



Defence Medical Welfare Service

Impact Report
2021/22



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dmws.org.uk

Welcome

Royal Patron

Her Royal Highness
The Countess of Wessex GCVO

Chair

Maryanne Burton

Trustees

David Keenan OBE
Andrew Buckham
Mike Griffiths CBE QPM
James Macnamara
Paul Taylor
Jocelyn Lynch

Chief Executive

Paul Gaffney



Foreword from our Patron

Her Royal Highness,
Countess of Wessex,
GCVO GCStJ CD

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.

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.



Foreword from our Chair

Maryanne Burton

As I write this piece, we live in even more uncertain times. The continuing action with Ukraine leaves millions of people without homes and not knowing where they will be able to settle. DMWS, having successfully won the MoD contract at the end of 2021 to continue supporting service personnel and their families, our teams are ready to be deployed, if required, to the conflict zones surrounding areas - we sincerely hope that this will not be required. On a much happier front, the organisation continues to grow - gaining more and more contracts, recruiting very able people to increase our headcount and join the very professional team we already have, in providing continued confidential support to those who seek it. 2021/22 financial year sees the organisation returning to a much healthier financial position, not only breaking even, but making a surplus of in excess of £80K which we can plough back into the business. Since the last report in 2020 I thank the team for their extraordinary dedication, working through Covid-19, when face to face visits were not always possible, but still undertaking the required work. The Board joins me in saying one BIG THANK YOU.



Foreword from our Chief Executive Officer

Paul Gaffney

The Defence Medical Welfare Service was formed in the middle of WWII in the face of a massive conflict across Europe. Since then, DMWS has been on the ground for those who serve the nation and have consequently needed support in a medical setting. Throughout this time, we have strived to deliver a wholly professional service and remain focused on the wellbeing of those we are here to assist. Recent evolution of the organisation is no different as we continue to build additional expertise and specialist training into the capabilities of the organisation this is typified by the addition of clinical staff to enhance the support we provide both for the physical and mental health issues.

Over the last 12 months we have had an exceptional number of new and exciting projects added to our portfolio including being appointed as the portfolio lead for the Veteran's Places, Pathways and People Programme across the Midlands by the Armed Forces Covenant Trust and the renewal of our contract with the MoD, a close collaboration with the NHS to support the Veterans Trauma Network across England and the provision of clinical and wellbeing support to members of the Police Federation of England and Wales.

As we look back on the events of this past year, I am proud to say the ethos of our organisation is stronger than ever. Whilst the Covid-19 pandemic is still very much present in our day to day lives when operating in hospital settings, DMWS continues to fulfil the needs of our service users and our team have continued to show unfaltering commitment to supporting those who operate on the frontline.



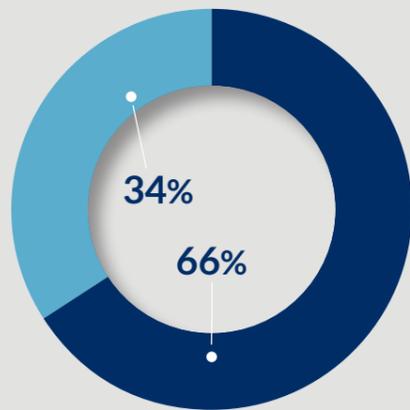
Our Financial Year

To ensure the long-term sustainability of our organisation our revenue is obtained from diverse sources including contracts, grants, and donations.

Our growth is attributed to a number of new ventures and the continuation of on-going projects, each generating revenue streams that will continue to drive the organisation forward both now and in the future. We currently receive funding from over forty revenue streams with plans to add to this in 2022/23.

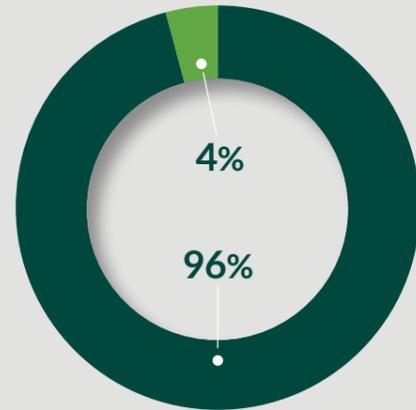
With sustainable growth being the one of main focuses for our charity we have maintained a comfortable surplus throughout 2021/22, which will be reinvested back into the organisation.

Income
£2.2 million



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

Expenditure
£2.1 million



- Welfare Services
- Governance



For every £1 spent we allocate 95p on charitable activities and 5p on funds used to run the charity enabling us to raise more funds.



Supportive Contacts (number of visits/calls)

Telephone	2,195 Service Users	7,417 No. of Contacts	39% of Contacts
Visit	2,078 Service Users	5,148 No. of Contacts	27% of Contacts
Text	1,047 Service Users	3,260 No. of Contacts	17% of Contacts
Email	765 Service Users	2,286 No. of Contacts	12% of Contacts
Conselling	91 Service Users	302 No. of Contacts	2% of Contacts
Clinical Intervention	41 Service Users	216 No. of Contacts	1% of Contacts
Virtual (Zoom/Teams/WhatsApp)	108 Service Users	186 No. of Contacts	1% of Contacts
Letter	16 Service Users	20 No. of Contacts	0% of Contacts

Data from 1st April 2021 - 31st March 2022

Service Users



Data from 1st April 2021 - 31st March 2022



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What we do

At our core we are an independent charity providing medical welfare to frontline services including **The Armed Forces, Veterans, NHS staff, Blue Light Services, The Merchant Navy**, members of the **Police Federation of England & Wales** and their immediate families’.

Our service offers both practical and emotional support to those who need additional assistance with their medical treatments.

Our service places trained professional welfare officers in hospitals, recovery centres and communities throughout the UK to support both individuals and their immediate families at their time of need. Whether it be on a hospital ward or as part of community led projects our welfare officers are on hand to provide tailored and individual support.

Our holistic approach aims to improve the lives of those who have, and continue to, operate on the frontline by providing additional support to those on the clinical pathway.

What do we mean by clinical pathway?

The ‘clinical pathway’ refers to any patient who is undergoing treatment for a health-related issue whether it be new or pre-existing. As our operation expands, we have been able to station welfare staff both within NHS hospital locations and in the communities they serve. This means we can provide our services to anyone who needs our support regardless of whether they require a hospital stay.

Offering support in both physical and mental health, our welfare staff can be found in hospitals, medical centres, veteran hubs, and community outreach programmes throughout the UK.

What is medical welfare?

We work with individuals when their medical needs are being met but when other issues, problems or social influences may be distracting them from their recovery. 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, or 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 throughout the UK and Cyprus.

With focus on improving overall health our team offers support in mental health issues, substance misuse, social care needs, reducing social isolation and many other aspects of the health journey which are considered separate to day-to-day care.

Why is there a need for 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.

As an organisation which specialises in medical welfare, we work to ensure that ‘supporting the frontline’ is at the heart of our operation. For those who continue to serve, we work to provide a swifter discharge from hospital, a quicker recovery for the patient and an earlier return to work. For families and the veteran community our work focuses on improving quality of life, whether that be improving overall fitness, tackling loneliness, or helping to remove barriers to family life.



Ways
to give

Help us make the difference.
Donate to us online, text,
cheque or post.

For full details please visit
dmws.org.uk/donate

Our Benefits

National Response Service

Our National Response Service provides a phone-based welfare service to people receiving treatment in an NHS Trust where there are no DMWS staff in residence. Also known as our 'helpline' the service puts people in touch with welfare services in their local area, whether that be with a member of the DMWS team or with other military charities or organisations.



Our dedicated team of welfare officers are able to identify and resolve welfare, wellbeing and social care needs via the phone by providing:

- Emotional and practical support to both frontline staff and veterans when they are on a health care pathway, receiving treatment in hospital, community-based health care or at home.
- Support to an individual, their family, carers, and health and social care partners, help to find solutions and provide onward supported referrals to other organisations for services.
- A reduction in delayed transfer of care, a reduction in frequent attendance at A&E, enables independent living, reduces social isolation, improves wellbeing, and provides a coordinated, holistic approach to accessing the right support, in the right place, at the right time.

Benefits to Service Users

- Unlimited bedside visits and telephone support.
- A confidential and impartial 'listening ear'.
- Help with resolving any medical care issues and to understand your treatment.
- 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 community or 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 – Release clinicians to do clinical work.
- Improves patient experience
- Identifies support when the patient is at home to prevent unnecessary re-admissions/admission avoidance.
- Provides Experts in NHS, Statutory, and 3rd Sector Health & Social Care, Care Navigation, Social Prescribing and a Single Point of Contact.
- Provides Experts in specialist military organisations and the services that are available to a veteran.
- DMWS Delivers the government pledged Armed Forces Covenant.

Benefits to Employers:

- We also help employers such as the Police and the Armed Forces to demonstrate that they take their Duty of Care obligations seriously.
- Contribute to a swifter discharge from hospital, a quicker recovery for the patient and an earlier return to work.

If you, or a loved one need help, freephone on 0800 999 3697. Our lines operate Monday to Friday from 9.00am to 5.00pm. If you do not wish to call, our team of welfare officers can also be contacted at referrals@dmws.org.uk.

Clinical Input

Jon Hall, Community Mental Health Nurse:

"Physical health, social welfare and mental health are inextricably linked, problems in any one area can lead to problems in the others.

At DMWS, our welfare officers are highly trained, very experienced, and extremely skilled at dealing with this. Many are Armed Forces or Police Service veterans and have an innate understanding of the difficulties faced when experiencing welfare difficulties or physical and mental hardships.



Around 30 per cent of all people with a long-term physical health condition also have a mental health problem, most commonly depression and/or anxiety. Mental health problems can seriously exacerbate physical illness, affecting outcomes and the cost and length of treatment. The inclusion of mental health professionals within DMWS enables a holistic, person centred and tailored pathway through

the difficulties our service users are experiencing. As mental health care professionals, we are able to help those service users who have needs which are beyond the skills of our welfare team, enabling the individual to get the help they need for their mental health problems, from a trained professional, while never needing to be transferred away from DMWS.

Our service ensures that these individuals can get help in a timely manner, avoiding long waiting lists or lengthy, and sometimes uncertain, external referral processes. Although our service is not a replacement for specialist, complex or NHS mental health services the inclusion of mental health care through DMWS offers a benefit which should not be underestimated.

At the end of this treatment, they can, if required, continue to see their welfare officer for further help with other problems which are distracting them from their recovery.

This seamless pathway is especially useful for those who would not meet the criteria for mental health care in the NHS, those who would have very long waiting times to access the NHS and those who do not have access

to occupational mental health care through an employer.

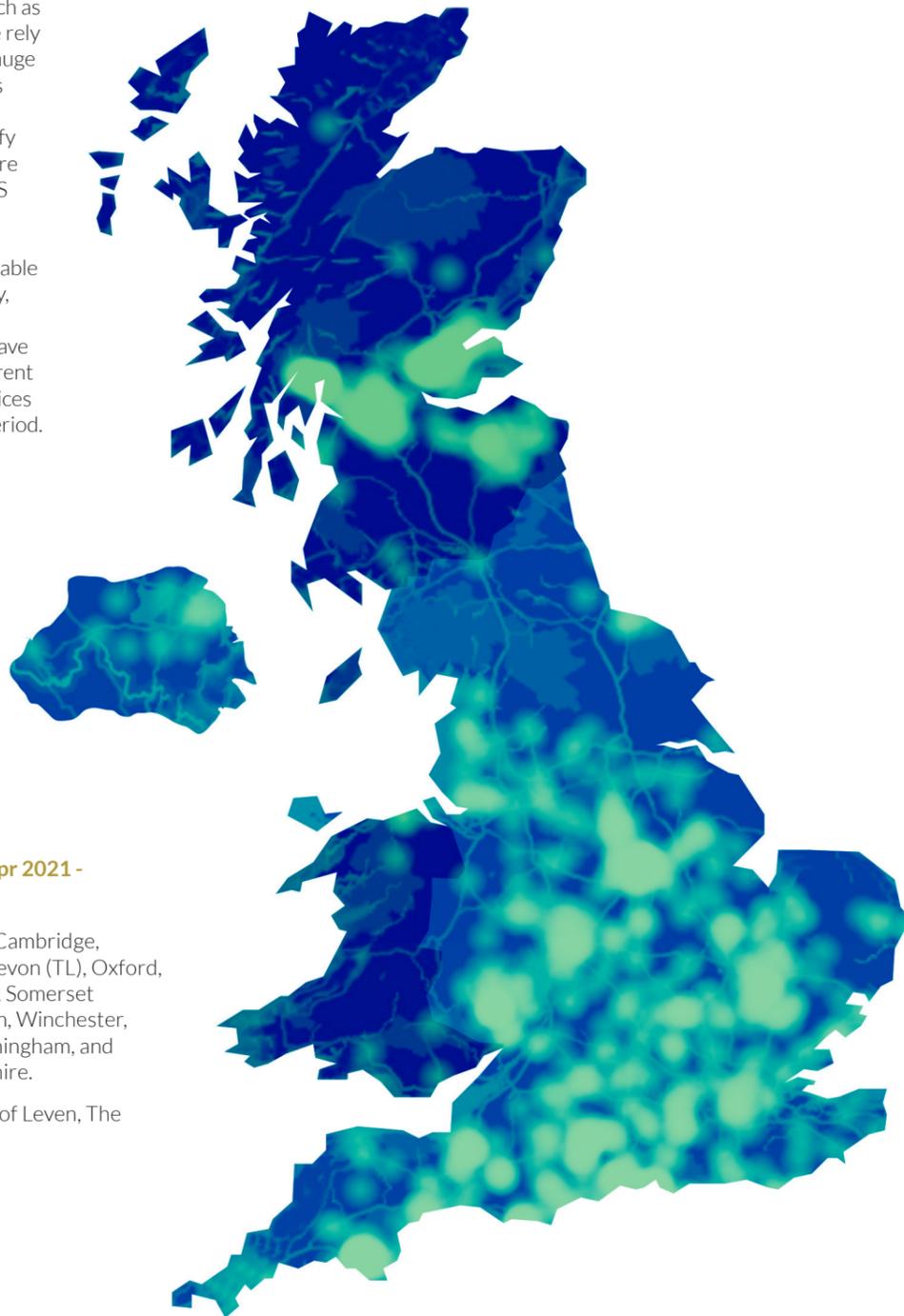
The ultimate aim is to return the individual to their optimum functioning and back to their normal life. In some cases, this will be about getting them fit enough to return to work, in others it will be about increasing their quality of life and enabling them to resume their previously enjoyed social and family activities."

Jon Hall is a Community Mental Health Nurse with nearly twenty years' experience in the provision of mental health services. Formally serving in the RAF, Jon is one of several highly skilled veterans within the DMWS team.



Our Service by Nation & Region

As part of our commitment to reach as many beneficiaries as possible, we rely significantly on funding. Whilst a huge effort is made to secure donations from trusts and foundations and corporate partnerships; to diversify our funding streams, we also secure funding direct from the MoD, NHS partners and local authorities. It is through a combination of these additional funding strands we are able to achieve long-term sustainability, and as we continue to grow and diversify these revenue sources have allowed us to not only sustain current projects but add several new services to our portfolio in the 2021/22 period.



The locations staffed during 6 Apr 2021 - 5 Apr 2022

England: Andover, Basingstoke, Cambridge, Devon (Exeter), Dorset, North Devon (TL), Oxford, Plymouth, Portsmouth, Salisbury, Somerset (Taunton), Southampton, Swindon, Winchester, Herefordshire, Nottingham, Birmingham, and Battleback at Lilleshall & Shropshire.

Scotland: Fife, Lanarkshire, Vale of Leven, The Scottish Borders, Lothian

Northern Ireland & Cyprus

91
MoD Other
Service Users



UK MOD © Crown

Hospital Welfare to the MoD

Location
Birmingham, Cyprus & Northern Ireland

Funded by
Ministry of Defence

In 2021 our contract to provide medical welfare services to the MoD community was extended once more. Our organisation has been fundamentally associated with the military since formation in 1943, our commitment to those who serve has been more than just part of a contract with the MoD; it is part of our heritage and a fundamental aspect of why the work we do has such significant and personal meaning for all of us. It is because of the commitment of the whole team DMWS was chosen to continue to deliver hospital welfare to the MoD for the next three 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 Headquarters British Forces Cyprus.

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Being in a foreign country, many BFC patients and their families sometimes need extra support and care during the difficult times of either injury, elective surgery, or illness. Your daily visits are highly appreciated as this helps our medical and nursing staff understand any special needs the patients might have and support the understanding and bridging of any cultural differences, and so helps us delivered patient centred quality care. Your approach to patients and families is commendable and the compassion and care of the DMWS indeed is remarkable.

ADMINISTRATION & FINANCIAL GOVERNANCE MANAGER YGIA POLYCLINIC PRIVATE HOSPITAL

Positive Pathways

Funded by
The Armed Forces Covenant Fund Trust

The Positive Pathways programme funds projects that develop and run activities supporting the mental health and wellbeing of ex-Forces. As part of this project DMWS supports a range of organisations who deliver a variety of veteran focused projects with the aim of not only improving mental health and wellbeing, but to provide veterans access to a nationwide network of activities. After 3 successful years the positive pathways project has come to a positive end and the project has since developed into other opportunities which DMWS continues to support.

Veterans' Places, Pathways and People Programme

Funded by
The Armed Forces Covenant Fund Trust

As Portfolio lead, DMWS work collaboratively with partner to assist veterans and their families to navigate the complex menu of services available to them. This programme links services and identifies gaps in current provision ensuring veterans can find the support and guidance they need so that they don't struggle alone. This programme also ensures that staff supporting veterans are appropriately trained and have the resources to deliver high quality support.



Help us make the difference. Donate to us online, text, cheque or post. For full details please visit dmws.org.uk/donate

The Battle Back Centre

Location
Lilleshall, Newport

Funded by
Royal British Legion

The Battle Back Centre is the first port of call for wounded, injured and sick service men and women as they start their Individual Recovery Program. Anyone who is assigned as long-term sick or as wounded in service will be offered a number of courses and interventions at the centre to aid their recovery. Working in collaboration with the Royal British Legion, DMWS welfare officers are on hand to offer support to those taking part in the courses at the centre.

Police Welfare Support Programme

Location
England & Wales

Funded by
Police Federation of England and Wales

The programme provides a comprehensive and professional welfare and wellbeing service in a sympathetic and discrete manner to all officers who agree to be referred by their federation representative. With a rapid response time, we provide emotional and practical intervention at times of need identifying possible solutions at the earliest opportunity. This prevents the likelihood of requiring acute services reducing the impact of physical and emotional stress on the individual.

Veterans Trauma Network

In Partnership with & funded by
NHS England

DMWS have been working in collaboration with The Veteran's Trauma Network (VTN) to deliver the role of veteran's support worker (VSW). The VTN was established to ensure that veterans who have service attributable injuries are supported and placed on the right pathway for their recovery. The VSW is allocated to the veteran and supports their wellbeing and welfare alongside the clinical pathway. This service provides a multi-agency approach and includes physical and mental health services within the NHS as well as a wide range of other third sector organisations.



Veterans Hub Welfare Service

Location
Weymouth

Funded by
The Armed Forces Covenant Trust in partnership with the Veterans Hub Weymouth

Our expert Welfare Officer, who is a veteran herself, is on hand to offer holistic support for those struggling with poor mental health and the issues contributing to this, such as financial worries, housing issues, substance abuse, and more. Embedded in the Veterans Hub, a community centre in Weymouth, Dorset, DMWS can offer veterans and their families walk-in wellbeing support in a safe, welcoming environment. Additionally, Andrew Buckham, Trustee and Partner with Irwin Mitchell, offers legal support to those who need it.

Removing Barriers to Family Life

Location
Musgrove Park Hospital, Taunton & surrounding communities

Funded by
The Armed Forces Covenant Fund Trust

Responsible for 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. Our DMWS welfare officers are embedded into the NHS trust and work closely with the hospital staff and the mental health unit to identify those affected and provide them the support they need. From April 2022, this project will be known as 'The Family Welfare Support Project' and will continue to provide the support given under the original contract.

South of England

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The support she [Welfare Officer] has given our military community in patient population is unmeasurable as a lot of what she does is behind the scenes.

ARMED FORCES COVENANT
LEAD NURSE,
PORTSMOUTH

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

Location
NHS Trusts throughout the South of England

Funded by
ABF The Soldiers' Charity, Army Central Fund, Royal Navy Royal Marine Charity & The RAF Benevolent Fund

2,014
Army/Gurkha
Service Users

This funding enables DMWS welfare staff to deliver medical welfare to the armed forces community in the South of England including serving personnel, veterans, and their family members. Our welfare staff are embedded into NHS trusts throughout the South of England to address any medical needs alongside the clinical treatment they receive. Our welfare staff also build strong networks locally to ensure our service users receive further support beyond their initial hospital stay.



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Having DMWS embedded within the Hub has been a genuine game-changer for us from a support point of view. Their welfare officer (Charlotte Chalmers) has enabled this organisation to up our game and provide a level of support that is unparalleled in the local area for veterans, and their families. The way in which she has integrated herself within the team, and the local community, has been brilliant to watch and we can honestly say that this is an incredibly successful working partnership that is having a genuinely positive impact upon a huge number of veterans lives, and should be used as a model for how veteran support is supposed to work.

ANDY PRICE
FOUNDER & DIRECTOR
THE VETERANS HUB WEYMOUTH & PORTLAND CIC

Crafting Companions

Location
North Devon & Wiltshire

Funded by
The Armed Forces Covenant Fund Trust

By using crafting activities DMWS have reached out and brought together hard to reach veterans who often don't seek the support they need or deserve. Whilst the activities are fun and engaging, they also provide opportunities for social engagement, peer support and great friendships. The DMWS welfare officers are available to provide higher levels of support to members of the group including mental health issues, substance abuse, difficult home life situations and other stresses and concerns that can all together be life changing.

A little time spent is a lot gained

When 94-year-old veteran William became known to DMWS, he had been moved from care home to care home and faced being moved again due to his behaviour. William struggled following the unexpected loss of his wife, which was made more difficult by his substantial hearing loss. Feeling isolated and frustrated William had begun to lash out causing tension between himself and the care home team, this is where DMWS welfare officers stepped in to help.

With many of DMWS welfare officers being veterans themselves, service users like William find speaking with our team easier because of their shared experiences. They experience a sense of trust which they may not feel with their primary care providers, and this allows our welfare officers to further explore the issues they face. For William, the help required came in small but very significant steps.

It became apparent that his hearing aids were not working properly, overall, a quick fix, but William found it much easier to engage with the staff and other residents, he was able to also enjoy phone calls with his sister which did a great deal to improve his mental health. We also arranged for William to regularly visit his wife's grave and made him a WWI memory box, these links to his past and his life allowed him to move forward knowing that part of his identity as a husband and a soldier remained.

These simple steps were transformational and helped William settle into his new care home and build positive relationships with the care staff, as a result William didn't have to move. This outcome meant William was able to remain close to his wife's final resting place. He is now settled and happy in his new home and can end his years in a comfortable place with his memories and connections to his wife.



Midlands

Nottingham Welfare Support

Location
Nottingham University Hospital

Funded by
The Big Salute, The Boots Charitable Trust and the Veterans' Foundation

The combined funding has allowed DMWS to provide critical welfare support to the armed forces community across Nottingham University Hospitals NHS Foundation Trust with a particular focus on elderly veterans facing a wide range of complex issues. The project aims to provide support veterans to understand their health care treatment plans, offer bereavement, address social isolation, assist with housing issues and reduce stress and anxiety.

Herefordshire Welfare Support; Tackling Loneliness – 'Leaving Loneliness Behind' and Walking Football an activity for Veterans

Location
Herefordshire

Partners/Funded by
The Armed Forces Covenant Fund, The Masonic Charitable Foundation, E F Bulmer Benevolent Fund and Eveson Trust **And in Partnership with:** Herefordshire Council, Herefordshire Veterans Support Centre and Herefordshire Football Association

The combined funding has allowed DMWS to provide critical welfare support to the armed forces community across Herefordshire with a particular focus on elderly veterans facing a wide range of complex issues. The project aims to provide support to veterans and their families and carers whilst undergoing health care treatment, combating social isolation and loneliness, assist with any housing issues as well as reduce stress and anxiety which can hinder wellbeing, recovery and can cause unnecessary readmissions to hospital.

Keeping families together through difficult times

When Corporal Tomlinson's daughter was moved from Ipswich Hospital to Addenbrooke's paediatric intensive care unit, it was clear that additional support was needed for the family. Unfortunately, their youngest daughter Lily had contracted bacterial meningitis and required treatment 75 miles from the family home. The Ministry of Defence (MoD) contacted DMWS to ask for assistance in securing the family accommodation close to the hospital.

The 150-mile round trip from their home and posting location was proving too difficult for the family to manage. With no family close by for childcare support the added travel put a large strain on the young family especially at a time when they needed to focus on their daughter.

Within 20 minutes of the referral, DMWS were in contact with Cpl Tomlinson to assess his family's needs. DMWS initially communicated with the hospital staff to attempt to support with accommodation but unfortunately this was reviewed on a case-by-case basis and was not available on a long-term basis.

Determined to help the family DMWS arranged accommodation for Cpl Tomlinson and his eldest daughter so they would be within one mile of the hospital and not be required to travel each day. This was initially funded by Cpl Tomlinson's unit but later with the help of DMWS was fully funded by charity support.

This quick and concise intervention allowed the family to focus on one another while their daughter received vital treatment. DMWS were then on hand to provide any further welfare support as and when necessary and be alongside them through their journey.

This vital DMWS input allowed Cpl Tomlinson and his partner to focus on their daughters without having to worry about any external factors. DMWS are pleased to report that a week later the family were discharged home with community support and are settling back into happy family life.



Removing Barriers to Family Life

Location
Herefordshire

Partners/Funded by
The Armed Forces Covenant Fund, in partnership with The Cart Shed

This service provides a single point of contact for veterans and their families/carers when receiving health treatment in Herefordshire both physical and / or mental health services. We lever and coordinate comprehensive, appropriate packages of support that complement and continue post intervention. Working in partnership with The Cart Shed service users are also able to access specialised children and family's mental health activities and support through Occupational Therapist lead woodland and horticulture activities. From April 2022, this project will be known as 'The Family Welfare Support Project' and will continue to provide the same support as outlined above.

Medical Welfare Voluntary Sector Coordinator

Location
Addenbrookes Hospital - Cambridge University Hospital NHS Trust

Partners/Funded by
The Evelyn Trust

By working with the Cambridge University Hospital Trust directly, DMWS are able to help address barriers to recovery and support the independent living of Veteran's aged 75 and over. We work with a wide network of organisations to not only greatly increase wellbeing of the patient but to assist the trust with improving bed flow, reducing hospital re-admissions and unnecessary admissions.

Scotland & Northern Ireland

NHS Fife & NHS Lanarkshire Welfare Service

Location
Fife & Lanarkshire

Partners/Funded by
NHS Fife and NHS Lanarkshire Health and Social Care Partnerships and the Armed Forces Covenant Fund Trust and the Scottish Government funded Unforgotten Forces consortium

By delivering medical welfare services to veterans when they're receiving hospital treatment, our welfare staff are able to reduce stress and anxiety, social isolation and assist with financial issues, homelessness or inappropriate housing. Our support not only helps address many social issues that go beyond the service users' clinical needs but also reduces discharge waiting times.

NHS Scottish Borders

Location
Borders General Hospital, Melrose

Partners/Funded by
The Armed Forces Covenant Fund Trust

Based in the Borders General Hospital, DMWS provide support in the local veteran community during and beyond their initial hospital stay by collaborating with the Scottish Borders Council, NHS Borders through their Armed Forces Champions, and the established local veteran's agencies.

NHS Greater Glasgow & Clyde/ NHS Lothian, Acute Hospital Fund

Location
Glasgow & Clyde

Partners/Funded by
The Robertson Trust, NHS Greater Glasgow & Clyde, NHS Lothian and the Armed Forces Covenant Fund Trust

Working in collaboration with our partners at NHS Great Glasgow & Clyde and NHS Lothian we aim to improve the mental wellbeing for veterans in the area. Our welfare staff take the time to listen, engage and understand each patients' concerns, making supported referrals to community groups or other third sector/statutory organisations that can provide support or engagement opportunities and connections with local neighbours/family or carers.

Unforgotten Forces

Location
All Scottish locations

Partners/Funded by
Age Scotland & Scottish Government

DMWS are proud to be part of a consortium of fantastic third sector organisations led by Age Scotland working together to ensure those who served reach the help and support they are entitled to and deserve. Bringing great comfort and tailored support emotional and practical, often life changing support for older veterans in Scotland across the projects five main service areas, namely: practical support, advice, health & wellbeing, countering loneliness & social isolation and arts engagement.



In October 2021, DMWS received a referral for a 62-year-old Army veteran, David who had suffered a stroke at home and was admitted to the Borders General Hospital for treatment. As a result of the stroke, David was struggling with mobility and balance issues and had become fearful of driving. David was given walking aids from the NHS but struggled to go out to buy groceries and medication, putting him at risk of losing his independence.

Our welfare officer identified that David would benefit from the use of a mobility scooter and contacted the local SSAFA branch to help. The SSAFA case worker guided David through the process of applying for financial support to buy a mobility scooter, however David had previously had concerns about working with other organisations, so our welfare officer remained available and supported Davis through this process with communication to ensure his needs were met.

Once funding was secured, our welfare officer then supported David to purchase a road legal mobility scooter. This has allowed him to go out, purchase his groceries, and collect his own medication, increasing his confidence and independence.

Scottish Veterans Wellbeing Alliance

Location
Scotland Wide

Partners/Funded by
The Armed Forces Covenant Fund Trust and lead by NHS Lothian, in partnership with Fares for Free (F4F)

Working in partnership with F4F a DMWS trained and supported veteran welfare officer will support veterans on journeys to and from healthcare facilities to address issues which delay recovery and cause stress and anxiety. Our welfare officer will work closely with clinical teams to identify veterans and make them aware of issues and concerns. Vital aspects of this role will be the collaboration between DMWS, F4F and the service user. This will help construct networks with local community groups, statutory and third sector organisations – both military and non-military.

Tackling Loneliness 'Stronger Together – Leave Loneliness Behind'

Location
Northern Ireland

Partners/Funded by
The Armed Forces Covenant Fund Trust

Due to the political, historical, and cultural nature of being in the military in Northern Ireland, this unique project connects with hard-to-reach Veterans, partners of serving personnel, single parent serving personal or those with challenging family situations and assists in their transition to civilian life. Historical tensions mean open clubs and veterans' hubs can be problematic, this project bridges this gap and provides a much-needed service to the areas military community. This project collaborates with the NIVSO linking it to both the statutory and wider third sector organisations in NI.



Special Mentions

Merchant Navy
DMWS participates as a member of the Merchant Navy Welfare Board and will provide support to seafarers when in a medical setting.

Care-Home Worker Support
DMWS has been asked to provide support to care home workers who in recent months have faced the most challenging of times and need our support to come to terms with events of the past two years.

Supporting Non-UK Serving Military

As part of our continued effort to support all members of the Armed Forces Community, we have been actively participating in programmes focused on supporting non-UK serving members of the military and their families. Whilst our service is open to all, we recognise that there are unique experiences and cultural differences which can affect both access to and engagement with our service.

Throughout this past year, our welfare teams have made continued efforts to widen our reach to non-UK personnel, veterans, and their families from a variety of ethnicities across the UK. In particular, we have supported Fijian and Nepalese service users (25 individuals, 50% male and 50% female) with issues affecting wellbeing, poor health and stress related to treatment, communication challenges, social isolation, and barriers to sport and activities. Through dedicated tailored support, these service users have been supported to achieve improved outcomes which include enhanced

secondary care outcomes such as healthcare experiences, reduced stress and anxiety about treatment, reduced conflict between the beneficiary's family and healthcare teams, and reduced likelihood of NHS Mental Health Crisis Intervention. We also reduced social isolation by spending time with beneficiaries and enabling improved access to services and community groups.

By proactively engaging with communities, we aim to help facilitate an improved understanding of the services currently available through DMWS and focus our service offer in an inclusive and well-informed manner. This will take time and dedication, but we are committed to doing this vital work to ensure no member of the Armed Forces Community goes without the support they need and deserve.

Our team of committed welfare officers are able to step in and offer assistance to those who may not have the support of their extended family during times

of difficulty. We can also provide supporting in understanding the National Health Service (NHS), hospital admissions and treatment plans. Other services include bereavement support, specialist support for women and girls, and specialist support for maternity services.

We are continually working to improve our service and look to identify areas where service adaptation could lead to improved access and ultimately improved outcomes for our beneficiaries. Both service user and partner feedback are essential elements of our services design, and we are committed to being an organisation that actively elicits comments and feedback about our services in order to create the very best experience possible for funders and service users.

We have supported **25** individual Fijian and Nepalese service users with issues affecting wellbeing, poor health and stress related problems



Simon Comes Home

When Simon Cooper was admitted to Salisbury hospital in height of covid restrictions in 2020 things looked bleak. A serious and lifechanging accident at home saw Simon paralysed from the shoulders down and with the country in lockdown and strictly no visitors on the wards Simon faced a long and isolated hospital stay.



The team understood it was important to allow his wife, Leanne access to the ward. Whilst they liaised with the hospital to arrange this, they set Simon up on FaceTime so he could re-connect with his family remotely until the visitor's request was approved. Eventually, Leanne was granted permission to visit and DMWS organised accommodation for her to stay in nearby. As Covid restrictions eased, we arranged for Simon and Leanne to renew their wedding vows in hospital with their children present. This took place on their 20th wedding anniversary and Simon says it played a huge role in rebuilding his self-esteem and bringing the family even closer. The reassurance that his beloved family were being well supported while he was apart from them was an enormous relief to Simon.

Since leaving hospital, DMWS welfare officer Julie Ponton has kept in regular contact with the family, checking in on Leanne and keeping up with Simon's progress. Following a six month stay in intensive care Simon was transferred from Salisbury hospital early November 2020 to The Defence and National Rehabilitation Centre in Loughborough. On the 25th of April 2022, Simon was discharged from the centre following nearly eighteen months of rehabilitation to return home to his family on a permanent basis.

A soldier in The Corps of Royal Electrical and Mechanical Engineers (REME), Simon joined the Army in 1996 and completed tours of Bosnia, Iraq, Kenya, and Canada. As a keen bodybuilder, he was instrumental in establishing the Forces Strongman competitions around the UK and has taken the annual title three times. With such an impressive history of physical fitness, understandably the loss of function and the need for 24-hour personal care was particularly hard for Simon.

As part of the Medical Welfare Service for the Armed Forces Community in the South of England, DMWS are fortunate enough to have welfare officers stationed in Salisbury hospital. This meant that in the height of lockdown our staff were able to remain on the wards and visit patients who had been cut-off from their families as a result. When Simon was admitted, a team of DMWS welfare officers were assigned to assist Simon and his family throughout his time in intensive care. They visited Simon daily, and quickly established that without the support of his family, Simon's mental health would begin to suffer and would as a result hinder his progress.

“
 My wife Leanne was given a lot of support from the welfare officers at DMWS, she felt comfortable offloading her frustrations and anxieties to them. This meant the children benefitted too because she was able to de-stress. I can't thank the team enough for their support in those initial months of my treatment.
 SIMON

Veterans' Places, Pathways and People Programme

Defence Medical Welfare Service are proud to have been chosen to be the lead Portfolio Partners for the Veterans' Places, Pathways and People Programme.

Funded by the Armed Forces Covenant Fund Trust (AFCFT), the unique programme encourages greater collaboration across voluntary sector organisations by bringing together eleven partners to deliver crucial services to veterans with various mental health needs. By developing an easy-to-navigate referral pathway, the programme will link safe and welcoming places for veterans in their community, provide support on clearer referral pathways to support better mental health, and provide vital training to staff and volunteers who support them to better understand and meet individual needs.

The DMWS Midlands Veterans' Places, Pathways and People Programme will link services and fill gaps in current provisions to ensure veterans with mental health issues can find safe places with support and guidance to the services they need so that they don't struggle alone. Crucially, the programme seeks to reduce suicide risks amongst vulnerable veterans by linking them to a well-integrated, holistic, and established support network across the region; this is vital as veterans typically only recognise and seek treatment for mental health problems when symptoms become severe. Proudly led by DMWS, grants of up to £800,000 will be awarded across the project portfolio to facilitate improved health and wellbeing of veterans across the Midlands.



Our Role

Key to this role is to maximise collaboration and ensure that referral pathways are clear and easy to navigate; importantly, DMWS will develop a mechanism which captures the veteran's individual story, so they don't need to repeat the details each time they move to another partner. It is also key that we maximise links with Op Courage and other support for veterans' mental health in and beyond the portfolio.



Our Partners and Programmes

Each Portfolio Partner has a wealth of knowledge and expertise which has been brought together through the VPPP Portfolio.

- **The Warrior Programme** – support veterans and families with severe and complex issues to reach their goals.
- **Veteran's Support Centre Tri Service (Staffordshire)** – set up a specialist veterans' respite and retreat centre to explore and learn new skills, develop friendships, and improve mental health and reconnection with nature.
- **Loughborough Wellbeing Centre** – Veterans' Wellbeing Hub which provides support, training for support workers, and therapeutic activities.
- **Veteran's Community Network (Northamptonshire)** – provide support for veterans accessing treatment and provide training via an accredited volunteer peer support programme.
- **Combat Stress** – provide emotional support and intervention for veterans experiencing suicidal thoughts via helpline as well as education on spotting the signs.
- **Stepway** – drop-in centre and veterans' Hub in Worcester and Kidderminster to build confidence and reduce isolation through outdoor projects, 7-Step Civilian Skills programme, and group counselling.
- **Fighting with Pride** – supports LGBTQ+ veterans, serving personnel and their families through a dedicated Community Support Worker.
- **YSS** – support veterans in the criminal justice system and support individuals to prevent reoffending.
- **Waterloo Uncovered** – run archaeology projects at the battlefield of Waterloo to help veterans, many of whom have PTSD, rebuild health and confidence, and connect with others.
- **Mission Motorsport** – support recovery and rehabilitation of those affected by military operations through motorsport opportunities.
- **Poppy Factory** – helps veterans with physical and mental health conditions to find meaningful employment.

Beyond the Midlands

DMWS have also been chosen as a project partner in several other regions which include Scotland, North East, and Cumbria, South East, East of England, Wales and London. In each region DMWS will provide professional non-clinical medical welfare support for veterans – tackling mental health issues and concerns including social isolation, loneliness, stress and anxiety, dementia, PTSD, homelessness and other issues and concerns. We will provide direct support and work with our portfolio leads and partners in the region to maximise the support available and provide cohesive support for veterans with mental health needs.

Our Partners:



Service User by Status:



Data from 1st April 2021 - 31st March 2022

DMWS Police Welfare Support Programme



Since December 2020, Defence Medical Welfare Service have been the chosen provider of the Police Welfare Support Programme. Funded by the Police Federation of England and Wales the programme provides a comprehensive and professional welfare and wellbeing service in a sympathetic and discrete manner to all officers who agree to be referred by their federation representative.

Our team of dedicated welfare officers aim to understand the individual needs of those officers who are referred to our service using a combination of assessment tools which consider the wider determinants of health as well as focusing on a collaborative and practical transformative approach with each officer to achieve increased levels of wellbeing and positive life outcomes.

With a rapid response time, usually less than 24 hours, we provide emotional and practical intervention at times of need identifying possible solutions at the earliest opportunity. This prevents the likelihood of requiring acute services and reduces the impact of physical and emotional stress on the individual.

Since the beginning of the programme DMWS have supported over

five-hundred federation members across thirty-three forces in England and Wales. Many of the referrals received are due to general welfare or mental health concerns with a large proportion of referrals coming from officers under investigation. For more complex cases officers may be referred to our clinical team who are specialists in mental health and since commencing the service DMWS clinicians have delivered services to one-hundred and thirty-five officers.

Minister of State for Crime and Policing The Rt Hon Kit Malthouse MP visited Defence Medical Welfare Service (DMWS) head office in Andover, Hampshire to hear first-hand some of the brilliant work DMWS have been delivering to police officers in need of support. Also in attendance was Mr Nigel Atkinson, Her Majesty's

Lord-Lieutenant for Hampshire accompanied by his wife Christine Atkinson who is a champion of DMWS.



Our police officers go above and beyond every single day – risking their safety to protect the public and keep us all safe – so it's vital we give them the health and wellbeing support they need. As Policing Minister, I'm doing everything I can to ensure our police get the best support available – including through the introduction of a Police Covenant and the National Police Wellbeing Service. The work of the Defence Medical Welfare Service complements our efforts and gives police officers a place to go in their time of need – I'm extremely grateful for their efforts and was delighted to visit and see their excellent work in action.

THE RT HON KIT MALTHOUSE MP
MINISTER FOR CRIME AND POLICING
AND THE FIRE SERVICE

Simon Cooper Police Welfare Officer

“As a retired Police Officer having served thirty years with Nottinghamshire Police, I’m passionate about my role as a welfare officer for DMWS. Having served myself, I am very aware of the types of pressure that modern Police Officers face, and one of the many benefits of having veteran officers as part our welfare team is the personal experiences we can draw from when offering support.



At DMWS, our aim to support Officers of the Police Federation of England and Wales, who find themselves in situations resulting in detrimental effects to their mental or physical wellbeing. This can be through internal investigations, exposure to a traumatic incident, unmanageable workload, or a cumulative build-up of any of these elements.

Our service offers telephone appointments to the individual and is an opportunity for them to receive much needed emotional support and guidance. A wellbeing assessment is conducted at the beginning of the support and again at the end, this often helps the individual validate their own perception of their recovery and where appropriate prepare them for their to return to work.

The value of this service cannot be underestimated, often this can be the only support they receive at a time when they feel confused, isolated, overwhelmed, or vulnerable. Our service is confidential, and the duration of the support is open ended with no limit on sessions. Service users often report that the anonymity of the welfare officer is crucial and as

they feel able to express themselves more fully than if the session was delivered face-to-face.”

Simon Cooper is a retired police officer with over thirty years' experience in the police. Simon is one of several retired officers who make up the DMWS welfare team.



When officers are referred, they can expect:

- A confidential and professional service where the officer is at the centre of all of the work that the Welfare Support Programme undertakes.
- A rapid response and named individual dealing with the referral.
- An assessment of need and a plan of support.
- When appropriate a mental health assessment will be offered and devised treatment plan.
- Regular feedback and progress updates.
- A service which is adaptive and responsive to changing need.
- A clear complaints process if things go wrong as well as resolution focused response.

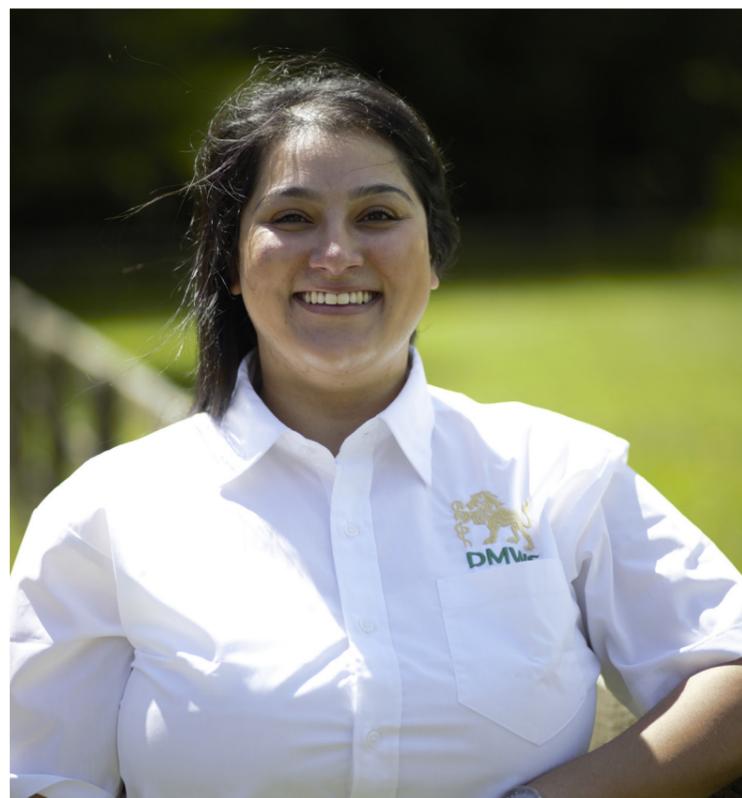


Our People

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

Our specialist knowledge, rooted in operational experience, means that DMWS welfare staff have a deep understanding of working with Armed Forces personnel and their families, as well as with veterans, and other uniformed services. Many are veterans of the Armed Forces and the Police and have first-hand experience in the hardships our service users face.

Our professional staff are experts in their field, drawn from a variety of backgrounds including healthcare, social work, and counselling. They are trained and regularly re-trained to ensure they deliver a high-quality welfare service. **They are our most valuable asset.**



Meet... Nailah Sarwar

Nailah joined DMWS in 2022 and is currently one of several welfare officers working under the MoD hospital welfare contract. Her background in mental health rehabilitation has brought a wealth of knowledge and experience to the DMWS team and she has quickly proven to be a significant asset to the organisation.

Nailah decided to join DMWS because she wanted to be part of something where she felt she made a difference, she strongly identified with the organisations values and felt that given her previous workplace experience she could offer the military community at the Royal Centre for Defence Medicine, Birmingham the support they deserved.

Nailah hopes to learn more about welfare within the military community and to see the impact her presence has made. Ultimately, she would like to continue to grow within DMWS and work towards a more senior role within the organisation.

Nailah says "My experience working with DMWS has allowed me to speak with patients and their families to ensure they are supported in their time of need: whether it be a brief chat or offering a cup of tea, the little things matter the most when a family are going through hardship. There is a lot of work that military do behind the scenes to keep us as a country safe and working for DMWS means I can do my part too."



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



Help us make the difference. Donate to us online, text, cheque or post. For full details please visit dmws.org.uk/donate

Meet the Team



I genuinely enjoy working for DMWS as they are a caring and compassionate charity who put people first, treat everyone as an individual and tailor the support to meet their needs. It really does feel like you're able to make a positive impact to people's lives. One great thing about working for DMWS is they care for their employees; they listen, respond, and include staff in the shaping and future direction of the organisation.

WAYNE TURNER
POLICE WELFARE OFFICER



I have been involved with DMWS for many years, firstly as a Trustee, and because I believed in the work being undertaken by the organisation, I jumped at the opportunity to become a fulltime employee. It is an honour to work alongside all the staff at DMWS, collectively we have one aim and that is to support our Beneficiaries to lead an independent life with the support that they are entitled to.

BEVERLEY YOUNG
REGIONAL MANAGER MIDLANDS



Living in Cyprus and working for DMWS has given me a wonderful opportunity to work with and support our British Forces and their families here. Being able to make a difference and help ease the stress of a hospital admission is very rewarding. DMWS play a unique role in supporting service users and I feel extremely proud to be part of this wonderful organisation.

STACY LOIZOU
WELFARE OFFICER CYPRUS

Working Mums

Supporting women in the workplace



At DMWS, we recognise the challenges faced by women in the workplace. According to UK Government from October to December 2021, 1.4 million women were economically inactive because they were looking after their family or home. Considering this, we are committed to building a flexible, family-friendly organisation which encourages working women to reach their professional goals without having to compromise their home lives. With women making up around 60% of the DMWS team, we have worked hard to create an environment which supports all those who identify as women, at work and at home, with roles that maximise their potential and further their professional development.

Jess Liston is one of the many working mothers within the DMWS team. As the Regional Manager for the South of England, Jess is responsible for supporting a team of twenty staff across a range of projects and for developing new opportunities for the organisation. As a mother of two young children, Henry (9) and Ella (5), Jess benefits from a flexible schedule and the opportunity to work from home. Before Jess joined us at DMWS, she served as a sergeant in the Police Force for ten years but struggled to find a work-life balance that suited her family. Coming to the end of her maternity leave with Ella, Jess knew that she needed a career which offered her more flexibility without having to sacrifice her career.

Jess is also a military spouse and so personally understands the issues affecting military families and the unique challenges this can pose for employment. Jess's husband, a serving Warrant Officer in the Army, has had three postings since she joined DMWS, taking their family to Surrey, Cambridge, and then Oxford. Thankfully, Jess's role at DMWS has allowed her the freedom to move across the country with her family without the additional stresses of changing jobs. When asked about her role, she said:

"It's nice to work in an organisation that understands and supports the challenges of being a military spouse and understands the uncertainty of military life. DMWS's approach to flexible working means I get to enjoy the opportunities and challenges that the role provides and really establish my career without the added pressure of having to pursue a new position each time Paul is stationed away. Being part of the DMWS team means true flexibility; I'm able to attend sports days, school plays and parent's evenings -as any parent knows, being able to show up for these events means a lot to their children and DMWS's approach to

flexible working means I don't miss these important moments"

Following the lockdown announcement in March 2020, DMWS decided to continue the provision of our much-needed Welfare Services. However, like so many other parents at this time, Jess was faced with the challenging task of home-schooling both her children whilst working from home. This stressful time was furthered by her husband being posted away for the duration of the first two lockdowns. Reflecting on that time, Jess said:

"The senior leadership team really took the time to understand the difficulties I was faced with during lockdown: I was on my own with Henry and Ella, with the added responsibility of home-schooling both of them on top of my current workload. We agreed on flexible working and lessened my hours whilst Paul was away which gave me more time to be there for Henry and Ella."

As of 2022, Jess has been with DMWS for nearly five years and has gone from strength to strength. Most recently, Jess has headed up the Police Welfare Support Programme, drawing on her personal experiences to help shape the project and work towards positive outcomes for our beneficiaries. Jess has also completed several CPD-accredited courses which have expanded her knowledge and helped DMWS deliver our services at an exceptional level.

At DMWS we are very grateful to have committed team members like Jess. In a time of uncertainty and changing ways of working, we are proud to support our team, who are fundamental to reaching our goals, with their individual needs to make DMWS a welcoming and understanding place to work.

Approximately
60%
of the DMWS team
are women

Diversity & Inclusion

At DMWS we are continuously working towards ensuring our organisation is a diverse and inclusive workplace that welcomes the ideas, presence, and contributions of all our employees. Achieving diversity and inclusion is more than policies, programmes, or headcounts, we strive to make everyone, regardless of who they are or what they do for DMWS, feel equally involved and supported.

There are numerous features of our people practice and culture which have allowed us to achieve an inclusive workplace. Our recruitment process focuses on fairness, inclusion, and transparency, ensuring that merit, competence, and potential are the basis for all decisions about recruitment and development. We also focus on teaching all employees to understand and engage with inclusion, both in how they do their jobs and how they work with colleagues by building inclusion and diversity concepts and practices into staff training courses, management training and team-building programmes. We ensure that we measure, review, and reinforce our practices by benchmarking our progress against that of other organisations, exploring what others are doing to before adapting and developing our own ideas where appropriate.

Megan Inch, is one of several members of the DMWS team who understand the importance of inclusion and diversity within the workplace. Megan currently splits her time working at DMWS as a Welfare Officer and as a Psychologist in the NHS. It was whilst at university, Megan joined the Officer Training Corp and this where she met her girlfriend who have since both joined the Army. Megan is one of several reservists working for DMWS and joined our team to further support the military community. Speaking on her decision to work for DMWS, Megan said;

“

I chose to work for the DMWS because I wanted to apply my experience working as a Psychologist in the NHS to support veterans whilst they are in hospital. As a Welfare Officer my role involves helping veterans through the healthcare pathway, usually by liaising with clinical staff and providing solutions to improve wellbeing and support recovery.

As a member of the LGBT+ community Megan understands first-hand how important an organisations approach to inclusion can be. Speaking from her own experience, Megan said “thankfully my sexuality has never been an issue in relation to my military service, if I can pass the same fitness tests and do the job that’s required then I receive the same level of respect as the other soldiers in my regiment. However, I also understand that there are others who we’re not quite as fortunate as myself and have had negative experiences because of a misplaced stigma. By being an open member of the LGBT+ community and a member of the DMWS team I not only represent a safe space for our LGBT+ service users I feel my experiences reflect the positive developments the military continues to make, and I hope in that the work I do I advances and expands the understanding of inclusivity within DMWS.



As an organisation DMWS recognises that there are significant benefits to having a diverse workforce. If every team member has the same background, attributes or perspectives, the team will not operate as effectively as creatively or successfully as it could. Employees who feel they represented are overall happier and as a result. Reflecting on her position as a Welfare Officer for DMWS, Megan said “I think it’s important to have representation in any organisation. I’ve always enjoyed working with people from lots of diverse backgrounds. Different people bring different and often really exciting ideas to the table so I’m a big believer in more inclusive workforces because it challenges you to think about things from a different perspective.”

At DMWS we are conscious that our employees contribute to our organisation’s narrative, as we move forward into a more diverse and inclusive world, we are actively taking steps to ensure our staff are truly representative of the different groups which makeup our overall society. We are continually working to improve our service and look to identify areas where the diversity and lived experience of our staff could lead to improved access, better service design and ultimately improved outcomes for our beneficiaries.

Our Awards

In April 2021, we were awarded Charity of the Year at the South West Business and Community Awards. The award recognises the work delivered by our organisation in the South of England supporting the armed forces, veterans, police officers, The Merchant Navy and their families and carers.

The judging panel credited the work of DMWS for being quick to diversify during the Covid-19 pandemic, remaining agile and linking in with many local and community support services and achieving positive outcomes for people in great need. With over 1,000 nominations and 83 entries in the Charity of the Year category this is a significant achievement for DMWS. In July, DMWS CEO Paul Gaffney was invited to Aspen Waite Radio for an hour-long guest session to promote the win. Following the win, in April 2022, we placed as finalists in The Great British Business & Community Awards 2022 for both 'Charity of the Year' and 'Employer of the Year'.

At DMWS we work hard to ensure we recognise the success and dedication of our team. In December 2021, we held our first in person awards evening since Covid-19. The evening was a thank you to all the DMWS team, but in particular the night celebrated the accomplishments of several team members who had gone above and beyond in their role. To continue celebrating our amazing team we have highlighted a small section of the winners from the evening.



“

What a fantastic charity Defence Medical Welfare Service is. It provided much needed support to a variety of the UK's services. Moving their service online, doing doorstep drops of care and medical packages stopping vulnerable people from being isolated during Covid-19.

PAUL WAITE
CHIEF EXECUTIVE,
ASPEN WAITE AND SOUTH WEST
BUSINESS AND COMMUNITY
AWARDS JUDGE



Ambassador of the Year

Ben Phipps
MoD Hospital Welfare

The Award for Ambassador of the year is presented to an individual who exemplifies the values of DMWS and who has worked hard in all settings to ensure that the highest level of professional standards are displayed and upheld. Ben has had to worked hard to foster a fantastic relationship with chain of command and to increase the credibility and good standing of our organisation despite many challenges he encountered along the way.

Special Leadership Award

Wayne Turner
Police Welfare Officer

Since joining DMWS Wayne demonstrated a commitment above and beyond that which could be asked of him. He has shown a willingness to support his colleagues and those senior to him in a sensitive and intelligent manner. Wayne has proven himself to be a person of integrity as well as a colleague who can be relied upon to make good and fair decisions. He is exceptionally dedicated and selfless in his actions.

Innovation & Operational Excellence

Kirsten Leslie, Sophie Broady & Jon Hall
DMWS Clinical Team

This award category was established to recognise the exceptional work of those delivering services in new areas, or in inspirational and innovative ways achieving better outcomes for service users and developing DMWS operational capability. Kirsten, Sophie & Jon have proven valuable assets to the DMWS team by helping our organisation provide a more professional service and further understand and develop our team.

Key Issues Identified & Supported

 Hospital Healthcare Support	 Mental Health Issues	 Wellbeing: Stress & Anxiety	 Substance Misuse	 Social Care Needs	 Bereavement & Respite Care
 Social Isolation	 Independent Living	 Housing or Home Adaption	 Debt and Benefits	 Impact on Family/Carer	 Social & Activities

Our Partners & Funders

Funders 21/22

Armed Forces Covenant Fund Trust
 Army Benevolent Fund
 Army Central Fund
 Big Salute
 Boots Charitable Trust
 Corra Foundation
 E F Bulmer Benevolent Fund
 Fife HSCP
 Mind the Gap Scope
 Ministry of Defence
 NHS Greater Glasgow and Clyde
 NHS Lothian
 NHS Devon CCG
 NHS Somerset
 Police Federation
 Prama-Life
 Queen's Mary Roehampton Trust
 Royal Air Force Benevolent Fund
 Royal Navy and Royal Marines Charity
 Scottish Government - Unforgotten Forces Consortium
 Scottish Veteran Fund
 South Lanarkshire HSCP
 Sir Jules Thorn Charitable Trust
 Spark Somerset - Open Community Grants
 The Evelyn Trust
 The Eveson Trust
 The Masonic Charitable Foundation
 The Robertson Trust
 Veteran's Foundation
 Veterans Hub Weymouth

Partners 21/22

NUH NHS Foundation Trust
 Wye Valley NHS Foundation Trust
 Herefordshire Council
 The Cart Shed
 Herefordshire Football Association
 VCHA
 NHS AF GP Accreditation Scheme
 Irwin Mitchell



© Crown

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.

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.



Support Us

DMWS is immensely grateful to everyone who chooses to support us. Whether making an individual or corporatedonation; no matter how large or small, it all contributes to our work. If you would like to donate to our organisation there are several ways to do so.

Scan me



How does my donation help?

£5 could pay for a welfare officer's hospital parking charge, meaning they are able to conduct more face-to-face support.

£10 could pay for a series of phone calls by a DMWS welfare officer to a person isolated and in need of support.

£25 could pay for a DMWS welfare officer to provide emergency support and source items to families whose loved ones are in hospital.

£50 Could pay for a DMWS welfare officer for half a day, enabling them to support several cases concurrently.



Donate by text

Donate £5 by texting Lion 5 to 70460

Donate £10 by texting Lion 10 to 70460

Donate £25 by texting Lion 25 to 70460

Donate £50 by texting Lion 50 to 70460

Text donations cost the amount you are donating, plus one standard rate message charge.



Donate by Cheque/Post

Please make your cheque payable to St John & Red Cross Defence Medical Welfare Service

Send your cheque to: DMWS, The Old Stables, Redenham Park, Andover, Hampshire, SP11 9AQ

Please include your details if you can as we would like to say thank you and let you know we have received your kind donation.

Support Demographic



1551

Serving Personnel



1563

Veterans



458

MoD Rehabilitation

Data from 1st April 2021 - 31st March 2022

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.