



Veteran Friendly Framework



Designed for use in residential settings for older people, the Veteran Friendly Framework (VFF) helps care providers to offer appropriate support for the thousands of veterans living in care homes across England.

The Framework supports providers in identifying veterans and their wellbeing needs, addressing social isolation, and signposting statutory and charitable services.

It consists of eight standards which staff are supported to meet to achieve their VFF status. Each of these standards will be accompanied by a set of resources that help care homes to demonstrate their achievements.

✓ **To find out more** or to start your journey to achieving the Veteran Friendly Framework status, please contact: vff@starandgarter.org or visit veteranfriendlyframework.org.uk



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 *The training resources will help us upskill our care teams, and create a better understanding of our veterans' service and experience. It's also a continuation of the celebration and appreciation that all our Armed Forces personnel deserve, both present and past.*

Head of Operations
Langley House
Ascot Care

 *Staff have a much better understanding of our veterans, and it has opened a completely new field of conversations.*

Home Manager
Lightbowne Hall
Manchester

The benefits

For veterans and their partners:

- Identifying and recognising their service;
- Understanding the impact that has had on their life;
- Enabling them to receive care that meets their individual needs;
- Opportunities to bond with other veterans;
- Gaining access to a range of statutory and charitable services and veteran clinical pathways.

For care home staff:

- Providing staff with training and awareness of military life;
- Accessing local signposting, statutory and charitable services to help you better support the veterans in your care;
- Supporting colleagues who have served;
- Access to a network of care homes who have achieved Veteran Friendly status.

veteranfriendlyframework.org.uk

