

Creating Inclusive Residential Care for LGBTQ+ Elders

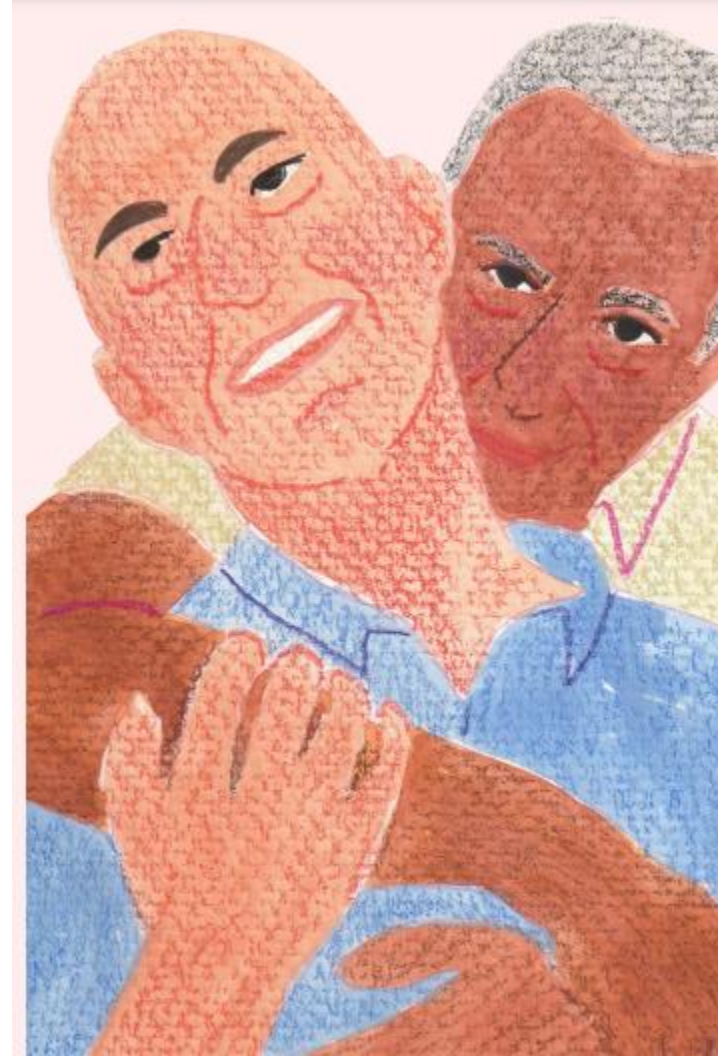
The CIRCLE study

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Agenda

- What is LGBTQ+ inclusive care?
- Why is it important?
- What is CIRCLE?
- WP1: Pride in Care
- WP2: Community of Practice
- WP3: Co-designed Resource
- Early recommendations



What is LGBTQ+ inclusive care?

- Access to care and resources that is **equal and equitable** to cis-gender and heterosexual people.
- An environment in which people's **differences** in sexual orientation and gender identity are **valued and celebrated**.
- Acknowledging that sexual orientation and gender identity are **relevant** to care needs.
- Facilitating **full participation** in the care environment.
- **Discrimination and intolerance** are addressed and eradicated.

Why is it important?

- An estimated **1 million** people in England and Wales are over 50 and identify as LGBTQ+. They have lived through many **discriminatory policies and laws**.
- This group expects to **rely more heavily on social and health care**, as they have specific health risks, are more likely to live alone, and have a lack of informal social support.
- Older LGBTQ+ are concerned about the possibility of needing care. They worry they will have to go **back into the closet** and hide their identity.
- Several recent reports demonstrate that care services are **lacking in their LGBTQ+ inclusive care provision**.

What is CIRCLE?

- CIRCLE is a 2-year research study funded by the National Institute for Health & Care research.
- Research Question: How can residential care providers be best supported to provide LGBTQ+ inclusive care?
- We are exploring and evaluating three different ways of supporting residential care providers to improve their LGBTQ+ inclusive care offer:
 - Pride in Care
 - Community of Practice
 - Co-designed resource

Pride in Care

- The Pride in Care programme was developed by Opening Doors. It assesses LGBTQ+ inclusion in all aspects of an organisation and provides recommendations for improvement.*
- We are implementing and evaluating Pride in Care in 5 care homes in Sussex.
- Data collection:
 - * Pre- and Post-Pride in Care interviews
 - * Pre- and Post-Pride in Care staff surveys
 - * Communications reviews
 - * Policy reviews
 - * Self-assessment workbook

*Please note that Opening Doors has sadly closed and is no longer providing Pride in Care since this presentation was created. The CIRCLE project is still delivering a comprehensive LGBTQ+ inclusion assessment and training programme to the participating care homes, but this is no longer under the name of Pride in Care/Opening Doors.

Pride in Care: preliminary findings

Data collection is ongoing, and so far, we have found:

- Staff attitudes are predominantly positive, but indication of further training needs.
- Comms materials lack explicit imagery of LGBTQ+ community and affirmative care.
- Policies good overall, but mostly require more detailed EDI policies.
- Before Pride in Care, staff indicated that their home had enough staff and resources to implement the programme.

Community of Practice

- A Community of Practice is a group of people who share a common concern or interest, and who come together to create shared learning and fulfil shared goals.
- CIRCLE organises an online Community of Practice meeting every 3 months on an aspect of LGBTQ+ inclusion in residential care for older people.
- Data collection:
 - * Online impact survey after meeting 3 and meeting 6

Check our
website for the
next meeting:



Community of Practice: preliminary findings

“It is furthering my knowledge on a subject mostly unknown about within my organisation.”

“These conversations are vital for people supporting older people who are part of the LGBTQ+ community in care homes.”

“As a service, we are reviewing everything from marketing to policies to ensure inclusivity. We are involving the staff team, residents, and families, and this has made the home more transparent and open.”

“It has led to more discussion regarding LGBTQ+ inclusive provision.”

Co-designed resource

- Co-design refers to a participatory approach of designing solutions/resources, in which community members are treated as equal collaborators.
- In CIRCLE, we are co-designing an action-focused resource for residential care providers on how to improve LGBTQ+ inclusion.
- Data collection:
 - * Focus group on anticipated impact and experience of co-design members

Co-designed resource: sneak peek

- We are designing:
 - a z-card for use in care homes
 - a complementary video
 - a logo indicating commitment to LGBTQ+ inclusion
- Launch: June 2024 (check our website)



Early recommendations

- Build relationships with local LGBTQ+ organisations.
- Provide consistent, lived-experience led training to staff on LGBTQ+ inclusion and its relevance to care.
- Open the conversation.
- Be aware of your assumptions about residents and colleagues, and do not act on them.
- Be explicit and specific about your and your organisation's commitment to LGBTQ+ inclusion.
- Attend the quarterly CIRCLE Community of Practice meetings.
- Keep an eye out for the CIRCLE resource that will be launched in June 2024.
- Collect data on sexuality and gender identity so that inclusion can be monitored.



The Team



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Creating Inclusive Residential Care for LGBTQ+ Elders

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<https://research.kent.ac.uk/chss/research-projects/creating-inclusive-residential-care-for-lgbtq-elders-circle/>



Website



Thank you!