



**care**  
inspectorate

# **Who we are and what we do**

**The LGBTI community**

## Who we are and what we do?

We are the official body responsible for inspecting standards of care in Scotland. That means we regulate and inspect care services to make sure they meet the right standards.

We believe that everyone in Scotland should receive high quality, safe and compassionate care that reflects their rights, choices and individual needs through their whole care experience.

## What are care services?

We regulate around 13,900 individual care services. The main types are:

- childminders
- care at home
- children's nurseries
- housing support
- playgroups and out of school clubs
- care homes for older people, adults and children

## How can you get involved?

We believe that we can make care better by working with people who have personal experience of care services. Many of our inspections take place with inspection volunteers – people who work alongside our expert inspectors – who listen to the views of people using services and inform our findings. If this is something you might like to do, please get in touch to find out more.

Email: [\*\*getinvolved@careinspectorate.com\*\*](mailto:getinvolved@careinspectorate.com)

Telephone: **01382 207217 or 207142**

## LGBTI and public services

We recognise that members of the LGBTI community may have a different experience of care compared to the wider population in Scotland. We have gathered a range of public statistics some of which you can read below.

**33%**

of LGBTI people would be uncomfortable being open about their sexual orientation or gender identity with adult social care staff.

**89%**

of respondents said LGBTI continue to face inequality in Scotland. Almost all LGBTI respondents (**94%**) said that more needs to be done to tackle prejudice and discrimination against LGBTI people in Scotland.

LGBTI young people and trans young people in particular, often lack the confidence to report harassment and discrimination.

**60%**

of older gay people are not confident that social care and support services will be able to understand and meet their needs.

In light of this information, we will continue to work in partnership with organisations to improve the outcomes for the LGBTI community.

If you have a concern or would like to make a complaint about a care service or about the way we work – anonymously if needed – you can visit our website

**[www.careinspectorate.com](http://www.careinspectorate.com)**

or call us on **0345 600 9527**

## Headquarters

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Tha am foillseachadh seo ri fhaighinn ann an cruthannan is cànanan eile ma nithear iartras.

অনুরোধসাপেক্ষে এই প্রকাশনাটি অন্য ফরম্যাট এবং অন্যান্য ভাষায় পাওয়া যায়।

یہ اشاعت درخواست کرنے پر دیگر شکلوں اور دیگر زبانوں میں فراہم کی جاسکتی ہے۔

ਬੇਨਤੀ 'ਤੇ ਇਹ ਪ੍ਰਕਾਸ਼ਨ ਹੋਰ ਰੂਪਾਂ ਅਤੇ ਹੋਰਨਾਂ ਭਾਸ਼ਾਵਾਂ ਵਿੱਚ ਉਪਲਬਧ ਹੈ।

هذه الوثيقة متوفرة بلغات ونماذج أخرى عند الطلب

本出版品有其他格式和其他語言備索。

Na życzenie niniejsza publikacja dostępna jest także w innych formatach oraz językach.



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Published by: Communications

INV-0617-017



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