

THE SAFE AND EFFECTIVE DELIVERY OF CLINICAL SERVICES: Engagement in QNVMHS

Contact Group UK Military Mental Health
Sector Event

22 June 2022

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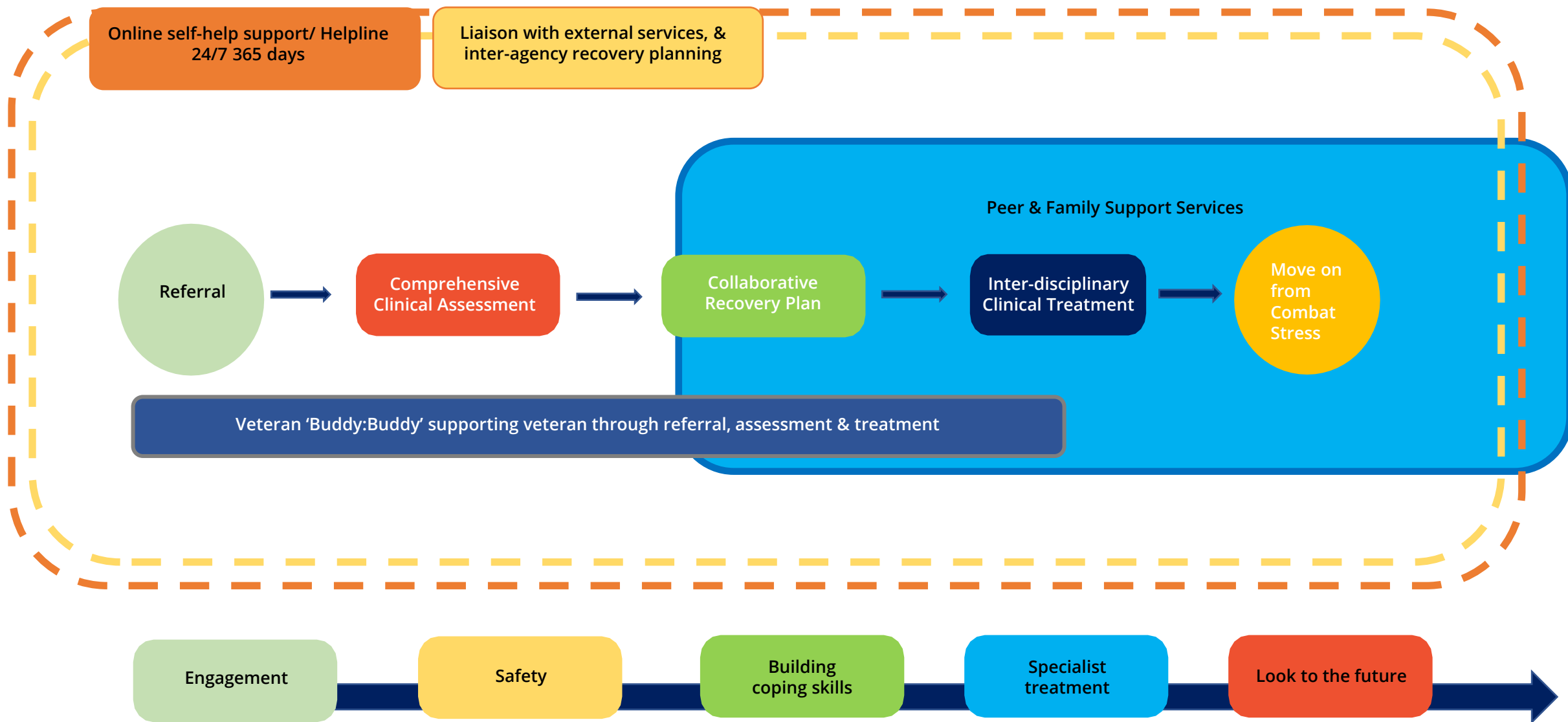
OUTLINE

- Combat Stress – Service Model
- Clinical governance structures to ensure safe and effective delivery of services
- Reflections on the QNVMH

SERVICE MODEL

Guiding Principles

1. We offer specialist assessment and treatment for veterans with complex trauma or stress-related mental health needs resulting from their experience of military service
2. We are a veteran-centric organisation
3. We are a trauma-informed organisation
4. We offer truly integrated inter-disciplinary treatment and support
5. We are research leaders for complex mental health needs in veterans
6. Our clinical and support interventions are tailored, agile and flexible
7. We are committed to continuous quality improvement in our services



SELF-HELP GUIDE TOPICS



ANGER



ANXIETY



DEPRESSION



GRIEF



PTSD



ALCOHOL
MISUSE



DIABETES



HIGH BLOOD
PRESSURE



SUBSTANCE
MISUSE



ORGANISATIONS



FAMILIES

Engagement

Safety

Building
coping skills

Specialist
treatment

Look to the future

High quality clinical content

Co-produced by veterans

Immediate access to veteran-oriented self-help

24/7

365 days

Open to all

HELPLINE

**COMBAT STRESS 24-HOUR
MENTAL HEALTH HELPLINE**

0800 138 1619

For veterans and their families

- Emotional support
- Initial risk screen & management
- Information & advice about services/signposting
- Presenting problems & goals
- Referral administration
- Other people involved in your care
- Consent to liaise

Engagement

Safety

Building
coping skills

Specialist
treatment

Look to the future

Peer Service

Peer Recovery Worker

Peer Support Coordinator



Veterans with lived experience
supporting veterans



contact

Collaborating for Military Mental Health



VETERANS

QUALITY NETWORK
FOR VETERANS MENTAL
HEALTH SERVICES

COMBATSTRESS
FOR VETERANS' MENTAL HEALTH

SERVICE INFORMATION

Workbook

Standards are divided into three types:

Type 1: failure to meet these standards would result in a significant threat to patient safety, rights or dignity and/or would breach the law. These standards also include the fundamentals of care, including the provision of evidence based care and treatment;

Type 2: criteria that an accredited service would be expected to meet;

Type 3: standards that are aspirational or standards that are not the direct responsibility of the service.

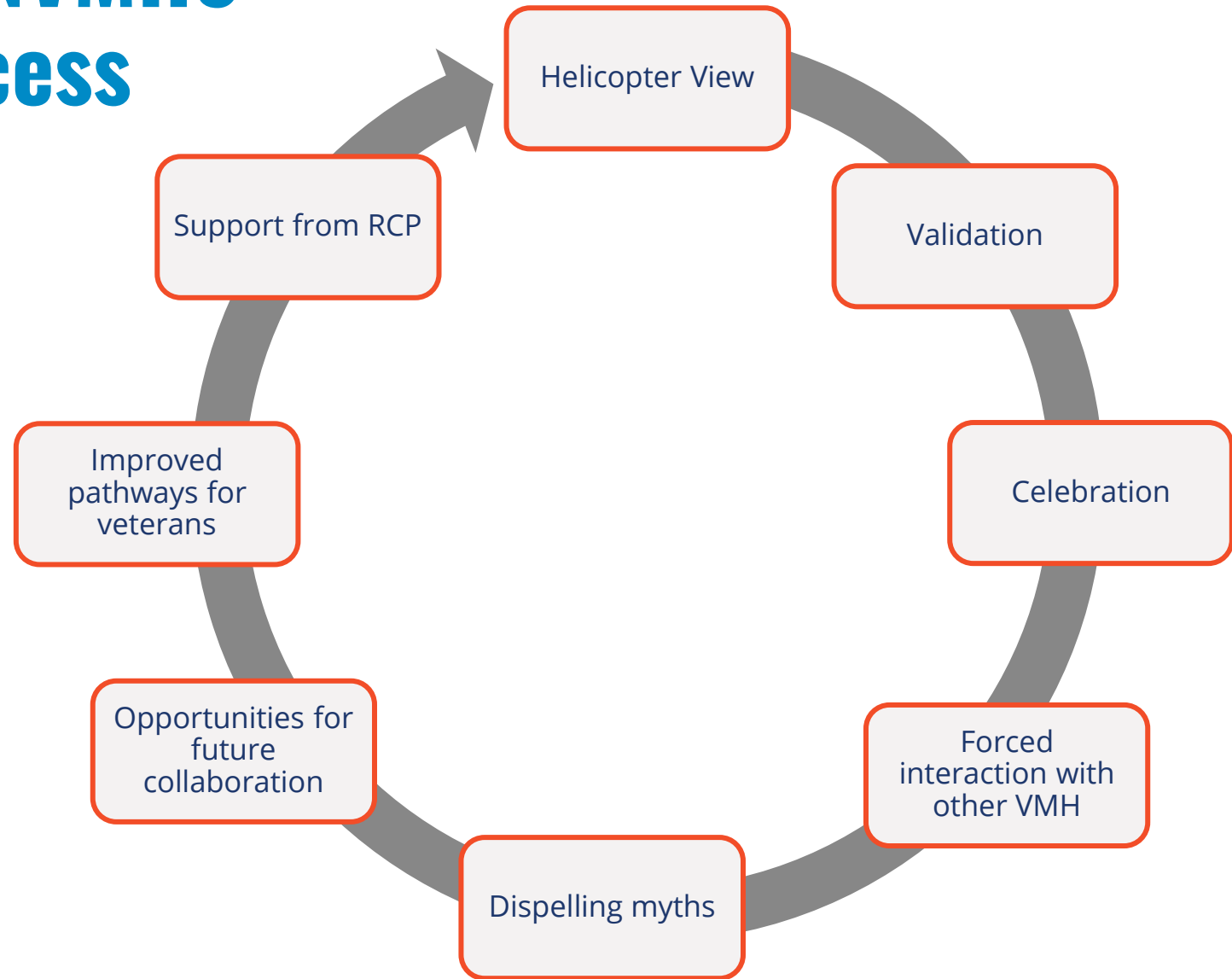
Survey Responses (Veteran, Carer, Staff)

As part of the self-review process, the host service is required to distribute a survey on the quality of their service to staff, veterans and carers of veterans.

Peer review

Feedback

Reflections on QNVMHS Peer Review Process



Self-help for veterans, their families, employers and organisations who support veterans

SELF HELP GUIDES

Our self-help guides have been developed by the specialist mental health clinicians working at Combat Stress in collaboration with veterans.

GET STARTED



<https://selfhelp.combatstress.org.uk>

CONTACT US

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