

# VWALS

**Veterans' Wellbeing Assessment  
and Liaison Service**



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**The Veterans' Wellbeing Assessment and Liaison Service (VWALS) is a new mental health and wellbeing service to support veterans and their families in the north east.**

For the very first time, it will provide a single point of access to the range of mental health support services which already exist across the region, making it much easier to get signposted to the right help and support.

## Who is the service for?

- Veterans of any age who have served in Her Majesty's Armed Forces at any time
- Families and carers of veterans

## How does it work?

Veterans and their families can access VWALS directly themselves or may be referred from their GP or another health, social care or third sector service

Anyone wishing to access VWALS should:

**Call: 0191 441 5974**

**Email: [vwals@nhs.net](mailto:vwals@nhs.net)**

## What happens next?

An assessment will be carried out with each veteran to establish what kind of help would be most appropriate and which existing services are best placed to provide it.

Working with service providers, VWALS will then monitor the care of each individual veteran from the point of referral, to treatment and discharge.

VWALS will also work closely with Combat Stress' Borders outreach team to deliver the service, using their expertise when developing care pathways for each veteran.

Factors such as housing, welfare and employment will also be considered to ensure veterans receive support in these areas as part of their care.

VWALS will not replace existing crisis care pathways or established health pathways for veterans that are already working in a responsive and timely manner.

VWALS is provided as a partnership between:

- Tees, Esk and Wear Valleys NHS Foundation Trust
- Northumberland, Tyne and Wear NHS Foundation Trust
- Combat Stress
- Royal British Legion

**Launched in June 2012, VWALS will run as a pilot for 12 months. Visit [www.northeast.nhs.uk/VWALS](http://www.northeast.nhs.uk/VWALS) for more information.**

