

Getting started: checklist for good practice.

This checklist follows a format devised by Dementia Care Matters, to enable organisations to appraise themselves and identify action areas on which to focus. (Age UK, 2015).

Demonstrating personal awareness and commitment	Yes	No	Partly
1. Being open and honest: I start by acknowledging my own attitudes to lesbian, gay, bisexual and trans people and that no one is without bias and preconception.			
2. Acquiring knowledge: I try to make time to find out more by reading or talking to people who are knowledgeable about lesbian, gay, bisexual or trans issues.			
3. Responding to prejudice: I try to challenge prejudiced or discriminatory comments rather than letting them pass.			
4. Avoiding assumptions: I try not to make assumptions about someone's sexual orientation or gender identity.			
5. Valuing shared confidence: if someone tells me they are lesbian, gay, bisexual or trans, I understand it is important to acknowledge and value what has been shared.			
6. Gaining permission: I respect someone's sexual orientation or gender identity is private until they have given permission for this to be shared.			
7. Listening well: I listen to the language individuals use to describe themselves and ask if I may use the same words.			
8. Respecting pronouns: I aim to use the name and gender pronoun 'she', 'he' or 'they' that people use about themselves (if in doubt, ask!).			
9. Keeping things open: if someone mentions a 'partner', I make no assumptions about their gender.			
10. Respecting closeness: I always check who the significant people are in a person's life and recognise they may not be biological family members.			
11. Offering private space: I give consideration to privacy for visiting LGBT friends and family.			
12. Listening to complaints: I treat people's concerns about language and attitudes seriously and understand that it can be hard for a person to make a complaint.			

Demonstrating evidence of being LGBT affirming.	Yes	No	Partly
13. Saying it clearly: we state that we welcome people who are LGBT in our materials and welcome packs.			
14. Reinforcing our message: we have put a symbol like the rainbow flag or an LGBT poster in our office.			
15. Using the words: we use the words lesbian, gay, bisexual and trans wherever appropriate in our literature.			
16. Designing for inclusiveness: we use diverse imagery in our promotional materials, including LGBT people.			
17. Giving representation: we have an LGBT champion on our board or advisory or user groups.			
18. Recognising different voices: we know trans or bisexual people may need their own representation and that a lesbian or gay 'champion' cannot necessarily represent everyone.			
19. Offering a point of contact: we nominate and publicise an LGBT contact person within the organisation.			
20. Identifying support networks: we include LGBT organisations and local support and social groups in any information on community resources.			
21. Increasing visibility: we include LGBT books, magazines or DVDs in our reception areas and social spaces.			
22. Promoting media messages: we use the LGBT media for features about our work and to publicise our commitment to welcoming people.			
23. Providing facilities: we offer our space to local community groups, such as an LGBT choir or social group.			
24. Being sensitive: we consider providing unisex facilities in addition to 'ladies' and 'gents'.			



Demonstrating clear strategy and guidance on inclusion.	Yes	No	Partly
25. Committing to monitoring: we include sexual orientation and gender identity when undertaking monitoring.			
26. Ensuring confidentiality: our policies include explicit reference to LGBT and guidance on if and how information about a person's sexual orientation or gender identity may be shared.			
27. Tackling discrimination: we have clear procedures to address LGBT prejudice and discriminatory behaviour, including by residents, customers and visitors.			
28. Preventing bullying: LGBT harassment, homophobia and transphobia are explicitly included in our safeguarding and bullying policies.			
29. Promoting the positive: we aim to reinforce being LGBT as a positive part of a person's identity and needs rather than a problem or challenge.			
30. Protecting information: we ensure staff are aware that it is an offence to disclose a person's trans status without their permission.			
31. Investing in people: we include LGBT awareness in our training and personal development plans for staff and volunteers.			
32. Demonstrating inclusiveness: we ensure our forms include open and inclusive questions, such as 'Who would you like us to contact in an emergency?' rather than 'Next of kin'.			

