

# Putting people first – Equality and Diversity Matters

## Running good services for lesbian, gay, bisexual and transgender people



**EasyRead Version**



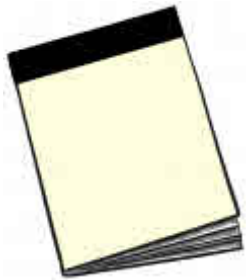
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# Equality and Diversity Matters



The Department of Health have written a paper called 'Putting People First'.



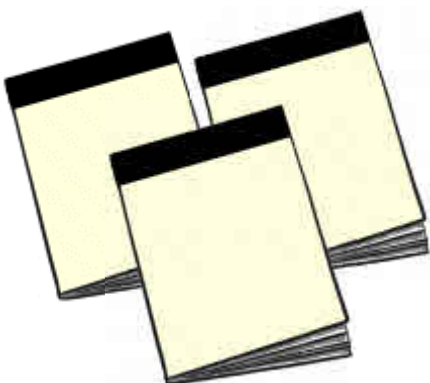
The paper will help people who run social care services to make their services more personal. This means that the services will meet people's needs.



Treating people fairly is important in making services more personal.



We have written some reports to help people make this happen and to help change services.



There will be 3 reports looking at how services can treat people fairly.



This report is the first one. It is about lesbian, gay, bisexual and transgender people using services.



We want people to know what we have found out about what works best.



We look at what we have found out from inspecting services.



We look at what people using services have told us.



The reports say what people who run services can do to make them better.

## How we have written this report



We looked at what the Department of Health says care services must do about treating people equally and valuing the differences between them.

This is included in their rules, called the National Minimum Standards (NMS).



This did not help us to find out how well services are doing, so we asked lesbian, gay and bisexual people who used or have thought about using social care services how good they think the services are.



We used information from our big meeting about care services for lesbian, gay, bisexual and transgender people.

This meeting was run by the lesbian, gay, bisexual and transgender workers' group at CSCI.



People who run care homes or organisations that care for people in their own homes have to fill in forms about how well they are doing every year.



This includes a question about treating people fairly and valuing differences between people.



We looked at some of these forms to find out how good these services are for different people.



We spoke to groups of people who use services.



We held meetings with people who are running the best services for lesbian, gay and bisexual people.



## The main points about good services



Support that meets people's needs and what they want is called 'personalised care'. It is about making sure that everyone understands people's needs.



Care plans are written with the person so that they can say what care they want.



Good support that meets what each person wants can help make sure that lesbian, gay, bisexual and transgender people get the services that they need.



We must make sure that lesbian, gay and bisexual people are treated fairly. More and more people are saying this.



Since April 2007 lesbian, gay and bisexual people have the right to take people who run services to court if services have treated them unfairly.



Lesbian, gay and bisexual people have the same needs as other people. But sometimes services need to support lesbian, gay and bisexual people in a different way to meet their needs.



People who run services need to think about people who are lesbian, gay or bisexual so that they get what they need.

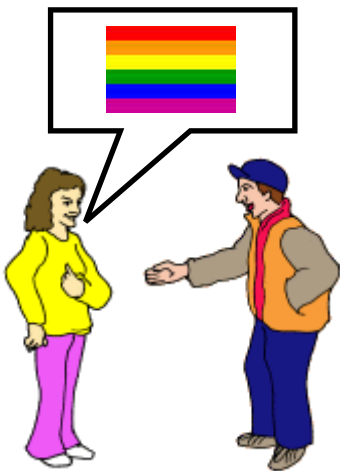


Transgender people do not yet have the same rights. There are plans to make new laws.

Lesbian, gay, bisexual and transgender people want:



- **to feel safe and be free from being treated unfairly.** Services must deal with unfair treatment and lesbian, gay, bisexual and transgender people must have a choice in how that is done



- **to be valued for who they are.** Lesbian, gay, bisexual or transgender people should be able to tell workers about themselves when they choose, and workers should give them good support



- **support to live the lives they choose.** Services should give people choice about meeting their friends, what they do in their spare time and their relationships



- **to live different kinds of lifestyles.** Not all lesbian, gay, bisexual or transgender people are the same or want to live the same lives.



Almost half of the lesbian, gay, or bisexual people we asked said that they had been unfairly treated.



Less than 1 in 10 of the people who run services said they had done anything to make workers think about treating lesbian, gay and bisexual people fairly.

Only 2 out of 100 had done anything for transgender people.



To make sure that lesbian, gay, bisexual and transgender people get the services they need the people who run services must make sure they get an equal service.



They can do this by:

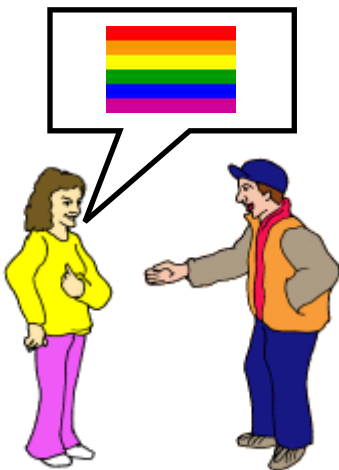
- making sure that managers running services value lesbian, gay, bisexual and transgender people and deal with any issues



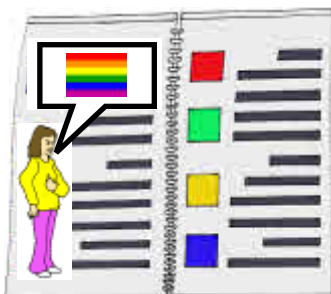
- making sure that their paperwork and plans about how to work with people do not leave lesbian, gay, bisexual and transgender people out or treat them unfairly



- giving training and support to staff about issues for lesbian, gay, bisexual and transgender people.



- making lesbian, gay, bisexual and transgender people feel welcome and able to tell workers about themselves.



They could do this by including stories and pictures about lesbian, gay, bisexual and transgender people in the information about the service



- giving lesbian, gay, bisexual and transgender people a choice about who supports them



- helping lesbian, gay, bisexual and transgender people have contact with their communities and friends



- valuing lesbian, gay, bisexual and transgender people's relationships



- taking action when people are being treated unfairly



- listening to what lesbian, gay, bisexual and transgender people say

## Things to do to make these things happen



Here is a checklist of things that staff can do to make sure that your service treats lesbian, gay, bisexual and transgender equally.

They might want to work in this order.

Some of these things will make the service better for everyone.



**1.** Managers need to make an overall plan. This plan will be about making sure lesbian, gay, bisexual and transgender people are treated equally. Managers need to look at the issues and make the plan happen.

Done ✓

Not Done ✗



**2.** Decide how to involve lesbian, gay, bisexual and transgender people using services and workers in any plans or changes.

Done ✓

Not Done ✗



**3.** Look at all the paperwork to make sure that it includes lesbian, gay, bisexual and transgender people.

Done ✓

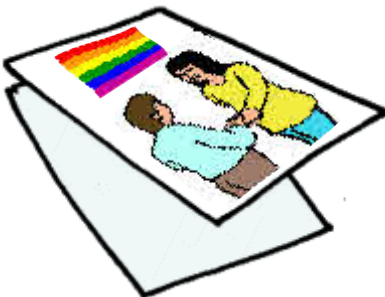
Not Done ✘



**4.** Look at the main paperwork and plans that are used with people who use services and when finding new workers so that they include lesbian, gay, bisexual and transgender people.

Done ✓

Not Done ✘



**5.** Make sure that the paperwork for workers helps keep lesbian, gay, bisexual and transgender workers by treating them fairly.

Done ✓

Not Done ✘





**6.** Make sure training for workers about treating people equally includes learning about treating lesbian, gay, bisexual and transgender people equally.

Done ✓

Not Done ✘



**7.** Tell workers and people who use the service about changes to make the service better.

Done ✓

Not Done ✘



**8.** Make sure that the way that services find out what people need works for lesbian, gay, bisexual and transgender people. This is called care planning.

Done ✓

Not Done ✘



**9.** Make sure that the information that people can get and spare time activities include what lesbian, gay, bisexual and transgender people want.

Done ✓

Not Done ✗



**10.** Find out how well the service supports people to keep links with their friends and communities.

Done ✓

Not Done ✗



**11.** Get information on local lesbian, gay, bisexual and transgender organisations for support, activities and advocacy.

Done ✓

Not Done ✗



**12.** Think about ways in which the service could do more to allow people more choice over workers, times of service and what workers do to support them.

Done ✓

Not Done ✗



**13.** Ask people using the service if they are lesbian, gay or bisexual and how good they think services are. Then make sure that actions are taken based on what people have said.

Done ✓

Not Done ✗



**14.** Think about ways of involving different people who use services when finding new workers.

Done ✓

Not Done ✗



**15.** Think about asking workers if they will go on a list of 'lesbian, gay, bisexual and transgender friendly' workers and let everyone know who is on the list.

Done ✓

Not Done ✗



**16.** Look into how this work is going and ask lesbian, gay, bisexual and transgender people what they think.

Done ✓

Not Done ✗

## Thanks

These organisations and groups helped us write this report:



Age Concern Opening Doors programme



CSCI Experts by Experience Equality and Diversity Group

CSCI Lesbian, Gay, Bisexual and Transgender Workers' Group



Polari



Rainbow Ripples



Social Care Institute for Excellence



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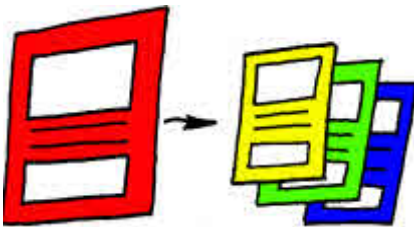


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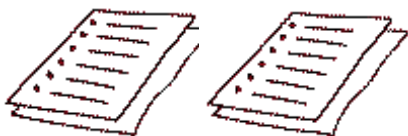


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