

Relationships and sexuality in adult social care services

Your organisation has undertaken the LGBT people living with Dementia workshop, delivered by AIM Counselling. You now have an opportunity to determine your service meets the key lines of enquiry followed by the Care Quality Commission when gathering evidence to determine if you support the LGBT community. The guidance below is for CQC inspection staff and registered adult social care providers to understand their obligations in providing inclusive care, and to protect people from abuse and discrimination. You can integrate the CQCs guide to determine if you are fulfilling your duty to promote equality, diversity and human rights in your service. The CQC expect care providers to promote LGBT+ inclusive practices. This includes LGBT people being proactively supported by staff who understand the need to adequately balance risk and responsibility toward the individual concerned.

Key lines of enquiry	Prompt	Evidence gathering
S1	Protecting people from abuse and discrimination. Supporting people to understand what keeping safe means	<ul style="list-style-type: none"> • Safeguarding policy • Safeguarding records • Staff training records • Staff knowledge • People's care plans • Feedback from people and relatives
S2	Involving people in assessing risks to them. Policies minimise restriction of people's freedom.	<ul style="list-style-type: none"> • People's risk assessments • Safeguarding and Equality policies • Staff training • Staff knowledge People's care plans Feedback from people and relatives
E1	Processes are in place to ensure people with protected characteristics experience no discrimination.	<ul style="list-style-type: none"> • Safeguarding and Equality policies • Staff training records • Staff knowledge • Feedback from people and relatives
E2	Staff receive training which enables them to meet people's needs.	<ul style="list-style-type: none"> • Training and Equality policies • Staff training records • Staff knowledge
E5	People are supported to meet their day-to-day health needs and access healthcare services when required. This may include access to family planning services or support with gender identity issues	<ul style="list-style-type: none"> • People's care plans • People's care records • Feedback from people and relatives
E6	Arrangements are made so people and visitors have appropriate space to spend time together, or for people to be alone.	<ul style="list-style-type: none"> • People's care plans • Staff knowledge • Feedback from people and relatives • Observations around the service
E7	People are supported to make decisions in line with legislation. Best interest decisions	<ul style="list-style-type: none"> • People's care plans • People's capacity assessments Staff knowledge • Feedback from people and relatives

	cannot be made for people around sexual relations.	
C1	Communication with people is accessible. Care and support is provided in accordance with people's preferences and personal histories. Staff respect people's wishes	<ul style="list-style-type: none"> • People's care plans • Staff knowledge • Feedback from people and relatives
C2	People receive support to express their views and can access advocacy services, if required.	<ul style="list-style-type: none"> • Staff knowledge • People's care plans • Feedback from people and relatives
C3	People can be as independent as they wish. Visitors are made to feel welcome. Young adults have choice and flexibility over their privacy and level of parental involvement.	<ul style="list-style-type: none"> • People's care plans • Staff knowledge • Feedback from people and relatives
R1	People's care plans reflect their holistic needs, including their interests and aspirations. Activities are socially relevant. People are encouraged and supported to make and maintain relationships within the service and the wider community.	<ul style="list-style-type: none"> • People's care plans • Staff knowledge • Feedback from people and relatives • Observations around the service
W1	Vision and values include inclusion and respect.	<ul style="list-style-type: none"> • Statement of Purpose • Staff knowledge • Feedback from people and relatives
W3	Accessible and open communication is promoted.	<ul style="list-style-type: none"> • Statement of Purpose Communication policy People's care plans • Staff knowledge • Feedback from people and relatives

Source - <https://www.cqc.org.uk/sites/default/files/20190221-Relationships-and-sexuality-in-social-care-PUBLICATION.pdf>

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