

**Across Coventry Solihull and Warwickshire**

**Key Support agencies for elderly Veterans of UK Armed Forces**

**Introduction**

This document outlines a range of support for elderly veterans and their families/carers. Other information can be found at: <https://www.warwickshire.gov.uk/armedforcescovenant>

**Armed Forces Compensation Schemes**

There are a number of compensation schemes administered by [Veterans UK](https://www.gov.uk/government/publications/urgent-help-for-veterans-in-a-crisis/urgent-help-for-veterans-in-a-crisis) on behalf of the Ministry of Defence available to serving and former serving personnel who are injured as a result of their service in the Armed Forces. The scheme that applies to each individual will depend on when and where they served.

[The Armed Forces Compensation Scheme (AFCS)](https://www.gov.uk/government/publications/armed-forces-compensation/armed-forces-compensation-what-you-need-to-know) provides compensation for any injury, illness or death which is caused by service on or after 6 April 2005.

[Armed Forces Independence Payment (AFIP)](https://www.gov.uk/claim-for-injury-received-while-serving/armed-forces-independence-payment-afip) – Once you’ve had the result of your compensation claim, they might be able to claim AFIP if they’ve been seriously injured.

Disabled facilities grants

[Disabled facilities grants](http://www.britishlegion.org.uk/get-support/finance/grants/household-equipment-adaptation/) are available via Local Housing Authorities to fund adaptations to a disabled person’s home which enables them to live independently and comfortably.

**Armed Forces Pensions**

Armed Forces Pensions

[Armed Forces Pension Schemes](https://www.gov.uk/guidance/pensions-and-compensation-for-veterans#how-to-claim-your-pension) are managed by the Joint Personnel Administration Centre (JPAC) in Glasgow. Call 0800 085 3600.

Forces Pension Society

The [Forces Pension Society](https://forcespensionsociety.org/) is an independent not-for-profit pension watchdog, fighting for the interests of the Armed Forces and their families. They help Members through the pension maze and campaign against injustices in the system. For general enquiries, please contact the Membership Secretary via email [memsec@forpen.co.uk](mailto:memsec@forpen.co.uk) or call 020 7820 9988.

**Veterans Care**

The Royal British Legion Admiral Nurses

The Legion works with Dementia UK to provide [Admiral Nurses](https://www.britishlegion.org.uk/get-support/care/admiral-nurses/) - a service that supports the carers of RBL beneficiaries who have dementia. The focus of the service is to maintain independence and improve the quality of life for carers and families and to provide the practical advice they need.

Admiral Nurses operate across the West Midlands and can be contacted on 0808 802 8080.

The Royal British Legion Care Homes

There are six Legion [Care Homes](https://www.britishlegion.org.uk/get-support/care/care-homes/) and each provides long-term nursing and personal care. Four homes also provide dedicated dementia care. Respite care can also be provided according to availability.

[Galanos House](https://www.britishlegion.org.uk/get-support/care/care-homes/galanos-house/) in Warwickshire is one of The Royal British Legion’s Care Homes, with a specialist Dementia care wing. There are 60 en-suite single rooms and another 30 rooms in the Dementia care wing.

Telephone: 01926 812185

The Royal Star and Garter Homes

The Royal Star and Garter Homes is a charity providing nursing and dementia care to veterans and their partners. The nearest is [Solihull Home](https://starandgarter.org/our-homes-and-care/solihull/), which is rated 'Outstanding' by the Care Quality Commission. The home provides specialist dementia and nursing care tailored to the needs and wishes of each individual. There are also short break and day care facilities.

Email [solihull.enquiries@starandgarter.org](mailto:solihull.enquiries@starandgarter.org) or call 0121-711 6330.

**Veterans Physical Disabilities**

[Veterans: NHS services for those with physical injuries](https://www.nhs.uk/using-the-nhs/military-healthcare/veterans-physical-injuries/)

Prosthetics

Nine Disablement Service Centres (DSCs) across England have been selected to provide enhanced services to veterans who have lost a limb as a result of their service in the armed forces. The nearest is [Birmingham – West Midlands Rehabilitation Centre](http://www.bhamcommunity.nhs.uk/patients-public/rehabilitation/amputee-rehabilitation-service/), Birmingham Community Healthcare NHS Trust. Tel: 0121 466 3005.

Blesma, [The Limbless Veterans](https://blesma.org/)

Blesma, The Limbless Veterans, is dedicated to assisting serving and ex-Service men and women who have suffered life-changing limb loss or the use of a limb, an eye or loss of sight in the service of our country. These services include:

* A route to advice and support; practical, emotional or financial via the Midlands Support Officer. Email [bsomid@blesma.org](mailto:bsomid@blesma.org) or call 020 8548 7095 or mobile 07825536363
* Advice and support re [prosthetics](https://blesma.org/how-we-help/prosthetics/). Email [bsoprosthetics@blesma.org](mailto:bsoprosthetics@blesma.org) or call 0208 548 7080
* Staying [active](https://blesma.org/how-we-help/activities/) after injury
* [Grants](https://blesma.org/how-we-help/grants/) for financial assistance with the additional costs and hardships of disability. Email [membergrants@blesma.org](mailto:membergrants@blesma.org) or call 0208 548 3516

[Blind Veterans UK](https://www.blindveterans.org.uk/)

Blind Veterans UK support anyone who has served in the Armed Forces, or who has done National Service, and who is now living with significant sight loss. They give veterans much-needed support to adjust to sight loss, overcome the challenges of blindness and enjoy daily life.

The individual does **NOT** need to have been blinded or suffered degenerating sight loss during Service, this can have happened any time after Service.

Call 0800 389 7979 to begin the process of accessing support. This will involve a visit from a Regional Welfare Officer to discuss the individual’s needs, give advice and may suggest a visit to one of the centres in Brighton or Llandudno. They may also recommend training in mobility, independent living skills, using low vision equipment and IT, either at one of their centres or in the individual’s home.

Royal British Legion

The Royal British Legion can provide [grants](http://www.britishlegion.org.uk/get-support/finance/grants/) to serving and ex-service people and their dependents who are suffering financially. These include [Veterans medical funds](http://www.britishlegion.org.uk/get-support/finance/grants/veterans-medical-funds/) and [mobility aids/equipment](http://www.britishlegion.org.uk/get-support/finance/grants/mobility-aids-equipment-grants/).

The Not Forgotten Association

[The Not Forgotten Association](http://www.nfassociation.org/) is a small, unique and highly personalised tri-service charity whose role is to provide entertainment and recreation for the benefit of the serving wounded, injured or sick **and** for veterans who suffer from a disability or illness.

**Veterans Family/Carer Breaks**

The Royal British Legion

The Legion offers much-needed breaks to ex-Service and serving personnel and their families. If the individual or a member of their family is recovering from an illness, bereavement or other life-affecting event, the Legion can provide a comfortable and enjoyable break.

The West Midlands region break centre is at [Somerset Legion House](https://www.britishlegion.org.uk/get-support/respite/break-centres/somerset-legion-house/), which is in Weston-Super-Mare. Break services are available to serving or ex-Service men or women and/or their dependants who are in genuine need of a break.

Call 0808 802 8080 to begin the process of applying.

**Veterans Housing**

There are a range of housing options for veterans and their families, including where an individual’s needs change due to age, disability or illness.

Fry Accord Housing Trust

[Fry Accord Housing Trust](https://fryha.org.uk/our-services/veteran-support) have an ex-Armed Forces supported accommodation scheme in Birmingham with 12 bed spaces, some of which are on the ground floor to address disability and mobility issues.

Royal British Legion Industries

[Royal British Legion Industries](https://www.rbli.co.uk/housing-and-care) provide a range of housing options in Aylesford, Kent. An individual doesn’t need to be a resident of Kent to access these options. The options include:

* Gavin Astor House, which is a high-dependency nursing home open to people within the Armed Forces community as well as those without a military connection. Email [gah@rbli.co.uk](mailto:gah@rbli.co.uk) or call 01622 791056
* Queen Elizabeth Court, which provides assisted living for people who have served in the Armed Forces, and their spouses, aged over 55. Email [qec.info@rbli.co.uk](mailto:qec.info@rbli.co.uk) or call 01622 717463.
* Veterans' housing, which is ideal for younger families who may be adjusting to civilian life or single Veterans who need support. Email [housing@rbli.co.uk](mailto:housing@rbli.co.uk) or call 01622 795910.

Haig Housing

The objective of [Haig Housing](https://www.haighousing.org.uk/) is to provide housing assistance for ex-Service people and/or their dependants. They do this by letting general needs homes at affordable rent prices to the ex-Service community, and providing tailored housing solutions to suit the specific and individual needs of severely wounded and disabled Service and ex-Service people.

Haig housing also offer a wide range of housing advice to the Service community and is Help for Heroes’ housing partner.

Call 020 8685 5777 or email: [enquiries@haighousing.org.uk](mailto:enquiries@haighousing.org.uk)

Stoll

[Stoll](https://www.stoll.org.uk/) is a leading veterans’ charity and housing association that has been helping ex- Service personnel since 1916. Stoll provides safe, high quality housing, and access to services that enable vulnerable and disabled veterans in need of support to live fulfilling, independent lives. Stoll also provides a [Veterans Nomination Scheme](https://www.stoll.org.uk/housing/vns/) to find housing through other Housing Associations and Local Authorities. Nominations need to come from one of the main military charities Eg. SSAFA, RBL, Help for Heroes.

Call 020 7385 2110 or email [info@stoll.org.uk](mailto:info@stoll.org.uk)

Cobseo Housing Cluster

Cobseo Housing Cluster have developed a [Directory of Housing and Support Services for Veterans](https://www.cobseo.org.uk/assets/files/2014/08/Directory-of-Dedicated-Services-for-Veterans-Feb-17.pdf). This lists supported accommodation, general needs housing, floating support and day centre provision for ex-service personnel.

**Veterans Housing Support/Handy Van Service**

The Royal British Legion: [Handy Van Service](https://www.britishlegion.org.uk/get-support/independent-living/handy-van/)

The Royal British Legion handy vans service helps ex-Service people and their families with small household repairs and minor adaptations for free. This includes fitting fire and security features, installing [care phones](https://www.britishlegion.org.uk/get-support/independent-living/care-phones/) and storage of legion provided mobility equipment.

Call free on 0808 802 8080or email [info@britishlegion.org.uk](mailto:info@britishlegion.org.uk) or use the Live Chat facility on the Legion’s website.

**Veterans’ Loneliness and Social Isolation**

Armed Forces Breakfast Clubs

Armed Forces Breakfast Clubs (AFBCs) are run by Armed Forces Personnel & Veterans, for veterans and serving members of the Armed Forces. [Clubs](https://www.afvbc.net/find-a-club/) can be found across the UK and are completely FREE.

There are AFBCs in Nuneaton, Hinkley, Lutterworth and Daventry.

Drop In support across Warwickshire

A variety of organisations provide specific drop in opportunities/tea clubs for veterans and their families/carers. These include:

* Atherstone Veterans’ Hub: Unit 7 the Arcade. The first Thursday of the month from 10.30-12.30pm.
* Galanos House, Southam RBL drop in: The first Tuesday of the month from 10-2pm
* Museum of the Royal Regiment of Fusiliers, Warwick: The first Tuesday of the month from 10-12pm. Call the Museum on 01926-491653.
* [Veterans Contact Point](http://veteranscontactpoint.org.uk/), Nuneaton. Contact Nick Caswell on 02476 343793 or 07741571774 or email [nick@veteranscontactpoint.co.uk](mailto:nick@veteranscontactpoint.co.uk)

RAF Association Befriending Service

[RAF Association Befriending Service](https://www.rafa.org.uk/talk/) volunteers offer companionship and support to anyone in need of a friend. They’re someone to share memories with, to try new experiences with and to build a rewarding relationship with. They support current serving and ex-personnel, Regular and Reserve, as well as their spouses, partners and family. They also welcome applications on behalf of beneficiaries and will work with the person supporting them.

Call 0800 018 2361 or email [welfare@rafa.org.uk](mailto:welfare@rafa.org.uk)

**Veterans NHS Mental Health Services**

Coventry and Warwickshire Partnership Trust (CWPT)

CWPT have an [Ex-Armed Forces Pathway Manager](https://www.covwarkpt.nhs.uk/search/health-service/exarmed-forces-veterans-80). Nancy Tomlinson works across the county and can be contacted via 01788 513700 (The Railings, Rugby) or 07771 984394

**Veterans Mental Health Services**

Combat Stress

[Combat Stress](https://www.combatstress.org.uk/help-you) help former servicemen and women deal with trauma-related mental health problems such as anxiety, depression and post-traumatic stress disorder (PTSD). Combat Stress 24-hour Helpline provide confidential mental health advice to all current and former military personnel as well as families and carers. Call 0800 138 1619, text 07537 404 719 (standard charges may apply for texts), or email [helpline@combatstress.org.uk](mailto:helpline@combatstress.org.uk).

Big White Wall

[Big White Wall](https://www.bigwhitewall.com) is a safe online community of people who are anxious, down or not coping who support and help each other by sharing what’s troubling them, guided by trained professionals. The Big White Wall is FREE for UK serving personnel, veterans and their families.

**Veterans Welfare**

[SSAFA](https://www.ssafa.org.uk/)

SSAFA is a charity which helps Service personnel, veterans, and their families across the UK and provides them with welfare and support. It also offers specialised support for bereaved families and those who are wounded, injured, or sick.

SSAFA has Caseworkers who support people across Warwickshire. The local SSAFA contacts are:

[kevin.bowman@ssafa365.org.uk](mailto:kevin.bowman@ssafa365.org.uk) and [peterknight287@btinternet.com](mailto:peterknight287@btinternet.com)

Cov & Warks Office number: 01926 491317. Helpline: 0800 731 4880

[The Royal British Legion](https://www.britishlegion.org.uk/)

The Royal British Legion supports serving members of the Armed Forces, veterans and their families. There is an Advice and Information Officer covering Warwickshire. Referrals to this worker are via the national Helpline 0808 802 8080 or via [info@britishlegion.org.uk](mailto:info@britishlegion.org.uk)

Phil Deakin

Armed Forces Covenant Worker

Warwickshire County Council

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[www.warwickshire.gov.uk/armedforcescovenant](http://www.warwickshire.gov.uk/armedforcescovenant)