



# NO ONE LEFT BEHIND

Life-changing support for our  
very seriously injured

**H**  **LP** for  
**HEROES**

A £17m fundraising campaign

# A LETTER FROM OUR CHAIR

You can make a real difference. By supporting our campaign to raise £17 million, you can provide veterans with the resources to thrive beyond their injuries and illnesses.

Since they were founded in 2007, Help for Heroes has supported more than 32,000 veterans and family members with a range of health, welfare and social issues.

Among them are a distinct cohort, identified by the severity of their injuries or illnesses, who require a lifetime of intense and complex care.

They were serving their country in the prime of their lives when they were dealt the most cruel and catastrophic blows. They'll forever be dependent on others for basic daily tasks.

It's not a large group. There are 35 people, but sadly their ranks are likely to grow.

Other badly injured veterans will inevitably suffer deterioration in their physical health.

The Charity must be ready for service personnel who become injured. We know there are very seriously injured veterans being cared for by their family, who would benefit from this support.

Meeting these veterans' critical needs is the founding logic behind the No One Left Behind campaign. We aim to raise £17 million, which will be ring-fenced within the Charity.

The campaign has two principal goals:

- To shift the emphasis of care from a regime designed around treatment and mitigation to one where the veterans flourish. Too often, our most seriously injured veterans are defined by their injuries rather than their ambitions. We want to reverse this.
- To provide certainty to the veterans' families that high quality care will be assured for the rest of their loved one's life. Despite the severity of their injuries, many of these veterans will live normal length lives, and there could become a point where close family members are unable to support them.

Fundamental to the campaign is to provide the highest standard of multi-faceted health care. But it's also about so much more. It's about drawing out the inherent creativity of these incredible men and women. To encourage and facilitate their passion for the arts, music, the outdoors, crafts, sport, or literature. To provide opportunities to make lifelong memories and achieve goals that will inspire us all. And to give their families the assurance they deserve.



These veterans were serving our society when tragedy struck, and now rely upon the same society to give them the best chance of flourishing once again. Thank you for engaging with this vital work, and I very much hope you feel motivated to support this campaign, in whatever capacity you are able.

**General Sir Gordon Messenger**  
**KCB DSO\* OBE DL**  
Chair, No One Left Behind Campaign

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**Too often, our most seriously injured veterans are defined by their injuries rather than their ambitions – we want to reverse this.**

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# REACHING CRISIS POINT

We're worried for the future of our most seriously ill and injured veterans.

Some have suffered severe brain injuries or lost limbs. Some are paralysed or blind. All deserve the highest level of care and support in return for the sacrifices they have made for us.

**Yet many struggle to find this support when they return from the front line.**

"Ensuring those who survived have a good quality of life is unfinished business," says Captain Carol Betteridge, RN (Rtd) OBE and head and founder of our VSI Service.

As a former commanding officer of the hospital in Camp Bastion in Afghanistan, Carol saw many young men and women injured. Some never made it home. Determined to see those who did receive the right level of care, Carol set up our VSI Service in 2018, as a pilot programme funded by LIBOR rate fixing fines.

Before the involvement of her team, injured veterans simply weren't getting the help they needed.

With only a limited number of physiotherapy and other specialist therapy sessions available on the NHS, many were left to fund their own care. Families, overwhelmed with their own grief, often found themselves becoming full-time carers.

**Carol and her team are helping our most seriously injured men and women to regain their independence** - to walk, talk and feed themselves again, connect with peers through sport and other activities, make new friends and thrive, and achieve things doctors said would never be possible.

**But these brave men and women need life-long care. And their numbers will sadly grow.**



Capt. Carol Betteridge,  
Head of VSI Service & veteran

Veterans with life-changing injuries or illnesses need specialised, long-term care. They and their families also often need long-term mental health support to deal with devastating and ongoing changes to their lives.

Advancement in medical care means more men and women survive injuries and illnesses that would have been fatal in the past. This is overwhelmingly positive, but more veterans living with severe injuries will need our help in the future.

**Can you help us be here for them?**

The LIBOR funding pot is now empty and with public support for military charities dwindling, we're worried for the future. Our most seriously injured veterans battle so hard to defy the odds, and we cannot see their progress stall or reverse.

**Please help us ensure these brave men and women will have the care they need for the rest of their lives.**



Mark, Carol and Toby

# HOW MUCH DO WE NEED?

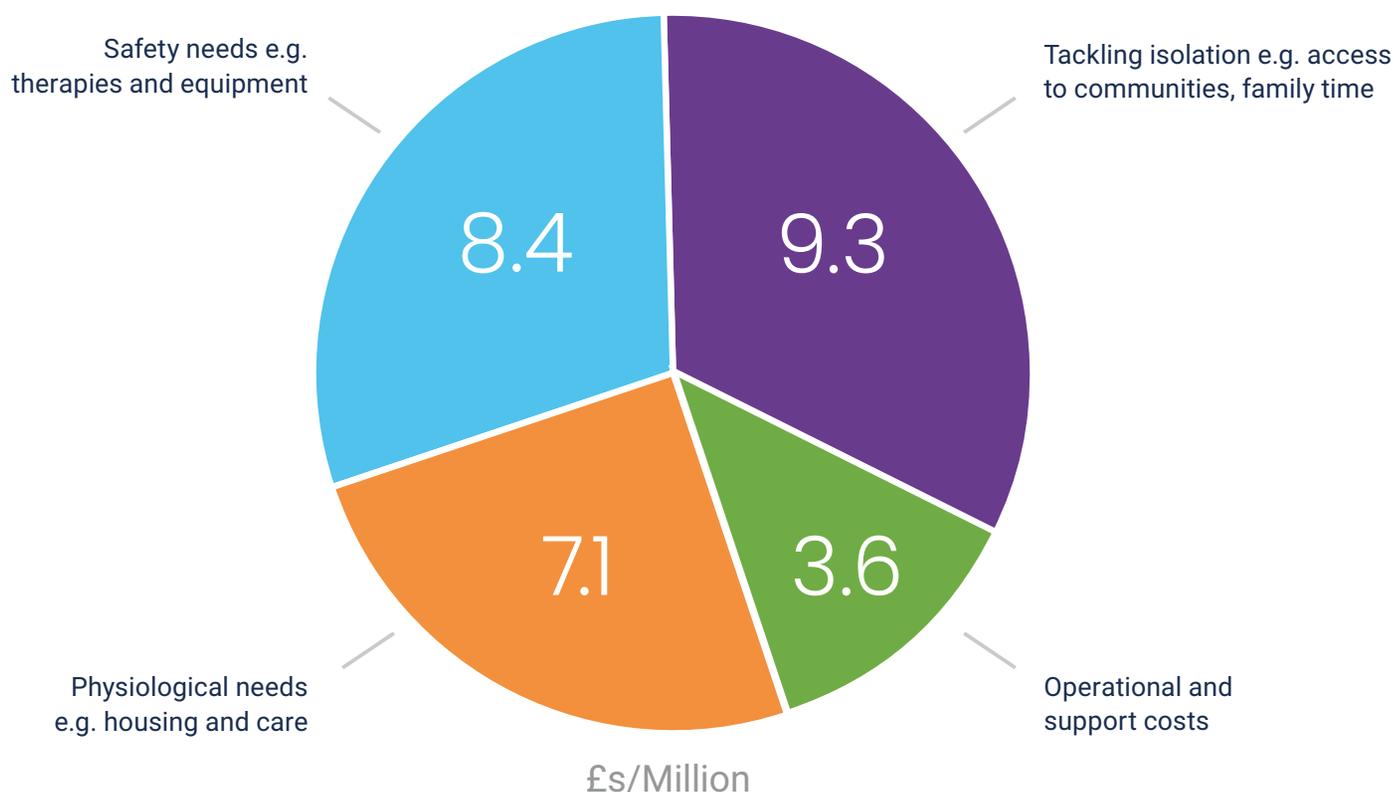
It takes a team of experienced and qualified people to support each very seriously injured veteran and their family.

These brave men and women will need intense rehabilitation for the rest of their lives.

35 VSI are already in our care and this number is likely to grow. We don't know how many veterans might need our help, and we can't predict their length of life.

We estimate the cost of this expert care and support to be £28.4 million, and this campaign aims to raise **£17 million** with Help for Heroes contributing up to £11.4 million to ensure we provide a lifetime of care.

## How £28.4 million can provide a lifetime of care



These costs are based on a cohort of 30, and their length of life being approximately 30 years.

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**100% of your donation will go directly towards supporting very seriously injured veterans and their families.**

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L-R: Ryan, Pete, Steve (SAF Practitioner) Will, Parshar enjoying the freedom and movement of hydrotherapy

Help for Heroes is needed now more than ever before. Every year, the number seeking our help grows.

When our story began, the media was full of horrifying stories of brave men and women injured in Iraq and Afghanistan. Our appeal to raise funds quickly galvanised the support of the nation.

Since then, and thanks to the support of the Great British public, we've been able to help 32,000 veterans and their families to live well after service.

We support veterans' physical, mental health, social and welfare needs. Help them to navigate a health service that's alien and confusing to them. Help them deal with the mental trauma caused by what they have witnessed whilst serving. Some brave men and women only come forward after struggling on their own for many years with hidden wounds.

We're also out in the communities, running sports, leisure and social activities to help veterans and their families meet others who have been through similar experiences. Our Recovery College courses give men and women the skills, knowledge and confidence to make a success of civilian life.

These life-changing services aren't available in one place anywhere else and, we've seen a year-on-year increase in the number of people seeking our help. Our teams continue to work tirelessly to provide the support that is needed to ensure our veterans and their families thrive.

**Meanwhile, the number of people donating to military charities has halved.**

The wars that drew support for our wounded when we started out are over. The attention of the media has moved on. Veterans are no longer front and centre in the public consciousness.

As a nation, we're now at risk of leaving behind some of those who need us most. Our very seriously injured cohort is small, but their needs are great. Some have lost limbs, suffered brain injury, or are deaf, blind or paralysed. Many are dealing with long-term mental trauma. Their families have had their lives turned upside-down too.



Stephen Vause communicates with his Help for Heroes funded iPad

In 2018 we supported five very seriously injured veterans. We now support 35, and we expect this number to rise. We know there are more out there who will need our help in the years ahead.

**We need your support, so that we can ensure no one is left behind.**

# SUPPORTING OUR MOST SERIOUSLY INJURED

Many of our most seriously injured veterans will need us for the rest of their lives. We refuse to let them struggle behind closed doors.

When someone puts their life on the line for our country, they deserve to live well after military service.

Every seriously injured veteran in our care receives a detailed recovery plan that's tailored to their individual physical, psychological and emotional needs.

We work alongside statutory services to ensure care isn't duplicated. It's our experienced clinical case managers who are by their side every step of the way, providing tailored and coordinated support that simply isn't available on the NHS.

We relieve the pressure the veterans' families are under. They've had to take on caring roles while dealing with their personal anguish. The practical

and emotional support we provide is crucial.

## Access to the right therapy

Before we stepped in, many of the very seriously injured veterans we support struggled to get access to regular therapy, which meant they were plateauing, even regressing, in their recovery journeys.

Our diligent case managers leave no stone unturned in making sure they get the specialist support they need. Physiotherapy. Occupational Therapy. Speech and Language Therapy. Neuropsychology. We work with each veteran to establish what they need to achieve their maximum level of

independence. We also have dedicated Occupational Therapists who visit them regularly to assess their needs. They strive to remove any barriers preventing a veteran from carrying out a daily task or activity.

## Access to specialist equipment

Our Occupational Therapists help our veterans to establish a meaningful routine. They can also see if a veteran needs a new item of equipment, mobility aid or home modification such as a wheelchair, specialist furniture or an adaptive bed. These items can restore dignity, provide comfort and increase independence.



Ryan and Jennie (VSI Operations Manager) discussing his progress



Tom, Steve & Gen. Sir Gordon Messenger, tree planting on a respite weekend at the Calvert Trust

## Helping veterans to thrive

In their prime, these were adventurous and active men and women. Who they are as people hasn't changed.

It's essential for their health and well-being to be physically and socially active. But that is now far from easy. Taking part in activities requires a lot of equipment and planning, as well as a sense of determination to show the world their new identity.

But we're with them every step of the way. We help them meet up with other veterans and feel a part of their military family again. Our teams make it possible for these men and women to enjoy adaptive sport.

Being active was a daily part of military life and to have that opportunity again means everything to them.

Sometimes the small things in life can make a massive difference. And for a veteran to be able to cook a meal for their family again is priceless. We're proud to be able to help make that happen.

### Your donations make a difference

We helped Simon take part in the National Remembrance Day parade at the Cenotaph, watched by his young son.

## £10,300

could pay for five very seriously injured veterans to take part in the National Remembrance Day parade, and feel part of their veteran community.

We helped Michael regain his dignity and independence after we funded an accessible bath, meaning his Dad no longer has to wash him.

## £13,000

could pay for the cost and installation of a fully accessible bath.

The robotic arm we provided for Jonathan means he can now get his Dad a beer from the fridge – something he'd not been able to do for 10 years.

## £46,000

could pay for a robotic arm.

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**In their prime these were adventurous and active men and women. Who they are as people hasn't changed.**

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Clinical Case Manager, Julie Anne Fulford, supports Tom in the hydro pool at the Calvert Trust



# WHO WE SUPPORT

In 2018 we supported five very seriously injured veterans. Word spread, and today that number has risen to 35. In many cases, these men and women were struggling to navigate their own care until we stepped in.

33 of our very seriously injured are men and two are women. Several have brain injuries after being caught up in improvised explosive device (IED) blasts. Others have spinal

injuries caused by gunshot wounds. Many need round-the-clock care and all need ongoing support with their mental health.

We understand their complex needs, and carefully tailor our support so that it is right for each individual. We support the families too, who often care round the clock for their loved ones. We try to alleviate as much of their stress as we can and be here for them both practically and

emotionally, so that they can be a family member first, rather than a carer.

We must be here to continue this support. We must be here for all those who will need us in the future too.



Tom planting trees.

To be eligible for support through our VSI Service, a veteran must:

- have sustained a life-limiting physical or mental health illness or injury during, or because of service
- have been medically discharged from service and be in receipt of Armed Forces Compensation/ a war pension/ IPC 4 V
- require extensive, round-the-clock care
- have no realistic expectation of recovery to an independent level of function
- have served for at least one day in the military.

# FUTURES STOLEN

Liz and Ryan's world was turned upside down when he had a massive stroke, and became reliant on round the clock care.

He was a fighting fit, GP and officer in the Royal Navy. Travelling the world having adventures.

Ryan can no longer walk unaided. He struggles to speak. And he can't prepare his own food. Part of his brain has been irreparably damaged.

Liz gave up her career as a solicitor, to become Ryan's full-time carer. The Charity supports them in a number of ways.

Providing extra care hours for Ryan, so Liz can be a wife first and foremost.

Allowing Liz and the kids to have much-needed respite such as weekend trips to London.

Practical medical equipment such as a lightweight wheelchair, that allows him easy access to his local community.

The chance for the family to take part in adaptive sporting activities, together.

"We had a day where the four of us were all out on the water," Liz said. "It was magic. And then we all did archery and they adapted it for Ryan, it was so much fun. None of that would have happened without Help for Heroes.

"The Charity is there life-long for Ryan and all of us. That's incredibly

important for us, because this is us now.

"It's not going to get better, as in Ryan's disability isn't going away. Knowing that they're there for Ryan to continue experiencing good things, and knowing I've got their support if Ryan has another medical incident is fantastic.

"That's something that helps me sleep at night. Because I know it's not just me."



Ryan and Liz

“**The Charity is there life-long for Ryan and all of us. That's incredibly important for us, because this is us now.**”



Ryan whilst in the Navy

# DEFYING THE ODDS TO THRIVE AGAIN

Simon's injuries were so catastrophic, doctors thought he'd never walk or talk again. But with our support he's now achieving incredible things.

Army Corporal Simon Vaughan's vehicle hit a roadside bomb in Afghanistan in 2008. His injuries were so severe, he wasn't expected to live. Simon was just 24.

Returning to the UK in a coma, friends and loved ones prepared for the worst. His colleagues even heartbreakingly wrote Simon's obituary during the flight back.

At Birmingham's Selly Oak Hospital his family were told that even if he did survive, Simon would probably never walk or talk again.

"They were told he'd likely remain in a vegetative state and only be able to blink," says Jennie Rumble, our Operations Manager.

## The struggle to adapt

Simon eventually came round and with 24-hour medical care including intensive physio, occupational and speech therapy, began to surpass all odds. In time he was able to go home, with his mum stepping in as his full-time carer.



Simon Vaughan in service as an Army Corporal

But both Simon and his family struggled to adapt. NHS physio and speech therapy sessions came to an end, leaving Simon to fund these himself. Wheelchair-bound and having lost all independence, he rarely left the house.

"For a while every day was like Groundhog Day," says his mum, Lynne. "He was physically broken. I would get him dressed. Prepare his food. He would just sit and then it was bedtime."

That's where we stepped in. We gave Simon a team of carers to relieve the pressure on Lynne. We provided speech therapy, physiotherapy and counselling to boost his mental health. We helped with a deposit for a car which Simon could fit his

wheelchair into, so that he could get out and about again. We also paid for a specialist hoist so that Simon could go sailing. Now, he looks forward to spending a few hours on the lake, drinking coffee and listening to his radio.

## Proving doctors wrong

Every day, Simon proves the original prognosis doctors gave him wrong. He can now stand and walk with support, and he's learnt to talk again.

"I like it when someone says, 'you'll never do that', he says, "because I try to prove them wrong. I can live life and I can enjoy it."



Simon enjoying a carpentry workshop



Julie-Anne Fulford and Simon on a nature identification walk

Life has changed for the better for Simon's family, too. "Help for Heroes' support has allowed me to step back and be Mum again," says Lynne. "We have our relationship back."

## Achieving incredible milestones

But this is not the end of the story. Simon and his family will need us for the rest of his life and with your help, we can be there for them. Support Simon's ongoing physio and speech and language therapy. Make sure he gets all the medical help he needs. And continue to help him achieve the incredible milestones he and his family never thought they'd see.

Simon would love to be able to cook for his daughter unaided and is determined one day to cycle from Land's End to John o'Groats.

"For veterans like Simon, recovery isn't linear" says Jennie. "They'll face issues for the rest of their lives and it's important they do not face these alone."

"Simon has achieved incredible milestones and continues to challenge himself and we must support him and his family to thrive."



Simon out on the water in his boat



Simon enjoying a Help for Heroes funded sports activity

“ I like it when someone says, 'you'll never do that' because I try to prove them wrong. I can live life and I can enjoy it. ”

# OUR TEAM ON THE FRONTLINE

Meet some of our clinical team working hard to support veterans.

Our VSI Service is here for injured veterans and their families on every step of their recovery journey. Some are former servicemen and women who have spent time on the battlefield themselves. All work tirelessly to make a lasting difference to the lives of brave men and women who need life-long care and support.

## Clinical Case Managers

Julie-Anne is one of our Clinical Case Managers, and a vital first point of contact for the injured veterans in her care. A former Army nurse herself, Julie-Anne does everything from managing each veteran's health and social care plan, to making regular home visits and getting them to and from hospital appointments. She's also a source of comfort for their loved ones, too.

"We have a veteran who was, until recently, being looked after by his parents in their nineties. His mum was also battling her own health issues," says Julie-Anne. "When I did a home visit, the situation was quite shocking. They're of an era where

they didn't want to ask for help and muddled through. They've done an amazing job, but we're happy to be supporting them now. There will be others out there doing the same."

## We need more people like Julie-Anne

Julie-Anne, like all our Clinical Case Managers, already juggles a busy and demanding workload.

With 35 seriously injured veterans already in our care, and their ranks likely to grow, we need more people like her to help them and their families navigate daily life after injury. With your help, we can strengthen our clinical case management team and make sure every veteran has the tailored support that will improve their quality of life and help them to thrive once more.



Julie-Anne Fulford, VSI Clinical Complex Case Manager

**£45,000**  
could fund an Occupational Therapist for one year\*

**£50,000**  
could fund a Clinical Case Manager for one year\*

**£72,000**  
could pay for Speech and Language Therapy for all our veterans for one year

\* This is an average salary including NI and pension



Tom and Julie Anne, practicing bush craft activities at Calvert Trust



Pete enjoying hydrotherapy at Calvert Trust



Hannah Skeels, VSI Occupational Therapist with Simon Vaughan on a nature walk at Calvert Trust

## Helping veterans find their strength through therapy

There is no typical day for our team of Occupational Therapists (OTs). They help men and women adapt to life in a wheelchair. Learn to wash and dress after losing limbs. Regain memories wiped away by brain injuries.

Alongside the physiotherapists, speech and language therapists and expert dieticians who also make up our very seriously injured team, our OTs deliver tailored and specialised support to help our wounded find their strength once again.

As Hannah, one of our OTs explains, "Our role is not just about helping these veterans survive, we want them to thrive. To improve their independence and be able to do activities that are meaningful to them. This means different things to different people.

"For one of the veterans I work with, it means being able to access his local community, buy things, feed himself.

"We also help veterans understand their conditions and treatment options. Help them have the right

conversations with healthcare professionals so that they can explain what they are feeling and what their needs are.

"And we get them out and about, engaging with their local communities. There are people we support who go to events with their carers that they wouldn't otherwise be able to go to."

## We need more people like Hannah

Without OTs like Hannah, many of the seriously injured veterans we help simply wouldn't be able to move forward with their lives. Occupational Therapy needs to be sustained and regular, which isn't guaranteed under our NHS as it struggles to deal with finite resources and long waiting lists.

**With your support, we can bring more people like Hannah into our VSI Team and ensure that every injured veteran has access to the help they deserve. Whenever they need it and for as long as they need it.**

“  
**Our role is not just about helping these veterans survive, we want to help them thrive.**  
 ”

**£55,500**

could enable us to build the VSI Volunteer Buddy Scheme, upskilling 10 veterans as buddies and provide supervision for 3 years

**£1 MILLION**

could fund the entire service for a year

**£3 MILLION**

could fund the entire service for three years

# OUR COMMITMENT TO YOU

Providing the best possible care comes at a cost. They deserve nothing but the upmost support as they navigate life after service.

We recognise that we can never fully repay them for their sacrifices. Nevertheless, with your help, we can ensure they have the resources and support they need to thrive.

Together, we can honour their service and ensure that no veteran is left behind. Your support will make all the difference to their lives.

We understand that deciding to give to Help for Heroes is a deeply personal decision, and we want to make sure that it aligns with your expectations. We work closely with every major donor to tailor your engagement with us according to your preferences.

As a valued philanthropist of Help for Heroes, you can expect:

- a dedicated member of our Philanthropy Team as your point of contact, providing personalised support and assistance
- regular updates on the impact of your generous support, allowing you to witness first-hand the difference you are making to the lives of very seriously injured veterans and their families
- opportunities to visit us, so that you can see your support in action
- exclusive invitations to our events, offering you a unique insight into what we do

100% of your donation will be spent directly on supporting our very seriously injured veterans and their families.

**We sincerely thank you for your support and are committed to ensuring that your philanthropic journey with Help for Heroes is both meaningful and fulfilling.**



James (fourth from left front row) and a team from Help for Heroes climbed to the top of Pen y Fan mountain in South Wales.

**Will you help us ensure  
no seriously injured or ill  
veteran is left behind?**

**If you'd like more information, please speak  
to a member of our team or contact us.**

**[VSICampaign@helpforheroes.org.uk](mailto:VSICampaign@helpforheroes.org.uk)  
[helpforheroes.org.uk/NoOneLeftBehind](https://helpforheroes.org.uk/NoOneLeftBehind)**

**Thank you to everyone who  
supports our most  
seriously injured veterans**

Get in touch: [VSIcampaign@helpforheroes.org.uk](mailto:VSIcampaign@helpforheroes.org.uk)

Find us at: [helpforheroes.org.uk/NoOneLeftBehind](https://helpforheroes.org.uk/NoOneLeftBehind)



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**HELP for  
HEROES**