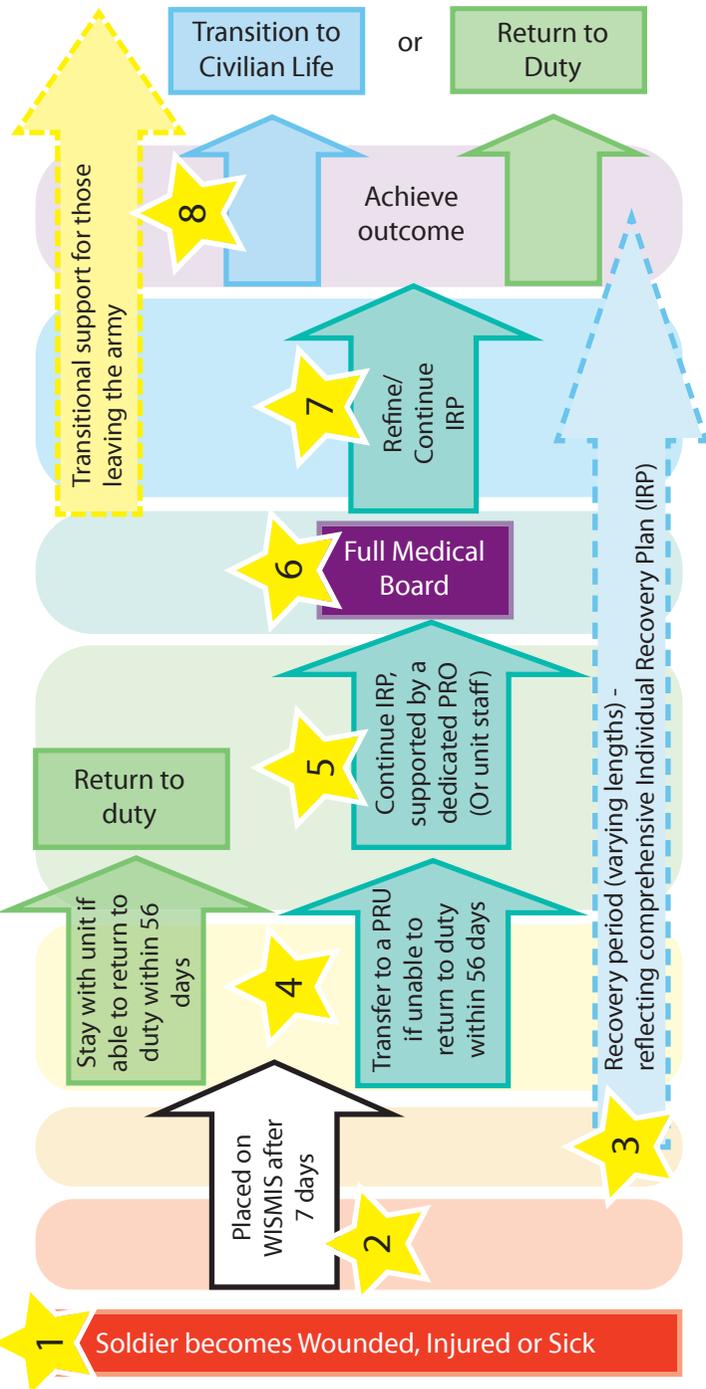


KEY: Yellow star indicates stage of process



MILITARY AND CHARITABLE CONTACTS

Do not be afraid to ask for help!

The following support organisations are also fully engaged in the recovery process and can provide significant assistance, including financial support where appropriate (along with Regimental Headquarters/Associations which can provide significant support, financial or otherwise). Families will be able to access more details from Personnel Recovery Officers, Unit Welfare Officers or Casualty Visiting Officers.

Army Welfare Service

A professional and confidential welfare support service for servicemen and women and their families wherever they are located.

CONTACT: 01980 615975

Service Personnel Veterans Agency

Provides MOD compensation for service related injury/disablement and a one to one welfare service, especially relevant for those transitioning to civilian life.

CONTACT: 0800 169 2277

ABF, The Soldiers' Charity

Life time support to serving/retired soldiers and their families.

CONTACTS : 0845 241 4820

Additional General Advice/Guidance:

- | | |
|--------------------------|----------------------|
| Help for Heroes | - Tel: 0845 673 1760 |
| The Royal British Legion | - Tel: 08457 725 725 |
| SSAFA Forces Help | - Tel: 0845 1300 975 |
| BLESMA | - Tel: 0208 590 1124 |
| Combat Stress | - Tel: 01372 587000 |
| Blind Veterans UK | - Tel: 0207 7235021 |
| Haig Homes (Housing) | - Tel: 020 8685 5777 |

Unit Contact Details Box:

A GUIDE TO THE RECOVERY OF WOUNDED, INJURED AND SICK ARMY PERSONNEL



INSPIRE - ENABLE - SUPPORT

This guide explains the recovery process for Army¹ personnel and highlights support available to families

¹Trained Regular and Mobilised TA personnel.

When a soldier becomes wounded, injured or sick (WIS) their mission will change to recovering and returning to duty as swiftly as possible or, if this is not possible, transitioning from the Army back into civilian life. For some soldiers, their long term outcome will be unclear, but over time it will become more obvious, particularly when the results of the individual's Medical Boards are known. 'Recovery' is the term used to describe the combination of a number of activities designed to help soldiers achieve their respective outcome.

8 STEP RECOVERY PROCESS

Step 1 - Once a soldier becomes WIS, they will be supported by their current unit through their Unit Welfare Office or Casualty Visiting Officer.

Step 2 - After 7 days absence from normal duty, the unit will place the soldier onto the Wounded, Injured and Sick Management Information System, which captures key personal details and is used to track the soldier's progress.

Step 3 - At this stage the unit will start an Individual Recovery Plan which will consider all aspects of the soldier's recovery. The plans are owned by the soldiers, but supported by many others, including their family who are extremely important throughout the recovery period.

Step 4 - If recovery takes less than 56 days, the soldier will remain with his unit. If it is likely to take more than 56 days to recover, the unit will apply to transfer the soldier to a specialist Personnel Recovery Unit (normally the one nearest to the soldier's home).

Step 5 - If accepted, the soldier will be transferred to a Personnel Recovery Unit and allocated a dedicated Personnel Recovery Officer. If not, the soldier is likely to remain under command of their unit/unit staff but may be nominated for transfer again at a later stage. In both cases, Individual Recovery Plans will continue to be developed, supported by the benefits outlined later in this document.

Step 6 - At an appropriate point (normally within 12 months), a Full Medical Board will assess the soldier's fitness for future Army service. It may recommend medical discharge. In this case, a discharge date will be set, tailored to each individual based on a number of variable factors, including clinical/medical needs, leave, resettlement.

Step 7 - The soldier will continue with their recovery until either returning to duty or transitioning to civilian life (the time available will vary dependant on the discharge date).

Step 8 - If transitioning to civilian life, the Service Personnel and Veterans Agency (Veterans Welfare Service) and other organisations, (including many Service Charities) will be ready to provide continuing support.

PERSONNEL RECOVERY UNITS

The Army Recovery Capability has 11 Personnel Recovery Units spread across the UK (including one in Germany). Led by a Commanding Officer, each unit has a number of Personnel Recovery Officers who act as case managers; each one being responsible for commanding and caring for up to 15 soldiers. The units are also supported by a number of specialists, including Casualty Key Workers from the Army Welfare Service.

ASSIGNMENT TO A PERSONNEL RECOVERY UNIT

Once transferred to a Personnel Recovery Unit, the soldier will be allocated a dedicated Personnel Recovery Officer who will be their military point of contact, providing support throughout the period of recovery whilst in service, including regular home visits (at least every 14 days). Importantly, the Personnel Recovery Officer (in conjunction with appropriate specialists) will help the soldier consider the following aspects (known as 'HARDFACTS') and ensure that they are integrated where required as part of their Individual Recovery Plan:

H - Health (Mental and Physical)

A - Accommodation

R - Relocation

D - Drugs and Alcohol

F - Finance and Benefits

A - Attitude, Thinking, Behaviour and Welfare

C - Children and Family

T - Training, Education and Employment

S - Supporting Agencies

CORE RECOVERY EVENTS

During the recovery period, WIS personnel will undertake the following residential 'Core Recovery Events', each delivered from a Recovery Centre and focused on supporting their recovery plan:

- A 2 week Individual Recovery Plan Development Course.
- Two 5 day Life Skills modules.
- A 5 day 'Multi Activity Course' completing adaptive sport and adventurous training (known as 'Battle Back').

Although attendance is based on the soldier's physical and psychological progress, the Individual Recovery Plan Development Course should be conducted as early as practicable. It helps shape future plans and looks at medical, welfare, housing, education and re-skilling needs, as well as work placements, graduated Return to Work programmes and employment opportunities. A successful Individual Recovery Plan depends entirely on the soldier being fully involved and engaged every step of the way, as well as regular support from their Personnel Recovery Officer, family and friends.

QUESTIONS

What is a Recovery Centre? Delivered in partnership with Help for Heroes and The Royal British Legion, these are purpose built Centres designed to support/accelerate recovery. They are based in major UK Garrisons (Edinburgh, Catterick, Colchester, Tidworth, Plymouth) and Sennelager in Germany, offering residential and day visitor access to personnel undergoing recovery. Within a safe environment, soldiers are able to take advantage of a wide range of training and development courses and other activities, as well as access to key welfare and other supporting organisations (many of which form part of the wider Garrison). It is important to note that Recovery Centres are not medical rehabilitation facilities.

What is Battle Back? Battle Back describes the adaptive sport and adventurous training programmes for WIS personnel, designed to promote confidence and independence and help accelerate physical, psychological and social recovery. Specific courses are run from the Battle Back Centre at Lilleshall in the Midlands (also known as the Defence Adaptive Sport and Adventurous Training Centre). Activities are also conducted from the various Recovery Centres, as well as the Defence Medical Rehabilitation Centre (Headley Court).

What are Return to Work Events? WIS soldiers can do workplace-based activities to support their recovery, regardless of outcome. If returning to duty, a Graduated Return to Work scheme may be appropriate. If transitioning into civilian life, soldiers will be provided with opportunities to conduct work placements in an area which interests them, supported by specialist employment consultants attached to the Personnel Recovery Units.

WIDER SUPPORT

Families and friends have a vital part to play throughout the recovery process and it is essential they become involved from an early stage. Close engagement will reduce uncertainty and help ensure that the soldier is better prepared for the eventual outcome of the Final Medical Board.

Personnel Recovery Officers, Unit Welfare Officers or the Casualty Visiting Officer (depending on who commands the soldier) must remain the first point of contact for both the family and soldier throughout the recovery process. If they are unable to help directly, then they will signpost family members to appropriate support organisations.