



Veteran Friendly Framework

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Veteran Friendly Framework



- The Veteran Friendly Framework (VFF) will initially apply to residential settings for older people. It will help providers to offer support to the approximately 26,500 veterans living in care homes across England.
- Research by Northumbria and Anglia Ruskin Universities identified issues of loneliness, social isolation, experiences of trauma and lack of comradeship within the veterans.
- Care homes without the background history of an individual's service, and service life may not fully understand the social, emotional or physical needs of veterans or the impact their military service can have on their experience of life, work, family, and physical and mental health.





Census data tells us that of the 340,355 care home residents in England and Wales, 7.79% were veterans.

Out of the approx. 15,000 care homes across England there are only 20 designated military care homes.

Many veterans living in 24-hour care settings remain unidentified, and therefore don't receive the recognition of service and support that their service entitles them to access.



VFF Accreditation



- Based on existing veteran accreditation programmes currently used within NHS, we have created a framework specifically for care home settings.
- This includes identifying veterans and providing training resources to better support staff to create a veteran-friendly culture, address social isolation and signpost to the range of statutory and charitable services for veterans.
- Our aim is to support all care home providers across England to attain VFF status, to provide their residents with recognition of their military service and reduce unwanted variation in care for veterans, along with affording career opportunities for our AF Community service leavers.



VFF Status



The pilot programme will provide support, resources, and staff training resources to care homes on their journey to VFF status.

This framework has been recognised by CQC, and aligns to some of the domains, to support the home evidence their involvement and improvements for their Armed Forces residents

The framework consists of the following eight standards, that need to be achieved to become a VFF Status Care Home.



The Standards



1. Your care home understands and has signed the Armed Forces Covenant.
2. Your care home has a designated AF Champion/s to support and deliver the framework.
3. Your care home ensures that Armed Forces status is included in residents' care plans.
4. Your care home shares a person's Armed Forces Community status with clinical services to ensure they receive appropriate care.
5. Your staff are trained and educated in the needs of the Armed Forces Community.
6. Your care home has established links to local services for the Armed Forces Community.
7. Your care home supports the Armed Forces Community as an employer.
8. Your care home raises awareness of the Armed Forces Community.





Benefits for Care Home Veterans and their Partners

- Affords identification and recognition of their service, and service life.
- Allows acknowledgement and understanding of the impact of life experiences for individuals.
- Allows informed and adapted delivery of care for individuals' needs.
- Access to services statutory, Military Veteran clinical pathways and charitable services.
- Opportunity to spend time with other veteran residents, to promote camaraderie and friendship.
- Involvement in the wider AF Community locally, and regionally.



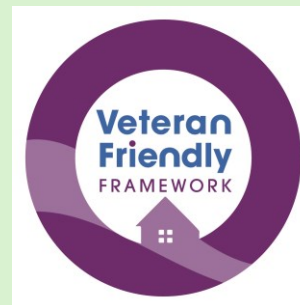


Benefits for Care Home Staff

- Training for development, awareness and understanding of military life.
- Understanding the veterans in their care home and the impact of their life experiences from their service.
- Signposting for their residents to specific services/charitable organisations.
- Understanding and supporting colleagues who have served, and potential challenges faced on leaving the Armed Forces.
- Support the wider Armed Forces Community in their area.
- Access to a supportive network of care home providers who have achieved the Veteran Friendly Framework status.



Our Care Homes feedback



“As a care home we have learned just how much help and support is available. Staff have a much better understanding of our veterans, and it has opened a completely new field of conversations and opportunities for our residents and staff.”

- **Becky, Manager at Lightbowne Hall**



**Lightbowne Hall – Care Home
Manager Becky with George & Ron**



Our Care Homes feedback



The VFF has had a huge impact on the home. It's opened our doors to the local community and allowed us to give recognition to the veterans we care for, which they deserve.

We've rejected the opportunities of accreditations in the past because I've not been able to see the benefit it would bring the home, or because we weren't passionate about it. But after doing research I came away thinking there wasn't a single reason for us not to do the VFF, I had no doubts whatsoever. I knew it was going to be a worthwhile one.



St Mary's Riverside: Home Manager Laura, with RAF veteran Keith



Our Care Homes feedback



The VFF is about understanding the military mindset, someone's previous service or, if they're a partner, the things they've done to support that person through their career. It's about recognising their service to this country, and I think all this has a huge positive impact on their mental health and wellbeing. The VFF also helps promote person-centred activities such as military-focused outings or events in the Homes, which keeps alive the Armed Forces' ethos and tradition.



**Royal Star & Garter Surbiton
Home Manager Helena, with
veteran Peter**



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