



# Inclusive Care: Supporting LGBTQ+ identities and intimacy in care homes



Insights from care teams



# Including questions about gender and sexuality on care plans



What we've learnt is ask questions - don't let anybody go back in the closet.



[Previously] our questions in the care plans didn't pick up on this. So that's all been changed now. Now we do ask the questions.



Lucy, care home manager

**Employing staff with the same values in order to promote an inclusive culture**



**We hire the right people that have got a completely open mind.**

**A transgender woman came to live in the home who was very open about her gender identity.**



**It wasn't a great big drama. It doesn't need to be a great big drama. It's an inclusive home... there's just no fuss needed.**



**Millie, care team member**

**Supporting people to  
express their sexuality  
and recognising and  
facilitating the need for  
privacy, e.g. time alone  
in rooms**



**//**  
**If people have got the  
capacity to consent and  
that's what they want  
to do, then it's making  
sure that it's just safe,  
really.**



**Gemma, care home manager**

**Clear culture of inclusivity,**  
e.g. displaying leaflets on  
**promoting LGBTQ+ rights in**  
**care in communal areas.**



**We have made an environment**  
**where somebody feels so safe**  
**that at age 82... he's been able**  
**to come out [as gay]. A secret**  
**kept for all these years.**

**I thought 'my job is done'... if**  
**this environment is safe enough**  
**that somebody feels that they**  
**can do that, this environment is**  
**correct.**

Jay, care manager

