



Helping older people's services become more LGBT- inclusive

LGBT Age Capacity Building Project
2012-2015

Services for older people are starting to change

We worked with a whole range of older people's services to support them to become more safe, welcoming and inclusive of lesbian, gay, bisexual and transgender (LGBT) people. While there is still a lot of work to be done, we found there are a huge number of professionals who really want to make changes to welcome and support LGBT people. This leaflet details some of the work that was done, so that you can get a better idea of how services are doing, and how they're trying to improve things.



Wish tree and worry box – Lifelines storytelling project

What we did:

First of all, we talked to older members of the LGBT community: we set up a Reference Group and carried out consultations to find out what the problems are in accessing services, and what's needed.

We worked with volunteer Community Champions and Representatives to run training for professionals – they contributed their own experiences to the sessions.

We provided 20 training sessions to over 210 professionals working in older people's services. We ran six events with 190 professionals. These sessions focused on practical ways to change things – including coming up with strategies to overcome the barriers that get in the way for professionals. We covered language around gender and sexual orientation, LGBT history, dementia, creating inclusive publicity, and more.

We developed a dozen resources for professionals to continue to use. They are available on our website, along with an Impact Report with more details about the project.

What the professionals said:

“Thank you - the testimonies we heard were powerful and brave, and the resources will help us make our workplace and services more LGBT-inclusive.”

“LGBT awareness training has helped to challenge and change people’s attitudes in a positive way, to be more inclusive and understanding of the individual needs of LGBT older people.”

“The project highlighted to me that I have been guilty of stereotyping people and not being aware that their needs may be different. I now know that I must learn more and be proactive to include everyone.”

“It was inspirational to hear of the bravery and resilience LGBT people have shown in the face of others’ lack of understanding and demonstrated to me that we need to do more to remove these barriers from our communities and services.”

“As a professional working in the care sector, I want to work with the LGBT community to make equality a reality. Together we can eradicate discrimination!”

What the professionals did:

As a result of the project, professionals made a whole range of changes:

- 78% said they would change something about their practice
- 71% put up posters or other materials which are visibly LGBT-friendly
- 49% said that they now use different language to avoid making assumptions or being offensive

Many made other changes, such as including LGBT awareness in their induction training, changing policies, introducing a safe space commitment, and plenty more.

Although we didn’t get the chance to work with everyone in the sector, professionals told us that the culture in services is starting to change. Many are continuing to use the resources produced by the project to keep up the good work.

More information

An Impact Report with more details of the project, and all of the resources, are available on our website: www.lgbthealth.org.uk (go to “Online Resources”)

About us

The LGBT Age Capacity Building Project provided training, resources, and advice to older people’s services.

LGBT Age also provides social opportunities and a befriending service – have a look at our website for more details.

Get involved:

The LGBT Age Reference Group a space for older LGBT people to discuss the issues the community faces, and which provides consultations and feedback to policymakers and service providers. Please get in touch with Lynda if you are interested in getting involved:

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Contact us

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