
Making Safeguarding Personal Toolkit

Case Example 5:

Working with LGBT older people





Case Example

Sue was diagnosed with a form of Alzheimer's and needed 24 hour care, eventually moving into a care home. She had no contact with family as they had rejected her when she transitioned from male to female earlier in her life.

The care home managers became worried when Sue began on occasions to refer to herself as "Cliff" and she was distressed by her appearance at these times. The social worker contacted Gay Advice Darlington/Durham who formed a partnership with Sue's GP, social services and the care home in promoting her wellbeing. Care staff at the home also received training on trans identities including the impact of stigma and misgendering, especially during periods of regression.

This approach enabled more appropriate, empathic care, and a significant improvement in Sue's wellbeing and quality of life was noticed.



Reflective questions

What knowledge, skills and experience do you have in promoting LGB&T rights?

What do you need to do next to strengthen your knowledge and practice with LGB&T individuals, groups and communities?