

Additional Response to Healthwatch LGBT+ Report

External Provider Market

- 1) Specific focus will be given to LGBT+ affirmative action by Providers in 2021/22. This will be achieved via the Quality Assurance/Improvement work undertaken. Areas for further audit will be: -
 - a) LGBT+ awareness training for provider staff.
 - b) Provider processes on admission to demonstrate that the service is LGBT+ affirmative. – **Lead Commissioner, Julia Chesterman**

- 2) A Worcestershire wide Domiciliary Home Care Service will be recommissioned over the next few months and the tender process and evaluation will include a focus on prospective Providers demonstrating that they are LGBT+ Affirmative. Worcestershire's *Out Together* LGBT+ Support Group will be invited to participate in the evaluation process and to directly support Providers to develop LGBT+ ways of working. **Lead Commissioner, Steve Medley**

- 3) As contracts are reviewed and recommissioned a focus will be brought to the LGBT Affirmative actions that Providers should have in place. This will be informed by the Domiciliary Home Care tender process and contract requirements. **Lead Commissioner, Fran Kelsey**

- 4) *Out Together* LGBT+ Support Group will be approached to provide training to the Peoples Directorate Commissioning Unit to increase the knowledge and understanding of commissioning and commercial staff. **Lead Commissioner, Steve Medley**

- 5) A review will be undertaken to ensure that the Liquid Logic record system, in Adult Social Care, is fit for purpose in relation to individuals being appropriately able to self-identify their preferred sexual orientation. **Lead, Kerry McCrossan, Operations and Integration Manager**