



Sustaining Best Practice

Findings from recredited homes, following the Gold Standards Framework Quality Improvement Programme



3 years on

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GSF enables a systematic way to deliver the right care for the right people, in the right place, at the right time, every time.

Quality Improvement

Quality Assurance

Quality Recognition

Aim:

To effect organisational and cultural change leading to:

1. Sustained improvements in End of Life Care for care home residents
2. Reduced crisis admissions at end of life, enabling more to be cared for and die in their preferred place of care
3. Improvements in communication and cross boundary care

Methods:

The GSFCH Quality Improvement Training Programme is a three staged programme:

- Four full day interactive, action learning workshops
- 6 months fully embedding the processes before applying for accreditation

The Accreditation process :

- Self assessment
- Portfolio of evidence against 20 quality standards
- Assessment visit
- Independent panel

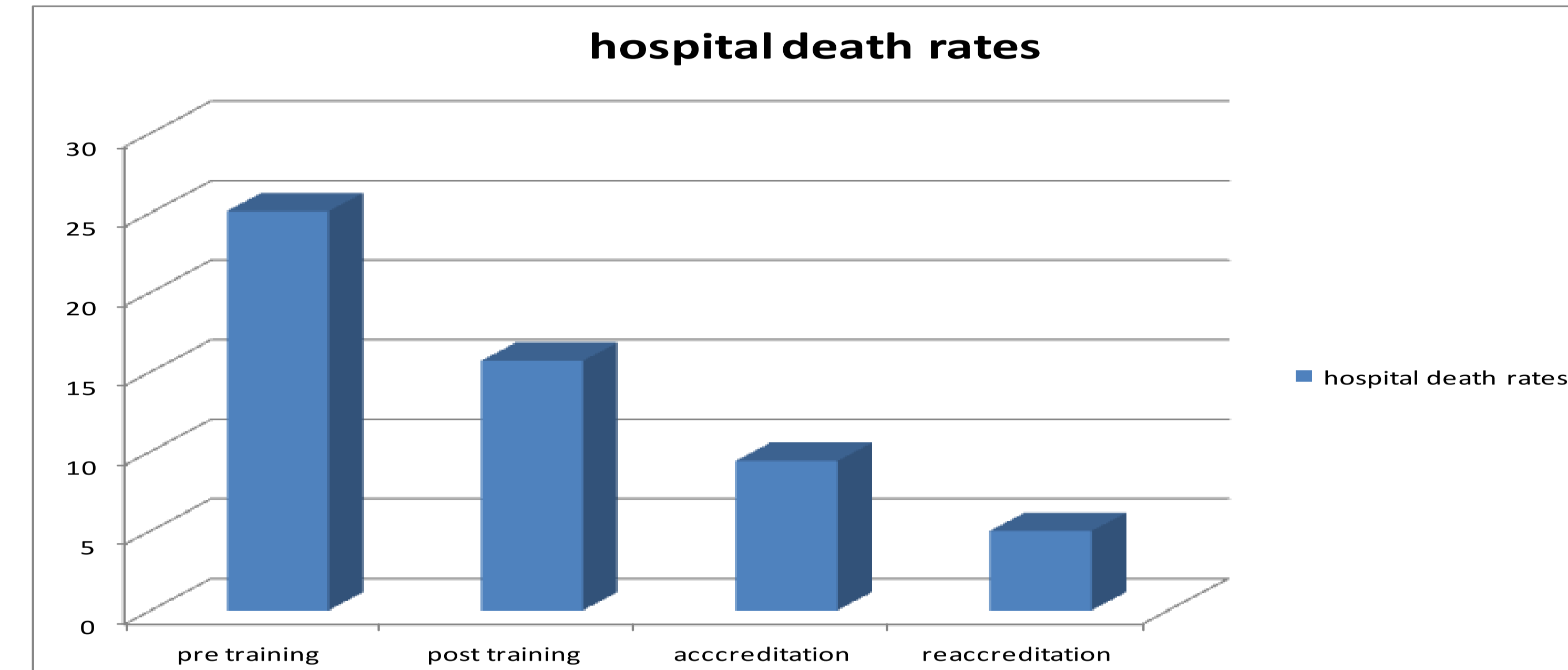
Key Messages

1. GSF enables sustainable changes in dynamically changing environments — homes re-accredited up to 8 years following initial training.
2. Step by step implementation and the empowerment of all staff leads to ownership by all and the changes becoming part of everyday practice within the home.
3. Recognised nationally by Skills Academy, CQC, RCN, Skills for care and others.

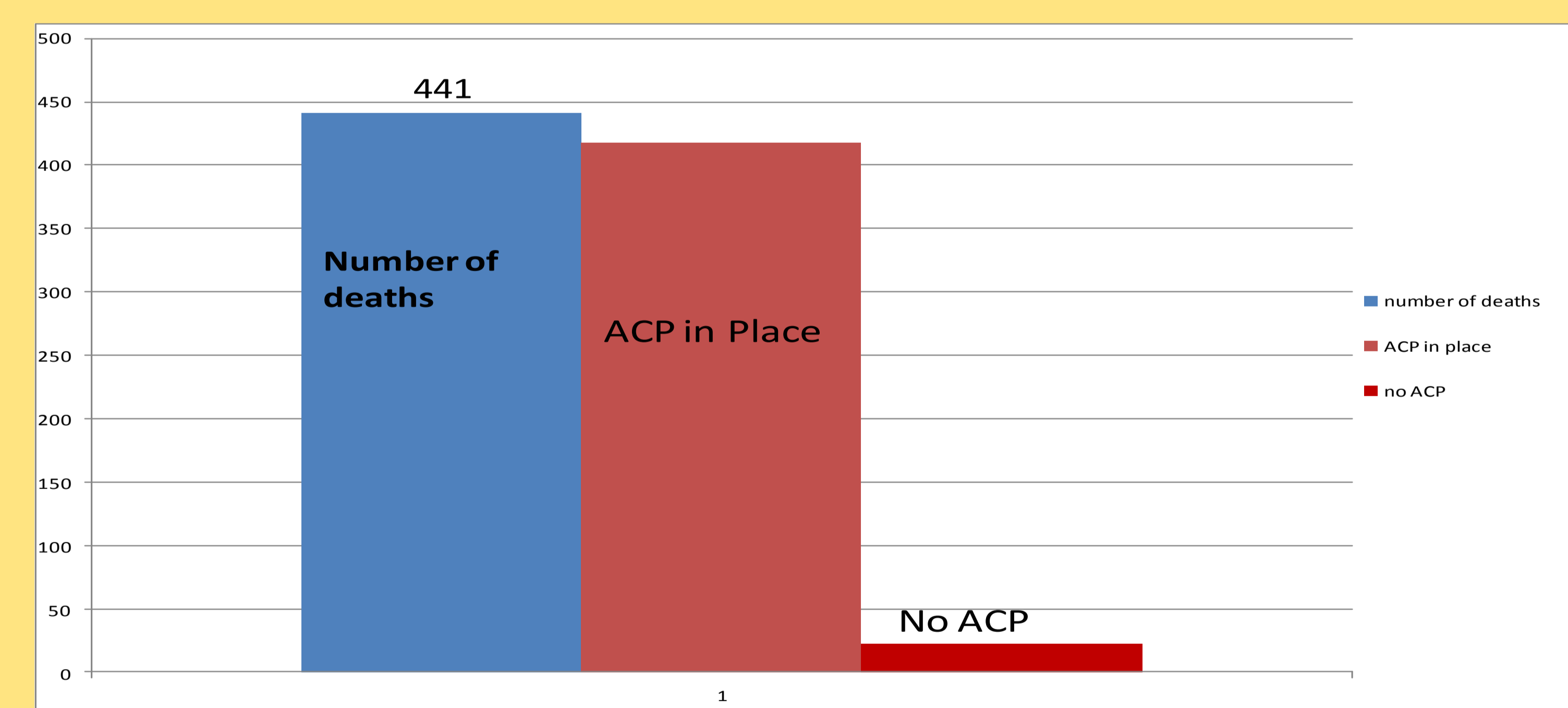


Three years on at Reaccreditation the homes had an average home death rate of 95%

Chart shows % of resident deaths in hospital



% of Residents who had an ACP in place



Background:

1998 - 2000 GP + Hospice - developed 'Gold Standard Framework' for Primary Care
2004 GSF Care Homes pilot with 12 homes
2008 Care Homes Accreditation process developed
2008 NHS End of Life Care Strategy
2012 Over 2,000 care homes involved in the training programme at different stages, approximately 400 homes now accredited with many more working towards
2012 first round of GSF Care Homes re-accredited after 3 years

Results:

1. Best practice in end-of-life care can be delivered consistently to all residents in care homes
2. GSF consistently enables more residents to achieve their preferred place of care
3. Staff are empowered to reflect on their practice and continually improve.

Conclusion:

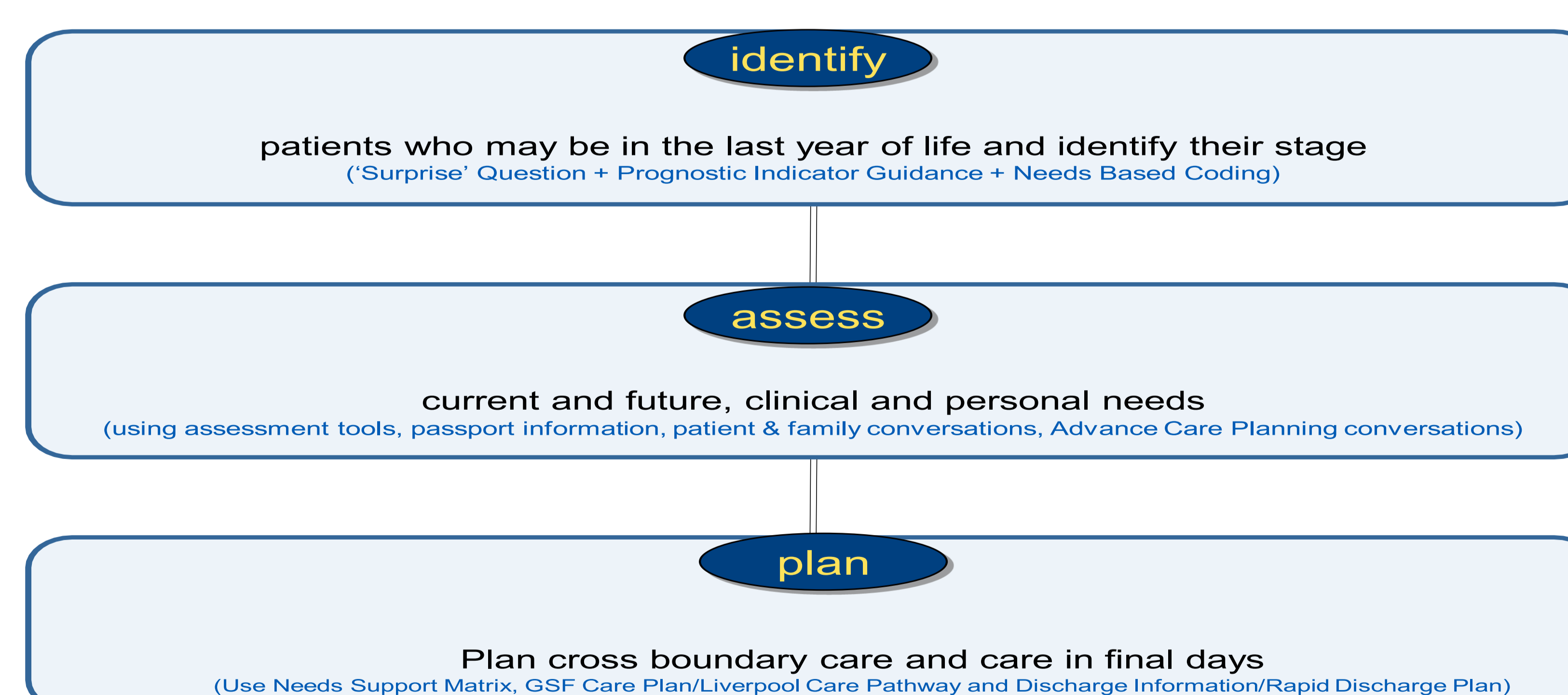
GSF Quality Improvement programmes are proven methods of effecting sustainable change in practice.



"It has provided a culture of openness and realisation"

Care Home Nurse
Re-accredited Home

GSF 3 Steps



"Has increased our home deaths from 68% to 98%"

Care Home Nurse,
Re-accredited home



Primary Care



Care Homes



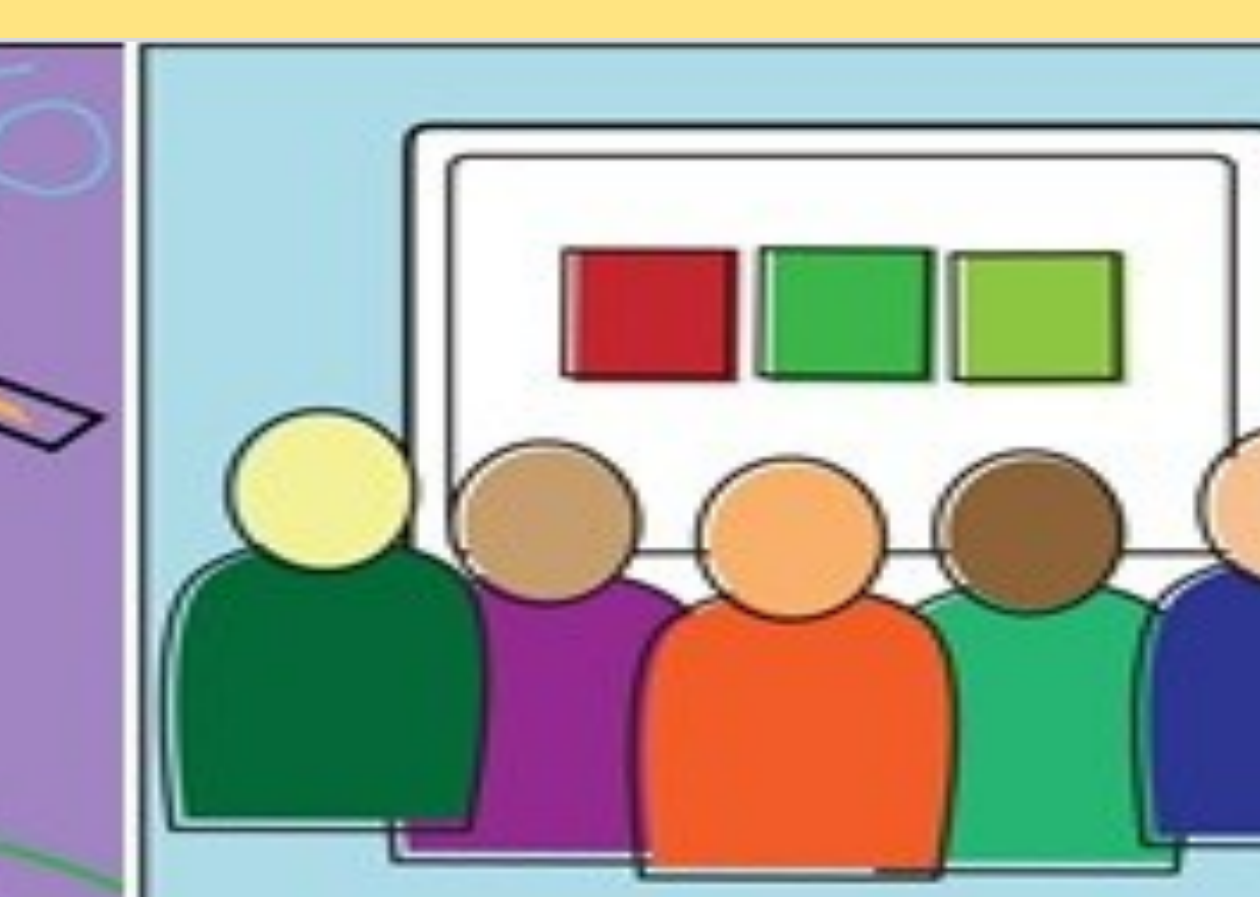
Acute Hospitals



Community Hospitals



Domiciliary Care



Virtual Learning Zone



IT Solutions



Dementia Care

The National GSF Centre in End of Life Care

GSF Quality Improvement Programmes

for generalist frontline staff - enabling a gold standard of care for all people nearing the end of life.

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