



OPENING DOORS LONDON



“Excellent,
informative,
engaging and
inclusive.”

LGBT+ TRAINING AND CONSULTANCY

FOR HEALTH
AND SOCIAL CARE
PROFESSIONALS



OPENING DOORS LONDON provides affordable training and consultancy helping health and social care professionals build the knowledge and skills which enable older LGBT+ people to live happy, healthy and independent lives that are free from loneliness, isolation, prejudice and discrimination.

“Excellent, really warm and engaging.”

IDENTITY

UNDERSTANDING THE LIVES OF OLDER LGBT+ PEOPLE

A half or full-day of LGBT+ awareness training for care and support staff wishing to better understand the sexual orientation and gender identity issues involved in working with older LGBT+ people. This course clarifies terminology, explains current issues and challenges, and identifies the information, resources and support available to frontline health and care professionals from Opening Doors London.

PROVIDING CARE AND SUPPORT TO OLDER TRANS PEOPLE

Older trans people, whatever their sexual orientation, face particular difficulties as they age and therefore have specific and varied needs. There are also practical issues, including the provision of gendered facilities, confidentiality around transgender history and staff training on trans identity, care and support. Led by a trans trainer this full-day course enables staff to better understand gender identity issues and build greater confidence in the provision of services for older trans people.



MONITORING LGBT+ IDENTITY DEMOGRAPHICS

It is increasingly important to funders and statutory authorities that organisations monitor the LGBT+ demographics of staff, volunteers and service users. However, enquiring into older people's sexual orientation and gender-identity requires well-chosen questions and sensitive communication to gain the answers that will be most useful for client assessment. This very practical half-day course demonstrates how to establish and build rapport with older LGBT+ people, using clear questions and an empathic technique suited to collect honest and informative replies.

For the latest training information see: www.openingdoorslondon.org.uk/training

All our courses are delivered by older LGBT+ identifying trainers and are based on the latest research and policy helping staff stay abreast of the issues, meet their legal requirements and improve the quality of care and support for all.

“Very useful and tailored to our clients.”

CARE

PERSONALISING CARE FOR OLDER LGBT+ CLIENTS

The 2014 Care Act requires health and social care professionals to address the health and care support of older LGBT+ people by tailoring services to their individual needs. But many front-line staff say they lack the knowledge, skills and experience to do this effectively. This half-day course, led by older LGBT+ health and social care professionals, explores relevant practice issues and helps staff implement inclusive care and support plans.

LGBT+ PEOPLE LIVING WITH DEMENTIA

Living with dementia as an LGBT+ person can bring unique challenges in providing care and support, especially if the person has had difficult or traumatic experiences related to their sexual orientation or gender identity. Led by a highly experienced dementia care trainer, this comprehensive full-day programme explores some of the complexities facing LGBT+ people when they develop dementia and the additional challenges faced by those family, friends and professionals who care for them.



PALLIATIVE CARE FOR OLDER LGBT+ PEOPLE

The end of someone's life is a time of significant vulnerability, both for the person who is dying and the family they choose to be around them. Many older LGBT+ people face additional legal or financial problems as their health deteriorates, which can be a source of extra stress, especially if partners or loved ones are being excluded or denied information. This short course, for service providers and health and social care professionals, reviews the latest research and offers best practice guidance in providing end-of-life support for older LGBT+ people and their loved ones.

For the latest training information see: www.openingdoorslondon.org.uk/training

“ Good balance of factual information, anecdotal and personal.”

SUPPORT

SKILLS FOR WORKING WITH SOCIALLY ISOLATED OLDER LGBT+ PEOPLE

Social isolation hits older LGBT+ people particularly hard. They are much less likely to have children looking after them or extended family support, as many heterosexual people do. This one day course explores the impact of loneliness on the mental health of older LGBT+ people and demonstrates the enhanced communication, relationship and emotional support skills that can help build resilience, social confidence and self-esteem.

SAFEGUARDING OLDER LGBT+ PEOPLE

It is easy to assume, with the recent changes in legislation, that LGBT+ people no longer experience discrimination, disrespect and prejudice. But hate crime is on the increase and many older LGBT+ people are fearful of leaving their homes due to personal experience of bullying, harassment and physical assault. This course clarifies hate crime law and how to report concerns effectively, and promotes best practice in safeguarding older LGBT+ people.



BEREAVEMENT SUPPORT FOR OLDER LGBT+ PEOPLE

People identifying as LGBT+ face additional problems when grieving, often with different care needs, resulting in heightened or prolonged bereavement. This half-day course considers the provision of bereavement support to older LGBT+ people experiencing an uncertain future, without their partner and with little family support. It explores new models of bereavement support in the light of the LGBT+ experience, sharing practical resources and sources of support for health and social care professionals.

“ Helped us consider many aspects that we hadn’t thought about before.”

MANAGEMENT

MANAGING THE CARE OF OLDER LGBT+ PEOPLE

Many older LGBT+ people have difficulties finding health and social care support in care homes or supported housing where they feel fully included and as a result may decide to keep their sexual orientation or gender identity secret. This comprehensive one-day course clarifies law, policy, staff recruitment, training and quality management issues relevant to care home and supported housing.

PERSONNEL MANAGEMENT AND OLDER LGBT+ PEOPLE

Led by a Chartered Institute of Personnel Management trainer, this one day course takes human resources staff through the recruitment, induction, training, supervision and disciplinary issues relevant to all organisations involving or working with older LGBT+ people. The course includes clarifying terminology, monitoring LGBT+ demographics, inclusive recruitment and selection, disciplinary issues and staff-client conflict.



MANAGING THE QUALITY OF SERVICES FOR OLDER LGBT+ PEOPLE

Increasingly, managers must demonstrate the quality of services to older LGBT+ people. But purchasing quality standards is a big investment and choosing a suitable framework can be confusing. This one day course helps managers identify the key determinants of service quality valued by older LGBT+ people, compares the various quality frameworks on offer and builds knowledge, skills and experience for managers to develop their own in-house quality standards for older LGBT+ services.

For the latest training information see: www.openingdoorslondon.org.uk/training

“ Opened my mind
to issues of the
LGBT+ community.”



PUBLIC TRAINING

Please visit our website for information and bookings for our scheduled training:

www.openingdoorslondon.org.uk/training

IN-HOUSE TRAINING

To arrange in-house training sessions for your staff, at a venue of your choice, please email us and one of our team will be in touch to talk through your training needs, timeframe and group discounts.

training@openingdoorslondon.org.uk

MANAGEMENT CONSULTANCY

To arrange strategy and policy development consultancy support from our experienced team of LGBT+ management advisors, please email:

consultancy@openingdoorslondon.org.uk

PRIDE IN CARE



**THE ‘PRIDE IN CARE’
QUALITY STANDARD,**
awarded to organisations
assessed as providing

quality care and support to older LGBT+ people, is attained through a short, step-by-step process, including policy reviews, staff surveys and internal training, supported by ongoing consultancy advice from our team of specialist LGBT+ quality advisers.

For more information about the ‘Pride in Care’ quality standard and a confidential conversation about pricing, process and timeframe, please email:
prideincare@openingdoorslondon.org.uk

FIND OUT MORE ABOUT OUR SERVICES FOR OLDER LGBT+ PEOPLE

020 7239 0400

info@openingdoorslondon.org.uk

www.openingdoorslondon.org.uk

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