



“It showed that we have lots of very good practice and are very inclusive – staff agreed that the standard fits with what we do.”

Ros Heath, Care Home Owner-Manager, Landermeads, Nottingham

PRIDE IN CARE TEAM

“Our team aims to help organisations achieve the quality standard in a timeframe that’s good for them and provide ongoing support should any issues arise in the years ahead.”

Pride in Care Manager, Jim Glennon (bottom left), pictured with (clockwise), Pride in Care Coordinator Louise Carolin, Research and Policy Officer Professor Ben Thomas and Assessments Officer Maria Robinson.



OPENING DOORS LONDON

Opening Doors London (ODL) is the largest organisation for older lesbian, gay, bisexual and trans (LGBT+) people in the UK providing:

- Befriending services
- Social groups and activities
- Health and social care training

For more information on any of our services visit our website:

www.openingdoorslondon.org.uk

Follow us on:

Opening Doors London is a charity (1167919) and a company limited by guarantee (10123607)
Registered office: Tavis House, 1-6 Tavistock Square, London WC1H 9NA
Opening Doors London is a subsidiary charity of Age UK Camden



OPENING DOORS



IMPROVING THE QUALITY OF CARE AND SUPPORT FOR OLDER LESBIAN, GAY, BISEXUAL AND TRANS PEOPLE

prideincare@openingdoorslondon.org.uk



“The Pride in Care quality standard will help people benchmark what good quality care looks like and be able to challenge any poor practice older LGBT+ people may encounter in health and social care provision.”

Professor Martin Green, Chief Executive, Care England



“Following the Pride in Care programme, our support workers feel more confident going out to LGBT+ people, which helps make those clients feel more comfortable, protected and safe.”

Ezra Akar, Care Manager, Right at Home Greater London

SHOWCASE LGBT+ INCLUSION

Championed by Care England and with accompanying training endorsed by Skills for Care, the Pride in Care[®] quality standard is awarded by Opening Doors to all UK organisations assessed as providing quality care and support to older lesbian, gay, bisexual and trans people. The registered quality mark is an externally verified seal of approval publicly demonstrating commitment to the continuous improvement of LGBT+ inclusion in:

- **Customer Service**
- **Safety and Security**
- **Policy and Procedures**
- **Publicity and Promotion**
- **Recruitment and Training**

SATISFY CARE QUALITY REGULATIONS

The Care Quality Commission (CQC) reports limited evidence of services proactively engaging with LGBT+ people or specifically considering their needs and as a result inspectors may now raise these concerns with managers. Pride in Care[®] ensures organisations do not breach care regulations with regards to LGBT+ equality by providing staff with the knowledge and skills that lead to good or outstanding CQC inspections.

ONGOING SERVICE SUPPORT

Attainment of the award gives full use of registered Pride in Care[®] branding and access to a wide range of free and discounted services over the three year contract period.



OUR RECOGNISED SEAL OF APPROVAL

Your UK-recognised quality mark raises your equalities profile and gives independent recognition that your organisation delivers excellent services to the older generation of LGBT+ people.



ONGOING LGBT+ HR GUIDANCE

Our CIPD qualified advisors provide information updates on LGBT+ equality law and best practice as well as HR support for you and your team on LGBT+ issues in the workplace.



POLICY AND RESEARCH UPDATES

Benefit from quarterly policy and research updates helping you and your staff stay abreast of the issues, meet legal requirements and improve the quality of care for all.



LGBT+ TRAINING DISCOUNTS

Enjoy 30% discount on all ODL in-house training for health and social care professionals delivered by our team of over 50 LGBT+ trainers and facilitators at a venue of your choice.



SIGNPOSTING TO LGBT+ SERVICES

Access to a wealth of information on services for older LGBT+ people including groups and activities, LGBT+ helplines and specialist befriending support.

For more information about the Pride in Care[®] quality standard and to discuss pricing, process and timeframe, please email: prideincare@openingdoorslondon.org.uk