



The St John & Red Cross
Defence Medical Welfare Service (DMWS)
Caring for those who serve



Jason Stone
Welfare Officer
DMWS South Project



@JasonStone_DMWS @TheDMWS



The St John & Red Cross
Defence Medical Welfare Service (DMWS)

Caring for those who serve

24/7 service
365 days a year
CALL: 0800 999 3697



Jason served in the Army before he became
a Veteran and DMWS Welfare Officer



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DMWS is an independent charity providing help and support to the Armed Forces community whenever they are **receiving medical treatment**. Embedded within the NHS, we work in partnership with the teams by:

- Saving money by reducing hospital Length-of-Stay through engagement and sourcing external support
- Helping to tackle 'Delayed Transfer of Care' issues by providing additional options for transitional care thus reducing 'bed-blocking'
- Working with other organisations to improve homecare provision and reduce re-admission risk
- Freeing up clinical staff to concentrate on their core duties by dealing with non-medical issues
- Reducing 'Did Not Attends' (DNAs) rates by accompanying patients to appointments
- Assisting with a coordinated discharge plan
- Delivering a positive patient experience

*"The constant support from DMWS
has given me the strength to return home."*

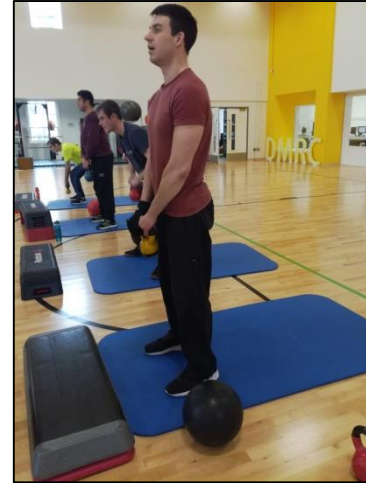
Veteran, aged 76



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Alex tells his story over dinner with HRH The Countess of Wessex



Royal Engineers stroke survivor, Aged 32

From admission to A&E – Stroke Unit – supported transfer to the Defence National Rehabilitation Centre



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Army veteran Sydney who is 99 years old and a Dunkirk veteran. We helped to source him a place at Dunkirk Memorial House in Taunton, one of The Royal British Legion's Care Homes, with a specialist Dementia care wing.

Specialist housing sourced enabling discharge from hospital, helping to tackle 'Delayed Transfer of Care'



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Bereavement Support for the Wife of a Naval Veteran

Caroline was referred to me from the bereavement team at Derriford Hospital in Plymouth after the death of her husband who was a Merchant Navy veteran. Caroline was dealing with grief and lacked support as she didn't have any family or friends to turn to. One of the biggest worries for Caroline was the lack of finances to pay for his funeral. She developed a mental illness and became suicidal.

£6,000 + financial support raised

Multi partnership approached made a significant difference

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University Hospitals
Plymouth
NHS Trust



Department
for Work
& Pensions



WolseleyTrust



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A Day in the Life of a Welfare Officer

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Jason Stone on the road with Forces TV

FORCES TV

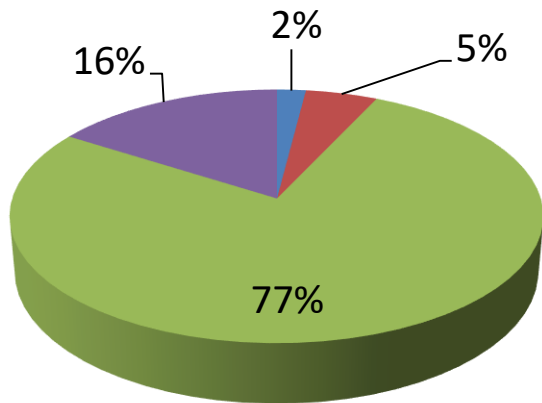


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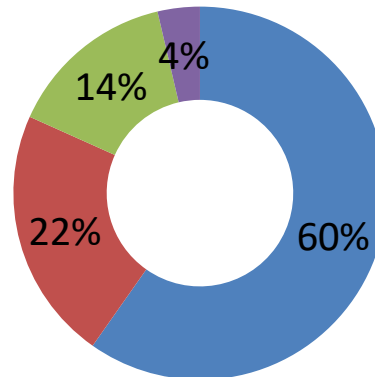
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2018-19 Plymouth Service User Status



- Serving Family
- Veteran
- Serving Regular
- Veteran Family

Working in partnership with the NHS



- Admissions to Emergency Care
- Supported as Outpatients
- Supported within Primary Care
- Supported at home

41% were referred directly by hospital teams



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Working in Partnership to Improve Wellbeing & Recovery

Addressed issues and gained improvement for **89%** of service users

With good or significant improvement in over **50%** of cases

90% of onward referrals to third sector organisations

Measured through Assessment start and DMWS intervention end scores

The support given Improved:

Anxiety
Dealing with problems
Feeling valued
Confidence
Optimism



64% had good or significant improvement in wellbeing

Measured through Warwickshire & Edinburgh
Mental Wellbeing Scale

More able to cope, enabled discharge, supported recovery



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Many NHS Trusts are signed up to the Armed Forces Covenant – DMWS helps to provide that support

The Armed Forces Covenant is a promise to the nation ensuring that those who serve, have served, and their families are treated fairly



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“The Trust has welcomed the opportunity to work with the Defence Medical Welfare Service over the coming years. Having a DMWS Welfare Officer on site will give a welcome support for serving, reserve and veteran forces personnel who find themselves in hospital. Having someone forces connected to talk to our patients from these groups helps maintain the important link between service in the armed forces and the health of our local population. We are very pleased to have welcomed Jason into our Hospital and have already started to see the benefit of his role.”



Deputy Chief Nurse, Dave Thomas - Serving
Lieutenant Colonel