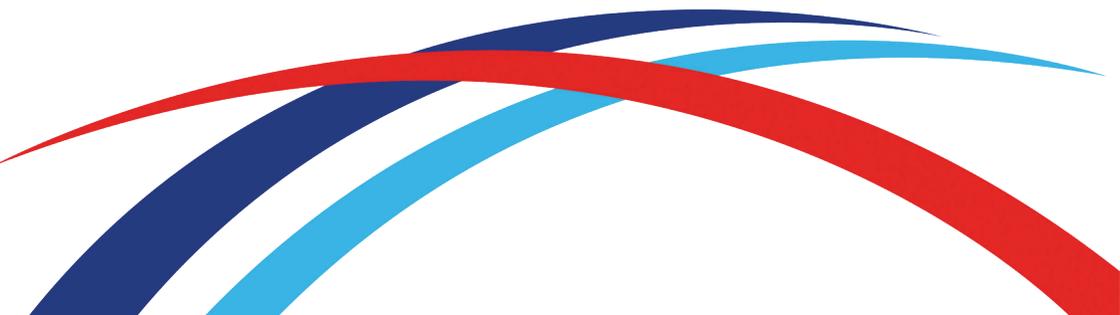


# Veterans' Mental Health High Intensity Service



A specialist service for those who have served in the regular armed forces or as a reservist in the British Military and their families.



# What is High Intensity Service (East of England)?

The High Intensity Service (HIS) is part of Op Courage which includes the Transition, Intervention and Liaison Service (TILS) and the Complex Treatment Service (CTS) to support veterans with their mental health and wellbeing.

It offers a period of intensive mental health support if and when a veteran needs it, after they have been referred by a health and social care professional. It provides rapid access to an assessment and intensive support package for veterans who are experiencing a mental health crisis, ensuring a comprehensive approach to meet your needs and includes support for families and carers.

It works collaboratively with local mental health teams to ensure you receive a military-sensitive and enhanced package of support. It also works alongside other NHS services to enhance the mental health care a veteran would already receive.

There is no self-referral route, access is via a professional referral.

## How can we help?

We work with those who have served in the British Military who are experiencing a range of thoughts, emotions and feelings such as:

- Anger
- Sadness
- Depression
- Loneliness
- Hopelessness
- Distress
- Self-loathing
- Low self-esteem
- Despair
- Suicidal thoughts

## Who are the High Intensity Service East of England team?

The High Intensity Service team is made up of mental health nurses, family support workers and veteran support liaison offers from Walking with the Wounded.

We provide a non-judgemental approach and will explore any difficulty you may have in accessing and engaging with our service.

You may also benefit from advice and support to meet other needs such as:

- Housing
- Debt
- Support with alcohol, drug and gambling related issues
- Physical health
- Employment
- Relationship difficulties
- Finances/benefits
- Social activities

# Do you know a veteran who might need support?

Self referrals can be made into the Transition, Intervention and Liaison Service (TILS) East of England. For more information, call **0300 323 0137**.

For more information on Op Courage visit [www.nhs.uk/nhs-services/armed-forces-community](http://www.nhs.uk/nhs-services/armed-forces-community)

Clinicians from Op Courage will ensure you are offered the most appropriate service for your mental health and wellbeing needs.

## What happens if I work with the service?

Once working with the High Intensity Service you will be allocated a Mental Health Nurse and Veteran Liaison and Support Officer (VLSO), who will meet you, assess your needs, co-produce a recovery plan and provide intense support to you and your family for approximately three months. They will also engage other services to provide support after the High Intensity Service.

The service is 365 days a year, 24 hours a day. The team works in varying ways, offering face-to-face contacts Monday - Friday or emotional support available via Mental Health Matters.



# The High Intensity Service is delivered in partnership between:



The East of England High Intensity Service team is based across Norfolk, Suffolk, Cambridgeshire, London, Essex, Hertfordshire, Bedfordshire, Milton Keynes and Luton and is made up of staff from the Norfolk and Suffolk NHS Foundation Trust and Walking with the Wounded.

Mental Health Matters offers a 24-hour emotional support line for veterans and their carers.

**0800 519 2702**

A veteran can contact this line at any point, 24 hours a day, seven days a week to seek emotional support if they are working with the High Intensity Service. Clinicians can also call this number to seek advice on how to refer into the High Intensity Service.

This is an established helpline which has been helping veterans since 2017.

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Norfolk and Suffolk NHS Foundation Trust values and celebrates the diversity of all the communities we serve. We are fully committed to ensuring that all people have equality of opportunity to access our service, irrespective of their age, gender, ethnicity, race, disability, religion or belief, sexual orientation, marital or civil partnership or social and economic status.



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