

Our support partners



### Who are these services for?

We provide mental healthcare for British Armed Forces veterans and those service personnel approaching discharge, regular or reserve, living in London.

Our team is able to help with the full scope of mental health difficulties, ranging from mild to severe and complex issues, even if experienced years after leaving military service. We work closely with other NHS services and veteran charities to provide support for both the individual and their family.

### If you or someone you know:

- Has sleepless nights
- Feels anxious or on edge
- Feels irritable and angry
- Experiences nightmares
- Has unwanted memories
- Has difficulty coping with past experiences
- Has problems getting along with people
- Feels depressed, or is isolated
- Is drinking too much alcohol or using drugs
- Is finding it hard having stopped using alcohol or drugs
- Is having difficulty coping with life
- Is having thoughts of self-harm or suicide

...then we can help

### How to get help from us?

Referrals can be made through your GP, health-care provider, welfare or other careworker. A referral can also be made by a family member, friend or even yourself. Information about our services, and referral forms, can be found on our website. For further information please get in touch using the contact details below.

If you experience a mental health crisis outside of our regular office hours you can get help by dialing 111, visiting A&E or calling 999.

### How to contact us:

#### Veterans' Mental Health TIL Service - London and South East

4th Floor, West Wing, St. Pancras Hospital,  
4 St. Pancras Way, London NW1 0PE

Tel: 020 3317 6818

E-mail: [cim-tr.veteranstilservice-LSE@nhs.net](mailto:cim-tr.veteranstilservice-LSE@nhs.net)

Online: [www.veteransservice.nhs.uk](http://www.veteransservice.nhs.uk)

### Other support and help for veterans

The Veterans' Gateway is a directory for veterans and their families listing the available support on offer: [www.veteransgateway.org.uk](http://www.veteransgateway.org.uk)

### Useful numbers:

Combat Stress Helpline: 0800 138 1619 (24 hrs)

Samaritans: 116 123 (24 hrs)

### Information for clients



Mental health assessments  
and treatment for British  
Armed Forces veterans  
and their families or carers.



**“Approaching the service was the best decision I made. It opened up avenues for me to get treatment.”**

**UK Army Veteran**



## What we provide

For London, we provide three dedicated veterans' mental health services:

- Transition, Intervention and Liaison Service (TILS)
- Complex Treatment Service (CTS)
- High Intensity Service (HIS)

## What do these services do?

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

We meet with you for an assessment of your difficulties which will include a discussion of your mental health difficulties and other problems (e.g. financial issues, employment, housing). We aim to see you within 14 days of referral. After gaining an accurate understanding of your mental health and social problems, we will discuss with you the help that is available, so you can make an informed choice about your care. In partnership with you, we will make recommendations for support or treatment which could involve referral to your local NHS Service as well as other organisations including veteran charities.

We are a multidisciplinary team and can offer our own treatment if the right help is not available or suitable for you from your local NHS Service. Our team includes a doctor (consultant psychiatrist), nurses, counselling and clinical psychologists, social workers and veteran peer support workers. Together, we offer highly specialist psychological therapies for complicated issues that do not fit neatly into existing NHS mental health services.

### Complex Treatment Service (CTS)

If you have complex mental health difficulties, that have not been helped by previous NHS treatment you may also be able to access treatment within our Complex Treatment Service, where we can see individuals for up to 32 sessions of treatment. Access is via the Transition Intervention and Liaison Service.

### High Intensity Service (HIS)

Our High Intensity Service offers urgent treatment to veterans currently using crisis services or those in need of immediate care to prevent crisis team involvement or admission. You can be seen within 72 working hours of referral. The aim is to reduce and prevent hospital admissions, and support those currently hospitalised to move forward.

The High Intensity Service is provided by Camden and Islington NHS Foundation Trust, Walking With the Wounded, STOLL and The Ripple Pond. We work alongside mainstream NHS and other services, including 24-hour crisis teams, to carry out an assessment, coordinate care and facilitate treatment across services. The HIS provides an assessment of need and then intensive mental health and social support for a period of three to six months. For example, this could be around managing emotions, tackling unwanted alcohol and substance use; and support in areas such as employment, personal finance and housing. As well as help from our team, we will also facilitate ongoing care utilising your local NHS and third sector providers.

## Support for carers, family and partners

We can also meet with partners/family members or carers either on a one-to-one basis or together with the veteran who has been referred. These sessions can be used to share information and advice about problems and help with individual and couple distress. We can then refer family members for support to our partner The Ripple Pond.

## Consultation

Many people who have come to our services say that one of the hardest things to do is to attend the first appointment. We understand how difficult this can be, so if you prefer, you can speak to one of us over the phone (0203 317 6818), including to one of our veteran peer support workers, about what our services offer.

## Lived experience experts

Central to our services are our 'lived experience experts' – bringing their understanding to inform and shape our practice. We have an active service user group who work to improve how we do things. To find out more please visit our website: [www.veteransservice.nhs](http://www.veteransservice.nhs)

**“My family suffered my physical and verbal abuse for years. We didn't know what was wrong with me. This service has helped me and my family problems. I feel a lot better about myself now.”**

**UK Army Veteran**