



## Veteran Friendly Framework Status Process Information

### **Step 1: Signing of the Armed Forces Covenant – organisationally or individually.**

The care home's commitment to supporting the Armed Forces Covenant is a requirement for all care homes to participate and complete the VFF

This along with the sign up to the Employee Recognition Scheme, (ERS) must be completed before the framework can commence.

The care home will work alongside the VFF Team to sign up to both the legislated Armed Forces Covenant, and the ERS Scheme, to ensure their commitment to the Armed Forces Community both as care providers and as employers.

### **Step 2: Identify a Champion/s within your Care Home to support and deliver the accreditation.**

The care home staff will need to identify a dedicated Champion or a team of Champions, who will lead the implementation of the Veteran Friendly Framework within their individual care homes.

As part of their champion responsibilities, they will work alongside the VFF Support Officer, to ensure that all eight VFF Standards are met, and there is documented evidence of this achievement.

They will work with the VFF project team to gather their evidence and complete the application form in a mutually agreed timescale. Once completed, the champion/s will continue to work alongside the VFF Team to develop a 1-year review action plan for continuous improvements for their residents.



### **Step 3: Arrange regular Engagement Meetings with your VFF Support Officer**

Once the care home provider has committed to undertaking the framework, the VFF Project Officer and the care home will arrange regular engagement meetings/visits.

These regular meetings will ensure that the care home is on track to complete their application, in the mutually agreed timescales, set by the care home and VFF Team, and enable the gathering of their evidence to meet each standards, along with the signposting and introduction to Veteran Services within the local health, social care and charities within their areas.

In addition, the VFF Team, can offer additional support and networking with other care homes already VFF Status, both locally and regionally.

### **Step 4: Standards Completion and Application Submission**

When the VFF Team and Care Home are satisfied that they have met and evidenced all the eight standards, the application form can be submitted via the designated VFF email address.

The process then is:

- Application form, and all evidence is submitted to the VFF Team email address [vff@starandgarter.org](mailto:vff@starandgarter.org) **on or before the 20<sup>th</sup> of the month.**
- The submission is checked for completion and evidence by a VFF Team member.
- The submission is quality assured by VFF Team Lead, RS&G and RBL Leads.
- The submission and all supporting evidence are shared with the Veterans Covenant Healthcare Alliance (VCHA) for approval of the application.
- The application outcome will be shared with the care home **on or before the 20<sup>th</sup> of the next calendar month.**



### **Step 5: Framework Application Approval and Action Plan**

Upon successful completion the care home will be issued with a 'We are a Veteran Friendly Framework' Certificate along with the branding/logo that accompanies the VFF Status.

The VFF Team and care home will then work together to develop an action plan, for the 1-year review, which will outline their ideas for continuous improvement, service development and engagement over the ensuing year.

It is also requested at this time that the care home sign up to be a 'VFF Buddy' and offer their support, knowledge, resources, and experience to future programme participants.