWS.

The amount of money raised is a testament to not just Nicola herself but her friends and family who sponsored her along the way.

“
Thank you for giving me the opportunity to run for DMWS it was an amazing experience for me... one I will always treasure.”

SUPPORTER NICOLA MCNALLY



Charity Music Single

Chip Walker, former veterans' lead at NHS Frimley Park Hospital, recorded a charity single to raise money for DMWS.

Undeterred by social isolation restrictions, using Zoom, Chip organised a fantastic collaboration of 11 veterans (all ex-paratroopers), a professional singer and producer to record Dame Vera Lynn's 'Auf Wiedersehen'.

The charity single available for download was released in celebration of VE Day and raised £919.08 for DMWS.



Spinnaker Tower

On 20th June 2019 our CEO Paul Gaffney and DMWS team members Missy Sell and Julia Molloy threw caution to the wind (literally) abseiling down the side of Emirates Spinnaker Tower, Portsmouth.

With safety harnesses in full check and ropes at the ready the team tested their nerves when they went over the edge of the 170 metre landmark - their collective efforts raised an amazing total of £2,200.00 for the charity. We would also like to thank our amazing trustees James Macnamara, Steve Cowden, Barbara Cooper and our Chairperson Maryanne Burton for generously donating £100.00 each.



Multiple Running Events

When our supporters take on physical challenges to raise money for DMWS we know a lot of time and effort is put into preparing for each upcoming event.

Throughout the year our supporters have taken part in challenges such as the Great South Run and The Manchester Half Marathon, these events require each competitor to be devoted to training which means all the more that they also actively drive to get donations for us. These two events alone raised an additional £280.00, allowing us to continue our vital work in supporting our service users.



Flowers from Afar

As part of our ongoing commitment to the armed forces we also operate a Flowers from Afar service. On the behalf of a family member DMWS organise for flowers to be placed at the gravestones of servicemen and women and family members.

This service provides comfort to the family knowing that their loved ones final resting place is cared for. We would like to thank all those who decide to donate in addition to DMWS when ordering their flowers - these additional funds provide essential financial support to our charity.

If you would like to get involved with fundraising for DMWS please visit our dedicated website support us page to find out more: www.dmws.org.uk/support-us

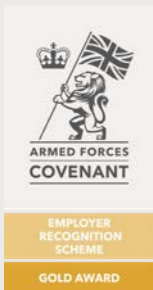
Our People

Our staff make us what we are: A high-quality, professional medical welfare service provider.

We strive to have a workforce that understands the community we serve. We recognise that diversity is a strength and continually work to create an inclusive environment.

Our organisation's specialist knowledge, rooted in operational experience, means that we have a direct connection to the people we help.

We train all our staff in Mental Health First Aid and operational staff take the Diploma in Human Welfare and Management. We actively encourage staff progression and provide opportunities to develop the skills people need to create meaningful careers.



DMWS is proud to hold the **Armed Forces Covenant Employer Recognition Scheme Gold Award** from the Ministry of Defence.



Meet... Julie Ponton

Julie joined DMWS in 2012 after serving for 22 years in the Royal Navy. In the 8 years that Julie has been at DMWS she has worked in various locations supporting the military community. In 2014 she deployed to Afghanistan as a welfare officer and worked with the 202 (Midlands) Field Hospital, a very challenging but rewarding posting. Julie loves the day to day variety that she faces as well as the positive difference she can make to people's lives. She feels privileged to have recently organised the funeral for an RAF veteran, including a guard of honour and motorcycle parade through the street where the veteran lived.

Julie recently gained a first class honours degree in Health and Social Care at the Open University and she has recently been promoted to DMWS performance and progression coach.

Regional Manager, South of England, Jess Liston feels very lucky to have Julie on her team. "Julie goes above and beyond in everything she does and she is a master at finding creative solutions, she is such an asset to DMWS. I was thrilled she was recognised by the organisation as Welfare Officer of the Year 2019".

Testimonials from the Team

The skills, expertise and commitment of our staff is central to our continued success.



Working for the Defence Medical Welfare Service is varied and interesting. It gives me fulfilment in the knowledge that the work I do, is ultimately helping the armed forces, NHS and blue light service community in the challenging work they do keeping us all safe.

ANGELA HARVEY, BUSINESS SUPPORT OFFICER



Upon leaving the forces I was determined to be part of this fantastic organisation. Our welfare officers make a unique contribution to the physical, mental health and wellbeing of those who serve and have served. I'm very proud of that.

ROBERT REID, REGIONAL MANAGER SCOTLAND AND OVERSEAS



A year and a half on from my first day working for DMWS as a welfare support worker I have progressed to the role of welfare officer. Supporting people in what must be the most difficult of years for many support services and charities has shown me the resilience of DMWS and our staff and I look forward to seeing how my role develops in the future.

LEANNE HORNE, WELFARE OFFICER

Our Awards



DMWS Welfare Officer receives Commendation Award

DMWS Welfare Officer Demmie Savvides received a Commander BFC Commendation for unwavering commitment and professionalism in recognition of the support DMWS provides to the armed forces community in Cyprus.

“It has been a traumatising time and Demmie has without doubt stopped me from simply falling to pieces.”

LYNN WARREN, MOD



The Patient Experience Network National Awards (PENNA)

Defence Medical Welfare Service Team Achieves Runner-up in the PEN National Award.

PENNA are the first and only awards programme to recognise best practice in patient experience across all facets of health and social care in the UK.

DMWS were awarded runner-up in the 'Partnership Working to Improve the Experience' category. The DMWS South Project was recognised for its work in a special awards event, sharing their inspiration and experience with fellow nominees.

DMWS Welfare Officer Jason Stone based at University Hospitals Plymouth NHS Trust, Derriford Hospital said: "It's an honour to receive recognition for doing something you are so passionate about. We have been operating in Devon for less than 12 months and have already been recognised for our outstanding contribution to the armed forces community and our partnership working."

“We are proud to continue to win awards in recognition of our professional service. Making a difference to the people we support is a reward in itself.”

PAUL GAFFNEY, CEO, DMWS



Soldiering On Awards 2019

DMWS Welfare Officer Nathan Cumberland won the 'Inspiration Award' at the 2019 Soldiering On Awards.

These prestigious awards recognise the outstanding achievements of service personnel, both individuals and groups that support the armed forces community.

The 'Inspiration Award' recognises a person or group who have overcome significant challenges, injury or disability and whose achievements are an inspiration to others.

DMWS Welfare Officer Nathan Cumberland winner of the Inspiration Award, sponsored by NatWest said:

“Winning this award is a huge achievement, not only for me and the charity Defence Medical Welfare Service but for everyone that has gone through a life changing experience and has used that experience to help and support others fight their own challenges.”



English Veterans Awards 2020

DMWS Welfare Officer Ashley Winter is a finalist for the Role Model of the Year at The English Veterans Awards.

Ashley is dedicated and passionate about helping the armed forces community in Herefordshire and has helped many people by improving their ability to live independently, reducing social isolation, increasing self confidence and well being.

This is a very well deserved nomination and we are very proud of everything that he achieves. Nothing is ever too big a challenge for Ash!

The 2020 English Veterans Award ceremony will be held in April 2021.

“It's such an honour to have been nominated for role model of the year.”

ASHLEY WINTER, WELFARE OFFICER, DMWS

Covid Response

We maintain our operational status responding to requests for assistance by our service users, the NHS and MoD during the Covid-19 pandemic. Our unique role and capability means that we remain responsive during this period of national emergency.



DMWS help get PPE to where its needed

Welfare Officer Kirsty Smart, in the early days of the pandemic, delivered face shields to the various NHS services run by the Queen Margaret Hospital in Fife, including the community nursing teams, the frontline staff and the hospital at home team.



Delivering Essential Medication

Welfare Officer, Ashley Winter delivers vital supplies to isolated veterans in Hereford.



Virtual Veteran Hub

Welfare Support Worker Rachel Hembury staying in touch with veterans at the Plymouth Veterans Hub 'Brew and Banter' group by joining their weekly Zoom meeting and offering advice and support remotely yet 'face to face'.

“
We highly commend DMWS for their bravery and acts of goodwill in this time of crisis.

ABF THE SOLDIERS' CHARITY



Visiting patients on Covid-19 wards when family not permitted

Welfare Officer Sara Craigen at Southampton General Hospital supporting a patient in ICU. Sara is fitted with PPE in order that she can carry out visits safely.



Supporting NHS Staff Wellbeing

Welfare Officer Kenny Cumming at the Wishaw General Hospital 'Staff Wellbeing Hub'. Kenny is working as a Peer Support Worker at the Wellbeing Hub, a quiet space for staff to go to for rest, refreshment and respite.

Our Partners

- ABF The Soldiers' Charity
- Armed Forces Covenant Fund Trust
- Avon and Somerset Constabulary
- Boots Charitable Trust
- Bowra Foundation
- Dementia Friends
- E F Bulmer Trust
- Fife HSCP
- Hampshire Constabulary
- Hugh Fraser Foundation
- Imman Foundation
- Irwin Mitchell
- Care Partnership
- Masonic Charitable Foundation
- Merchant Navy Welfare Board
- Ministry of Defence
- The National Lottery Community Fund
- Queen Mary's Roehampton Trust
- Royal Air Force Benevolent Fund
- The Royal British Legion
- Royal Navy Royal Marine Charity
- Scottish Government
- South Lanarkshire HSCP
- The Beaumont Society
- The Cart Shed
- The Eveson Charitable Trust
- The Evelyn Trust
- Troop Aid
- Unforgotten Forces
- Veterans' Foundation
- Veterans Scotland

Cobseo

DMWS is a member of Cobseo, the Confederation of Service Charities, which represents the needs of the whole serving and veterans community. Membership is open to charities who promote and further the welfare and general interests of the Armed Forces Community. By actively participating in the activities of the Confederation, and working collaboratively with other members, we are working to optimise the impact all members can have on those they seek to assist.

This is achieved by avoiding duplication of effort, joining up the various areas of help and support available to develop coherent pathways for those in need, and looking for ways to optimise spending in an ever increasingly tough financial environment. In pursuit of this DMWS is an elected member of the Cobseo Executive Committee and works closely with Cobseo, providing further direct support through the Chief Executive giving time to Chair the Cobseo Finance Committee and in working closely as a Strategic Partner alongside Cobseo in the delivery of the Positive Pathways Programme.

“
It is the positive and proactive participation from charities such as DMWS that enables Cobseo to maximise its impact representing and supporting the Armed Forces Community.

GENERAL SIR JOHN MCCOLL KCB
CBE DSO, CHAIRMAN OF COBSEO

The Armed Forces Covenant

The Armed Forces Covenant sets out the moral obligation of society towards members of the armed forces community. It enables businesses and charitable organisations to express their support, and commit to ways in which they can provide that support. In January 2014, DMWS signed up to the Armed Forces Corporate Covenant to formally pledge our support to those who serve. DMWS continues to be recognised for its outstanding support of its armed forces staff, by retaining its Employer Recognition Scheme (ERS) Gold Award from the Ministry of Defence.

“
We are extremely grateful to all the organisations that have helped us. We are thankful to the Benevolent Funds for the continued support including; ABF, RAFBF and the RNRMC.

PAUL GAFFNEY, CEO, DMWS



Our History

In this, our 77th year, we celebrate our rich and distinguished history. DMWS 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 benefited 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 continued 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, working alongside medical staff in the field hospitals. Our welfare staff 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 staff continue to provide support to frontline staff during times of physical or mental ill health. We have expanded our service to new beneficiaries in the veteran's community, the blue light services, the probation service and the NHS, improving wellbeing and recovery, encouraging a positive approach to treatment, reducing social isolation and promoting independence where there is need.



1940 1950 1960 1970 1980 1990 2000 2010 2020

1943

Formation 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 convalescent trips to Switzerland.

1947 - 2019

Germany Welfare staff were 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

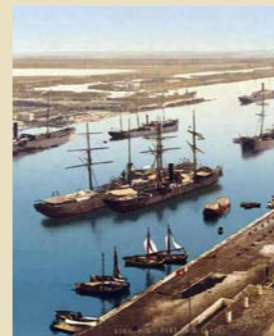
Austrian Barn Fire Welfare officers travel to Austria to assist injured British soldiers and support the bereaved.

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

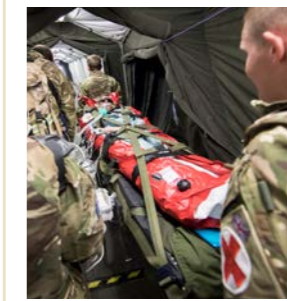
Balkans DMWS provides welfare support to troops serving in former Yugoslavia.

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 came under attack but fortunately no staff were injured.

2014 - 2015

Ebola Crisis Welfare officers support the families of Ebola patients, recently returned from Sierra Leone.

2014

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



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.

2020

Covid-19 Pandemic DMWS maintain operational status responding to requests for urgent assistance from NHS, emergency services and the MoD.



The continuance of the service to its present day is as a result of the commitment of all our welfare staff 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 77 years ago.



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