



Care Under the Rainbow

Top tips for creating inclusive care homes for older LGBT+ residents

Do's



✓ Understand and appreciate that you will be working with residents with different sexual identities, gender identities and life histories.
✓ Be mindful that some of your residents may identify as LGBT+, be sexually active and have experienced same-sex relationships, be gender diverse or undergone gender reassignment at an earlier point in their lives.
✓ Recognise and support the diversity amongst residents who identify as LGBT+ and amongst the residents living in your home.
✓ Raise awareness of historical and current discrimination, marginalisation and exclusion experienced by LGBT+ people amongst your teams.
✓ Make sure ALL staff are equipped with the interpersonal skills and knowledge to communicate with residents confidently about sensitive topics and raising conversations about LGBT+ inclusion and recognition.
✓ Challenge discriminatory behaviours and homophobic, transphobic and biphobic comments in care homes from residents, staff and visitors.

Don'ts



✗ Use discriminatory language or disregard the needs and rights of LGBT+ residents.
✗ Hold stereotypical views about older people, gender and sexuality. For example, assuming that all older people are asexual or not interested in sex in later life.
✗ Assume LGBT+ older people are one group with all the same care and support needs and interests.
✗ Dismiss the need to discuss what inclusion of LGBT+ people means within the residential care home.
✗ Assume that staff do not require diversity and inclusion training, for example, cleaners, kitchen staff, porters, etc.
✗ Keep silent when you see other staff, residents or visitors acting in a discriminatory, prejudiced or abusive way towards others because of the sexual or gender identity.



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<ul style="list-style-type: none">✓ Create a safe environment for residents to 'come out' as LGBT+ if they wish to and support their decisions.	<ul style="list-style-type: none">✗ Assume that every LGBT+ resident wants to come out to others or share aspects about their personal lives with other staff and residents.
<ul style="list-style-type: none">✓ Respect and support the intimate relationships and social networks of LGBT+ residents.	<ul style="list-style-type: none">✗ Make assumptions about the sexual or gender identity of older residents' visitors and the relationships between them.
<ul style="list-style-type: none">✓ Speak to and involve LGBT+ residents about who should be included in decision-making about their care arrangements and day-to-day lives - this may not always be biological family members.	<ul style="list-style-type: none">✗ Only involve older people's biological family, regardless who are their significant ones.
<ul style="list-style-type: none">✓ Be aware of the intersectional needs of people who belong to multiple social identities (e.g. Black, Asian and Minority Ethnic LGBT+ older people and older Disabled LGBT+ people).	<ul style="list-style-type: none">✗ Discriminate minority groups or ignore their mental health and wellbeing and intersectional needs based on interconnected aspects of identity (e.g. race, sex, disability, gender reassignment, sexual orientation and age).

This resource is produced in collaboration between the School for Policy Studies, University of Bristol and Diversity Trust, March 2019.

For more information and resources, please visit www.diversitytrust.org.uk/careunderrainbow.