



# **GREATER MANCHESTER LGBTQ+ DEMENTIA ONLINE TRAINING EVALUATION REPORT**



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# INTRODUCTION

“I’m delighted to be asked to introduce this report and support this important work. The partnership between Dementia United and the LGBT Foundation has gone from strength to strength and working with partners across the Greater Manchester footprint has enabled this work to be delivered to a high quality and at pace. Understanding how Dementia affects the LGBTQ+ community sets out the need for training and awareness across the whole of GM, co-terminus with the reach of Dementia United. I too have benefited enormously from the training session and came away more knowledgeable about the needs and the gap this is addressing. It’s so important that health and social care professionals understand the particular needs of the LGBTQ+ community affected by Dementia to inform their practice and strategic plans. I would highly recommend the training and ongoing support to continue this vital service.”



**ZOE ROBERTSON**  
Assistant Director -  
Commissioning  
Adult Social Care  
Manchester Local Care  
Organisation



# EXECUTIVE SUMMARY

Following the findings of our previous report into the experiences of members of Greater Manchester's LGBTQ+ Online Dementia Support Group, it became clear that further training would be useful and appreciated by those working in dementia and other health and care sectors.

As a result of this, LGBT Foundation were commissioned by Dementia United to deliver a short series of training sessions for services across all areas of Greater Manchester in the Summer of 2023. This proved so popular that we had to put on an extra session to meet demand and even though this specific funded training has ended, enquiries for further training and support are still being received. In this report you will see feedback from some of the 211 attendees who attended our training, which was focused on supporting health care professionals and the organisations they work for to be more aware of the needs of LGBTQ+ people affected by dementia.

## The feedback can be grouped into various themes:

- The importance of LGBTQ+ visibility in care services.
- Support for organisations to be more LGBTQ+ inclusive in general.
- How monitoring of sexual orientation, gender identity and trans status can make a difference to the LGBTQ+ community if done appropriately – with full staff understanding and support.
- The need for ongoing support including LGBTQ+ training for staff in care homes.
- That there is a gap in knowledge of LGBTQ+ people's experiences – particularly around dementia and other long term conditions.

The topics mentioned above, along with other findings from this report are now being discussed at a wider level within Greater Manchester Hubs, Strategic Boards and ongoing discussions within the LGBTQ+ dementia support partnership and organisations involved in delivering the training.



**It is hoped that much of the learning from our sessions will now be taken forward in order to benefit LGBTQ+ people affected by dementia and those supporting them throughout Greater Manchester.**

# BACKGROUND

## LGBTQ+ PEOPLE AND DEMENTIA

**'COVID and the pandemic really took a lot of existing support away. I'm still struggling now to get a support worker and it's really just so hard to get that personal support that I really need.'**

Dementia can affect anyone regardless of their sexual orientation or gender identity. There is no comprehensive evidence about the rates of LGBTQ+ people and dementia, however the Alzheimer's Society suggests that some typical symptoms of dementia may be experienced differently for those who are LGBTQ+ (Alzheimer's Society, 2017).

For example, as dementia progresses, older memories are likely to stay with someone longer than newer memories, meaning that some people, particularly those who are older, may recall many memories from a time before they were out. Some LGBTQ+ people with dementia may also experience memory problems, making it harder to recall who they have or have not disclosed their sexual orientation or trans status to.

Some people can also become confused about their sexuality or gender, just as people of any sexuality or gender may be about other matters such as recognising partners or children. Sadly, some carers can use this confusion as a reason to ignore LGBTQ+ patients' gender or sexuality.

Due to the long history of discrimination experienced by many LGBTQ+ people when accessing mainstream services, this can mean that people are wary or reluctant to access services.

This is despite greater legal protection from discrimination for LGBTQ+ people (such as The Equality Act, 2010). Anecdotal evidence tells us that LGBTQ+ people living with dementia face particular challenges when accessing services.

**'It's lonely. Crippling to be part of a community that when you are sick and services don't really understand you. It's difficult to explain the damage that dementia does to you. It makes you extremely vulnerable and I've found that too often not much empathy comes from health care professionals. I would like them to know that we need them to step up and open their minds to more learning and understanding.'**

These challenges include:

- Organisations/services are often heteronormative and cis-orientated.
- Being unable to 'come out' about sexual orientation, gender identity and trans status for fear of discrimination from care, housing or other service providers.
- Being less likely to have wider family support, and therefore they may rely more on their "chosen family" (friends rather than blood relations).
- Being more likely to be anxious of accessing services and support as an LGBTQ+ person because of historic or current discrimination from staff, residents and service users - either real or perceived.
- Being more likely to be isolated due to the lack of inclusive services and support.



# THE JOURNEY SO FAR

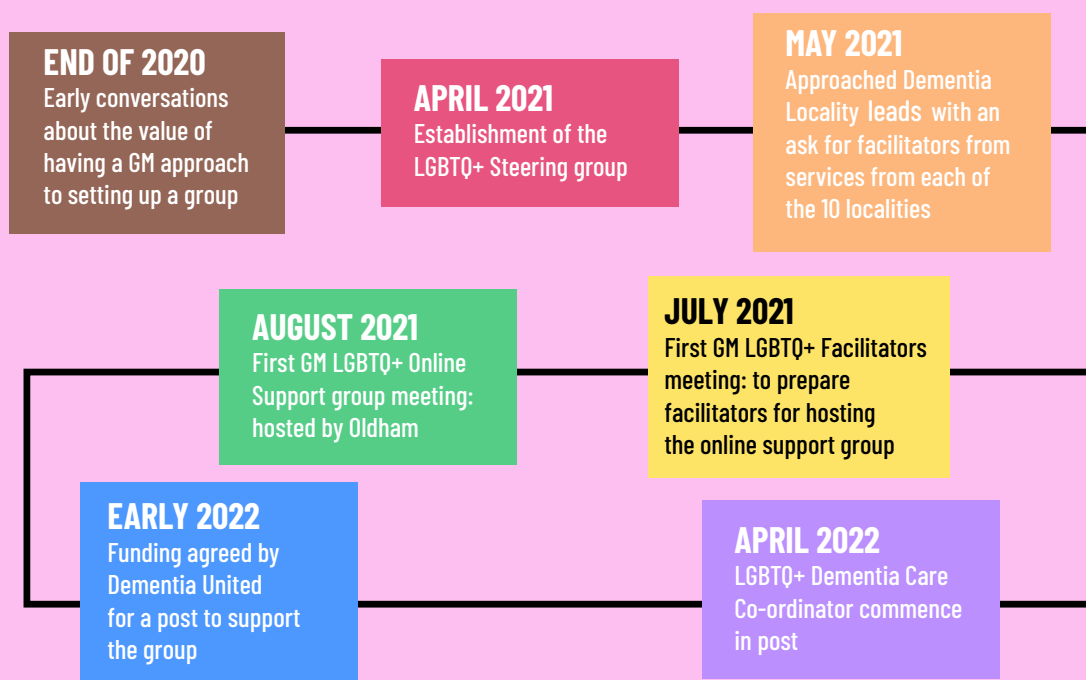
Concerned by the clear need amongst our communities, but with limited funding available, we have worked closely with Greater Manchester stakeholders and community members to develop and launch a LGBTQ+ Online Support Group for people affected by dementia. Supported by a Dementia Care Coordinator working one day per week, the group meets online once a month.

This group has been a great success, regularly having 20 members attending the sessions. Feedback from group members has been consistently positive, with many members citing their attendance as a valuable lifeline and key source of support.

**'Heavily needed and extremely welcoming. Everything that I had begun to realize that was needed was verbalised by other members of the group. No-one else could possibly understand what it's like to be an LGBTQ+ person living with dementia – unless it's yourself.'**

**'It is a very valuable lifeline, especially for older LGBTQI+ people dealing with ageing brain issues. The dementia journey can be a scary one, but the GM LGBTQI+ online dementia support group is a great way to connect with others who may be experiencing similar things.'**

## TIMELINE FOR THE ESTABLISHMENT AND SUSTAINING THE GM LGBTQ+ ONLINE SUPPORT GROUP



Whilst feedback has been very positive, the limited funding and resulting staffing capacity means that we are not able to meet the rising demand, both from LGBTQ+ people affected by dementia, voluntary sector and service providers working with those with dementia. We know that for many people, particularly those with dementia, digital exclusion is a major issue, with many unable to access online-only groups.

There is therefore considerable demand for in-person support groups as well as the online group offer, which would enable us to expand our reach. Additionally, we have received significant demand for both training and partnership building from voluntary sector and service providers supporting people affected by dementia, which we have been unable to respond to due to current capacity levels.

**'Culturally competent care is very hard to find, especially for gender-variant people with dementia. While there are many well-intentional carers, too often that care is heteronormative, full of assumptions and biases that do not reflect my lived experience.'**

## DEVELOPMENT OF THE TRAINING

Through small amounts of funding over the last few years in supporting the online LGBTQ+ dementia support group we have been able to develop training to share with colleagues throughout Greater Manchester, and we started to make contact with dementia locality leads with the support of Dementia United. We knew that there were many organisations that could benefit from our ongoing support but without additional capacity there has been no one available to attend other organisation's meetings on a regular basis or follow up on the interest that has been shown through our brief training sessions (which took place between May – August 2023).

Dementia United commissioned the initial training with the objective of supporting those working in organisations who care for people affected by dementia to understand how LGBTQ+ people experience barriers to services. We can achieve this by understanding the importance of visibility, inclusion and knowing how to support and refer people on to appropriate support.



**'Prior to starting this work I have never thought about the specific challenges people from LGBTQ+ communities may face when diagnosed with dementia. As the work has increased my knowledge and awareness, it has taught me to think about those challenges when I now work with people with dementia in the LGBTQ+ communities, it has helped me to work with them to address the challenges which they face.'**

# EVALUATION OF THE TRAINING

The training was developed following previous projects that LGBT Foundation has engaged in supporting which sought to provide further awareness of how people in the LGBTQ+ community are affected by dementia. This work has grown in recent years with the development of the Greater Manchester LGBTQ+ Online Dementia Support Group. Their members gave so much feedback about the need for wider training for those organisations who provide care and support around dementia but who may have not received sufficient information around the needs of the LGBTQ+ community. Each person and organisation could become a little more aware of the gaps in service provision that currently exist for LGBTQ+ people affected by dementia.

We were helped by the expertise of the trainer from LGBT Foundation who had the depth of knowledge and experience of being involved professionally in the LGBTQ+ Voluntary Sector for over twenty years and who was currently providing training to primary care services throughout Greater Manchester on the healthcare needs of the LGBTQ+ community.

Throughout this time we have engaged with over 200 attendees from local authorities and care home staff along with dementia workers and others with an interest in supporting LGBTQ+ people affected by dementia.

**Added to this we have been invited to various meetings to further discuss this area of our work including:** Age friendly Greater Manchester, Manchester Dementia Steering Group, Wigan Extra Care Forum, Skills for Care Managers Meeting, and there has also been interest from primary care services for special training on how dementia affects this community.

From all of the above and the continual requests we have received it was clear that there is much potential in developing this area of our work but without a full time coordinator we are only able to support a few key requests.





# QUALITATIVE EVALUATION

## OF THE SESSIONS

A series of 10 training sessions were commissioned by Dementia United following feedback from the Greater Manchester Online Dementia Support Group Evaluation Report (please see Appendix). Among the feedback were suggestions that services supporting people affected by dementia would benefit from specific LGBTQ+ awareness training, including shared experiences from members of the group.

**Andrew Gilliver (Pride in Practice Co-ordinator, LGBT Foundation)** agreed to put together the training and deliver the session across all localities in Greater Manchester via online sessions.

These sessions were heavily promoted by Dementia United via dementia locality leads from all ten localities throughout Greater Manchester.

Staff attending the sessions were from many different organisations including mental health professionals, dementia and care professionals, colleagues working to support those affected by other long term conditions and staff members from various care settings across Greater Manchester.

## CONTENT OF THE SESSIONS

The sessions took place over 1 hour with an added 30 minutes for any questions and discussions.

**Subjects covered in the training were as follows:**

- An introduction to LGBTQ+ Health Inequalities.
- Information on why LGBTQ+ people affected by dementia may need additional support.
- Input from those involved in the Greater Manchester LGBTQ+ Online Dementia Support Group - including group members and local facilitators from across Greater Manchester.
- Suggestions on improving services and care, being more confident to support LGBTQ+ people living with dementia.

The training was designed so that all attendees could ask questions or raise any points throughout the session as well as at the end of the training.



# POST TRAINING SUPPORT

After the sessions all attendees received follow up information via email including:

- The Greater Manchester LGBTQ+ Online Group Evaluation report.
- Factsheet on supporting information for LGBTQ+ people affected by dementia with local and national services and further information as discussed in the sessions.
- Copy of the presentation slides used in the webinars.
- Short feedback form to return.
- Additional information was shared from specific topics discussed in each session.

## QUANTITATIVE EVALUATION OF THE SESSIONS

The sessions took place over 1 hour with an added 30 minutes for any questions and discussions. In total we delivered 11 training sessions to 211 attendees and attended various meetings to discuss the training and the learning from it, so that we could take forward suggestions. At the time of sharing this report these discussions are ongoing and members of the LGBTQ+ Dementia Steering Group attend various sessions to further discuss this work.

All sessions were originally aimed at a specific locality within Greater Manchester. This was designed to aid promotion of specific sessions. However, it was necessary to allow attendees from all localities to attend whichever dates they felt were most suitable.

All webinar sessions were held between May - August 2023
Number of individual sessions - <b>11</b>
Total number of attendees - <b>211</b>
Total number of training & engagement hours - <b>16</b>
Extra events / Supporting meetings (to date) - <b>10</b>

<b>SESSION 1:</b> May 23rd 2023 - OLDHAM 1-2.30pm
<b>SESSION 2:</b> June 2nd 2023 -TRAFFORD 1-2.30pm
<b>SESSION 3:</b> June 16th 2023 -TAMESIDE 1-2.30pm
<b>SESSION 4:</b> June 22nd 2023 - WIGAN 1-2.30pm
<b>SESSION 5:</b> July 4th 2023 - BURY 1-2.30pm
<b>SESSION 6:</b> July 20th 2023 - STOCKPORT 1-2.30pm
<b>SESSION 7:</b> July 31st 2023 - MANCHESTER 1-2.30pm
<b>SESSION 8:</b> August 9th 2023 - HEYWOOD, MIDDLETON, ROCHDALE 1-2.30pm
<b>SESSION 9:</b> August 17th 2023 - BOLTON 1-2.30pm
<b>SESSION 10:</b> August 22nd 2023 - SALFORD 1-2.30pm
<b>SESSION 11:</b> August 30th 2023 - EXTRA CATCH UP SESSION 1-2.30pm

# **THE TRAINING SESSIONS**

**In the following pages you will find a brief summary of the content of each session, featuring dates, number of attendees, and a summary of questions asked and feedback shared with a short summary to conclude on the learning and topics raised.**



# SESSION 1:

MAY 23RD 2023 – OLDHAM

NUMBER OF ATTENDEES: 20

## QUESTIONS ASKED / COMMENTS MADE BY ATTENDEES:

- Promoting use of Pride flags by services was mentioned as an inclusive gesture – especially during Pride Month.
- Training for Care Homes would be a good idea if this could be supported, funded etc.
- Discussion around the idea of utilising a play/ interactive training resource for people living with dementia to be raising awareness. Made by Mortals was mentioned as a theatre company who were good at this. Again this would need funding.
- An idea around asking for recordings/case studies as part of wider understanding for attendees at day services. Questions were asked about how to communicate around different LGBTQ+ identities. Andrew Gilliver sent ABC of inclusive LGBTQ+ Communication along with other resources such as Factsheet and copy of presentation.

## FEEDBACK RECEIVED:

'Passion, knowledge and expertise really came across and it made for a very engaging session.'

'Thank you for the training you delivered today. It is excellent to see active work in improving services, distributing knowledge, and developing understanding.'

'Loads of resources offered and great to be aware of all the training and other services that we could access via LGBT foundation.'

'It was good to have the engagement question slide which also enabled a more focused discussion.'

'Fantastic facilitator. No question/comment was taken with offense. He was very open to the impact of cultural/age experiences/opinions. He was extremely engaging and could have listened to him all day!'

'I would say that it gives clarity to the problems people with dementia from the LGBTQ+ Community. How they can be treated and disrespected because some of society believe people from this community choose "to be different".'

'I really liked the repeated mention of the offers of support and information sheet that are available and will follow the presentation.'

'I would like some of this training to be visual e.g. as a play, video.'

## SUMMARY:

This was a great start to our series of webinars as Oldham area has been particularly pro-active. Although many suggestions are dependent on future funding it felt like there was a definite enthusiasm to see further work develop in this area and that the learning from this session could be shared within existing networks and beyond.

"Oldham were the first locality in Greater Manchester to host the LGBT+ dementia training webinar which was attended by over 20 staff from dementia services in Oldham. The feedback was incredibly positive and service providers said it gave them a greater understanding of issues faced by people with dementia from LGBT+ communities and they felt more confident supporting people after the training."

**Cliff Wilson, Commissioning Manager  
Mental Health, Dementia and Learning Disability  
(Oldham)**



# SESSION 2:

JUNE 2ND 2023 – TRAFFORD

NUMBER OF ATTENDEES: 11

## QUESTIONS ASKED / COMMENTS MADE BY ATTENDEES:

- One attendee mentioned he had to go to another meeting after the training but how he thought the session was really helpful.
- It was mentioned that there is so much for organisations to do to reach out to LGBTQ+ service users and it would be helpful to embrace the knowledge shared today, making sure all questions are answered and reiterated as there is a good network in GM.
- A GP on Trafford Dementia Group added how important it was to have the information to share.
- Chief Executive of African Caribbean Care Group shared how useful the session was.

## FEEDBACK RECEIVED:

'Thank you so much for your time this has been very helpful. I work with the commissioning team, so will be talking about this in my next team meeting.'

'Thank you all, great training.'

'The only downside was the unfortunate intermittent internet signal, which sometimes caused drop-off. This was offset as the trainer revisited any section upon request.'

'Thank you this was brilliant great learning and great for the hospitals.'

'Great content, addressing a much-needed gap in provision. Delivery style was engaging, and the interaction and length of course offered the right balance. Presentation materials are strong, and the slide deck and follow-up information/links were promptly circulated.'

'This was amazing training and as part of WTWA response to the MFT strategy we want to be more inclusive.'

'Great session. Thanks again.'

## FURTHER SUGGESTION:

Discuss case study of actual difficulties people have encountered.

## SUMMARY:

An enjoyable session with an enthusiastic and engaged group who were fully aware of current gaps in service provision for LGBTQ+ people in general as well as those affected by dementia.



# SESSION 3:

JUNE 16TH 2023 – TAMESIDE

NUMBER OF ATTENDEES: 10

## QUESTIONS ASKED / COMMENTS MADE BY ATTENDEES:

- One attendee shared experience of two gay men who were apprehensive of receiving support in their services because of their HIV status. There was a worry that their status was shared without their consent and that they may be judged unfairly because of being HIV+.
- Another attendee shared that she wasn't aware that they routinely ask monitoring questions around sexual orientation and gender identity and asked how we should respond to people who may question why we are asking – staff confidence is needed.
- It was also questioned if it's appropriate to be asking older people these questions.
- In response someone shared that they do ask these questions in services and are able to share why it is important and that it can really help support both services users and staff to offer appropriate support.
- There was also a question as to what groups/ identities within LGBTQ+ may struggle more with barriers to access.

## FEEDBACK RECEIVED:

'Really interesting and I'll definitely share the slides with my team.'

'Thank you for the training. It's given me lots to think about. I will be sharing the information with my team.'

'It provides an overview of the basics that everyone needs to know. It also provides a forum for asking questions to assist with further understanding and learning to take place.'

'Very informative and information that can be shared.'

'Thanks for the training. Whittaker unit staff gave some positive feedback.'

## SUMMARY:

This session saw colleagues join us from services in Derbyshire who had received information from Tameside and asked to join us, and also Trafford as they could not make the date reserved for Trafford area. Some good conversations amongst attendees around LGBTQ+ experience of services and how to improve inclusion and awareness.

# SESSION 4:

## JUNE 22ND 2023 – WIGAN

NUMBER OF ATTENDEES: 25

### QUESTIONS ASKED / COMMENTS MADE BY ATTENDEES:

- One example was shared in the session of a police officer that was known to have Parkinson's, Lewy Body Dementia who had the support of their long term partner but who lost their job as a result of their diagnosis. This person has now turned things around and become a leading light in supporting organisations like Alzheimer's Society, Admiral Nurses on LGBTQ+ inclusion.
- Another attendee mentioned that they would be taking forward monitoring of sexual orientation and gender identity to their teams.
- There was also discussion about older people and extra care and the need to share information on LGBTQ+ inclusive services for older LGBTQ+ people.

### FEEDBACK RECEIVED:

'Fabulous session, thank you.'

'I was 13 when Section 28 came into effect. A lot of the presentation resonated with me - and still I wasn't confident enough to say this out loud even in this group!'

'Thank you really informative.'

'A useful overview of issues and gives plenty of food for thought.'

### FURTHER SUGGESTION:

'There were a lot of PowerPoint and not much opportunity for discussion - maybe use breakout rooms for discussion'.

### SUMMARY:

This session suggested that there was a much wider scope for more discussion on how to improve services and support organisations to be LGBTQ+ aware and inclusive. This was especially relevant for supporting care organisations.

# SESSION 5:

## JULY 4TH 2023 – BURY

NUMBER OF ATTENDEES: 4

### QUESTIONS ASKED / COMMENTS MADE BY ATTENDEES:

- It was agreed there was a lack of understanding on LGBTQ+ issues and support and some stigma experienced by the community.
- However some colleagues were already utilising inclusive monitoring and promoting LGBTQ+ events to great effect.
- It was asked if those attending could get a Training certificate.

### FEEDBACK RECEIVED:

'Thank you so much for hosting an interesting and informative session.'

'I am hoping that we can help our Communities to become 'more inclusive' and enable to 'enjoy their lives' and NOT feel isolated or treated differently.'

'I am proud that our Society do so much to support Employees from the LGBTQ+ and people in our Communities.'

'Look forward to hearing more of the great work you are doing.'

'Just wanted to share some beautiful things from our Charity Crafters Group I set up on a personal level in my own time. We have a diverse group which is amazing to see and everyone is very welcome.'

### SUMMARY:

This was the first session where it was mentioned that it may be valid to offer a certificate for attending the training.

As with other programmes there are various accreditation systems to ensure that services are acknowledged for taking part in LGBTQ+ training and this could be looked at for any future development of this training programme.



# SESSION 6:

## JULY 20<sup>TH</sup> 2023 – STOCKPORT

NUMBER OF ATTENDEES: 16

### FEEDBACK RECEIVED:

'Thank you so much for a very interesting and enlightening presentation.'

'Thanks so much and please keep us informed of any more training that's going.'

'Thank you very much & I will share all info around our teams and agencies in Stockport too as part of Team around the Place meetings.'

'Excellent presentation - as you say early days but hopefully it will continue to develop - it would be interesting as well to see what support there is for LGBTQ+ people whose parents/partners are living with dementia and suddenly become non accepting of sexuality etc.'

'It was very interesting and relevant information.'

'Great presentation and information - thanks very much.'

'Thanks so much, very useful and educational.'

'I will share the info with my team too. Thanks again.'

'Thanks so much. I have learnt a lot. Great presentation.'

### SUMMARY:

Not a lot of discussion from attendees at this event other than general responses to content in the webinar around LGBTQ+ history and barriers to healthcare experienced.



# SESSION 7:

JULY 31<sup>ST</sup> 2023 – MANCHESTER

NUMBER OF ATTENDEES: 23

## FEEDBACK RECEIVED:

'I highly recommend considering LGBTQ+ dementia training either for yourself or your organisation. It's a crucial step in promoting inclusivity and better care for individuals within the LGBTQ+ community who are affected by dementia.'

'I truly believe that this training can make a positive difference in the lives of those affected by dementia within the LGBTQ+ community, and it's a step towards creating a more compassionate and accepting society.'

'Just because you and your circle have a good understanding of LGBTQ+ issues and rights, doesn't mean the general population do. To be an ally is to have the knowledge of where support might be needed, and making sure there are reasonable adjustments in place, not just assuming somewhere is a safe place for the LGBTQ+ community.'

'By investing in this training you'll be fostering an inclusive environment where LGBTQ+ individuals with dementia can feel safe, respected and understood. It's an essential way to promote diversity and quality of care for everyone involved.'

'Very useful information provided as well as information on groups details for ongoing support to provide to patients that we see.'

'(The presenter) makes it easy to follow and doesn't complicate subjects. His presentation style is really informative.'

'It would be great to include information about any groups that are solely for the carers of people living with dementia. It was great to hear about what is out there for those with dementia, and their carers but I'm not sure there was anything mentioned for carers alone (if there was, I apologise!).'

'This training provided me with more knowledge regarding dementia in the LGBTQ+ community and also where I would get advice from.'

## SUMMARY:

Assistant Director (Commissioning) for Adult Social Care/Manchester Local Care Organisation was in attendance and shared details about introducing monitoring in adult social care and working with LGBT Foundation and Pride in Ageing on the LGBTQ+ extra care housing scheme. This was a welcome acknowledgement to the significance of the work undertaken so far in relating this training to other projects that are currently supporting LGBTQ+ communities.

# SESSION 8:

AUGUST 9<sup>TH</sup> 2023 – HEYWOOD, MIDDLETON, ROCHDALE

NUMBER OF ATTENDEES: 10

## FEEDBACK RECEIVED:

'I found it raised my awareness greatly of the issue.'

'Very interesting with clear spoken information.'

## SUMMARY:

It seems that originally this session was not as well promoted as other local area sessions and it did need a bit of an extra push. However response during the session was very good and it turned out to be a very good session although there was not a great deal of interaction during or after the training session.





# SESSION 9:

AUGUST 17<sup>TH</sup> 2023 – BOLTON

NUMBER OF ATTENDEES: 30

## QUESTIONS ASKED / COMMENTS MADE BY ATTENDEES:

- There was some discussion about LGBTQ+ abuse in care homes as recently Channel 4 news reported on this.
- After the session this was expanded on by some attendees' example below.

'Our team set up care packages with care agencies but our contracts team actually commission the agency for us. On some occasions, we have had issues with people who are sent very religious carers who have then tried to preach to them. There is also a risk that a very religious carer could have an opinion concerning someone's sexuality / gender preference which they have no issues sharing with the person. This could impact on their care and the relationship with them. I wouldn't want to usually mention someone's sexuality etc. to an agency but would worry that if they were unaware, they could send a carer who may be homophobic, transphobic etc. or want to convert the service user.' We did look into this and made a few enquiries forwarding information from EHRC and Equality Advisory Service on guidance for employers etc.

## FEEDBACK RECEIVED:

'It's an area that is often missed when looking at training although it is very relevant to people we support. Helps with awareness and understanding that there are people receiving care and support who have dementia but are also LGBT+.'

'Thank you for being so open yesterday. I deal with people who are Deaf or Hard of Hearing and I know a lot of them are Gay, but lovely people.'

'The training is very informative and this is not a taboo subject, anymore.'

## FURTHER SUGGESTIONS:

'The training could be longer as it was interesting. A gentleman with early onset dementia was mentioned and it would be interesting if he could be part of this training to talk about his experiences and what he would like from health and social care professionals.'

'Maybe case scenarios! Difficulties a person has and the outcome of that! Or have a guest to tell their story from start to finish.'

## SUMMARY:

This was a well-attended session with a good amount of feedback and suggestions for further improvement. Unfortunately due to time constraints and availability it was not possible to have speakers with lived experience present – although going forward this would definitely be part of any future planned training.

# SESSION 10:

## AUGUST 22<sup>ND</sup> 2023 – SALFORD

NUMBER OF ATTENDEES: 48

### QUESTIONS ASKED / COMMENTS MADE BY ATTENDEES:

- Cannot believe that WHO de-listed homosexuality as mental illness in as late as 1992.
- I always use the term chosen representative (instead of next of kin).
- If family not involved an IMCA (Independent Mental Capacity Advocate) is useful who can liaise with their chosen rep in regards best interest.
- After the training Aspire and Age UK are exploring the possibilities of a couple of their staff becoming champions.
- A number of electronic platforms have the ability to look at ethnicity and sexuality. Salford City Council Marketing team have a standard set of demographic questions, including sexual orientation, for use in public consultations when an Equality Impact Assessment is required. After the training a discussion took place about the difficulties of identifying LGBTQ+ people as they tend to put "prefer not to say" in the demographics on forms.

### FEEDBACK RECEIVED:

'Thank you great session very informative.'

"Thank you very much for sending this information and for hosting the talk yesterday. I thought you spoke very eloquently and were very knowledgeable.'

'Hopefully, we will be able to capture information as and when people decide to offer it. But at least we can ask the questions.'

'Very interesting, a lot of information, follow up information is useful for reference.'

'Before the session I thought I knew some things around the topic, but from listening to what you spoke about I felt like I had learned a lot.'

'Useful discussion on LGBTQ+ and impact on person centred care within the care homes.'

'The training was very informative, friendly trainer, open atmosphere, thought provoking, enjoyable, lots of useful resource links given.'

'Thank you, great informed session – hopefully will get to a large and wide audience.'

'I advised colleagues how informative, interesting and thought provoking the session was and recommended this to them.'

'Many thanks, I have already added some of the questions to our support plans.'

'Thank you for all your information and really enjoyed the training, I would like to say I had a very positive training session and would have put this in the form, just wanted to let you know – really good.'

'The training and trainer were excellent.'

## SUMMARY:

This was by far the most well attended session with really interesting interaction from attendees. A discussion took place about the difficulties of identifying LGBTQ+ people on demographic forms where there is a “prefer not to say” option. This was explained as an unhelpful option and can dissuade LGBTQ+ people from sharing their identities. After the training two organisations - Aspire and Age UK - told us that they were exploring the possibilities of a couple of their staff becoming champions.



# SESSION 11:

## AUGUST 30<sup>TH</sup> 2023 – EXTRA

NUMBER OF ATTENDEES: 14

### QUESTIONS ASKED / COMMENTS MADE BY ATTENDEES:

- This session was requested by attendees who had missed other sessions.
- Attendees were talking about when professionals may have made assumptions on who the person accompanying them may be, leading them to have to explain who they are, who their partner is etc.
- Some of the group mentioned that they gather data when they start working with people such as sexual orientation etc.
- It was felt this would be helpful to do for a Dementia Carers Group in a local hospice.
- One organisation shared that they had put a rainbow flag on their website after a fellow colleague had been to a previous training session.
- There was also a request for LGBTQ+ posters to be sent out too.

### FEEDBACK RECEIVED:

'Really great session. Good to get an update on the group as well.'

'Could I request any posters that you may have that we could put up in our care home?'

'I would like to say thank you so much, this has been very helpful and thought provoking and will open up new discussions in our team.'

'Thanks, that was a great session'

'Thank you for the session, it's been very informative.'

### SUMMARY:

This extra session demonstrated that there was definitely an audience for more information and support for LGBTQ+ service users. It also helped us to not be so specific about working in specific localities and (as with other sessions) as the training was online, colleagues were encouraged to take part from wherever they were located and in whatever capacity their roles impacted LGBTQ+ people.



# OTHER MEETINGS

The partners who made this training possible were all invited to take part in sharing the evaluation report into the experiences of LGBTQ+ people affected by dementia through the online group. Without this group no training would have been possible.

- **3rd March** – Dementia United strategic board meeting. Attended to report on the evaluation report of the GM LGBTQ+ Dementia Support Group.
- **14th March** – Dementia United Locality Implementation Forum meeting to report on evaluation of the group report.
- **15th May** – Wigan Dementia Partnership meeting – report summary and highlights.
- **24th May** – Heywood Middleton and Rochdale Dementia Partnership meeting – report summary and highlights.
- **8th June** – invitation to attend Age friendly Greater Manchester wider team meeting.
- **28th June** – meeting with Manchester Dementia Steering Group at invitation of Manchester Health & Care Commissioning.
- **26th July** – Wigan Extra Care Forum discussing LGBTQ+ dementia work to support colleagues in the group.
- **16th August** – GM Older People’s MH Network meeting – to discuss the groups model, how we evaluated its progress so far.
- **21st September** – Pride in Practice LGBTQ+ Dementia Webinar for Primary Care. Session with Oldham GP services.

Below are just a few comments from organisations wishing to continue their support for this project.

“I would be interested in having a follow-up discussion about supporting social care providers across GM to have a better understanding of the needs of LGBTQ+ people who use social care services. I support a number of provider registered manager networks across GM and a regional social work practitioner network and I’d like to have a discussion about what support is available for them to access. We also have the issue of how they support workers from the LGBTQ+ community.”

“We are holding a virtual Deputy and Aspiring Managers network meeting for GM care providers. The theme of the meeting is equality, diversity and inclusion, looking at how we improve the experience of workers in social care and people who use services. I’m wondering if you would be available to talk to the GM managers aimed at improving understanding of the barriers and issues facing people from the LGBT+ community in GM.”

# RECOMMENDATIONS

It has remained very clear from the feedback we have gained from members of the LGBTQ+ online dementia support group and by delivering the training sessions highlighted in this report that there is a need for further LGBTQ+ awareness and inclusion training throughout Greater Manchester, particularly among those working in the care sector.

There is training available via LGBT Foundation's Training Academy which is available for anyone wanting to gain knowledge and confidence in LGBTQ+ inclusion within a safe space.

<https://lgbt.foundation/help/our-training-academy/>

What has been particularly impactful and unique about the training developed and delivered in the sessions we have outlined in this report is that they were focused completely on the lived experiences of LGBTQ+ people affected by dementia.

We have learned that given the opportunity to take advantage of such training, individuals and organisations have benefitted from this focused time to learn how dementia impacts on LGBTQ+ people and through working together with those providing the training, attendees have been able to look at how they begin to make their organisations more LGBTQ+ inclusive along with furthering their own learning in support of their colleagues and service users.

The LGBTQ+ Online Dementia Support Group has only been made possible through funding a Part Time Coordinator working one day a week to support LGBTQ+ people throughout Greater Manchester who are affected by dementia.

The training that has been delivered which grew from this work has been made possible by additional funding for an experienced trainer with a wealth of experience within the LGBTQ+ sector, who was supported by colleagues across Greater Manchester with an awareness of the network of dementia support available both locally and across the country. Without that investment none of the achievements in this report would have been made possible.

## **NEXT PHASE**

**At time of putting together this report, LGBT Foundation and Dementia United have been liaising with funders to look at different options for taking forward the Greater Manchester LGBT Support Group and associated training over the next three years, with the suggestion of hiring a full time coordinator to complement the additional and ongoing work delivered by the group coordinator. None of this would be possible without the ongoing support of our partners in this work and we would sincerely like to thank everyone who has taken part in this training.**

# APPENDIX

## GREATER MANCHESTER LGBTQ+ DEMENTIA AWARENESS & INCLUSION TRAINING

A free 1 hour training session for all partners involved in the development of Greater Manchester's LGBTQ+ Online Support Group.

In this session, we will be covering:

- LGBTQ+ Identities
- Inclusive Language
- LGBTQ+ Health Inequalities
- Best Practice - suggestions
- Lived experience of LGBTQ+ people affected by dementia

After the training we will have 30 minutes for discussion of points raised during the session and for any questions or further support.

The training is for all partners within Greater Manchester who are striving to become more informed and inclusive in supporting LGBTQ+ people affected by dementia.

The session will give you a foundation to understand common language within LGBTQ+ communities, an awareness of inequalities that LGBTQ+ people experience within society, and suggestions as to how we can improve service inclusion for LGBTQ+ people in our services.

Utilising the experiences of LGBTQ+ people affected by dementia we will include information on Greater Manchester's LGBTQ+ Dementia Support Group & share highlights of a brand new report highlighting the work of the group and how we can all take this forward.

For more information and to submit questions for discussion ,  
please contact: [andrew.gilliver@lgbt.foundation](mailto:andrew.gilliver@lgbt.foundation)

This training has been commissioned to be delivered by LGBT Foundation, by Dementia United , GM ICP, following the recommendations from the Evaluation report.



Promotion for the training (April 2023)



# GREATER MANCHESTER'S ONLINE LGBTQ+ DEMENTIA SUPPORT GROUP

Project report and evaluation on the development of a group to support LGBTQ+ people affected by dementia and those who have been supporting them in Greater Manchester.



Downloadable report and evaluation on the development of Greater Manchester's LGBTQ+ Online Dementia Support Group (April 2023) <https://dementia-united.org.uk/greater-manchester-lgbtq-online-dementia-support-group/>

We know that there is often support and information available both for those affected by dementia and for LGBTQ+ communities separately. Below is a short list of some of the groups and organisations that have been integral to our ongoing learning.

## LGBTQ+ & DEMENTIA

(Further information & Support)

### [LGBT Foundation](#)

LGBT Foundation's helpline can be contacted on **0345 3 30 30 30**

The opening times are Weekdays – 9am until 9pm, Weekends – 10am until 6pm

The helpline can be e-mailed any time at [helpline@lgbt.foundation](mailto:helpline@lgbt.foundation)

A full list of services can be found at [lgbt.foundation](http://lgbt.foundation)

### [GM LGBTQ+ Support Group](#)

Information on Greater Manchester's LGBTQ+ Online Dementia Support Group

### [Dementia United](#)

Working to make Greater Manchester the best place to live if you have dementia or are caring for someone who does

### [Bring Dementia Out](#)

Short film on the Bring Dementia Out innovation project

### [LGBTQ+ Dementia Advisory Group](#)

National network of people committed to improving support for LGBTQ+ people affected by dementia

### [Speak Out With Dementia](#)

Online group for LGBTQ+ people across the UK

### [Sheffield LGBTQ+ Dementia Group](#)

A safe space for LGBTQ+ people with dementia

### [The Dementia Project at Brighton & Hove LGBT Switchboard](#)

Information and support to LGBTQ+ people affected by memory difficulties, cognitive challenges or dementia and their carers

# OTHER GROUPS, ORGANISATIONS & SERVICES

Some other organisations that provide help, support & information to LGBTQ+ people

**Oldham Out & About Group** - An informal social support group for older lesbian, gay, bisexual and transgender people in Oldham

**Out in the City** - A self-organised project (supported by Age UK Manchester) to support members of the LGBTQ+ communities

**Pride in Ageing** - Ensuring LGBTQ+ voices over 50 are heard in Greater Manchester

**National LGB&T Partnership** - A range of resources on LGBTQ+ Health Inequalities

**FFLAG** - Supporting parents and LGBTQ+ families

**GALOP** - An anti-violence LGBTQ+ organisation that provides support for domestic violence, sexual violence and hate crimes.

Also runs the National LGBT Domestic Abuse Helpline 0800 999 5428

**Hidayah** - Nationwide organisation for LGBTQI+ Muslims in UK

**OUTPATIENTS** - Cancer support and advocacy for the LGBTQI+ community

**KeshetUK** - Support for Jewish LGBT people and their families

**LGBT Consortium** - A national specialist infrastructure and membership organisation of LGBTQ+ groups. The **members directory** on the website links to a wide range of national organisations and groups

**Rainbow Migration** - Supports LGBTQ+ people with the asylum & immigration system

**Stonewall** - LGBTQ+ rights charity

**Terrence Higgins Trust** - Provides services and campaigns nationally in relation to sexual health and HIV

# ARTICLES & FURTHER SUPPORT

LGBTQ+ Dementia

[LGBT Dementia Toolkit](#) - designed by Alzheimer's Society Scotland

[LGBTQ+ Living with Dementia](#) - Alzheimer's Society

[Supporting an LGBTQ+ person with dementia](#) - Alzheimer's Society

[LGBTQ+ Living With Dementia](#) - Alzheimer's Society

[Can You See Us](#) - Experiences of LGBT Carers in England

[Dementia UK](#) - page on LGBTQ+ dementia

[Interview with Patrick Ettenes](#) - Living with early onset dementia

[LGBTQ+ Voices](#) - in Dementia Together magazine

[My Care Matters](#) - Phil Harper - an academic and LGBTQ+ Dementia activist feature

[Sex, Gender & Sexuality](#) - Alzheimer's Europe report

[LGBTQ+ people in later life](#) - Learning framework from Skills for Care

## OTHER REPORTS & RESOURCES

More in depth information about LGBTQ+ health inequalities

[Hidden Figures](#) - LGBTQ+ Health Inequalities in the UK

[Hidden Figures](#) - The Impact of Covid 19 on LGBTQ+ Communities in the UK

[You Build Your Own Family](#) - Understanding LGBTQ+ people's experiences of severe and multiple disadvantage

[Sexual Orientation & Trans Status Monitoring](#) - Support on inclusive monitoring for your organisation

[Transforming Outcomes](#) - Review of needs & assets of trans & non-binary communities

[Housing Ageing & Care](#) - The UK's first purpose built LGBT Extra Care scheme



# INFORMATION FROM OTHER ORGANISATIONS

**Skills for Care** - New learning framework for knowledge, skills and values for working affirmatively with LGBTQ+ people in later life

**Carers Trust** - No longer able to care. How older parent carers and ageing carers can be supported to prepare for a time when they are less able or unable to provide care

**Supporting LGBTQ+ Carers** - This guide explores the experiences of LGBTQ+ carers and outlines what support is available

**Marie Curie LGBT resource** - End of life care

**Marie Curie LGBTQ booklet** - Getting care and planning for the future

**Care Committed To Me** - Report focused on delivering high quality, personalised palliative and end of life care for Gypsies and Travellers, LGBTQ+ people and people experiencing homelessness

**Planning ahead for the LGBT Community** - Guide to help record your wishes to ensure they're respected if you can't make a decision for yourself or tell people what you want

**Building Safe Choices** - Research to better understand the housing, care and support requirements of older LGBTQ+ people in London

All information is correct at time of resource publication (February 2024)

Should you require further information or support please contact:

info@lgbt.foundation  
gmhscp.dementiaunited@nhs.net

Supported by:



**WE EMPOWER  
LGBTQ+ PEOPLE  
TO REALISE THEIR  
FULL POTENTIAL,  
EVERY DAY.**



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