

Suggestions for discussion

Introduction & Coming Out (0:00-9:21)

What are the key issues raised?

- LGBT people have varied histories, and might only come out in later life
- Older LGBT people have often experienced isolation
- Other people making assumptions about your gender identity and sexual orientation can make it difficult to come out, even to yourself
- People can feel particularly vulnerable when they are questioning their sexual orientation/gender identity
- Bisexual people encounter prejudice particular to their identity
- Older LGBT people have often experienced rejection by their families of origin
- Coming out is an ongoing process

What might we do about them?

- Use open questions and gender-neutral language (eg 'partner')
- Listen to what people say about their lives and experiences without judgement or assumptions
- Have LGBT-affirmative literature around – this could include information on LGBT-specific services, like LGBT Helpline Scotland, as well as making sure that your own publicity material includes LGBT-affirmative language and images
- Signpost to LGBT groups and services
- Remember that people might be questioning their sexual orientation and/or gender identity – give them space and time to choose their own labels, if they want to.



'Are we being served?' is designed to help you to understand what LGBT people need from services as the age, and the issues that they face in accessing them. These training notes will help you to get the most out of the film, supporting you to think about the issues raised in the film in relation to your own organisation.

These training notes can be used either in a group or by yourself. If you're leading a group, watch the film and take a look at the suggestions for the discussion beforehand. Take each section separately, pausing the film to discuss/think about the issues raised. Ask participants to make notes of key points as they watch the film, and then share what they have come up with as part of the discussion.

For each section, discuss:

1. What are the key issues raised? Do they bring up any other issues?
2. What might we do about these issues in the context of our service/organisation? (Think about policies and procedures as well as individual good practice.)

If you are leading a group, use the suggestions in these notes to add to the conversation if some points are missed out. If you're doing the training on your own, have a go at the questions first, and then go through the suggestions and add to your answers.

Use the answers to Question Two to put together an action plan for your organisation.

Our Audit Tool and Top Tips resource can help you to take your action plan this further; find them free online at:
<http://www.lgbthealth.org.uk/services-support/lgbt-age/>

Families of Choice & Isolation (9:22-13:24)

What are the key issues raised?

- LGBT people often have non-traditional support networks
- Sometimes those support networks aren't included in discussions about their care
- Older LGBT people are often isolated from both the LGBT community and local communities

What might we do about them?

- Ask open questions about who is important in a person's life – let them define for themselves who they would like to be included in their care, and who they don't want included
- Remember that older LGBT people might have difficult relationships with their families of origin (although don't assume that they do!)
- Actively include LGBT people in activities – ask them what they would like to do, and make sure that the activities already on offer are inclusive
- Signpost to LGBT-specific activities and organisations
- Link up with the LGBT community. Could you ask one of the LGBT choirs to come and sing carols at Christmas? Could you link up with LGBT Youth Scotland for an intergenerational event?



Using services & how to make services more accessible (13.25-22.00)

What are the key issues raised?

- Older LGBT people face prejudice from their peers
- People worry about their care workers understanding their identities
- The way that initial contact is managed is very important for making people feel safe
- Personal care can be difficult for transgender people, especially if their body might reveal their trans status
- Dementia can make things even more difficult
- Seeing people holistically, and not making assumptions, is very important.

What might we do about them?

- Make sure staff have guidance from policies/procedures on challenging discrimination
- Have a staff training session on challenging discrimination
- Make it clear that discrimination will be challenged
- Have regular staff training sessions on LGBT issues
- Update policies and procedures
- Make clear statements about LGBT inclusion, staff training, confidentiality etc, so that LGBT people using the service feel confident and safe
- Link LGBT-inclusive practice into person-centred care guidelines

