



**FOR IMMEDIATE RELEASE**

## **Remembrance 2024: Care homes share stories from new nationwide veterans' project**

Heart-warming stories from a new project which is supporting veterans in care homes across England are being shared ahead of Remembrance.

The Veteran Friendly Framework (VFF) is a nationwide programme designed to deliver improved health and wellbeing outcomes to the 25,000 veterans living in care homes in England.

Remembrance highlights the importance that the VFF project has in supporting veterans and their partners by tackling loneliness and isolation within the ex-Service community. It is also helping to establish vital links to local military groups, such as cadets and Royal British Legion branches.

Hundreds of care homes across the country have attained or are in the process of attaining VFF status, since it was launched in 2023.



*Charles, who served in the Army, with Hollins Park's VFF Champion Jasmin, at the Veterans' Breakfast Club*

Hollins Park in Macclesfield is part of the Care UK group and has benefitted from the VFF. Charles was a new resident who was having trouble settling in at the home and was getting increasingly distressed and isolating himself. But when staff learned he had served in the Army, and told him about the VFF, "his eyes lit up". Charles showed immense interest in the project, and spoke regularly about his time in the military with other residents. Thanks to the VFF, Charles now regularly attends a local Veterans' Breakfast Club.

Jasmin Lanzaderas is one of the VFF Champions at Hollins Park. She said: "Being a Veteran Friendly Framework care home has given Hollins Park the stepping stone to re-connect to the veterans' community. The VFF has given our residents the opportunity to participate and feel part of the comradeship that they lost when they left the Armed Forces. We are so proud to be enriching and fulfilling our residents' lives as they live at Hollins Park."



Weald Heights, in Kent, is also part of the Care UK group. Thanks to increased awareness of their veteran residents through the VFF, staff were able to arrange a moving and emotional trip for a 91-year-old in their care. They supported RAF pilot Ray, who lives with dementia, to fly in a Piper PA28 Cherokee at London Biggin Hill Airport, where he had once been a flight instructor. The care home has also created a beautiful Treasured Book of Veterans, which features the Armed Forces history of residents, staff and family members.



*Weald Heights resident and ex-RAF pilot Ray aboard the Piper aircraft, at Biggin Hill, where he was a flight instructor in later life*

Amelia Moore is a VFF Champion at Weald Heights. She said: "We are extremely proud to be recognised as a Veteran Friendly home, and our residents and their families are delighted that we have recognised the importance of veterans. The VFF has meant we have much stronger links with local services and our wider knowledge base enables us to provide the support and help required."

Old Prebendal House, Chipping Norton, is part of the Mariposa Care group. Thanks to the VFF, staff have arranged meaningful ways to support the veterans in their care – both in life and in death. Young cadets from the local Chipping Norton branch will soon begin visiting the home to swap stories with their veterans, inspiring a range of intergenerational activities. In a touching nod of respect, members of their local Royal British Legion branch recently made time to attend the funeral of a veteran.



*Val Baggott, Director of Care and one of the VFF Champions at Old Prebendal House, with the care home's VFF certificate*

One Old Prebendal House resident, who served in The Royal Artillery, said: "It's reassuring to me to know that the home is taking the time to find out more about what being a veteran means to us as individuals. We're looking forward to meeting up with the cadets and other veterans from our local community, it's all about supporting each other."

Mariposa Care Chief Operating Officer, Louise Kerry, said: "We are incredibly proud that the Old Prebendal House has been recognised as a Veteran Friendly care home. Being part of the Framework further enhances the outstanding care we provide. It has fostered a renewed sense of connection and camaraderie among our residents and the local community, helping us ensure that veterans receive the support they need throughout their care journey with us. As the first Mariposa care home to achieve the VFF accreditation, we now



look forward to seeing more of our care homes follow in their footsteps over the coming months.”

The VFF is a collaboration between Royal Star & Garter, Royal British Legion and the NHS Veterans Covenant Healthcare Alliance (VCHA – an NHS flagship Armed Forces programme), with funding support from the Armed Forces Covenant Fund Trust.

Kathryn Glass is the VFF Project Lead at Royal Star & Garter and responsible for supporting and assessing care homes going through the scheme. She said: “The Veteran Friendly Framework is especially important during the time of Remembrance, because it is all about recognising the services and sacrifices made by our Armed Forces community. On a practical level, it promotes veterans’ statutory rights and the support that is available to them within their community. The stories highlighted show the impact it is having on veterans and emphasises what a close-knit community the Armed Forces family is.”

Any care homes interested in receiving more information about the VFF can visit <https://veteranfriendlyframework.org.uk>, email [VFF@starandgarter.org](mailto:VFF@starandgarter.org) or call 07425 326070.

**[Ends]**

**For further information please contact:**

Goolistan Cooper  
Communications Officer  
[goolistan.cooper@starandgarter.org](mailto:goolistan.cooper@starandgarter.org)  
0208 481 7669 / 07391 868796

Cally Madden  
Marketing & Communications Manager  
[cally.madden@starandgarter.org](mailto:cally.madden@starandgarter.org)  
020 8481 7692 / 07881 017299

**About Royal Star & Garter**

Our Charity provides loving, compassionate care to veterans and their partners living with disability or dementia.

**About Veteran Friendly Framework**

The VFF is a programme funded by Royal Star & Garter, the Armed Forces Covenant and Royal British Legion, running to December 2025. It aims to tackle loneliness and isolation,



and deliver improved health and wellbeing outcomes for over 25,000 veterans living in care homes across England. It supports the practical, emotional and social needs for the Armed Forces community by providing care homes with resources to assess and improve their offer. <https://veteranfriendlyframework.org.uk/>

#### **Note to editors**

For more information on Old Prebendal House, go to

<https://mariposacare.com/carehome/the-old-prebendal-house-2/>, or visit

@Mariposacarehomes or @Theoldprebendalestate on Facebook

For more information on Hollins Park, go to <https://www.careuk.com/care-homes/hollins-park-macclesfield>

For more information on Weald Height, go to <https://www.careuk.com/care-homes/weald-heights-sevenoaks>, or visit @WealdHeights on Facebook

**Twitter:** @starandgarter

**Facebook:** facebook.com/starandgarter

**Website:** [www.starandgarter.org](http://www.starandgarter.org)



Royal Star & Garter  
is a member of the  
National Care Forum