



Hospice handbook

Ensuring your hospice is inclusive, safe and accessible for trans and gender diverse people.

Big Conversation
Wednesday 12th March

Housekeeping



Please keep your mic muted unless you are speaking or asking a question



Please note that the introduction presentations are being recorded. We will not record the interactive portion of this session



The recording and slides will be shared with you after the event, and we'll notify you by email



Please use the Chat function to ask any questions



AI bots are not permitted in these meetings and will be removed

Welcome and introductions

Olivia Warnes, Senior Policy & Public Affairs Officer
Hospice UK

Big Conversation

Agenda:

Introduction	11:00 – 11:10
Background and importance – Ash Hayhurst, GIRES	11:10 – 11:25
About this handbook	11:25 – 11:30
Exploring the handbook	11:30 – 12:20
Q&A	12:20 – 12:30

Introduction

- Following the [I just want to be me report](#) – hospice staff and volunteers asked for more detailed information on the direct actions they can take and how to do this.
- This handbook seeks to improve the inclusion and safety of trans and gender diverse people within a hospice, whether they are a patient, visitor, staff member or volunteer.
- This resource is designed for anyone working or volunteering in a hospice. Covers various levels of knowledge and experience.



Background and importance

Ash Hayhurst - GIRES



Since its formation in 1997 GIRES has led the way in advancing equality for trans and gender diverse people, through an effective approach of research, informing policy and using our expertise to deliver the most informed training and education.

GIRES has **three priority theme areas of work:**

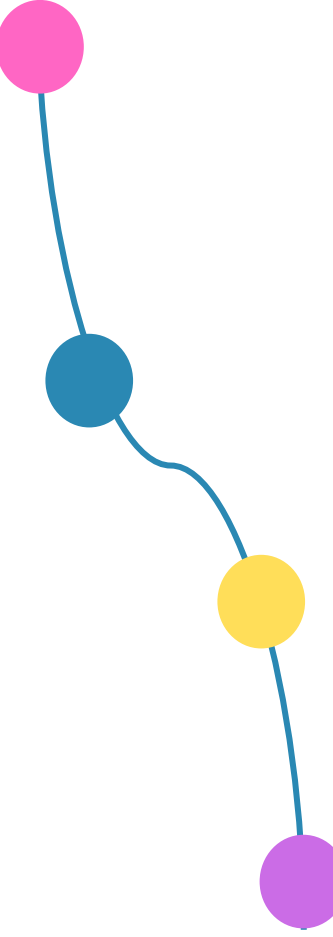
- Training and education for healthcare and caring professions
- Improving access to information and support for adults in professional and community settings
- Supporting older trans and gender diverse people in regard to access to health and end of life care



BEING READY PROJECT



About the Being Ready project

- 
- 2018** • Trans and gender diversity training at Mortlake Crematorium – Shaan Knan and Rev Dr Tina Beardsley begin 'trans funeral project'
 - 2019** • Ash wrote the Queer Funeral Guide
 - 2021** • Stonewall and Hospice UK join Being Ready
 - 2022** • Stage 1 Being Ready Surveys launched
 - 2023** • Marie Curie joins Being Ready
 - Stage 2 joint funded by GIRES, Marie Curie and Hospice UK
 - Being Ready community consultations and professional interviews
 - Angie commissioned to build two Ichabodies - Death Dummies™
 - 2024** • Being Ready training delivered.
 - 2025** • Being Ready training available from June onwards, Community resource being written.

Being Ready Survey – Thoughts about Peloc

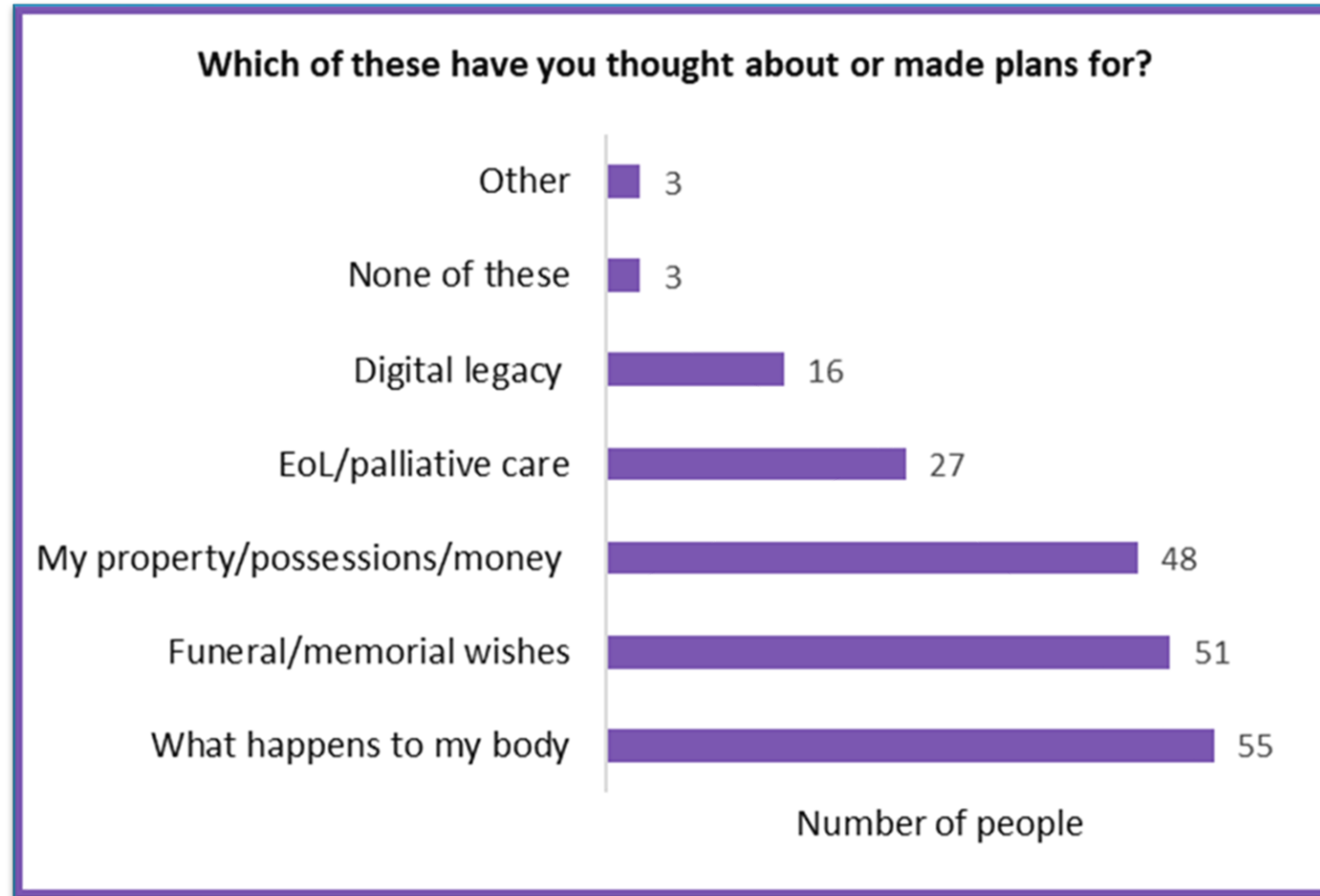
“I have not had great experiences as a trans person with accessing healthcare... As a result of the culmination of decades of microaggressions or outright transphobia I am very, very wary about needing a palliative care provider. I'd feel pretty uncomfortable and vulnerable in this situation without reassurance that the end-of-life team had been trained, and were supportive of, treating trans patients.”



“I have only just started to live, and albeit in my late 40's the thought of planning my death feels like I haven't actually had time or a chance to be myself.”

“I cared for my grandmother through to the end of her life, and worried about what kind of personal/hygiene care I would safely be able to access in my old age as a trans person”

Being Ready Survey – Thoughts about Peloc



GIRES Being Ready Community Survey 2022 (76 responses to this question)

Being Ready Survey - Experiences of Peloc

"The hospital and in particular, hospice staff were absolutely amazing."

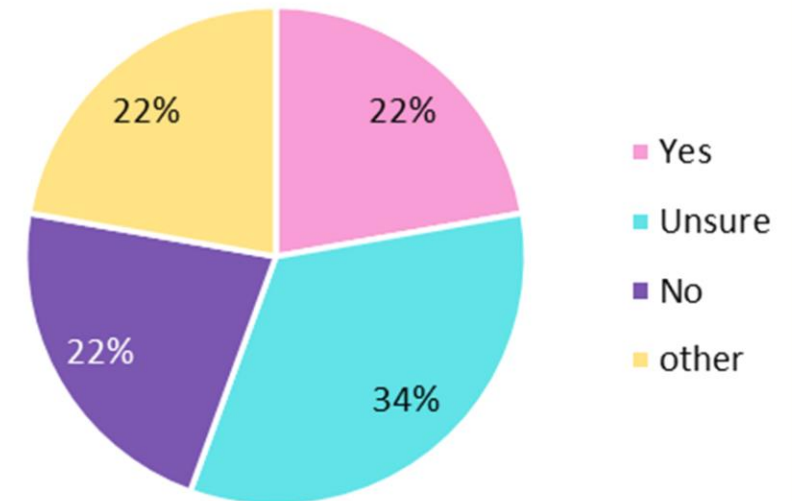
"They treated my dying partner and myself with dignity at all times"

"A lot of people were willing to learn."

"There were no positives at all. The services were awful."

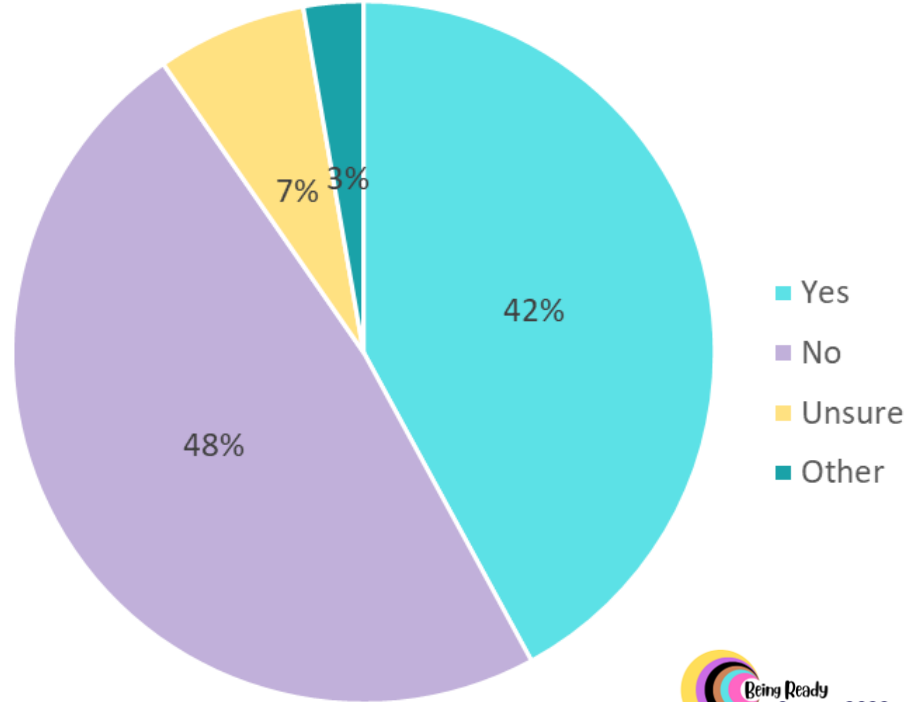


Did the EoL/palliative care staff and volunteers have a trans, intersex or gender diverse informed approach?



Being Ready Survey – Professionals

Intro Q2: Have you ever received training on the needs of trans, intersex & gender diverse people accessing your services or who are in your care?



We asked: Have you ever received training on the needs of trans, intersex and gender diverse people.

All 147 professionals answered this question.

Being Ready Survey – Professionals

We asked:

Are there any areas where you feel under-prepared, would like to know more, or your workplace policy is unclear in regards to a trans, intersex or gender diverse person's funeral/memorial?

“The difficulty lies in the fact that ‘the client’ is the paying for the funeral. Therefore we’ve always been told what the client/family wants is what we must work with. And this, may not be what the deceased or those closest to them wants”



“I’d like training on everything, to ensure we provide the very best possible service to all clients”

“Training for celebrants includes this learning - treating every individual as just that. I feel the legalities around registering a death are more archaic”

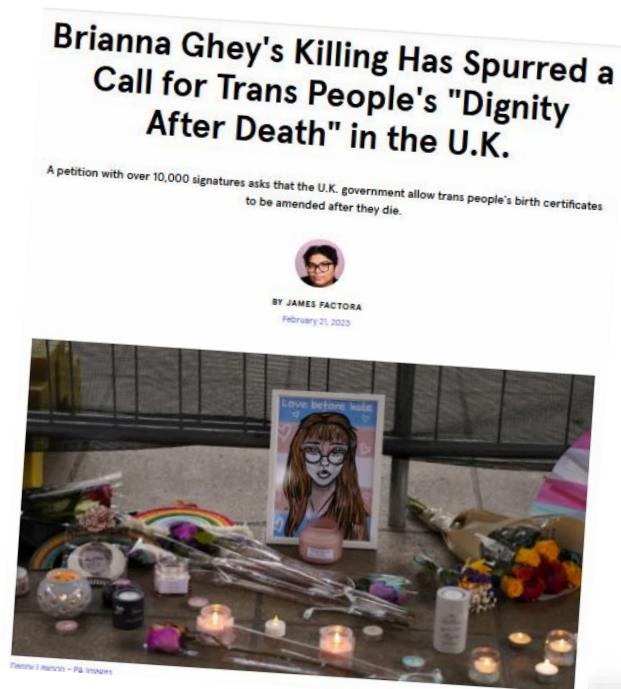


The I just want to be me report – Hospice UK



- Shared the PEOLC specific findings of this research as well as others experiences.
- Professionals and members of trans and gender diverse communities expressed concern over a **lack of medical knowledge** specific to trans people in end of life care.
- Large majority of those working in palliative and end of life care indicated they were keen for **opportunities to learn**.
- This handbook builds on this report, and helps hospice staff and volunteers to take action.

Why is the Hospice UK handbook important now?

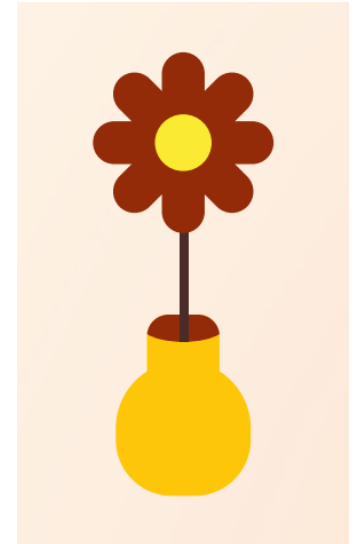


About this handbook



How was this resource developed?

- Findings of the original research
- Roundtable with hospice staff
- Roundtable with LGBTQ+ organisations and people with lived experience
- Consultation group



1. Use of language

- The resource provides definitions of sex and gender to support understanding of the topic
- Defines key terms relating to how someone might describe their gender.
- Defines key terms in the LGBTQ+ acronym.
- Provides support in identifying what is appropriate or inappropriate language

Transgender (Trans) – An umbrella term describing any person whose gender identity does not align with the sex they were registered at birth. The term Transgender/Trans is an adjective. To check you are using this word correctly, try substituting the word ‘trans’ for the word ‘tall’ to check your grammar.

Gender diverse – relates to a person whose gender identity, and the way they express their gender, does not conform to socially defined gender norms, and/or fit into the male or female binary.⁷

2. Use of pronouns

- Discusses the practical use of pronouns, and why using the wrong pronouns for anyone can be hurtful.
- The use of the singular they/them pronoun
- How to confidentially ask someone their pronouns, and share your own.
- How to manage a situation where you, or a colleague, get someone's pronouns wrong.
- Page 17-20

For example

Jada works at the hospice
Using pronouns can become: **She**
works at the hospice.

I'm going to speak to Michael
Using pronouns can become: I'm
going to speak to **him**.

Task – 20 minutes

- You're chatting with a group of visitors, visiting a patient, Alex. Referring to Alex, you say to the group : "Oh, her tea is on the tray next to the bed." Alex politely corrects you, saying: "Actually, I use they/them pronouns." What's the best way to respond?
 - What should you say in the moment? What should you avoid doing when correcting yourself? How can you prevent making the same mistake again?
- Your colleague Sarah says: "I just checked on Jamie, and she was sleeping when I went in." You know Jamie always uses he/him pronouns, but Jamie isn't present.
 - Should you correct Sarah now or later? Why? How can you correct her in a respectful, non-judgmental way? How can we make pronoun corrections feel more natural in the workplace?

3. Addressing discrimination and strengthening policy



Details law and policy you must understand and reflect in your organisation to protect trans and gender diverse people.

Trans and gender diverse people are protected from discrimination under the Equality Act 2010.

It is important that your policy includes:

- What constitutes discrimination, including discrimination against trans and gender diverse people.
- What process you will take to address discrimination.
- What consequences an employee may face if the issue cannot be resolved.

We are sharing general advice and guidance but cannot include detailed guidance on how to write these policies, as we cannot provide legal advice specific to your situation.

4. Workplace and staff support

- Trans and gender diverse people must feel comfortable, protected and safe working or volunteering in your hospice.
- You should consider;
 - Dress codes
 - Parental leave policy
 - Leave for transition related healthcare
 - How to support a colleague who is beginning their transition



5. Recruitment

Trans and gender diverse people often cannot assume an employer will be inclusive of them. This handbook supports you to consider;

- How you present your organisation
- How you make clear that you are inclusive, and foster this
- How to ensure job adverts do not prevent trans and gender diverse people from applying.

Task – 15 minutes

How could you make this job advert more inclusive?

You may find page 43 to 46 of the resource helpful for this

We are looking for a friendly and professional receptionist to join our team. The ideal candidate will have a warm and welcoming demeanour, strong communication skills, and will be responsible for greeting visitors, answering calls, and providing administrative support. Candidates should be confident and personable, with a natural ability to make patients and their families feel at ease. A professional dress code is required. A DBS check will be necessary for this role.

6. Caring for trans and gender diverse patients

Covers areas where people expressed confusion or lack confidence. This is not a clinical resource but answers some basic questions and points you towards further resources.

- Additional importance of privacy
- Initiating or continuing transition when in palliative care
- Prescribing considerations, including interactions with Gender Affirming Hormone Therapy
- Basic points on catheterisation.



7. Resources and connections

- Additional resources that you may find helpful, to further your learning and development, or answer remaining questions.
- It can also be helpful for yourself, your colleagues and your patients to know about what organisations, services and resources exist locally. The handbook includes a template to help identify these organisations and how you could work with them.





Questions?



What can you do to improve inclusion within your hospice?

Please share your answers in the chat.

Feedback Survey

Inclusive, safe and accessible for
trans and gender diverse people -
Big Conversation



Please consider sparing a few minutes
to answer this survey, so that we can
continue to improve future Big
Conversations events:

[https://forms.office.com/e/PeTgFWYf
By](https://forms.office.com/e/PeTgFWYfBy)

Big Conversations

The Big Conversations series comprises webinars, workshops, and roundtables that enable our members to:

- learn more about key issues
- share knowledge and experience to inform our work
- discuss problems and solutions with peers
- get practical guidance to move work forward

We invite you to continue engaging with us in the months ahead, as we explore a range of important topics.

Scan Me



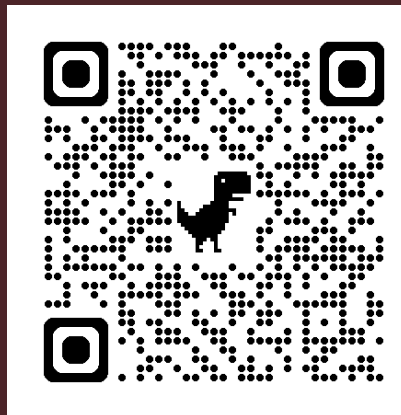
Jobs Board March 2025 Sale

All job listings on our Jobs Board are half price from 1st March to 31st March.

Check out our packages starting from just £74 for a standard listing.



Scan Me



Stay up to date



Scan me

Our [Member Update page](#) is updated regularly so you can keep up with our key work and priorities from week to week.

The page is hidden from the public and will not come up in web searches, so we'd recommend bookmarking it!

Thank you.