



The Gold Standards Framework in Care Homes Training UK Programme



'Going for Gold'



Prof Keri Thomas, Nikki Sawkins and Maggie Stobbart-Rowlands
of the National GSF Centre, England

“ The biggest palliative care initiative in care homes so far

Andrew Makin, RNHA Nurse Lead

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 ”

Key Messages

- Development of national momentum of good practice in end of life care in care homes, involving almost 1000 care homes across the UK.
- The GSF Care Homes Training Programme is a 1 to 2 year comprehensive training course for care homes staff, leading to a rigorous accreditation process 'Going for Gold' with a Quality Hallmark Award.
- This involves sharing and showcasing examples of best practice and grass roots practical experience to encourage others through peer learning.
- Up to 100 homes a year accredited by The National GSF Centre, supported by Help the Aged, in partnership with the Quality Unit of the charity Omega, the National Association for End of Life Care.
- Evidence of improved quality of care, confidence of staff, better team working and decreased crisis admissions and hospital deaths, enabling more to live well in their final years.

Key aims are:

1. Improved quality and organisation of care
2. Better working with GPs and specialists
3. Reduced hospital deaths and admissions

“ GSF has made my work simple to care for my residents. It has drawn me closer to my residents and relatives, given me confidence in discussing end of life care

Nursing Home RN Accreditation Round 3

It has helped them in their confidence ... and to feel they are valued as nurses ... The girls have more confidence talking to GPs and taking the initiative

Manager GSFCH ”

The Accreditation Process a Quality Hallmark Award entails:

- 1) **Accreditation Checklist** - self assessment against 20 clear standards of best practice
- 2) **After Death Analysis - ADA** Online Audit tool - reviewing care of 5 residents
- 3) **Portfolio** - evidence of use of GSF principles and standards and integration into regular practice
- 4) **Quality Assessment Visit** - assessing the culture, and practical working of home, seek clarification and consult others eg residents, relatives + staff
- 5) **Independent Panel Decision - Award Ceremony**

The GSFCH Training Programme

The GSF in Care Homes Training Programme is one of the most comprehensive programmes ever undertaken to enhance care for residents of care homes nearing the end of their lives.

Key features include:

- ★ a 3 stage training programme for care homes staff over 2 years
- ★ a formal accreditation process 'Going for Gold' ensuring objective quality assurance, supported by all major care homes organisations
- ★ standardised consistent programme adapted for local needs

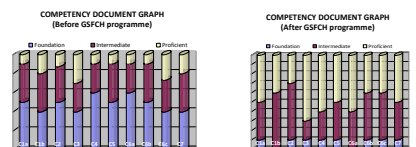
20 Key Standards - Accreditation Checklist	
1. Leadership + support	11. Anticipatory prescribing
2. Team working	12. Reflective practice + audit
3. Documentation	13. Education+ training
4. Planning meetings	14. Relatives
5. GP Collaboration	15. Care in final days
6. Advance Care Planning	16. Bereavement
7. Symptom control	17. Dignity
8. Reduce hospitalisation	18. Dementia
9. DNAR + Verification of Death policies	19. Spiritual care
10. Out of hours continuity	20. Sustainability



“ The fact there is a Gold Standard for care homes means that there is the possibility that nationwide the quality of care for people who are dying in this country will change

Baroness Neuberger speaking at GSFCH Award Ceremony Jan 09, London ”

Before and After Assessment of Competencies of Staff



The Gold Standards Framework in Care Homes Training Programme

Context of End of Life Care in Care Homes

- ★ About 20% die in care homes yet the quality of care delivered can vary considerably.
- ★ End of Life Care applies to all residents from admission, including the dying phase. Most live an average of 1.5-2 years in care homes.
- ★ Issues for care homes - high staff turnover, diverse ethnic backgrounds of staff, multiple co-morbidities, involving several GP practices, etc.
- ★ Education alone complemented by a 'system redesign' organisational approach means more effective improvements are likely.
- ★ Most GP practices use the Gold Standards Framework in primary care (over 60%), 99% have a palliative care register, so improved working with care homes is facilitated using GSF.

The National GSF Centre



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Impact Analysis of GSFCH Programme

As indicated by the evaluation of Phase 2 & Phase 3 GSFCH
University of Birmingham Clifford et al

- 1) **Improved quality of care**
 - ★ Better perceived quality and coordination of care
 - ★ Greater staff confidence, satisfaction, morale
 - ★ Greater collaboration with GPs and specialists
 - ★ More proactive planning + averted crises
 - ★ Increased prescribing consistency with GPs
 - ★ Earlier discussions with families with advance care planning led to easier care in the final stage.
- 2) **Example of potential cost savings**
 - ★ Decreased crisis hospital admissions approx (1/3) & Decreased hospital deaths approx (1/2) equating to estimated savings of **about £40-80,000** care home/year