



September 2017 - Issue 9

V1P.Scotland@nhslothian.scot.nhs.uk

www.veteransfirstpoint.org.uk

Hello,

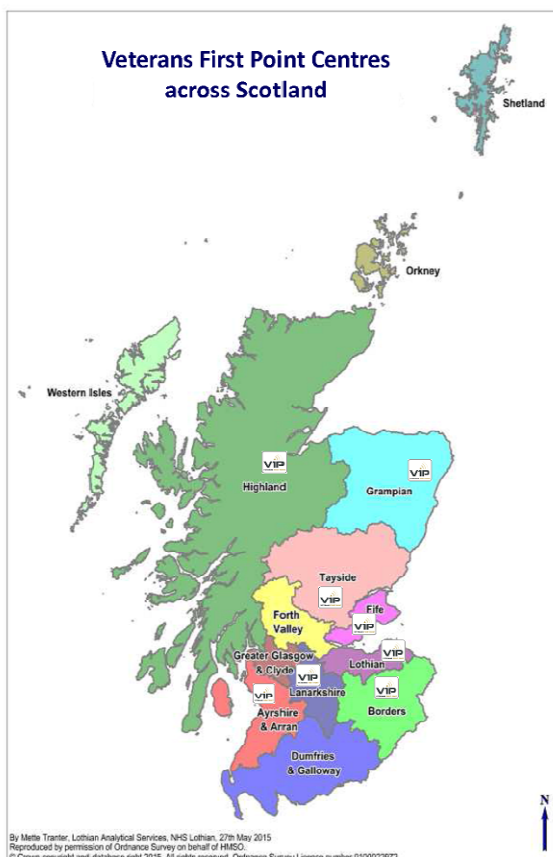
Welcome to the latest Veterans First Point Scotland Team Newsletter!

We thought it would be useful to update you on the progress we continue to make working with you, our Partners, on assisting the Veteran Community. As you know the last quarter has seen some challenges particularly around funding. The V1P projects in Highland and Grampian are coming to an end and we would like to dedicate this newsletter to all the staff, Veterans and partner organisations that have supported these projects.

It is with sadness that we see successful ventures in Highland and Grampian close but it is important to remember that the original aim had been to establish only three additional centres and we managed to open eight across Scotland. Six projects have secured funding going forward, so let's also remember that success as the Network continues to develop and look towards the future.

We launched our new Veterans First Point website, <http://www.veteransfirstpoint.org.uk/> at the 2nd Annual Veterans First Point Scotland Conference at Edinburgh Napier University Craiglockhart Campus. We hope Veterans and their families will be able to find the closest centre to them as well as locating helpful links which will help them find help to keep moving forward.

Veterans First Point across Scotland



Ayrshire & Arran – Based at 12-14 Bridgegate, Irvine KA12 8BQ.

Borders – Based in The Hive, Low Buckholmside, Galashiels, TD1 1RT.

Fife – Based in Cardenden Health Centre with Outreach locations at Bruce Heights Flats, Broomhead Drive, Dunfermline KY12 9AE and Kirkcaldy East, 2 Park Road, Kirkcaldy KY1 3EL.

Grampian – Final date of operation Friday, 22nd September 2017

Highland – Final date of operation Friday, 22nd September 2017

Lanarkshire – Based in Houldsworth Centre, Kenilworth Avenue, Wishaw ML2 7LP with Access Point locations at the Tolbooth, Main Street, Lanark ML11 7EX on Tuesdays and in the Library of Houldsworth Centre on Fridays.

Lothian – Based at Argyle House, 3 Lady Lawson, Floor K, Edinburgh EH3 9DR

Tayside – Based in The Cottage, Kings Cross Hospital, 10 Hospital Street, Dundee, DD3 8EA

Ayrshire & Arran



Veterans First Point Ayrshire & Arran has been fully operational for 6 months now. We also have a full complement of staff after Joanne Bailey, Psychological Therapist, joined the team in June this year.

The team is running regular drop-in services and has also started a healthy eating course lead by our Peer Support Worker, Alison Maitland.

We are also hoping to offer some of our more isolated Veterans, the opportunity to join our Peer Support Worker, Rab Ogilvie for monthly day trips out to local historical sites.

We have noticed an increase in the numbers of family members registering and, as such are planning to start a support group for the partners of our Veterans.

Currently V1P Ayrshire & Arran runs from our centre in Irvine. However, we are excited to announce that we will soon be offering a satellite service from the new Poppyscotland Welfare Centre which is opening soon in Kilmarnock.

For further developments in Ayrshire & Arran, please contact V1P Ayrshire and Arran at 01294 310400 or aa-uhb.veteransfirstpoint@nhs.net

Borders



In the V1P Borders, our number of referrals into the Service continues to grow as word of mouth spreads knowledge about the Service. The total number of referrals has recently reached eighty, which is keeping the team of 1.5 staff busy (and out of mischief)!

Now that there's more certainty regarding the future of the Service, marketing is again a high priority for the team. Publicity will be achieved by means of educating the local GPs and medical practice staff as well as using the local media. On 24th July, local MSP Paul Wheelhouse visited our centre on a fact-finding mission. He heard presentations from four of our service users, volunteers, as well as some partners and the staff. The visit was a great success and Paul showed great interest in Veterans and asked many pertinent questions. A photograph of the visit is attached below.

Other VIP visits include the Scottish Borders Council Veteran's Champion, Councillor Harry Scott, and the NHS Armed Forces Champion, Lt Col (Retd) Warwick Shaw have both been hosted by the Service and met with Veterans and staff.

The monthly evening meals continue to be very popular with fourteen Veterans joining the staff for a meal and a social evening in July. We hope to increase the frequency of these events. One of the four volunteers is actively developing local contacts to enable our service users to engage in activities to keep them occupied and active. One of the first exciting activities to be developed is archery, and some of our service-users have been very keen to sign up.

The team is in the process of advertising for two more, part time, peer support workers with the aim of providing five day a week cover (currently cover is provided on four days a week).

For further developments in Borders, please contact V1P Borders at 01896 668551 or V1P@Borders.scot.nhs.uk



Paul Wheelhouse MSP (second left) presented volunteer's ID badges to Matt Deeming, Ed Taylor and John Johnston at The Hive, Galashiels

Fife



Veterans First Point Fife host community drop-in centres in Kirkcaldy and Dunfermline. Our team of Peer Support Workers and Clinicians offer one-to-one appointments in numerous locations across Fife. Our administrative centre is located in Cardenden.

With funding until the end of the financial year recently secured, we have been able to start to think about longer term developments for the service. One of these has been to set up a Walking Group: our first walk in June was well received and our most recent event was held on 13th August starting from scenic North Queensferry.

Our newest PSW Pete McIntyre attended Induction Training with the V1P Scotland Team at the end of August 2017 and he has become a true benefit to the team. Our other Peer Support Workers Dean McMinn and Teresa Bramley have been maintaining contact with all of the Veterans in the Fife area and keeping all aspects of the service running smoothly. We are also very proud to announce our Clinical Associate in Applied Psychology (CAAP), Mandy McAlpine gave a presentation on the development of V1P Fife at the First National CAAP Conference held in Dundee in August.

For further developments in Fife, please contact V1P Fife at 01592 723844 or Fife-UHB.VeteransFirstPoint@nhs.net

Grampian



It is with great sadness I write our last contribution to the Veterans First Point newsletter. Grampian V1P will close on Friday, 22nd September with 34 veterans registered and 30 more on the waiting list.

It goes without saying the staff are devastated but all of our thoughts are with the Veterans we've had the privilege of meeting on our short 'journey' since our Opening December 2016.

On a personal note, I would personally like to thank the Veterans First Point Grampian Team for their commitment and hard work in support of the local Northeast Veterans. Our two amazing Peer Support Workers, Marie McWilliam and Vickie Mosemann will be greatly missed by the Veterans and their families, who speak of not knowing how they will cope when they are not at the end of the phone or at Grampian's drop in sessions.

Also thanks to Lisa Malcolmson for her professional support to the Team and to Paula Bray for looking after our admin and so many other things. Fiona Molloy and Lori-Beth Thom, our Therapists, left the service some time ago having helped several Veterans on the road to recovery.

From the whole Veterans First Point Grampian Team, very little remains to say other than, "It's been a pleasure" and "Good Bye for now."

Veterans in this area should contact their GPs for health related issues and the Veterans First Point Scotland Team for their closest centre at 0131 221 7090 or V1P.Scotland@nhslothian.scot.nhs.uk



Highland



The Veterans First Point Highland Project is reaching the end of this successful period. We are delighted to say that this Poppyscotland and NHS Highland partnership team have delivered a 15 month service to Veterans offering the National Award Winning Veterans First Point Model. Over this Project we used the image of a “Loch” to keep us in touch with our core purpose.

Now taking you back through some of the story we use the V1P Highland **LOCH - Listening, Orientating, Connecting** and **Health** again.

This Project involved.....

With Veteran Peer Support Workers, we would **listen** to Veterans and family members to provide an understanding ear as a first point of contact to the things that matter to Veterans from an Armed Forces perspective.

Orienting ourselves within the National V1P model, we brought Welfare Resources to Poppyscotland, as well as bringing together NHS Highland Health and Social Care Resources targeted for Veterans in one place. We linked with a range of Forces Charities and NHS providers to identify pathways to support all Veterans.

Veterans First Point Highland was **connected** with a wide range of local Armed Forces charities and statutory organisations which could assist Veterans reach their goals. Our team also explored project activities which connected Veterans to Inverness City and to remote / rural settings across the Highlands. The V1P Highland partnership has also been an intrinsic part of the National network of the eight Veterans First Point centres across Scotland.



Health and Welfare of Veterans was always the project priority for Veterans First Point Highland and working shoulder to shoulder with Veterans who have strong “service before self” values worked wonderfully. We have facilitated activities in which Veterans could support each other and they challenged the stigma across the Highlands by speaking to others during the centres road trips. At the same time, V1P Highland supported Veterans where “self before service” is essential. Psychological Therapy and Mental Health Support were like putting your own oxygen mask on first, before helping others. Veterans in the Highlands have accessed these services as part of the V1P Highland project.

So What’s Next.....

NHS Highland will take the learning from the V1P Highland project and incorporate it into the local mainstream Mental Health Services accessible to veterans. NHS Highland will continue to keep the strong partnership connection with Poppyscotland and they both will now work to ensure the best of the Veteran First Point Project continues to be available to Veterans. The doors at Poppyscotland will continue to be open offering their excellent services for the local Highland Veteran Community.

An evaluation of this project shows the need for more work to happen. A report will be presented at the Highland Armed Forces Covenant meeting by Veterans First Point Highland Project Lead Sarah Muir and Poppyscotland Nina Semple to the NHS Highland Board meeting in September. We will keep you posted here.



As the Veterans First Point team, we would like to say a huge “Thank You” to all of our Veterans who registered with the service; we really enjoyed working with you so much and look forward to finding new ways forward together.

Lanarkshire



Veterans First Point Lanarkshire is delighted to announce that our service has secured funding until the end of the financial year (March 2018) from both the Scottish Government and the Lanarkshire Health & Social Care Partnership along with a commitment from both to enter discussions regarding funding for 2018/2019.

V1P Lanarkshire celebrated Armed Forces Day with our Veterans at our Friday Access Point on 9th June with tea, cakes, and other treats. We have since been informed by our Veterans that cake definitely improves service satisfaction!!!

In the past number of months we have increased our team with new volunteers who now regularly help facilitate at our weekly Access Points and contribute to team discussions. We have also welcomed two more Occupational Therapy students this year to complete their placements at V1P who began in August and a trainee Counselling Psychologist in September.

In the past number of months we have increased our team with new volunteers who now regularly help facilitate at our weekly Access Points and contribute to team discussions. We have also welcomed two more Occupational Therapy students this year to complete their placements at V1P who began in August and a trainee Counselling Psychologist in September.

Finally, in September, we celebrate being one year operational in Lanarkshire and we will have a chance to take stock, celebrate, and review. We hope to be in touch again as we will be looking for feedback, ideas and suggestions for moving forward in our second year of operation.

In other very exciting news, V1P Lanarkshire are proud to share with you all the great achievement of one of our very own Veteran Peer Support Workers, Deborah Burns, who won The Daily Record Forces Hero Award for 2017. Deborah works as a peer support worker for V1P Lanarkshire in partnership with SAMH helping Veterans in North Lanarkshire to improve their lifestyle, welfare, and well-being. We are thrilled to have a celebrity in the team!



Deborah was given her award from Scottish Rockers Gun
Picture Courtesy of Daily Record

We are also saying farewell to Clinical Lead Dr Nicola Cogan. Nicola was key to setting up the initial Lanarkshire service along with Dr Jenny Ring and other partners. We wish her well in her new endeavours.

For further developments in Lanarkshire, please contact V1P Lanarkshire at 0300 303 3051 or LanarkshireV1P@lanarkshire.scot.nhs.uk

Lothian



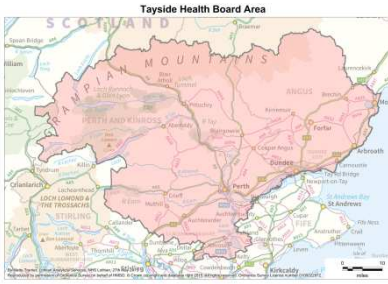
The Veterans First Point Lothian team members remain busy with new referrals and assisting Veterans and their family members in the local Lothian area. Due to popular demand, the music group will be returning in October and all V1P Lothian Veterans are invited to join in.

Unfortunately, Veteran Peer Support Worker Scott Johnstone has moved onto new ventures and his post is currently going through recruitment. Clinical Psychologist Christina Power has taken a one year career break and her duties will be carried forward by Lauren Forrest who is a welcome addition to the Team.

As part of The Scottish Mental Health Arts Festival, the Lothian centre is holding an arts exhibition in Argyle House on Wednesday, 18th October 2017 and all are welcome.

For further developments in Lothian, please contact V1P Lothian at 0131 220 9920 or enquiries@veteransfirstpoint.org.uk

Tayside



Veterans First Point Tayside has been working closely with a range of partners over recent months to explore the sustainability of the service given the end of the initial funding period. V1P Tayside works across the entire Tayside region - Dundee, Perth and Angus. However, the service is now “hosted” within the Dundee Health and Social Care Partnership.

We are delighted to share that a commitment has been made to continue to fund the service over the next year - through the 50% matched funding arrangements offered by Scottish Government. During the next year, we will continue to work in partnership to explore longer term sustainability of the service.

The confirmation of funding for the next year enabled us to advertise for our peer support worker vacancies and the level of interest in the posts has been extremely positive. We hope to recruit in September 2017. Other service development work aspirations, such as the recruitment of volunteers and potentially moving premises are now being pursued.

For further developments in this area, please contact V1P Tayside at 07811 471443 or vfp.tayside@nhs.net

Evaluation Update

Queen Margaret University were commissioned to conduct the evaluation of Veterans First Point Scotland. A standard data set is used in all centres to measure quantifiable improvements of Veterans and their families across three domains:

- Physical Health
- Mental Health
- Financial Health

A number of standardised assessments are used and are being collated for each client along with standardised demographic and service information. The evaluation of Veterans First Point Scotland is ongoing at present.

To date, we have entered and checked 501 datasets from seven services.

A summary of the demographic data which has been gathered, entered into database and checked is provided below.

Service Ethos: Accessibility, Credibility and C-ordination

The findings of our evaluation to date are continuing to provide further evidence that V1P services throughout Scotland are working to provide accessible, credible and co-ordinated services to veterans as per the ethos of our Service model.

Accessibility: We are continuing to receive referrals from all tri services and across all ranks and roles. It is encouraging to find that we continue to reach those that do not traditionally approach mainstream services for assistance:

- 31% of V1P Veterans have addresses in areas of the highest levels of social deprivation in Scotland (as classified by Scottish Index of Multiple Deprivation) with only 7% living in address in areas of the least social deprivation.
- 7.5% of Veterans who are living with friends; are currently homeless or reside in homes of multiple occupancy.
- 15% of those accessing V1P Scotland services consider their current living situation unstable.
- 37% have experienced homelessness at sometime in their lives; this is a greater proportion than the previous report.

Credibility: More than a third of referrals were self referral and this could be interpreted as Veterans feeling safe, comfortable and understood. It is important to consider these findings with evidence from research conducted by Bronagh Weir.

Weir, B Cunningham, M, Abraham, L & Allanson-Oddy, C. 2017, “Military Veteran Engagement with mental health and wellbeing services” Journal of Mental Health, August, pp. 1-7

Please use the link below to access the research.

[Military veteran engagement with mental health and well-being services: a qualitative study of the role of the peer support worker](#)

Co-ordination: Partnership working is evidenced by the large range of referral sources. Of the 37 % veterans who self referred:

- 23% were encouraged to self refer by statutory health/social care services
- 2% by prison services
- 9% having seen publicity
- 36% were encouraged to self refer by family or friends
- 25% Veterans UK and Forces Charities have also supported individuals to refer themselves

What problems do Veterans identify when first accessing V1P Scotland Services?

The initial self reported problems that veterans report when first accessing the service are:

- 77 % suffer from Anxiety and depression
- 50% "Experience of pain" and difficulties "engaging in usual everyday activities"

Data regarding outcomes is currently being collated and analysed. Service leads are currently reviewing the analysis of national data and their own local service data to identify specific areas of interest for future consideration in the evaluation.

Veterans First Point Scotland Updates

It is with a heavy heart and true sadness that we announce Professor Chris Freeman who spoke at both of our Veterans First Point Conferences, died peacefully at home, on August 20, 2017, aged 70, much loved husband of Katherine, father of Paul and Robin and grandfather of Bethan, Willow, Martha, Oscar and Arthur.

Chris Freeman set up the Rivers Centre for treating Traumatic Stress Disorders in 1997. He was a member of the original Health and Social Care Advisory Service (HASCAS) group which set up the six veterans' pilot projects with the Scottish one being in Edinburgh. This eventually led to Veterans First Point.

A celebration of his life will be held in autumn 2017 but the family is respectfully requesting flowers not be sent. If you would like further information, please email chrisfreeman.memorial@gmail.com for details.

National Network Meetings

The latest Veterans First Point Network Meeting was held on Tuesday 5th September at Augustine United Church in Edinburgh. As well as our core team of Veteran Peer Support Workers and clinicians, we were joined by our two Occupational Therapy students and our Volunteers from the Borders including therapy dog, George. In the meeting we were able to reflect on what we had achieved to date and lay out our plans for moving forward using the feedback from the Network to guide us.

Tests of Concept

Individual Placement Support (IPS) Pilot

Lisa Mulvaney is V1P Lothian's Occupational Therapist who specialises in IPS. To spread the good word of IPS and its positive benefits for our Lothian Veterans and V1P, we would like to share another of our Veteran experiences of IPS and how it helped him with his recovery.

"I was self employed and it was not working out. One of the staff at V1P Lothian suggested I speak with IPS worker about finding another job. The IPS worker helped me sort out my CV and adapt it to the jobs I wanted to apply for. It took us 2 attempts and I got the job I wanted. It was really helpful, when the IPS worker spoke with the employer before I went for the interview and organised a visit for me. It made me feel more relaxed.

It's nice to use my previous skills in a health care environment, which is my comfort zone, which made feels more confident. I am now sleeping better and feel more confident in myself. I look forward to getting up in the morning and enjoy going to work. The team is small, friendly and I don't feel lost. They are relaxed and understanding about my mental health difficulties. "

We would like to thank Lisa for all her hard work for setting up and making a success of the IPS project in our Lothian centre. Lisa will be returning to her substantive post and passing the baton to Lauren Anderson at the end of September.

Partnership Working

As well as the many informal contacts we have with our Partners, we regularly engage in formal events to highlight the availability of V1P services both in the Veteran's Community and in the wider Health arena. Sharon Fegan has attended a Scottish Resources Committee (SSAFA) meeting to update members on the progress of V1P and both Sharon and Linda Irvine presented at The Mental Health and Veterans Cross Party Groups. Sharon also co-presented with Scottish Veterans Commissioner Eric Fraser at The Student Occupational Therapy Links Conference at QMU on "Working with Veterans and transition".

Lothians Armed Forces and Veterans Project

The four Lothian Councils, NHS Lothian and the local Armed Forces are working in partnership to strengthen delivery of the [Armed Forces Covenant](#). The project aims to raise awareness of the Covenant and improve support to the Armed Forces Community as well as promoting a stronger public profile for the Armed Forces Community and Veterans by highlighting the positive contribution they bring to our wider society.

Why is it needed here?

The Lothian region has a population in excess of 2000 Regular and Reserve Armed Forces personnel living in and contributing to it. Veterans Scotland, a membership organisation representing 70 Service charities, has estimated that there are some 41000 ex-Service personnel living within the four council areas; when immediate family is included this figure rises to 81000. There are typically between 300 and 400 Service leavers seeking to live in the area annually, of these over 75 may be seeking social housing.

What do we want to achieve?

We want to ensure the Lothian region becomes an attractive destination of choice for veterans and military families to settle in and that our communities will have a better understanding of the Armed Forces Covenant so that they become better engaged and informed. Our aim is that Public Service staff has a better understanding of the Armed Forces Covenant and are more responsive to the needs of the Armed Forces Community through ongoing training and customer engagement with clients. And, we want to ensure that the citizenship value (knowledge, skills and time) veterans bring to their communities is celebrated and promoted.

We will do this by:

- Advocating the Covenant, and produce a standard means by which the voices and concerns of the Armed Forces Community and Veterans can be raised.
- Training public service staff to be more receptive and mindful in approach to issues faced by the Armed Forces Community and Veterans in order to improve the Community's quality of life; e.g. areas relating to access to housing, tax and benefits, financial literacy, childcare/family support, education and employment.
- Improving co-ordination of the support given to the Armed Forces Community and Veterans with regard to health and wellbeing working with NHS Lothian.
- Improving socio-economic chances for the Armed Forces Community and Veterans: to train and gain skills, contribute their experience into enterprise and work opportunities within society, and encourage further employment opportunities and recognition for Reservists.
- Promoting the positive contribution our Armed Forces Community and Veterans bring to our wider society.

Research

Bronagh Weir's study based in the Lothian Team, identified four overarching themes of the role of the Peer Support Worker: positive first impression, understanding professional friend, helpful and supportive connector, an open door.

Veteran clients felt welcomed, reassured and understood; a credible sense of military connectedness; friendship and inspiration to help others; gratitude for getting the support they needed; and confident they could re-engage if needed.

This reflects very positively on the role and potential of the Peer Worker Roles. The full article can be accessed online and the reference is detailed below:

Weir, B, Cunningham, M, Abraham, L & Allanson-Oddy, C. 2017, "Military Veteran Engagement with mental health and wellbeing services" Journal of Mental Health, August, pp. 1-7

Please use the link below to access the research.

[Military veteran engagement with mental health and well-being services: a qualitative study of the role of the peer support worker](#)

Building our Capacity

We continue to develop links with our academic partners so that as well as providing clinical placements for students and trainees we are hoping to host another research student who will carry out a piece of work for us. We are also exploring an opportunity to co-host an internship with one of our partners.

The value of hosting students in our Service should not be underestimated as these future clinicians will go on to work in services where they can share their learning and experiences of working with veterans and promote the skill sets of veterans as colleagues.

Training

Induction Training

All Veterans First Point teams have completed Induction Training and this continues to be available for all new team members. Please contact the Veterans First Point Scotland to arrange suitable dates.

Training

We are in the process of developing a training programme for 2018 which will include opportunities to invite our partners. This is still very much in development but watch this space!

We hope you find this newsletter helpful and informative on the continuing growth of the Veterans First Point Network. Please contact the V1P Scotland Team to discuss any aspect of the programme or to share any further ideas you may have to support veterans, their families and all communities across Scotland.

V1P Scotland: Who we are

- ❖ Dr Lucy Abraham - Consultant Clinical Psychologist / Veterans First Point Scotland Service Lead (1.00 WTE)
- ❖ Ann-Marie Corkerton - Project Support Officer (1.00 WTE)
- ❖ Sharon Fegan - Consultant Psychological Therapist (0.6 WTE)
- ❖ Linda Irvine - Strategic Lead (0.1 WTE)
- ❖ Dr Alex Quinn - Psychiatrist (0.1 WTE)



V1P Network Contact List

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V1P Borders	Phone: 01896 668551 Email: V1P@Borders.scot.nhs.uk
V1P Fife	Phone: 01383 565393 Email: Fife-UHB.VeteransFirstPoint@nhs.net
V1P Lanarkshire	Phone: 0300 303 3051 Email: LanarkshireV1P@lanarkshire.scot.nhs.uk
V1P Lothian	Phone: 0131 220 9920 Email: enquiries@veteransfirstpoint.org.uk
V1P Tayside	Phone: 07811 471443 Email: vfp.tayside@nhs.net
V1P Scotland	Phone: 0131 221 7090 Email: V1P.Scotland@nhslothian.scot.nhs.uk

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