

1. Background

A 54 year-old veteran (who we will call Mark). Mark had a long history of drug and alcohol abuse and died in his room at a house of multiple occupancy.

He had complex physical and mental health needs including [PTSD](#), [COPD](#), [Hepatitis C](#) and [Mycobacterium Chimera](#).

2. Agencies

Agencies working with Mark included the Ambulance Service, Police, Shrewsbury Hospital, Department for Work and Pensions, Housing, Probation, Shropshire Community Health Trust, Royal British Legion, Shrewsbury Ark, Shropshire Recovery Partnership and GP.

3. Armed Forces Champions

Several agencies have dedicated Armed Forces Champions who work with veterans. Mark was put in touch with these champions by each of these agencies.

These champions have the knowledge and experience of working with veterans, so it is important to include them.

8. Above and beyond

When the GP had important information for Mark, she made attempts to contact him via phone and through the Shrewsbury Ark.

When this was unsuccessful, she went into his local area to locate him. There she was able to talk to him and get him started on treatment.



4. Mark's dog

Mark had a dog that was extremely important to him. Housing ensured Mark could stay somewhere with his dog. This was person centred.

When Mark was admitted to hospital arrangements were made between the hospital and social care for Mark's dog to be cared for so he would stay for treatment.

7. Good multi-agency working

There were three multi-disciplinary meetings (March, April, May) to discuss the needs, risks and support options for Mark. Agencies were proactive in sharing information and coming together, utilising specialist services for veterans to support Mark more effectively. This highlights the benefits of MDTs.

6. RESET continued:

Once working with RESET Mark was managing better and there were no further overdoses. He was also seeing team members regularly.

A referral was made for Mark to see the Mental Health Nurse, sadly Mark died of a suspected overdose the morning of the first meeting.

5. RESET Team

In April 2023 Mark was transferred to the RESET Team who provide wrap around care for people who are or at risk of homelessness and/or rough sleeping.

Prior to working with this team Mark had taken multiple overdoses and engagement with services was sporadic.

Mark

A tragic loss

December 2023

