

Switchboard



Connecting you to LGBTQ support

LGBTQ

INCLUSION AWARD

For Health & Social Care



WHO ARE WE?

Switchboard have been supporting LGBTQ people in Sussex since 1975.

We started out as a helpline, but have grown to deliver so much more. We now support over 3000 people every year.

As well as our helpline, we offer services for older people, people living with or affected by dementia, neurodiverse and disabled people, trans and non binary people, survivors of domestic abuse, people coping with bereavement, and more.

We are committed to being there for every LGBTQ person who needs us, and to support services across Sussex to be there for LGBTQ communities too.

Our vision is an inclusive and diverse society in which all LGBTQ people can realise their own unique potential.

We can't make that a reality unless services like yours are on board too. That's why we've developed our LGBTQ Inclusion Award for health & social care. We've already trained and awarded 100's of professionals and services across the South East.

"The journey to reaching the gold LGBTQ Inclusion Award has changed and shaped our hospital and some of us as individuals in a broader and more valuable way than I had ever anticipated"

- Katy Stafford, Head of Nursing – Acute Care Sussex Partnership

To find out more about what Switchboard do or to make a donation:

www.switchboard.org.uk/donate

info@switchboard.org.uk

ABOUT THE AWARD

The LGBTQ Inclusion Award helps health and care services to address inequalities in healthcare outcomes for LGBTQ people.

Developed with healthcare professionals and LGBTQ communities, the award aims to celebrate excellence in intersectional inclusion.

The criteria and training are tailored to fit a range of different settings including primary and secondary care, mental health, sexual health, care homes, pharmacy or community services.

No two settings are the same, and our training and consultancy is unique to your setting, in order to improve experience and outcomes.

Based on a wealth of local and national evidence, the award encourages services to strive to achieve a Bronze, Silver or Gold Award by meeting a flexible range of criteria for inclusion that will benefit all of your patients and colleagues, but especially LGBTQ people.

The award is also informed by CQC requirements, NICE guidelines, and the Equality Act Public Sector Duty.

The award is designed to create meaningful change while saving services time and cost by providing training, consultancy and resources in a single package, detailed on the following page.

Most importantly we provide ongoing support after you're awarded, keeping you up to date about best practice and local support so you can maintain your excellent standards.

"We were delighted to be accredited the Silver Inclusion Award. The award is important to us in terms of both our staff and residents recognising our commitment to equality and inclusion and it is making a real difference in the lives of many."

- Emma Sherriff, Care Quality Director - Victoria Nursing Group

WHATS INCLUDED?

- Welcome Resource Pack
- Dedicated award consultant
- Benchmarking survey
- Bespoke criteria
- Self-audit tool
- Service action plan
- Bespoke training - online and/or face to face, including specialist modules around topics such as dementia, disability, or domestic abuse
- Policy templates
- Physical resources such as posters, flyers, badges, lanyards and reading material
- Award branding, digital badges and framed display certificates
- Further support wherever needed
- Support with press release and publicity
- Ongoing support and access to specialist advice
- Additional subsidised training modules, top up training and re-auditing.

"Staff are much more aware of ways to ask or obtain a patients' sexual orientation. They also have immediate access to information on all the advice and services available. We are really grateful for the opportunity to have taken part in the award, thank you to Switchboard for spending so much time helping us to overcome some of the hurdles."

Practice Manager - Brighton GP Surgery

To find out more, email: info@switchboard.org.uk

Cost depends on the size of your service, and may be subsidised by local funding.

WHY IS IT NEEDED?

On our helpline and throughout our services at Switchboard, health and social care access is a key area where LGBTQ communities require additional support.



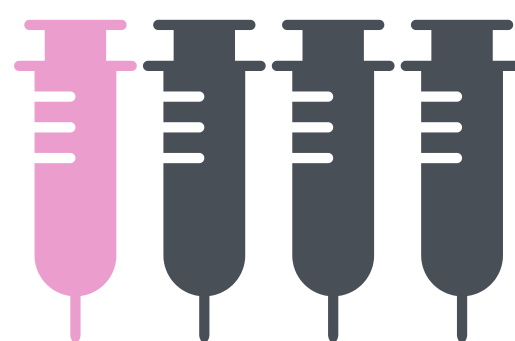
A third of trans and non-binary people in Brighton & Hove have avoided healthcare due to fear of discrimination.


LGBTQ communities have much higher rates of smoking, drug and alcohol use.



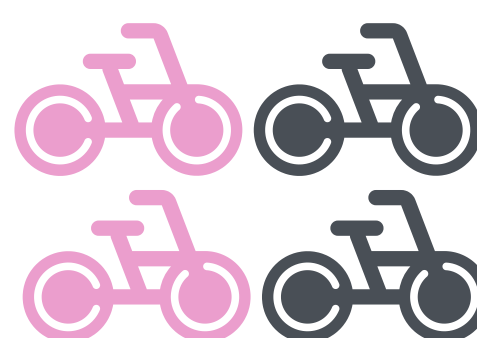
24% of homeless people aged 16-24 are LGBT.

23% of LGBT people have at one time heard anti-LGBT remarks by healthcare staff.



 Gay and bisexual men might be twice as likely to experience domestic abuse compared to heterosexual men. Prevalence rates of domestic abuse are thought to be higher for trans people than any other section of the population.

55% of gay, bisexual and trans men were not active enough to maintain good health, compared to 33% of the general population.



93% of LGBT specialists and service users consider that more work needs to be done to improve end of life services for LGBT people.

For more data, information and resources around LGBTQ health inequalities, visit our [Health & Inclusion Project](#) page.

National statistics above are from [LGBT Foundation's Hidden Figures Report 2020](#).

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