



Camden and Islington 
NHS Foundation Trust

 housing and
helping Veterans





Barnet, Enfield and Haringey 
Mental Health NHS Trust

 THE
RIPPLE
POND

**Veterans Mental Health
and Wellbeing Service**

Oxleas 
NHS Foundation Trust



Support for carers, families and partners

We can also meet with partners/family members, friends 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 service say that one of the hardest things to do is to attend the first appointment. We understand how difficult this can be, if you prefer, you can speak to one of us over the phone, 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.

How to get help from us?

Referrals can be made through your GP, healthcare 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:

**Op COURAGE Veterans Mental Health
and Wellbeing Service**

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

Tel: 020 3317 6818

E-mail: veteransservice@candi.nhs.uk

Online: www.londonveteranservice.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

Useful numbers:

Combat Stress Helpline: 0800 138 1619 (24hr)

Samaritans: 116 123 (24hr)



London



“Approaching the service was the best decision I made. It opened up avenues for me to get treatment for my physical, as well as my mental health issues.”
UK Army Veteran



Who is this service for?

We are the hub for mental healthcare provision for all 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 experience
- 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

What we provide

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, physical health and addiction). We aim to see you within ten working days of referral, or five working days if necessary.

After gaining an accurate understanding of your mental health and social problems, we will discuss with you the help that is available across London, 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 doctors (consultant psychiatrist), nurses, counselling and clinical psychologists, social workers, veteran peer support workers, Walking With the Wounded and STOLL support workers.

We offer highly specialist psychological therapies for complicated issues. Our Walking With the Wounded and STOLL support workers provide specialist help around employment, housing, social and benefit issues.

Armed forces community drop-in

We hold a monthly evening drop-in, in association with The Stoll and the Royal British Legion, providing an opportunity to socialise with other veterans and their partners/supporters over some refreshments, which can help to overcome loneliness and build connections.

Veteran-supporting representatives from the NHS, governmental and third sector organisations attend making it an ideal place to get immediate support from professionals. More information can be found on our website.

Specialist Armed Forces NHS Services

London Op COURAGE is part of a National service provided by NHS England for veterans. You can find more information at: nhs.uk/nhs-services/armed-forces-community/

This website also has the contact details for all regional Op COURAGE services across England.

We are a service that is eager to break down barriers to access, and welcome individuals from all communities.

“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