



The care exchange - Series 4 Episode 8: My staff call me a Post-it person: Colin Scott

Hosts: Pia Rathje-Burton and Wendy Adams

Pia 00:08

Welcome to the care exchange Skills for Care podcast for managers in social care. I'm Pia Rathje-Burton.

Wendy Adams 00:13

And I'm Wendy Adams. Today we're talking to Colin Scott, who was the registered manager of Maples, a residential care home in East Sussex, it supports 22 older people, some of whom have dementia. Colin manages a team of around 20 staff. He's worked in social care for almost 30 years. And he's been the manager of Maples since 2017.

Pia 00:37

So Colin has been working on making some changes within his service, he's been implementing the Skills for Care, LGBTQ plus learning framework within the service and has been part of a local project to create an inclusive environment. It is a really interesting topic, particularly linking to the CQC new quality statements on treating people as individuals, and equality in experience and outcomes. So looking forward to having a chat with Colin, and on with the show.

Pia 01:12

Welcome to the care exchange Colin

Colin Scott 01:14

Thank you.

Pia 01:15

Thanks for joining us today, we had an introduction earlier, you've been really busy implementing the new LGBTQ plus learning framework within your service. So maybe start at the beginning, you know, why did you decide to on this journey?

Colin Scott 01:32

Basically, we, as a service, we got approached by local authority to take part in a bit of research with the University of Kent, as part of something called the Circle Project, which is around inclusivity of elderly, LGBTQ plus clients within residential care homes. So we kind of thought, you know, because

I'm an openly gay man, I thought, yeah, you know, here's something that I really would like to look at, especially with our clients who have dementia, because, you know, from my perspective, you know, an LGBTQ plus person with dementia, it's going to be very hard for them. Because, you know, especially with the, the age of our clients, you know, some of them it was illegal for them to be gay. And then, you know, they move into a care home, and they have dementia. And, you know, sometimes they could be coming out every week, because they don't recollect you know, and it's very hard if they've got partners or family. And I just wanted to kind of get a bit more knowledge myself, but also develop my staff, and develop the service. So we got involved with them. And then within that, they kind of did audits of our home. And, you know, we're in the process of looking at training for staff. But I also came across the Skills for Care framework, which I found, I could use going hand in hand with the Circle Project, okay. And it literally gave me a complete overlook of my whole service.

Pia 03:13

So how did you use the framework practically,

Colin Scott 03:16

I kind of use it as an ongoing tool. So literally each page, I would work through my service, work through my policies work through staff recruitment, and kind of make, I'm kind of my staff call me a Post it person, because if I can stick a post it note on it, that's brilliant. So with the framework, I literally have a post it note near enough on every page that tells me what we've achieved on that part of the framework or what I'm still working on, or what we're still trying to develop. So it's kind of a very ongoing tool.

Pia 03:50

And And was there any other resources that you use? So you mentioned a Circle project which is a project very close, it's just in your local authority, isn't it?

Colin Scott 04:00

It's, it's, it's based under the the University of Kent and they're working with I believe it's seven care homes, so Kent, Brighton and Hove and East Sussex. So we kind of all work together. And as part of the circle project, they do things called a community of practice. So there's one of them, we do the community practice six recently, and that kind of covers different topics. So we've we've had one with CQC, we've recent one we had was around how to recruit people who have the values that we need. And, you know, it's kind of a good opportunity to meet with other professionals that are also looking at the same sort of areas, and also get some pointers of where we can change on what we can develop on and kind of it's a very open community. So it is very good for sharing ideas and Sharing bad practice as well as good practice?

Pia 05:02

Yeah, sounds really interesting. I suppose if you're not an area where you've got then obviously, that's sounds like a unique experience is about finding other like minded people of sharing those ideas? Well, isn't it really isn't I

Colin Scott 05:15

think, you know, the only concern I have is, you know, this is a research project, which means at some point, the funding will run out. Yeah. And from my perspective, it's not something I want to come to an end. So I need to look at how I can kind of carry on with it or support my service to carry on with it. Because it is something that is needed within social care.

Pia 05:41

Yeah. Almost sort of future proof really. Yeah.

Wendy Adams 05:45

I'm really interested in when you started, about how you got people on board with this, you know, relatives, people in the service themselves, the staff? And did you did you have any resistance to that,

05:59

I feel what I started off with a staff meeting. Because once I got approached, I sat down with the staff, discussed it with the staff to get their views, because what I wanted is I kind of wanted near enough everybody on board, because I knew if they weren't on board, we were going to fail immediately. And because I've got quite a young staff team, they were very open to it. Literally, within the service, everybody knows that I'm an openly gay man, they you know, so when we kind of put posters up for the families to see, they became on board, you know, they were thinking, brilliant, it's a way of developing the house. The residents, we sat down and did questionnaires with them to kind of find out what their views were. And I was actually quite surprised that with an older generation, there was not much resistance. So we kind of moved forward with that. And we continue to do that we continue to bring up in all our staff meetings, we continue to give families updates on where we are with the project and what we've been doing. So everybody is fully involved. And we've also done Maples pride, which we invited family to residents to, and it went down very well.

Pia 07:19

Yeah, I can imagine. So what about those with dementia, because as you as you mentioned, you know, they might, you know, might be, you know, things that you have to sort of kind of go over again, and again, how have you supported them specifically,

Colin Scott 07:33

we've kind of done a path or care plan to kind of detail that part of their life, and also how we can kind of, because we've some of them, it's, it's not something they want to continue to remember because it causes anxiety. So it's kind of how we, we approach it in a way that is comfortable for them. So it's kind of making it very clear within a care plan of what staff can discuss and what they can't discuss. And also the kind of the triggers on when to not even approach the subject. But it is is kind of more around being aware of when you can have that discussion, and when you can't. Yeah.

Pia 08:18

And did you have to train your staff specifically,

Colin Scott 08:22

we've, I've given the staff some training, based on from my experience and my knowledge, but we are looking at more formal training around it. You know, we updated our policy on, you know, supporting a client with dementia, who is LGBTQ plus, and that gave staff a few pointers. But, you know, we are looking more for a more formal training that you know, they can be accredited for. Because I think the more knowledge I give them, the more they're able to support. Yeah.

Wendy Adams 08:53

And is this something that you include in the publicity about the home and when you're having those conversations about admission to the home, because I'm guessing that there might be some people who would specifically choose to come and live with you, because of your attitude to, to these issues.

Colin Scott 09:12

That's the first thing we did as part of the circle project is we reviewed all of our advertising. So we reviewed our brochures, our website, and we changed everything on it. We made it very clear that we are an inclusive service. We made sure that there was enough evidence, so pictorial evidence, how we wrote things to kind of make everyone aware that it's not a marketing, it is who we are, and it's what we do. And we kind of have done that across the board with everything.

Pia 09:48

They sort of really linked to your values, I suppose. Yeah.

Colin Scott 09:51

Because we've reviewed them as part of the process as well, to make sure they were fully up to date and literally, it was a full involvement with every body within the service. Yeah.

Pia 10:01

So what sort of changes? For instance, just give us a couple of examples? Because I think sometimes it can be a bit hard to think well, where do I, where would I start? Obviously start with the LGBTQ plus learning framework. But you know, what, what sort of things have you changed practically,

10:16

the biggest change we made was around communication, the use of pronouns, the use of, you know, gender type, it's kind of we started there first, we incorporate that into our pre admission assessments. So whereas before, you know, we kind of avoided the questions. Now we ask the questions, you know, what are your preferred pronouns? You know, what is your sexuality? Are you are you prepared to disclose, you know, covered more history like that, we also made dramatic changes to our policies in how they were written, to make them more inclusive. So it wasn't kind of he she was more, they, opened up to everybody. And we made sure that we covered relevant areas within the LGBTQ plus community that aren't included in policies, you know, like, if people want to go out where they might want to go, and how a member of staff may need to support them in that environment. Yeah.

Colin Scott 10:16

And what about recruitment? Has it has a major impact in your recruitment?

11:20

At the moment? No, it's still very difficult to recruit. But we have had, like, agency workers come in, who find it very strange to come into an environment, that's very open. And it's nothing's hidden away, so to speak. And they, you know, we've had a couple of people come in, who kind of have constantly asked to come back because they feel safe within the environment. Yeah.

Pia 11:49

And I suppose it's about, you know, that. It's about culture. And, and we talk a lot about culture in the on the podcast, and other episodes, you know, it, you know, even though this is very much focused on the people that you're supporting, if you have a culture of being inclusive, open, you know, adjusting what you're doing to individual needs, you know, if you're doing that with your staff as well, it's gonna, it's going to have a positive impact, isn't it, under culture and therefore retention,

Colin Scott 12:18

it has a massive impact, because the fact that staff feel open and safe within their working environment feeds into how they support clients. And it also how clients feel with the staff. Because, you know, because they're so comfortable and safe, they can open up to them, you know, so there might be stuff they want to discuss that they've never discussed with their family, but they feel quite comfortable discussing it with a staff member. Yeah.

Wendy Adams 12:47

And I think it's so important, isn't it? Because we've on a previous podcast, we have discussed around sexuality and supporting people with personal relationships. And I think that's something that in social care, we're not really that good at doing with older people about recognising that people might still want to have an intimate relationship. And I think that's a challenge generally. You know, in any service, what I'm guessing, you know, when we're talking about supporting people, from the LGBTQ plus community, people might be even more anxious or reluctant to have those conversations because we worry about saying the wrong thing, don't we? And is terminology important? What have you done to ensure that people are using the right terminology or appropriate terminology?

13:40

Basically, when when we do someone's pre admission, we make sure we detail how they like to be spoken to what they feel comfortable with, that's then conveyed to staff. But we've also done work with staff around what is correct terminology. You know, we've done a sheet for them, which details what is appropriate, what is inappropriate, and kind of what is the current status of a correct terminology. You know, so it kind of gives them that insight, from experience, you know, personal experience, I've kind of explained to them, how it feels to be said, some of these things and how you kind of feel as a person and how belittled and degraded you can feel, but just by one word, and the fact that you're you know, if you say this to someone who has dementia or is elderly, that could have a massive impact on them to the point they could refuse care. They could withdraw into themselves, it could affect them physically and mentally. And it's kind of making sure that staff have the tools and the knowledge to actually use the correct terminology and use it in the right place.

Pia 14:55

And is that part of the learning framework? Yeah. So kind of think about those, you know, terminology and, and kind of giving staff some some pointers, I suppose, is what you're saying there's some guidance around what's what's what's good. And what's not good is

Colin Scott 15:12

because I do a lot of observations. So you know, I will walk around the home every day. And I will overhear things, you know, and I will kind of speak to staff either in supervisions. Or I'll just put them to one side and just say, you know, instead of saying this, try and say this, because you might find it has a better result. But at the same time, it's also with families, because sometimes you have to kind of give them a little guidance prompts on what is appropriate, and what isn't. Because sometimes they can be a trigger. Yeah,

Pia 15:46

people coming into sectors as relatives can be really tricky, because you don't want to offend anyone, you don't want to upset people, and people have their own views. But at the same time, there's a reason why you're making these changes. Yeah,

Colin Scott 15:58

I think, to get to that level, you've got to have that openness with the families, and you kind of I think, the fact through the Circle Project and everything by getting them fully involved. You know, I think they kind of are happy for us to kind of make pointers. You know, I think, if we didn't have that relationship, they would still be very tricky questions to have. Because, you know, they wouldn't be fully aware of what your your goal is or what you're trying to do. But by being open, transparent, and involving them, it gives you a better baseline to actually be working. Yeah.

Wendy Adams 16:37

I mean, you're obviously quite far down the journey of this, this work. If you could look back now and give yourself some advice from when you started, is there anything that you would you would advise yourself or anything you would have done differently? I

16:55

think the one thing I would have done is probably not jumped in it too quickly. I think, you know, I'm happy where we are, and I'm happy, we're still moving forward, I think part of me may have rushed at the beginning, because I just wanted to achieve things. And I think if I step back and thought, right, maybe just deal with this one bit first, and then move forward. You know, it might have I wouldn't say might have given me a bit more base, I think it would have kind of made me look at things a bit more wider. So I'm now you know, now we're further down the line, I'm still looking at things in a wider perspective. But I'm also now thinking, have I missed something.

Wendy Adams 17:39

And I guess what you're doing is changing culture. And changing culture isn't something that can be done overnight is it you've got the set off with this with as being a long term, a long term plan? Yeah,

17:53

then this is a long term plan for the service, it's not something that is that I know is going to happen overnight, it is something that is going to take years plus to embed, because you know, especially with with new staff coming in, you know, the culture could change, and it's kind of getting them on board. So it's going to be an ongoing piece of work, it's going to be challenging at times, because we have to work with individuals. But it is kind of knowing that at the end of it, there is an end goal where everyone will feel safe within the care home.

Pia 18:31

I suppose that's a good goal goal to have has anything that surprised you. You done it. And then my gosh, didn't expect that I

Colin Scott 18:40

must admit, I was actually surprised with how involved my staff became, if I when I first got approached, I actually thought my staff are going to be not going to want to be on board. And they just surprise me that I sat down with them. I went through the whole remit of the project and the research, gave them information to look through and said, Look, have a look at it. We'll have another meeting. And you can then tell me, whether you want to be part of it, whether you think it'd be good for the home. I didn't even have to have another meeting. You know, the following day, I had people come up to me saying yeah, where do we sign up? What can we do? And that, that surprised me?

Pia 19:21

Sometimes he's taking that first step. And even if you don't have a local project near you, you know, even just kind of starting to have those conversations with them using that learning framework and start saying, you know, this is really important to be to the service because we want to be inclusive, have a look at this.

Colin Scott 19:40

I just think the framework has just given me a bit more knowledge to actually work with the project, because it contains so much useful information that it is kind of a major point of reference for me. Yeah, it's kind of like a little Bible, shall we say that I can keep flicking through to find points that I need. Yeah.

Pia 20:00

And you mentioned CQC, earlier, when you were talking about the Community of Practice meetings you'd had, you know, how are you evidencing? And obviously, we've got the quality statements, that they're sort of linked to that now, haven't we? So you know, how, how are you sort of a planning to evidence, everything you're doing, I have

Colin Scott 20:20

a file, which kind of details everything we've done as part of the project, everything we've done within the service. So it's kind of like an evidence file that kind of says, This is what we've done, this is where we're going. And that also includes feedback from relatives, feedback from residents, staff, have provided feedback as part of staff meetings. So it's all evidence there to show what we're doing. But at the same time, there's nothing better than actually going out there and actually talking to my, my staff

and talking to the residents. And that's what I would actively encourage, it's okay, looking at all my paperwork, but get it firsthand, speak to the people that are actually feeling the benefit.

Pia 21:08

Yeah, I was gonna ask you about impact. You sort of mentioned it yourself, what impact has it had on the people that you're supporting, because that's one of the things that CQC are really keen to, to find out on anything you're doing isn't a is what impact is actually having? I

Colin Scott 21:23

have noticed that there has been a reduction in anxiety. You know, we don't have many clients who are that anxious, we have some clients who used to spend time within their rooms, they now socially engaged in the lounge with other people, it's kind of makes them feel more comfortable within the service to actually not have to isolate, but to actually be part of the service and spend time with other people. Which in general, then has an impact on not only their mental health, but their physical health, because, you know, they are getting more stimulation, more input? Yeah.

Pia 22:04

It's a really important impact. Yeah, probably not maybe not something that you had envisaged when you are like first starting that, that that's the impact that it would have

Colin Scott 22:13

not to that extent, you know, we've we've had clients who have literally spent most of their time in the room, and suddenly they're coming down, even if it's just once a week, it's kind of like, Whoa, this is a major change. You know, and also for family members, it's good for them to see. Because, you know, we know that when family members make the decision that their loved one needs to come into residential care, it's not an easy decision to make. And they all have worst, worst case scenarios in their heads so to give them some positives, has a massive impact on their well being as well as their loved one, ya

Wendy Adams 22:51

know, difficult to predict what's going to happen going forward, I guess. But how do you think this will continue to change and develop because I'm very conscious that the people that you're supporting in a service now, the older people that you're supporting in that service in 10 years time, or in 20 years time are another generation. How important is it do you think the work that you're doing now, in terms of supporting those people in the future, I

Colin Scott 23:24

think is very important, because I kind of the way I look at it sometimes is, you know, I'm not a young man, at some point, I am going to need care. And I would like to feel that I'm, if I did ever need care, that I would move into a service that kind of has an understanding on how to support me, and how I want to be treated. You know, it's kind of sounds really weird. I'm kind of projecting my own future, about what I would like, care for a gay man to be like, or even anyone within the LGBTQ plus community. Because, you know, at the moment, there isn't enough out there. You know, it's I kind of,

I'm predicting that in how many years if I go into a care home to receive care, that I continue to be me, and I don't have to change because I've gone into a care home. Yeah.

Pia 24:24

And if, if nothing else, that's a good, good reason. You know, you're you're, you're kind of making it so person centred and making sure that that is meeting the needs of everybody every now and in the future. And you know, yeah, it's really good,

Wendy Adams 24:37

because the change is quite significant, isn't it? I'm guessing that the people that you're providing care and support to now probably grew up in an environment in a time when being an openly gay man wasn't as easy as maybe it has been for you. But equally, I suspect that that if you're, you know, If you're currently in your 20s Now, when you get to needing care as an older person, it looks very different again. Yeah,

Colin Scott 25:10

it's constantly changing. You know, as part as part of the whole project, I actually did some personal research into, you know, any reports have been done about people that had come into a care home. And I was absolutely astonished. Some of the reports that, you know, some care homes, you know, gay people moved in, but their partners weren't even allowed to visit or their husbands. Or if they did, they were deemed that they were a brother or a son, and not a partner. And that, that made me feel really uncomfortable. Because how did that person feel who was in the care home? You know, this is someone they've spent all their life with, but they've moved into a care home. And suddenly, they're being told oh, no, you can't say that's your husband or your partner? You know, it's a friend. No, it's not. That is their partner. That's someone they've spent their life with, what is the difference of them coming through your front door?

Pia 26:05

Yeah, exactly. So you mentioned that you've done quite a lot of research yourself, did you? How much do you have any training yourself? Are there things that you've done to sort of kind of expand your mind? I've,

Colin Scott 26:18

I've done some training myself around promoting LGBTQ plus within the workplace as a work environment. So I undertook that training, which was quite informative, and some of my other staff and now taking that on as well. Because it gives them more of an insight of what is a good environment? And what is a bad environment? I'm

Pia 26:42

sorry, just going to ask what is that training?

Colin Scott 26:45

It was LGBTQ plus encouragement within the work environment. Okay. It was a like a, an online training, but it was very informative, covers quite a lot of areas. And it just gives you a bit more

background knowledge in relation to the work environment, HR, employment, and stuff like that. So it kind of ticks a lot of boxes, to make sure you're kind of meeting not only clients, but also staff. Yeah.

Pia 27:16

Excellent.

Wendy Adams 27:17

And, you know, that's important, isn't it? Yeah, I think one of the, you know, we just mentioned CQC. Earlier, you know, one of the areas that CQC will be looking at is around equality and diversity in relation to staff, and what we do about our, our workforce, as well as equality and diversity in relation to, to the people that we provide care and support to so. So when you say it was it was it was good, and it was interesting. Is there a key point that you learn from that, that you think, yeah, that was that was worth going on? I hadn't thought about that before, because I'm guessing, you know, you may have been more enlightened than some of the managers on the training to start with.

Colin Scott 28:00

I think, from my perspective, I've kind of thought, you know, instead of me just picking up this training, this is something I feel should be mandatory for all managers? Because I think, you know, yes, most managers have an understanding of HR and employment law. But this kind of was very specific around LGBTQ plus, yeah, you know, because when we employ people, we don't ask them what their sexuality is, you know, and if they want to be open about it, when they, when they, during their interview process, or when they start their employment, that's brilliant, but we would never force someone to, to be open about who they are, if they're not comfortable with it. And this kind of training, kind of give you pointers about how to support someone, if they did come through your door and said, You know, I'm transsexual, so I would like to be called her, not him. And it's kind of how you would support them, to kind of into the workplace as they wish to be. Yeah.

Pia 29:04

And that's really important, isn't it? And we were talking about the people, people being supported, changing, but obviously your workforce are changing as well as society is changing, isn't it? So, you know, over over the, you know, over time, just in the last, what, 10 years, there's been a massive change, obviously, we want to attract attracts people who are diverse into the workforce, and we really wanted to change just to ask you about something else. So I wanted to ask you a little bit about offering students placements. So tell me about what what sort of placements you offer.

Colin Scott 29:38

We currently work with quite a lot of the local schools and local colleges. We have regular work experience for the schools. We've also have, at the moment, we've actually got people who are on placements and the local college because I'm kind of at the view But I would like people to come into my home and literally learn what care is, what social care is, because they're going to be future carers, if they want to pick up the role. And if we can support them to do that, then I'm happy to do that. Yeah, you know, and we have very good links in the local community with the local colleges and schools. The we're happy to do that, you know, we're happy for them to contact us for placements, and we're happy to facilitate them.

Wendy Adams 30:30

And is there anything in particular you do that makes those placements a success.

Colin Scott 30:34

We make it fun. That's literally it's kind of anyone that comes in and placement is buddied up with a member of staff. So they kind of become their mentor. And it is literally, you know, the staff are told you need to remember this person's here on placement, make it fun, get them involved with the residents. And see the interaction. And what we've noticed recently is, especially with the schools, some of our clients love having the younger generation here. It you know, and they, the younger generation also love to sit and listen to their stories. It is it's so nice to see that bond. Because sometimes when you have people on placements, they come in, and there's no interaction at all. But when you have someone come in who literally wants to learn something, wants to spend time with the clients, and you can see that interaction, it makes it worthwhile. You're

Colin Scott 30:34

also offering volunteer opportunities on you, Duke of Edinburgh. Yeah,

Colin Scott 31:08

I have one at the moment. He comes once a week. Yeah, marvellous comes to the same day, each week, and has recently started to do our afternoon quiz. Okay. Which is good for him because it's a it's a reminiscence quiz. So he's learning as well. Luckily, the answers are in the back of the book.

Pia 32:10

I suppose the good thing about volunteering or Duke of Edinburgh volunteering is it as you say, is once a week for for a significant period of time. So because I think sometimes with work placements is a particularly if it's just kind of a one one day ever, is you kind of, you know, it takes a while for people to kind of, you know, be comfortable and feel like they can interact and all those, but by coming in once a week for, you know, I don't know, if it's three months, six months or a year, you know, you depending on their level they're doing, they really gonna get they're gonna get it on they they you know, once they come in for a month or so they're gonna feel like they're part of the team.

Colin Scott 32:49

And also with with them coming in one day a week for a certain period of time, the residents get to know them as well. You know, they know that this person is going to be coming in every week. And it's, you know, it enables them to build a bond with them as well. Yeah.

Wendy Adams 33:06

Has this helped with your recruitment? Because I know you mentioned earlier, when you were talking about your staff team, that you've got quite a young staff team. And that's, that's quite unusual in social care, because we know that a large proportion of our workforce are older, and a large proportion of our workforce are also female, has has this approach students helped that we

Colin Scott 33:27

have, we have previously had people who have come to us on work experience, then come and work for us part time and then come and work for us full time. And, you know, I like it when it's like that, because it's someone you know, it's someone that's you've actually helped mould really, yeah. And also, it's good for the residents. It's, you know, it's not a stranger, it's someone they've seen before. And we do that quite a bit. We've had quite a few that literally have work experience, and then come to work for us.

Wendy Adams 34:04

Good, good pay off. So we always have our time to care slot in every episode. So we're gonna ask you the same question. So what is your most time saving tip?

Colin Scott 34:18

Planning ahead, if I know if I know if I've got something next Tuesday, I will probably try and plan ahead with getting it ready. So I know it's done, then I'm not gonna worry about it all also delegation, if you've got a good team, delegate, and that might save you some time. How do you plan ahead? by getting as much information as I can about what is happening so I can actually get as much information as possible. If I'm due to attend a meeting with a local authority, I would get as everything I needed for that meeting done so I'm not chasing it or doing it that a couple of days before Yeah, and the same if have got a resident review, make sure all the paperwork is done in prep as early

Pia 35:06

as possible. Yeah. Yeah.

Wendy Adams 35:08

Good tip. Yeah, definitely. And our final question, imagine we're in the lift on the 10th floor, going down with a group of registered managers. And before everyone gets out, you want to tell them what you think is, is the most important thing they need to hear? What's your key message to leave them with?

Colin Scott 35:28

You're not alone. Because when I first started out as a registered manager, I always thought I was by myself. Because, you know, I was always told it's a lonely job. But it's not. There are lots of people out there that can help you. There are lots of forums you can go to. And I would say, just never think you're alone. Literally, even if you call a home that's down the road, just to have a chat. You can then work together.

Pia 36:05

Yes, a good tip. I think it's really important that people do reach out, you know, however, where they they want to see you don't feel that loneliness. Yeah. Yeah, absolutely. And I,

Colin Scott 36:15

when I first started out, I've got I've got there's nothing. And then I went to my first forum. And it was an eye opener. Yeah. Because there were people there that were having the same issues as me. But then there were people that kind of gave me insights on how to resolve them. So I would always say, you're never alone. If you can attend forums attend them. Yeah.

Wendy Adams 36:39

And those forums aren't just about support, are they you know, a lot of the a lot of the things that we hope is that people pick up tips or ideas from other people. And the same from today's podcast. You know, we'd really like to think that people listening to today's podcast might well think, oh, I don't think I know much about the LGBTQ plus framework. Let's go and have a look at that. Or actually, Colin said something else that was really interesting. Maybe we could look at our admission paperwork. And sometimes it's just those little tips, isn't it that you pick up from other people? Yeah, absolutely.

Pia 37:17

Well, thank you so much. It's been really, really fascinating having you on the care exchange. So really huge. Thanks for your time today. Take care. Bye.

Colin Scott 37:26

Thank you. Bye, bye.

Pia 37:36

Really interesting conversation there Wendy with Colin?

Wendy Adams 37:40

Yeah, it sounds like he's doing loads in his service doesn't need to make people feel included and supported, which

Pia 37:46

I think sometimes it's one of those topics that people think it, you know, I must do this. And then it's kind of starting. And I think obviously, he had the prompt, because there was something happening locally. But sometimes just you know, starting with a one, one step, I'm going to do one thing, and then, you know, building on that, I think it's a really good way of doing that, you know, so and I think that, you know, obviously was very, very complimentary of the, of the LGBTQ plus learning framework, you know, calling it his Bible, you know, and it isn't, it's a really good comprehensive learning framework, you know, really does have a huge amount of information and being added to all the time. It's funded by Skills for Care and developed by Dr. Tricia Helfer, Litchfield of University of Strathclyde, in with the LGBTQ foundation. So quite, you know, really sort of kind of evidence base are not just something that we've we've kind of created, but really evidence based in terms of what's included and just has so much information you can use covering so many different sections. There's some films that could be used as well with with your staff, you know, a really good film around, you know, some of the practical how do you practically use this, and then lots of lots of case studies, and we're adding things all the time. Really recently, we've been adding adding something to the frame, where about religion, religion, as well. So there's just so much information that you could use. So I think just going back to Colin, just like starting with one thing, and maybe even just starting with one, page one and going okay, this is the one thing that we're going to maybe focus on this month, or you know, something that you're adding, and building on to it, because it is a huge topic, isn't it? Yeah,

Pia 39:36

I say, yeah, absolutely. And there's a guidance note as well, isn't it. So even if you feel really Oh, this is out of my comfort zone, I'm not sure what I'm talking about just having those guidance notes to your team meeting, showing a film, and then starting a conversation. And I think it was interesting, what Colin was saying was that he, you know, almost wished he hadn't sort of kind of jumped so into it, you know, and wanting to make change, and all it's all at the same time, you know, sometimes just starting, okay, this month, I'm going to do one thing, then next month, we'll do something else that you're building on it, and using some of those resources to help you. So and then thinking about what what are the things that I need to know as the leader as the manager? Yeah, really interesting. And I think, as you say, quite a hot topic, because I think CQC are going to be looking at it and society is changing, isn't it? So we, you know, we want make sure that the support we're providing is relevant to the people that we're supporting? Yeah, definitely.

Wendy Adams 39:36

definitely. You mentioning films has just reminded me about the confidence with difference toolkit that we have as well, which is a series of films, along with some guidance facilitator guidance documents. And again, this is something that if a manager is sitting today thinking, well, equality and diversity and you know, this is a hot topic for CQC and I need to evidence what I'm doing with my staff as well as for the people that we provide support to, this would be a really good place to start. So there's a series of films, you know, starting with what does it mean about being confident with difference around engaging with the community beyond the label, but there's actually a specific one around sexual orientation and gender identity. And it's a really short little film, just four minutes, four or five minutes long. But that's the sort of thing that I guess a manager could play at a team meeting, or ask people to watch in advance of the team meeting, and then have a conversation about it, and how that relates to the culture of their organisation to them as a team, but also to the the support that they're providing for people. So another really good resource, I think that that just gets people starting to think about those issues and opening that conversation.

Wendy Adams 41:57

Also, just to be clear, the course that Colin talks about that he attended and found really useful, is called the LGBTQ plus inclusion in the workplace. It's an NCFE level two certificate, and at the time of recording, it's free to attend. There are further details about this in the show notes.

Pia 42:17

So that's it for this episode. Thank you very so much for joining us. Remember all the resources that we've talked about and the Colin talked about, are in the show notes and on the Skills for Care website. So bye for now. Bye