

A Person Centred Approach Quick Guide

A person-centred approach focuses on the individual

Female veterans all have specific needs and should be treated as individuals when looking at what support is right for them. Delivering a person centred approach considers female veterans unique needs, strengths, and preferences and allows time and space to create bespoke support together that reflects what matters most to the women, promoting positive outcomes.

Key things to remember when delivering a person centred approach:

- 1 Have a 'What matters to you?' conversation to help build relationships and identify what would make a difference for the women. Asking questions like:

“ What is important to you/
what do you enjoy doing? ”

“ What does a good day look like/
what would you like it to look like? ”

“ Who is important to you
and how can they help you? ”

Understanding the specific needs of female veterans is essential to facilitating these conversations and helping to find the right support

Give women the choice of a female worker if they want one. Remember, some of the issues female veterans face may require female only support i.e. sexually inappropriate behaviour



- 2 Always work at the women's own pace – some will know quickly what will help and some need more time to work it out

Recognise the diversity of experience of female veterans and their support needs may be very different

Many female veterans tell us they are 'bad at asking for help and only do so in a crisis' so quick responses are essential



- 3 Every conversation is a partnership between the organisation and the women to identify what may help



- 4 Think about all things on offer, from everyday things to groups and community activities and specialist support – remember that for many women it will be a combination of all of these

- 5 Ensure women can easily access activities, with support if needed (assistance with transport or attending with a peer or key worker)



- 6 Provide/offer training on a person centred approach where needed to build skills and confidence

Offer training on the specific needs of female veterans if needed



- 7 Balance clinical and social models of support, incorporating family, friends, and community. Collaborate with other services for comprehensive support, recognising that you don't need to do everything alone



- 8 Manage risk – plan for unexpected events and identify support for the women or staff member if things don't go to plan

Many female veterans do not ask for help and do not know what might help them, its OK if the plan needs to change.

- 9 Plan regular reviews – what's working and what's not. Adjust the plan as needed.



Celebrate and recognise the successes and achievement of female veterans

