



Defence Medical
Welfare Service
Supporting
the frontline

www.dmws.org.uk

Support to Police Forces

Provided by Defence Medical Welfare Service

DMWS deliver a range of clinical and non-clinical interventions tailored to the needs and specifications of a policing environment. The service is designed to work independently of but aligned to the objectives of the Police Forces. It is delivered by a team of clinical and non-clinical staff, all of whom have significant operational experience. All are SC cleared and have specialist training including a Level 3 Foundation in Welfare Studies and exemplar safeguarding training governed by robust policies and procedures.

What do we offer?

We offer support to Officers and Police Staff with any problems they are encountering professionally or in their personal life. Every service we deliver is bespoke and designed to meet the needs of the Police Force.

Our extensive work in this area over the last three years has led us to identify the main issues these individuals typically face which are:

- traumatic events
- those under investigation
- deterioration in mental health
- life challenges from a demanding work environment alongside maintaining work-life balance

Welfare Support

We offer a comprehensive and professional welfare and wellbeing service in a sympathetic and discrete manner. Our dedicated and experienced welfare staff take the time to listen and carefully assess the most complex of needs as well as more straight forward concerns.

Our support is tailored to the individual; we offer regular pre-booked sessions, discretion is used to determine length of time and number of sessions required.

Clinical Services

We have a variety of clinical services available to Police Forces. This can include the provision of sessional Psychiatrists, Psychiatric Nurses and Clinical Psychologists or a focus on physical health with the provision of specialists who can deliver services designed to support the physical health needs of officers and staff.

All services are provided with an integrated wellbeing specialist who can advise and guide the service user through their health journey ensuring that officers and staff obtain the optimal level of results from services and that any health or wellbeing issues are resolved with appropriate levels of assessment and intervention. The care and effective treatment of the officer is the primary focus of our service.

'This service is essentially the reason why I was able to get back to work so quickly'
-Police Service User, 2022

St John and Red Cross Defence
Medical Welfare Service (DMWS)
DMWS is a registered charity 1087210
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Case Study - Welfare Support

The officer was suspended from work due to allegations made against him. These were of a sexual nature and meant he also had to leave the family home.

- The Welfare Officer spoke to the Officer regularly and provided him with emotional support
- The Officer appreciated that this was without judgement or bias. He could speak freely and didn't feel that he was being judged.
- Working relationships had broken down and he required support that was independent.
- After 3 months the investigation resulted in no further action, the welfare officer supported the officer throughout this time

Case Study - Clinical Services

An officer was referred to DMWS Police Welfare Support for mental health support after struggling with low mood and anxiety for many years. Previously this had been managed but due to Covid-19 she had to shield for a significant amount of time and worked from home throughout.

- The thought of returning to work exasperated her mood and anxiety and she was struggling with daily activities
- A CBT approach was taken and over the course of the sessions her confidence increased and she was able to make small steps to improve her daily life
- The officer worked with HR and her federation rep to find a suitable role and a return to work plan. The officer has now been discharged from the support

'I've had counsellors in the past but DMWS's was by far the best and most understanding. It's the best service I've ever used for my mental health'

-Police Service User 2022

Getting in touch

If you are interested in finding out more about the services we offer please contact us at:

Email: info@dmws.org.uk

Phone: 01264 774000

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