



Update Bulletin

The Gold Standards Framework Centre February 2011

to all GSF Facilitators, End of Life Care Leads, Commissioners and others involved in improving end of life care



Launch of new programme: GSF Domiciliary Care – The 4th GSF Training Programme in end of life care

We are delighted to announce the launch of the new GSF Training Programme in Domiciliary Care. Building on the success of GSF in primary care and care homes, the National GSF Centre is launching a new programme. We are working with Manchester City Council on a pilot programme launched this month with 11 homecare providers and 110 Domiciliary Care workers.

The programme is built around the Heads, Hands and Hearts thinking and focuses on the individual rather than the organisation. Participants will take part in six sessions over six months, with workshops at the beginning and end and four distance learning sessions with workbooks and a DVD. The clinical 'heads' module involves considering 4 key stages. We are grateful for the help of Lucy Giles and Becky Bancroft a consultant Geriatrician in Liverpool.

Domiciliary care staff are an important link in cross boundary care and have often been excluded from end of life care education. Bands 1-4 domiciliary care workers and care assistants will benefit from the programme, enabling more people to remain in their homes, through closer working relationships with GPs, care homes and hospitals.



Councillor Glynn Evans, executive member for adult services at Manchester City Council said: *"Manchester is very proud to participate in a national first, with regard to piloting the Gold Standard Framework with ten of our home care partner agencies. Manchester City Council recognises that many people now choose to remain at home when they are on the end of life pathway and by training home care staff to the Gold Standard we can improve the quality of care for all concerned, as well as providing greater levels of support to relatives at a very difficult time."*

GSF International

International Society of Advance Care Planning
and End of Life Care Conference 2011

22 - 24 June 2011
London, UK

ADVANCE NOTICE

GSF Annual Conference June 22nd in London.

This is being incorporated at this year's international ACP conference.

GSF facilitators and delegates will be offered a reduced GSF rate for the first day June 22nd. We are fortunate to have the benefit of some wonderful international speakers to share good practice with us, and meet others involved in end of life care from across the world. It will be a not-to-be-missed wonderful event; do put in your diaries now.

We have been invited to host the 2nd conference of ACEP. This 3 day conference includes international keynote speakers, workshops, oral presentations, presentations and a wonderful chance to hear from people from across the world of their work in advance care planning and end of life care. The 7th Annual GSF Conference will be integrated into this event and the award ceremony will be on the evening of the 22nd June.

We would strongly urge care homes in particular to submit abstracts – a 250 word outline of the practical implementation of a project/case study where the outcomes/results have led to changes. **URGENT** – Deadline for abstracts is the end of February
For more information on what to submit and how to do it click here – <http://acpelsociety.com/conference/abstract.asp>
Email info@gsfcentre.co.uk for more information on this.

The first GSFCH workshop took place in Tasmania on February 14th as part of the Tasmanian International GSF Centre. We have visitors from New Zealand, Australia and Taiwan attending the GSF international June conference.



GSF in Care Homes



Staff from Ann Charlton Lodge, Cleveland, who were awarded Commend status

The pace of events continues unabated at GSF Centre – no more so than with the care homes training programme.

At the Bi-Annual GSF in Care Homes Celebration Event in London on 21 January 2011 we celebrated the “unsung heroes of end of life care” – the care home staff. *“We’re talking about engaging hearts and minds and you’re doing it. You are the unsung heroes of end of life care,”* said Annie Stevenson, of the Age UK supported initiative ‘My Home Life’. The 38 homes from across the country received their Quality Hallmark

awards for outstanding end of life care from Des Kelly, executive director of the National Care Forum.



Staff from Aldridge Court Collecting their award

Denise Denis, joint proprietor of Aylsham Manor in Norfolk which was commended, said: “It is an honour to receive the award. We thought we were doing end of life care well, but GSF has made such a difference. I’ve never felt so proud of anything. It’s made such a difference to the families and to staff.”

From Des Kelly – CEO of NCF:
“GSF has highlighted and drawn attention to end of life care in care homes and these care homes are really making a difference to the quality of life at the end of people’s lives.”

Almost 2000 Care Homes have undertaken the GSFCH Training Programme. There are 97 homes registered for the next round of accreditation and Rounds 1 and 2 will be the first homes to be re-accredited this year – three years after their initial accreditation. A further 600 homes are currently going through the training programme spanning the country – from Cornwall to Cumbria and London to Lancashire in over 16 local projects.

Regional Centres - We are planning, in phase 7 this year, the development of three further regional centres – following in the footsteps of the one at St Christopher’s Hospice in South London. These hand-picked centres will take on much of the training of the GSF care homes programme, allowing us to focus on the accreditation.

The next GSF Care Homes event presentation of awards will be on 22 June 2011 – as part of the ACEPL conference we are hosting in London.

The Quality Hallmark Awards will be presented by Baroness Julia Neuberger.

For a full list of the successful home click on this link: <http://www.goldstandardsframework.nhs.uk/GSFCareHomes/GSFCHAccreditedHomes>

Homes are also benefitting from some positive local media recognition of their achievement, including:
http://www.thisisthewestcountry.co.uk/news/8817271.Award_for_Croft_House_care_home_Williton/
http://www.lep.co.uk/community/top_care_leads_to_gold_win_1_2991844
http://www.spaldingtoday.co.uk/community/gold_standard_award_for_gosberton_home_1_2359138

GSF in Primary Care

The new fully updated comprehensive GSF Training Programme ‘Going for Gold’ is spreading across the country with several examples of PCTs rolling out it across their entire area. Rotherham for example where there are 40 GP practices, 33 will complete the programme at the end of March 2011, and the remaining practices are already using GSF methodology.

Gail Palmer, Programme Lead, End of Life Care, NHS Rotherham, says: *“The GSF team has worked in conjunction with other services to facilitate people to die in the place of their choice and anecdotal evidence demonstrates that advance care planning is reducing the number of crisis admissions, has improved co-ordination between GPs and care homes and is reducing hospitalisation.”*

Among the steps taken to maintain the momentum initiated by GSF, GP practices in Rotherham will be assessed annually for GSF compliance and a GP lead for EoLC will be appointed on the GP commissioning consortia.

In addition, NHS Rotherham has signed up 73 care homes for the care homes programme and from 1 April 2011 local authority contracts will require GSF accreditation and maintenance of the accreditation.

In Lancaster Peter Nightingale and his team have similarly done fantastic work taking 15 practices through the programme, including GSF’s first GP consortium. Peter says: *“GSF provides not only the vision of how things can work but also the structure and process for how to get there. GSF is the difference between Premier League and Division Three!”*





GSF Courses - Clinical Skills for Care Homes staff



Following the success of last year's pilot, we will be running a second course later this year. The clinical skills course focuses on crisis prevention and appropriate hospital admissions and the main clinical reasons for medical intervention. The pilot was well evaluated and it is being run in conjunction with a course in Belfast led by Dr Max Watson. The three month distance learning course covers key care events within a home and complements the GSFCH training programme, as well as providing important advice about managing different conditions. Contact us for more details on info@gsfcentre.co.uk.

GSF Acute Hospitals

'GSF in Hospitals is the missing link, completing the circle of improved coordination of care.' Dr Karen Groves Consultant Southport



Aims of the GSF Acute Hospital Programme:

1. To improve the **quality** of care for all people in the final year of life receiving hospital care.
2. To improve the **cross boundary coordination of care** for these patients, before, during and after hospital admissions.
3. To **reduce hospitalisation** by reducing length of stay, rapid discharge and admission avoidance thereby reducing costs and improving cost effectiveness.



What is the GSF Acute Hospitals Programme?

The Phase 1 Pilot of GSFAH (February – Sept 2010) There are 15 sites in this pilot phase, most from hospital wards but 3 from outpatient sites. Representatives from all the project areas attended a very constructive workshop in September to review the successes and challenges encountered during the pilot. A full review will be published in March.

Plans for Phase 2 of the GSF Acute Hospital programme are now underway and the **closing date for applications is 28th February**. The programme will be spread over nine months. The cost is minimal but related to requirements. The new updated programme will consist of two levels of involvement;

1. **Standard Package (A)** which will include monthly conference calls, Good Practice Guide Resource File, Project lead support, Teaching Tools and a standard report as well as evaluation options
2. or **Optional Package (B)** which will include all of the Standard Package with some additional extras such as site visits /coaching meetings from the GSF team and more in-depth evaluation.

We are particularly interested in developing this in areas in which they wish to use GSF to improve **cross boundary integrated care** ie to build on other GSF work in primary care and care homes to support best localised end of life care.

Please contact Megan Greenhalgh for more details or to register - megan.greenhalgh@gsfcentre.co.uk

Using GSF to cross boundary care:





GSF General

National Skills Academy for Social Care Endorsement

It's our turn to be accredited...We are delighted to have received the official endorsement of the National Skills Academy for Social Care.

Maggie Challis, Head of Quality

Assurance at the National Skills Academy for Social Care said: *"One of our key aims is to ensure that excellent training and development are available to those working in adult social care."*

"At a time when budgets are being squeezed, the need for an assurance that they are getting training that meets their specific needs as social care providers is greater than ever. The Skills Academy's endorsement gives them just that and I'm very pleased that the National GSF Centre's training for end of life care has been recognised in this way."

In 2011 we will be working towards the Excellence award – giving commissioners and providers even greater faith in what we do.



GSF Centre move

As many of you know we are in the process of transferring all GSF activity under one roof. We therefore regretfully leave Walsall PCT who have housed us for the last 3 and half years and all other GSF activity from Omega and others come together at The National GSF Centre.

As part of our move we sadly said goodbye to Emma Farquhar at the end of last year. Emma performed miracles for us over the last 5 years at the heart of the organisation and she will be greatly missed. I am sure many of you would wish to pass on your gratitude to her and good wishes for the future.



ADA

We apologise to those affected by the interruption to the ADA server - normal service will be resumed as soon as possible. Good progress is being made In the meanwhile please contact Megan at ada@gsfcentre.co.uk / 01743 291 891

Other GSF Updates

OXFORD
UNIVERSITY PRESS

Advance Care Planning in End of Life Care

Advance Care Planning in End of Life Care, the new book by Professor Keri Thomas and Ben Lobo, has been published by Oxford University Press. The publishers say: *"It takes a comprehensive look at the subject of ACP, frames the purpose, process and outcomes and includes contributions from experts from around the world. It is an invaluable resource for all clinicians involved in Advance Care Planning and End of Life Care, and will also be of interest to GPs and those working in care/nursing homes and PCTs."*

Chapters include: Advance Care Planning in different settings, international contributions from USA, Canada, ethics, practicalities on getting going etc.

You can receive 25% off if you order from the GSF Team.



Opportunities for you in the GSF Team as Clinical Associates:

We would just like to make you aware of increasing opportunities for sessional GSF/EOLC Facilitator work with the GSF team to meet increasing demand. This could be in your capacity as a GSF/EOLC Facilitator or as a CNS, particularly in specific areas across the country related mainly to care homes but also to primary care and hospitals.

We are also developing domiciliary care and a community hospital pilot plus work in prisons, OOHs, children and other areas. Please let us know if any of these interests you, complete an application form and contact us for further details on info@gsfcentre.co.uk

Keri Thomas and/or Maggie Stobbart-Rowlands to discuss further.

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