



# *Excellence in Care*

## *all different - all equal*

### *Environment*

Let's create a home that is friendly and welcoming to lesbian, gay, bisexual people, trans people, and everyone.

### *Approach*

Let's be welcoming about everyone's diversity, and respect the fact that everyone is different.

### *Language and attitudes*

Let's use positive language that respects everyone, using terms that people prefer, even when they're not there to hear us.

### *Supporting each other*

Let's make sure everyone gets the support they need to make a positive contribution.

### *Understanding and confidence*

Let's make sure we feel confident and well-informed about how others live and feel.

### *Community*

Let's appreciate how strange it can feel for us all when we move from our familiar community to a new one.

#### **Devon Quality Kitemark in Residential Care**

In partnership with **The Intercom Trust**: lesbian gay bisexual and trans resources in the South West (registered charity 1072772).

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