

# What specialist mental health services are available for veterans?



## Veterans' Mental Health High Intensity Service

Hampshire and Isle of Wight

### Veterans' High Intensity Service (HIS)

The HIS will work in collaboration with other statutory services, providing support, training and case coordination to help them to manage veterans on their caseload who are experiencing a crisis, at risk of a crisis and need urgent support or who are finding it hard to engage with services. They will work with veterans and their families to provide a range of support.

HIS accept self-referrals and referrals from professionals, charities and families. You can refer via email [snhs.veteranshis.se@nhs.net](mailto:snhs.veteranshis.se@nhs.net).

Veterans can self-refer by calling **NHS111** if they are in urgent need of support.  
If there is an immediate risk call **999**.

For more information visit [www.solent.nhs.uk/join-us/armed-forces-programme/his/](http://www.solent.nhs.uk/join-us/armed-forces-programme/his/)

### Veterans Complex Treatment Service (CTS)

The CTS is a specialist service that offer treatment for a range of military related difficulties, including PTSD, depression, anger and other complex mental health difficulties.

The service is accessed via **Transition, Intervention and Liaison Service (TILS)**.

### Transition, Intervention and Liaison Service (TILS)

TILS is a specialist service supporting armed forces veterans experiencing a variety of challenges post discharge. They can support you with mental health difficulties and other issues such as housing, employment and finances.

TILS accept self-referrals and referrals from professionals, charities and families.  
Call **0300 365 0300** or email [bks-tr.referralhub@nhs.net](mailto:bks-tr.referralhub@nhs.net)

Contact details for TILS will change shortly, please refer to their website:  
[www.berkshirehealthcare.nhs.uk/veterans-tils](http://www.berkshirehealthcare.nhs.uk/veterans-tils)

Working in partnership:



# Ask them 'are you a veteran?'

A new service for veterans in crisis



# How does the Veterans' Mental Health High Intensity Service help?

The Veterans' Mental Health High Intensity Service (HIS) is part of a new national pathfinder being rolled out across England and will complement existing specialist services for veterans already up and running across the South East of England which includes the Veterans' Mental Health Transition, Intervention & Liaison Service (TILS) and the Veterans' Complex Treatment Service (CTS). The HIS will support veterans who are experiencing a crisis, at risk of a crisis and need urgent support or who are finding it hard to engage with services.

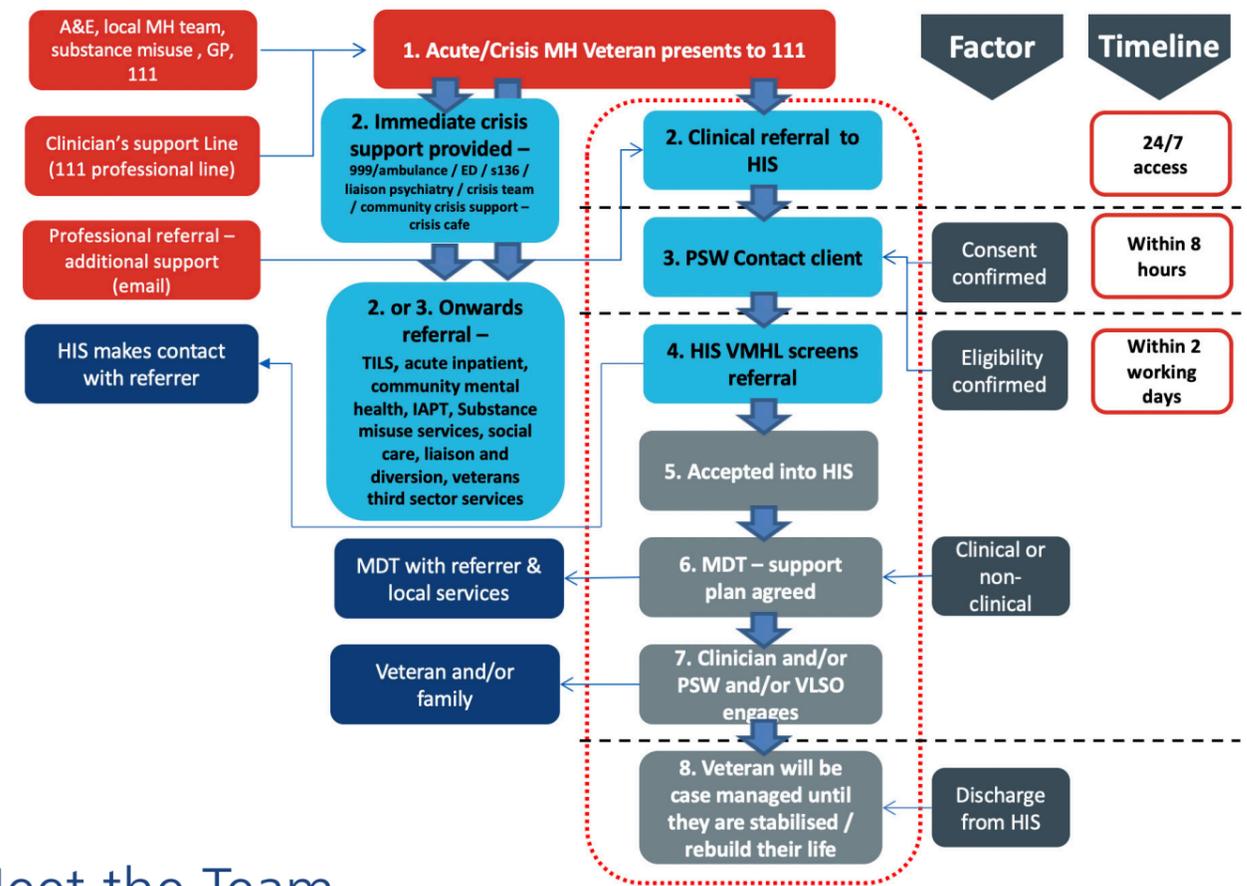


The High Intensity Service is a self-referral service via NHS 111 when the veteran is in a crisis. You can refer a veteran into the service by emailing [snhs.veteranshis.se@nhs.net](mailto:snhs.veteranshis.se@nhs.net).

The HIS team will work with local services to provide:

- Sensitised 24/7 crisis telephone support to veterans and their families via the 111 mental health triage service, a dedicated team of mental health professionals
- 24/7 telephone support to professionals supporting a veteran in crisis via the 111-professional line
- Case coordination to support veterans to access appropriate statutory and non-statutory services to best meet their mental health and social needs
- Support to local trusts with veterans who are struggling to engage with services and are at risk of falling between the gaps in services
- Access to advice and veteran aware and trauma informed training for services working with veterans that are open to HIS
- An assessment of mental health needs (taking into account any physical health needs), along with any social requirements, such as housing, benefits and relationships.
- Support and care for family members and carers where they need it.

# Veterans' Mental Health High Intensity Service pathway in conjunction with crisis pathway



## Meet the Team

Clinically led – coordinated approach to triage, assessment and co-produced care

### NHS 111 Mental Health Triage

"I am a veteran" – Calls to 111 where the caller identifies themselves as a veteran and in need of urgent mental health support. Alongside appropriate actions to manage the current crisis, an assessment of needs is undertaken, and a referral made to the wider HIS team.

### Peer Support Workers (All Call Signs)

Every veteran referred into the HIS will be communicated with by a Peer Support Worker (PSW) within 8 hours, at a time appropriate for the client. They provide support, guide and advocate for veterans, maintaining a relationship over an extended period of time.

### Veteran Liaison Support Officers (VLSO)

Collaborate with PSWs to lead on more complex cases where veterans are deemed to need an extra level of face to face intensive support. Providing support with issues around employment, housing, debt/welfare, disability and social inclusion.

### Veteran's Mental Health Lead (Clinician)

Provide mental health assessment, care planning and support veterans into appropriate treatment. Lead the Multi-Disciplinary Team (MDT) meetings, screen new referrals and liaise with other services to ensure a collaborative approach to creating care pathways for clinical and social needs.