



Overview of the Gold Standards Framework in Care Homes Training Programme

A framework to enable a gold standard of care for all people nearing the end of life

Enabling people to live well until the end of their lives is important for all areas but especially for care homes. About a fifth of the population die in care homes in the UK. For most this is their final home and many receive a high standard of care. However, standards can be inconsistent, and in some cases this leads to over-use of emergency and hospital services.

The GSFCH Training Programme offers a way forward. It has now been developed into a three-stage programme, which includes an accreditation process, "Going for Gold", supported by Help the Aged, to ensure high quality services for the most vulnerable people in our communities.

What is the GSF in Care Homes Programme?

'it's about living well until you die'

The GSFCH programme is one of the biggest, most comprehensive programmes ever undertaken to enhance end of life care in care homes. It has been running for six years, with about 1,500 homes having taken the training and around 100 a year being accredited.

It aims to improve patient outcomes and cost effectiveness by:

- 1) Improving the **quality** of care for people nearing the end of life
- 2) Improving **collaboration** between care homes and GPs/primary care teams and specialist palliative care teams
- 3) Reducing **hospitalisation** in the last stages of life, enabling more residents to die in their care homes.

"Implementing GSF in my Home has, for residents, relatives and staff, been one of the most positive, rewarding experiences we have had over the past 5 years".

(Helen Brewster, Care Home Manager, Lincoln, 2009)

"GSF has made my work SIMPLE to care for my residents, it has drawn me CLOSER to my residents and relatives, and given me CONFIDENCE in discussing end of life care"

(Care Home Nurse Portfolio Accreditation June 09)

Overall summary

- There is a need to develop end of life care in care homes to improve the quality of living and dying and to improve cost effectiveness.
- The GSFCH Programme is ambitious, challenging and exciting and is one of the biggest initiatives in end of life care ever attempted in this sector.
- It is a unique quality assurance programme using expertise and experience acquired over the last eight years, developed by clinicians from the GSF Central Team based on care homes' real-life experiences.
- The scope of the programme varies depending on local requirements but **investment in this programme is likely to benefit the whole health community**. Commissioning this unique nationally recognised programme can save the NHS an estimated 30 times the investment cost as well as improving residents' quality of life and staff satisfaction.
- **Some estimates suggest savings of £40-80,000 per care home per year, dependent on size, turnover and tariffs.**

We invite you to contact us if you are interested in undertaking this training programme in your area.

**The National GSF Centre www.goldstandardsframework.nhs.uk
01743 367066 Pam.poole@gsfcentre.co.uk or info@gsfcentre.co.uk**

Key features and achievements of the GSFCH Programme

- A culture shift -
- Better quality of care
- Advance Care Planning discussions for all residents
- Identification of residents' levels of need
- Improved documentation
- Improved collaboration and consistency and communication
- Fewer crisis hospital admissions,
- Improved collaboration
- Better recorded DNAR discussion
- Anticipatory prescribing
- Improved family support
- Improved education
- Better preparation for dying & use of pathways
- Reflective practice & audit

“The Gold Standards Framework is leading the way in End of Life Care in care homes. This shows that GSF is having a significant impact on the experiences of residents and families as well as giving staff the confidence to fulfil resident’s wishes” (Martin Green, Chief Executive of the English Community Care Association (ECCA))

“...GSF has finally given nurses in these establishments the confidence to keep their patients within the home environment instead of suffering along with the families the trauma of having to admit to hospital somebody they have cared for for many years for the last days of their life...”
Manager, BLESMA, 2101.

“Why use GSF and the GSF Care Homes Programme?”

- **It is widely used.** GSF is already widely used across the UK. Over 90% of GP practices use some elements of GSF and over 60% employ it more fully. Almost 1000 care homes have undertaken the GSFCH training.
- **It saves money and improves quality.** Research demonstrates an improvement in quality in outcomes for patients, families and staff and cost savings through decreased hospital admissions and deaths.
- **GSF is evidence-based** - both in its development and within the evaluation of the ongoing work, with in-built measurement tools.
- **GSF is supported by policy.** GSF is referred to in the NICE Supportive and Palliative Care Guidance, endorsed by the Royal Colleges of General Practitioners and Nursing, the House of Commons Health Select Committee, many National Service Frameworks, the End of Life Care Programme and DH End of Life Care Strategy (July 08) and Quality Markers. GSFCH is supported also by all major care homes organisations.
- **It is more than just education.** Research suggests that education alone in care homes will not change practice. There also needs to be a change in systems and processes. This is the most comprehensive programme of service improvement for care homes currently available; bringing together many skills, tools and resources into one comprehensive approach that produces great lasting results.



How it works

The GSFCH Programme is a three-stage quality assurance programme, with full accreditation following attainment of standards. The separate parts build on each other and are most effective when taken together as a composite whole.

The programme was based on contributions from the National Council for Palliative Care, the NHS End of Life Care Programme, the Liverpool Care Pathway and the Swedish and USA IHI Palliative Care Collaborative for Care Homes. It uses continuous quality improvement methodology with small scale tested improvements, interactive workshops, local facilitation and measurement of key outcomes. Further phases of the programme can be commissioned for local areas.



The GSF Care Homes Accreditation Process *Going for Gold*



Quality Improvement

Quality Assurance

Quality Recognition



- Objective and independent quality assurance for those homes that have undertaken the GSF Care Homes Training programme and can demonstrate full integration of the work into their home.
- It encourages a consistency of standards, locally adapted to ensure that care homes are more likely to 'keep the gold gold'.
- Accreditation leads to many benefits (see overleaf), and to becoming part of a national momentum of 'Solid Gold' homes, enabling continuous quality improvement.

Endorsed by care homes organisations (NCA, NCF, ECCA, RNHA) in improving quality of care.

The process entails 4 main areas of assessment:-

1. **Accreditation Checklist** – self assessment against 20 clear standards of best practice, with specific aims but flexibility of individual interpretation
2. **After Death Analysis** Online Audit tool – reviewing care of five residents following their deaths, as part of audit and reflective practice.
3. **Portfolio** – assembling evidence of use of the principles and key standards of GSF and integration into everyday practice, with the opportunity to showcase individual examples of excellence and creatively develop local initiatives and adaptations
4. **Quality Assessment visit** – a means of assessing the culture, feeling and daily practice within the home.

The findings from all four elements are presented to an independent Panel of quality assessors, including Age UK representatives.

- Registration available twice a year, each round of about 50 homes a time.
- Re- accreditation after 3 years to maintain the standard of excellence.
- Self appraisal yearly on sustainability and progress.
- Those homes that have been deferred are being supported to improve further, to reapply and to achieve the award next time.

Congratulations to all who have achieved the GSFCH Quality Hallmark Award

We are very proud of you!

"GSFCH has renewed my interest in what we do. This work has been 'life changing'"

GSFCH care home coordinator round 5

"The NCF is proud to be associated with the GSF which has been developed to ensure that people in care homes receive the best quality of care and support. The professional and rigorous framework that it brings and the commitment to staff training it requires, provides an important level of reassurance about the services being offered."

Des Kelly OBE, Executive Director, National Care Forum

'Every organisation involved in providing end of life care will be expected to adopt a coordination process, such as GSF'
DH End Of Life Strategy July 2008



Benefits of being a GSF Accredited Care Home – the ‘Solid Gold’ Group

“It’s a club you want to be part of!”

| | |
|----|--|
| 1 | The Quality Hallmark Award. Receive your personal Award (plaque and certificate) supported by Age UK and endorsed by RNHA, ECCA, NCA, NCF. Accreditation lasts 3 years before re-appraisal. |
| 2 | A letter of confirmation from the GSF team sent to PCT commissioners and CQC +others to confirm that the home has received the Quality Hallmark Award |
| 3 | Your home is included on a special GSFCH national database , which is available to the general public, PCTs, SHAs, Local Authority etc and sent to CQC, You can then officially call yourself a ‘GSF Care Home’ in your documents and brochures. |
| 4 | Publicity - often significant local and national media interest in the award |
| 5 | Staff accreditation - able to proceed with Accreditation of GSFCH coordinators through a certified university course – currently being developed and more details later. |
| 6 | Newsletters and resources -You will receive newsletters, information and updated resources plus an opportunity to share good practice with other homes. |
| 7 | Website - Your own dedicated section of the GSF website for care homes, with email group replies, notice board etc |
| 8 | You can receive the End of Life Care Journal at reduced subscription rate with articles on good practice in nursing. Also reduced admission to conference events run by Healthcom on end of life care, wound care, lymphoedema, incontinence etc |
| 9 | Invitation to attend an Annual conference at reduced fee, sharing examples of good practice + update – held January and June each year |
| 10 | Further Training - Access and reduced subscription for other education course eg Clinical Course for Care Homes staff, Supportive Care Courses etc |
| 11 | ADA Audit tool - reduced subscription for use of sequential online ADA benchmark for care homes to provide local audit and benchmarked against others (to be confirmed) |
| 12 | Development of an accredited care home event. |



*“The Gold Standards Framework will raise the bar in
End of Life Care”*
Paul Cann



GSFCH Training Programme Phase 7 is available can be commissioned from the National GSF Centre – contact

Pam Poole on pam.poole@gsfcentre.co.uk or info@gsfcentre.co.uk ph 01743 367066

and see GSFCH Briefing Paper on www.goldstandardsframework.nhs.uk

Omega supports the GSF ADA and the GSFCH accreditation process.
For more details see www.omega.net.uk. and contact info@omega.net.uk