

## Additional services offered

- Training on veterans' mental health and welfare, tailored to meet service needs
- Consultation/advice regarding veterans' mental health and welfare
- Clinical supervision for mental health professionals working with veterans.



Healthcare  
from the heart of  
your community

Berkshire Healthcare NHS Foundation Trust is committed to the eight principles of the Data Protection Act 1998.

For further information please contact the Data Protection Officer, Fitzwilliam House, Skimped Hill Lane, Bracknell, Berkshire, RG12 1BQ.

## Contacting our service

# Are you new to our service?

Are you a **Veteran wishing to self-refer** or a **professional referring a patient?**

phone: **0300 365 0300**

email: **Bks-tr.referralhub@nhs.net**

(**Common Point of Entry** 'CPE' for all Berkshire Healthcare mental health services.)

### Please have ready:

- Veteran's name date of birth, GP's name and address, any medications, current difficulties.
- Military history i.e discharge date.
- Any other services currently involved in their care.

We respond to enquiries and referrals in five working days and offer assessments within three weeks. (If the patient chooses to have an assessment).

### For general enquiries:

phone: **0118 929 6426**

email: **sc.veterans@nhs.net**

### South Central Veterans' Service

25 Erleigh Road, Reading, RG1 5LR

In an **emergency** or **crisis**, contact your GP or local Accident and Emergency Department.

You can also call the Combat Stress helpline:  
**0800 138 1619**

Berkshire Healthcare **NHS**  
NHS Foundation Trust

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## South Central Veterans' Service

A specialist mental health service for anyone who has served in **The British Armed Forces** (regular and reserves).



Oxfordshire  
Buckinghamshire  
Berkshire  
Hampshire  
Southampton  
Portsmouth  
Isle of Wight

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## What does the service do?

**We are a specialist and dedicated NHS mental health service with experience of working with people who have served in the armed forces (regular or reserves).**

We meet with you for an assessment and in partnership with you make recommendations for the support or treatment that can help you to get your life back on track.

This may involve help from local NHS services or from other organisations who work with ex-service men and women.

**“I don't think a civilian service will be able to understand or help me...”**

...This is a common concern voiced by many ex-service personnel as many have had difficult experiences with civilian services in the past. This is why we take time at assessment to identify the right type of support.

All our clinicians have experience working with ex-service personnel and we work closely with other ex-services organisations, so that we can offer the best help available.

## We work with organisations such as:

- The Royal British Legion;
- Soldiers, Sailors, Airmen and Families Association (SSAFA);
- Combat Stress;
- Veterans Outreach Support (Portsmouth);
- and many other voluntary, charity and NHS services.

## Do I need help from SCVS?

If you recognise any of the following - your answer may be **“yes”**:

- Low or changeable mood
- Feeling anxious or vulnerable
- Losing your temper easily or difficulties controlling anger
- Feeling “on edge” or “on the lookout” - all the time
- Difficulty sleeping or having nightmares
- Using illegal drugs and/or alcohol to help you cope
- Having difficulty relating to others (including loved ones)
- Re-experiencing or remembering traumatic experiences
- Finding it difficult to settle back into civilian life after leaving the forces.

## Your first appointment

**Many people who have used our service say that one of the hardest things can be turning up to that first appointment.**

We understand how difficult it can be, so we take our time to get a full understanding of you and the problems you face. You will be invited to one or two assessment sessions with a clinician either at our Reading office or at a location nearer to you.

You will be asked a range of questions about different parts of your life, including your military history, your life after leaving the military and any difficulties you face currently.

After the assessment, we will discuss with you the help that is available locally for you to choose from. This may also include specialist treatment with our service.

Following your results we will write a report and make any necessary referrals to other services.



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