

## ABOUT DMWS

The St John and Red Cross Defence Medical Welfare Service (DMWS) is a specialist organisation that has been providing an independent and confidential welfare service since 1943, to those in hospital, rehabilitation or recovery.

Our knowledge and expertise rooted in operational experience places us perfectly to extend our service to other frontline workers, who put themselves in harm's way to protect the public.

Our Welfare Officers are highly trained, professional individuals, often from a military or NHS background. DMWS train all our Welfare Officers to Level 3 in Welfare Studies and they are all qualified Mental Health First Aiders (MHFA).

## IN ASSOCIATION WITH



## CONFIDENTIALITY

DMWS respect your right to privacy. Please speak to one of our staff for details of our Confidentiality Policy.

## DMWS Headquarters

The Old Stables, Redenham Park, Andover, Hampshire, SP11 9AQ

### General Enquiry Contact:

Tel: 01264 774000

Fax: 01264 773677

Email: [info@dmws.org.uk](mailto:info@dmws.org.uk)

### Referral Contact:

Tel: 0800 999 3697

(Keypad: 'DMWS')

Email: [police@dmws.org.uk](mailto:police@dmws.org.uk)



DMWS



@TheDMWS



Defence Medical Welfare Service



# The Police Medical Welfare Service



A Guide for Avon and Somerset  
Police Officers and Staff

Caring For Those Who Serve

## WHO IS ELEGIBLE

If you are a Police Officer, PCSO or Police Staff member (or immediate family) of Avon and Somerset Constabulary you can access free, additional support through the Police Medical Welfare Service provided by DMWS.

Whatever your circumstances, or job role, we all face difficult challenges in life. Whether you are receiving care due to illness, struggling to maintain your mental health, injured or assaulted during the course of your duty, or just require some emotional support whilst under investigation or suspension; our independent experienced Welfare Officers will provide a confidential, impartial and early assessment of your wellbeing needs.

We will support you in a medical care setting or within your home environment. We can also assist you to access specialist support from other services, charities and organisations who can help, allowing you to focus on your medical treatment and recovery.

## HOW WE HELP

Our Welfare Officers tailor their support to your individual needs.

Ways we can help include:

- A confidential listening ear
- Practical assistance and accompanied visits to appointments
- Home visits for sickness absence
- Liaising with your employer regarding your medical treatment
- Emotional support for personnel under investigation
- Referrals to other agencies

## HOW TO GET HELP

You can access our support via Occupational Health or by asking your Police Federation or Unison representative to contact us. Alternatively you can contact us directly on:

 0800 999 3697

 [police@dmws.org.uk](mailto:police@dmws.org.uk)

Our service is confidential and operates independently outside of the Police.

You do not have to be a member of the Police Federation, Unison or any other staff association to access our service.

## WHAT USERS HAVE SAID

*“Without the support of the Hampshire Police Federation and DMWS I would not have come back to work as quickly as I did, the help they provided me was first class.”*

*“DMWS Welfare Officers visited me very early on in my recovery, and remained a constant source of support throughout. Their help in dealing with practical issues removed a huge burden from us. I'm grateful that their help was made available to me as a Police Officer, and I would commend the service to my colleagues.”*

*“I cannot recommend DMWS enough. I found their support invaluable and think their service is long overdue in a policing environment.”*

*“This is an invaluable service and has been a helpful coping mechanism I would recommend the use of the service for anyone undergoing any trauma or stress in their daily lives.”*

