



CIRCLE Resource Launch Event

Wednesday 11 September 2024



Agenda

Time	Activity
2-2.05	Welcome & agenda
2.05-2.25	Presentation about the co-design process and the resource
2.25-2.55	Panel discussion with co-design members
2.55-3.00	Wrap-up

This session is being **recorded**.

Please keep your microphone muted and your camera off, unless you are asking a question.

Please be **respectful**. We do not tolerate any homo- bi- or transphobia.



Speakers Today



Sallie Johnson
she/her

I am an independent social worker with a long career within statutory social care. Now, I am working on research projects for and within the LGBTQ community. As an older Lesbian in a long-term relationship, my wife and I have experienced covert and overt homophobia, prejudice and heterosexism throughout our personal and professional lives – acceptance from most, hostility from others. Put simply, it needs to stop.



Sibby Sawyer
she/her

I am Registered Branch Manager, currently working with an Extra Care Scheme for Independent Living in Lambeth Borough. I currently work in a service that has a diverse group of individuals. I want to and need to learn more so I am better equipped to support everyone that walk through our doors. I also want to be a role model for my team in this area.



Martin Wells
he/him

I am a physicist, educator, and advocate for inclusivity, equality, and compassionate healthcare. My ADHD diagnosis and experience as a gay man shape my mentorship and change management approach. Caring for my mother, who has severe dementia, drives my commitment to improving support networks and healthcare practices.



Mike Parish
he/him

Married to husband Tom, partner for 47 years. Became his carer in 2015 following protracted dementia diagnosis. Tom passed away in September 2022. Initial founder of LGBTQ+ Dementia Advisory Group CIC. Defining safe, respectful and meaningful person-centred care is complex as is implementation of industry-wide but essential change and with a multi-discipline team of contributors there is a genuine hope that this is possible.



Sue Rugg
she/her

I spent my career as an occupational therapy clinician, manager and educator. More recently, I have become an unpaid carer for my wife who has dementia. For me, high quality residential care for older LGBTQ+ people is vital. After all, everyone deserves the right to feel free; to be their true, authentic selves; to feel at home at home.



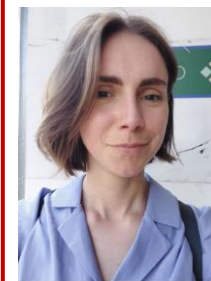
John Hammond
he/him

I am a former carer for a parent who lived with Alzheimer's disease. I worked as both the Head of Services and Acting CEO at Brighton & Hove LGBTQ Switchboard. In October 2023, I started my PhD at Brighton and Sussex Medical School. My research uses creative methodology to explore the experiences of LGBTQ+ people living with dementia.



Nicky Hunt
she/her

My name is Nicky, and I have managed Autumn lodge care home for the last 15 years. I joined the group to gain insight and knowledge into what I needed to do to ensure that everyone coming into my care setting would feel comfortable to be who they are in what I hope is an inclusive environment.



Jolie Keemink
she/her

I am social care researcher at the Centre for Health Service Studies at The University of Kent. Through my research on LGBTQ+ inclusive care practice, I hope to contribute to real-world change and make care settings inclusive for all. As someone who identifies as LGBTQ+, I feel fortunate to have been born into a generation that has had it relatively easy in terms of inclusion, but I believe there is much more progress to be made.

Background: the CIRCLE study

- Two-year research study funded by the National Institute for Health and Care Research.
- Aim: to explore different ways to support providers of residential care for older people to improve their LGBTQ+ care offer.
- One of the ways of support we explored was to co-design a new resource, specifically for care homes.



The Co-design Process

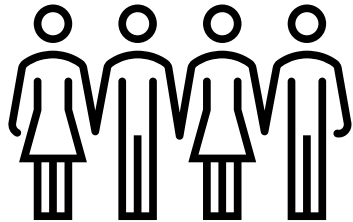
- What is co-design?

Co-design is a process where experts by experience and professionals work in partnership to improve services or develop interventions

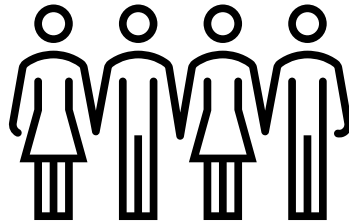


The Co-design Process

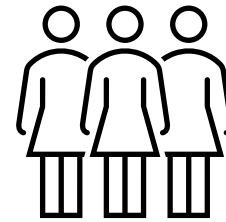
4 older LGBTQ+
people



4 care
home staff



3
researchers



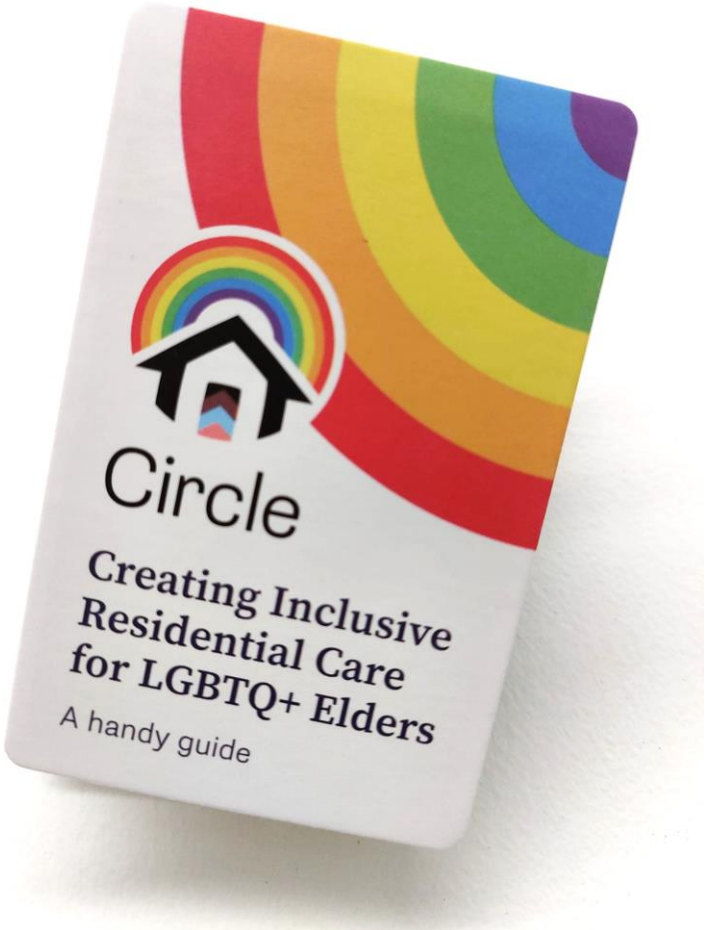
1 digital
artist



Six online meetings between October 2023
and March 2024



The New Resource



The New Resource

Available as:

- Limited number of printed z-card copies
- A video presenting summarised content
- A printable booklet version of the guide
- A printable A4 version of the front and back of the z-card



The New Resource

LGBTQ+ inclusion?

LGBTQ+ stands for lesbian, gay, bisexual, trans, queer, questioning and other sexual and gender minorities.

LGBTQ+ inclusive care ensures that LGBTQ+ people are treated equally and equitably, that their identities are celebrated and that discrimination is eradicated. It means care staff recognise it is important to know about someone's LGBTQ+ identity.

Using this guide

This guide offers lists of practical tips for people working in care homes on how to make the different aspects of their care more inclusive for LGBTQ+ residents.

You can carry it in your uniform or lanyard, put it on reception counters or put it in staff induction packs. The tips are easy to carry out, free or affordable, and make a big difference to LGBTQ+ residents.

→ A timeline of a person's stay in a care home, with tips for each key stage.

↓ General tips that can be used at any point during a person's stay.

Moving into a care home

In the admission conversation, ask:

- What pronouns do you use?
- What do you want me to know about you?

Introduce rainbow lanyards and pronoun badges for staff.

→ Explain what training staff have received.

Clearly explain the processes for safeguarding and reporting negative experiences.

Appoint an LGBTQ+ champion amongst staff and make it clear who this is.

Do not make assumptions about someone's identity.

Understand that people can belong to multiple groups (e.g. black, religious and gay).

Looking for a care home

In brochures and on your website, include visible imagery of the LGBTQ+ community and mention explicitly that the care home is LGBTQ+ inclusive.

→ Includes your pronouns and the CIRCLE LGBTQ+ commitment logo (downloadable from our website) in your email signature.

Mention LGBTQ+ inclusion on your NHS capacity tracker profile.

Ensure you respond in a non-judgemental way when potential LGBTQ+ residents inquire about living in the care home.

Health

Build awareness around additional health risks LGBTQ+ residents may have, including social isolation, addiction, HIV, and dementia, but do not make assumptions.

→ Build awareness around HIV care and medication.

Ensure clear communication between the different health professionals involved.

For LGBTQ+ residents with dementia, understand that people may forget/switch identity. Approach 1 day by day.

With routine health screenings, do not assume gender. Trans men may still need cervical screenings, and trans women may still need prostate screenings.

End of life care

Give people privacy with their chosen family and respect their space in the last moments of life.

→ Understand that LGBTQ+ older people have experienced a lot of abuse in their life and that their relationships have not been honoured. Make sure to honour them at the end of life.

Ask people about their preferences for the end of life and who they want to be involved.

Consider Power of Attorney and understand that in the LGBTQ+ community this might be a chosen (not always biological) family member.

Personal care

Ask gently what gender someone would prefer their carer to be.

Do not make assumptions on:

- What people want to wear.
- What someone's body will look like.
- What personal care someone prefers (e.g. hair, nails, make-up).

Key tips

Here are a few of the most important things to remember.

- 1 Ask the person their preferences, don't assume.
- 2 Provide care that affirms the person's gender identity.
- 3 Respect chosen family and LGBTQ+ relationships.
- 4 Use LGBTQ+ inclusive language and examples.
- 5 Commit to staying up-to-date with LGBTQ+ training.

Historical context

It is important to recognise that, for most of their lives, many older LGBTQ+ people have had to hide their identity because of discriminating laws and policies. This has made them hesitant to engage with public services.

→ It is therefore very important that care services are clear about their commitment to being LGBTQ+ inclusive.

Family & friends

Use inclusive language when referring to people's loved ones (e.g. partner).

Understand that relationships may look different (e.g. not married).

Take people's relationships seriously.

Involve resident's loved ones in their care planning.

Continue checking who the most important people in the resident's life are.

Look into the concept of chosen family (does not always equal biological family).

Consider whether the resident needs an advocate.

Educate yourself on the legacies relating to capacity and decision-making.

Entertainment & celebrations

Organise celebrations for Pride in June.

Celebrate LGBTQ+ History Month in February.

Make use of these occasions to learn more about the LGBTQ+ community.

Recognise and celebrate LGBTQ+ microtopes.

Diversify the films screened in the care home and include LGBTQ+ films.

Include LGBTQ+ literature and magazines.

Consider organising a Drag Queen bingo.

Do not assume that LGBTQ+ residents only want LGBTQ+ entertainment. Ask and listen.

Trans & non-binary inclusion

Educate yourself on what it means to be trans/non-binary.

Recognise that older people can be trans, even if they have lived their whole life as one gender.

Understand that identifying as trans does not necessarily mean that people have had or need to have surgery. Trans identities are valid regardless of how someone's body looks.

Provide care that affirms people's gender identity (e.g. appropriate clothing) and support residents accessing gender-affirming healthcare such as hormone therapy.

Respect people's pronouns and chosen names, even if it differs from their legal documentation.

Do not share someone's trans identity without consent.

Training & policies

Have clear and explicit policies around how LGBTQ+ inclusion is ensured and how discrimination and abuse are dealt with.

Ensure all staff are trained on LGBTQ+ inclusion. Ask your manager for training.

Subscribe to websites like Pinknews or Queers to stay updated about LGBTQ+ news.

Further resources

To learn more, visit...

- Skills for Care - LGBTQ+ Learning Framework
- Age UK - Safe to be me
- Alzheimer's Society - LGBTQ+ Living with dementia
- NHS Confederation - Health and Care LGBTQ+ Inclusion Framework
- Research in Practice - Working with older trans people

Creating Inclusive Residential Care for LGBTQ+ Elders

A handy guide



What is this?

This guide was produced as part of CIRCLE, a research project on LGBTQ+ inclusion in care homes.

This illustration shows the goal of the project, an inclusive care home where everyone feels safe and welcome, featuring quotes from older LGBTQ+ people who were involved in developing this guide.

You can use this as a poster to put up in your care home.

Website

Scan the QR code to visit the CIRCLE website and learn more about the project, including a video explaining the content of this leaflet.

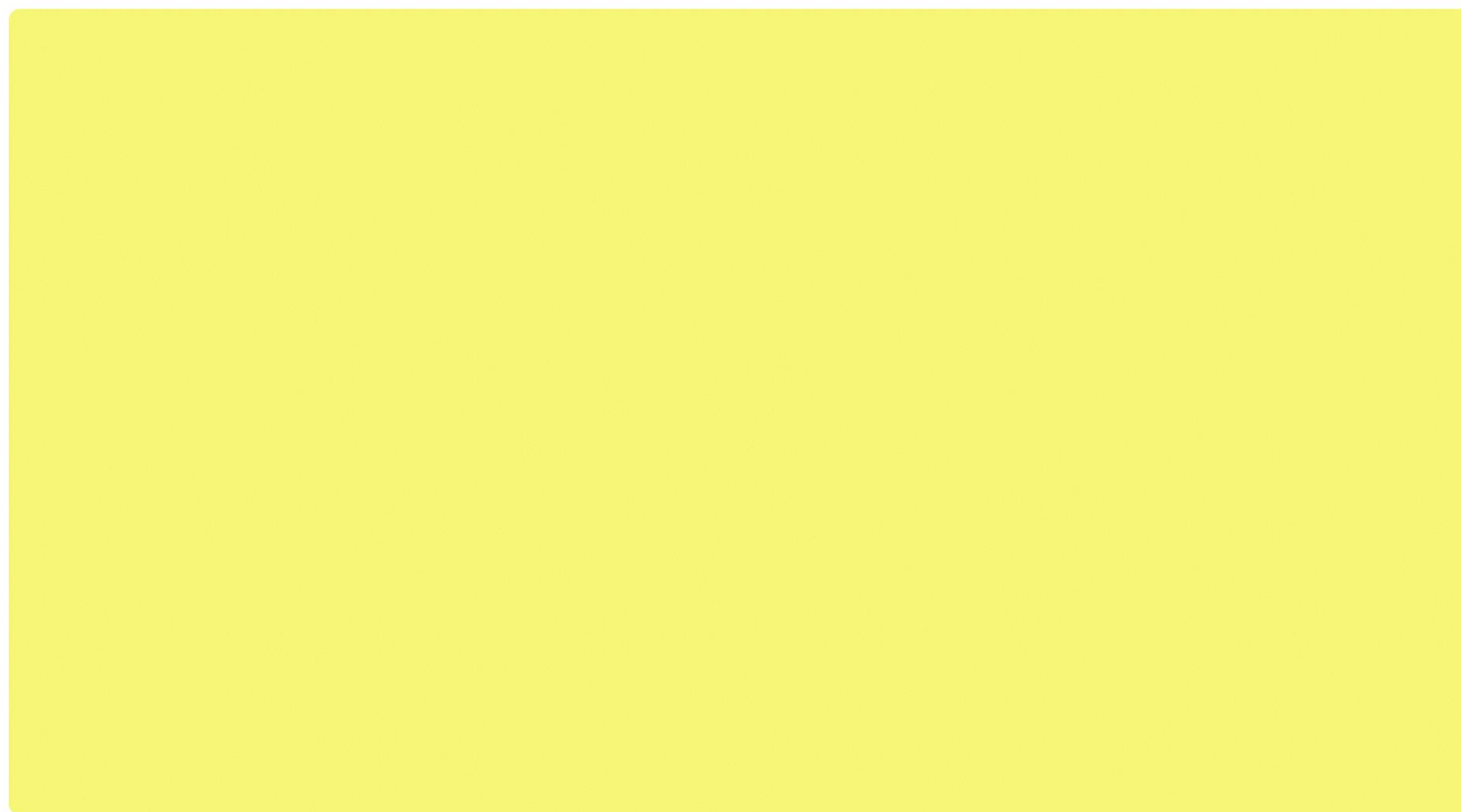
Contact & thanks

For any queries, or if you want to know more about the project, please contact Dr. Julie Keenrath on j.keenrath@kent.ac.uk

Logo, guide and illustration by Gill Rochford.

The research team want to thank the older LGBTQ+ people and care home managers who were involved in co-designing this leaflet.

The New Resource



The New Resource: How to access



<https://research.kent.ac.uk/circle-guide/>



The free guide with tips on how to provide LGBTQ+ inclusive care in residential care for older people

The CIRCLE care home guide was developed as part of the [CIRCLE research study](#), a study exploring various ways of supporting providers of residential care for older people to improve their LGBTQ+ inclusive care offer. CIRCLE stands for Creating Inclusive Residential Care for LGBTQ+ Elders. The CIRCLE care home guide was co-designed with older LGBTQ+ people and care providers. It was developed for use in care homes for older people, but the content may be relevant for other care providers.

The guide offers practical tips on what you can do to make your care practice more inclusive for LGBTQ+ residents. It can be used in day-to-day care practice, in supervision conversations, and in staff training. It also includes a poster that can be displayed in the care home to indicate the home and staff are working on LGBTQ+ inclusion.



It takes a village... Thank you to



Martin Wells
Sallie Johnson
Mike Parish
Susan Rugg
Sibby Sawyer
Emma Sherriff
Lynne Petty
Nicky Hunt
John Hammond
Oli Rochford
Victoria Nursing Group
Grace Collins
Joseph Price

Opening Doors
Brighton LGBT Switchboard
Prof Kathryn Almack
Prof Andrew King
Prof Ben Thomas
Rebecca Sharp
Lisa Richardson
Daithi Clayton
Martha Margetson
East Sussex County Council
West Sussex County Council
Brighton & Hove City Council



Thank you for joining today



To download resource materials	https://research.kent.ac.uk/circle-guide/	
Website CIRCLE study	https://research.kent.ac.uk/chss/research-projects/creating-inclusive-residential-care-for-lgbtq-elders-circle/	
Contact about resource	lssjcircleguide@kent.ac.uk	
Contact research team	j.r.keemink@kent.ac.uk	