



OPENING DOORS



“Excellent, informative, engaging and inclusive”

PRIDE IN CARE TRAINING

FOR HEALTH,
HOUSING AND
SOCIAL CARE
PROFESSIONALS



OPENING DOORS provides Skills for Care endorsed training, helping health and social care professionals build the knowledge and expertise 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.

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.

**“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.

LGBT+ AWARENESS FOR DOMICILIARY CARE STAFF

Providing care to older LGBT+ people in their own homes who may have had previous negative experiences because of discrimination can make building trust and relationships more complex. This half-day course led by LGBT+ care managers ensures that care staff stay abreast of current issues, meet their legal requirements and build confidence in providing LGBT+ inclusive domiciliary care.



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.

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

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

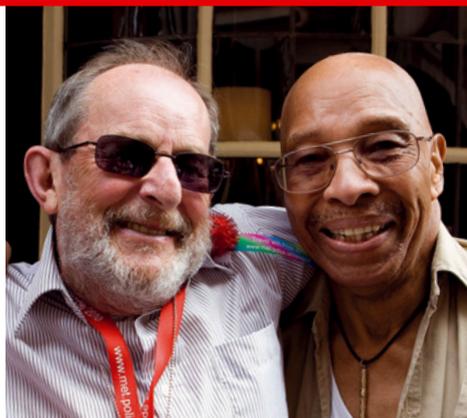
MANAGEMENT

MEETING CARE QUALITY COMMISSION INSPECTION STANDARDS

The Care Quality Commission (CQC) have found limited evidence of services proactively engaging with LGBT+ people and as a result their inspectors now explore into LGBT+ inclusion more closely during inspection. This half-day course builds on Opening Doors’ work evaluating older LGBT+ care services and highlights the priority areas of LGBT+ inclusion that better ensure organisations are rated as good or outstanding by CQC inspectors.

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 covers 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”



TRAINING TEAM

All our courses are delivered by experienced, older LGBT+ trainers, from a health, housing or social care background, sharing their knowledge to help staff stay abreast of the issues, meet their legal requirements and improve the quality and support of care for all.

ONLINE TRAINING

All our training can be delivered via online training courses and webinars. Please visit our website to learn more about our online training and scheduled monthly webinars or to arrange an organisational webinar that best suits your team:

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:

training@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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