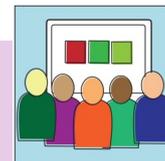




# GSF Domiciliary Care Training Programme



## Train the Trainers Course



Domiciliary care staff play a vital role in caring for people at home towards the end of their life, and providing them with appropriate training is vital for all concerned, especially at this time. An ageing population and rising numbers of people with frailty and dementia means that carers now support people with far more complex conditions and the challenges are increasing all the time. Failure to provide good home care at the end of life is not acceptable - it causes untold distress to users and their families and leads to inappropriate expensive admissions to hospital.

With several national reports highlighting the need for better home care and training in end of life care, *the Equality and Human Rights Commission Report (Nov 2011)*, *Cavendish Report (2014) End of Life Care Report*, *House of Commons Health committee (2015)*, plus the increased focus by CQC on Domiciliary Care inspections, all mean that this is an important time to consider further training for your teams.

**The GSF Domiciliary Care Train the Trainers Programme** consists of 2 workshops and will give your trainers the knowledge and skills to train your staff in care in the final years of life to help them deliver the best possible care for all people approaching the end of life at home. The programme gives domiciliary carers the knowledge, skills, support and confidence to deliver a 'gold standard' of care. The programme is fully resourced, with intrinsic evaluations, building on GSF in other settings, to improve cross boundary care and is delivered through the GSFDC VLZ training pack plus train the trainers workshops.

### Description and Background

The GSF Domiciliary Care Training Programme has been running since 2010 with over 30 agencies, 66 trainers and 512 learners successfully completing the course.

The course uses well developed GSF principles to focus on organisational and systems change. It enhances the understanding, skills and confidence of Domiciliary Care workers. The programme provides staff with greater confidence and competence, enabling them to work more closely with primary care teams and others.

### Feedback from trainers and participants

*"A brilliant course - I feel more confident talking to people about dying"*

*"We enjoyed gaining more knowledge & the course work was excellent"*

*"Promotes cross boundary care and working together as a team to provide person centred care"*

*"Make me more proactive"*

*"Service users were able to stay in their care until the end of life".*

*"Makes me think about the service users in a different way"*

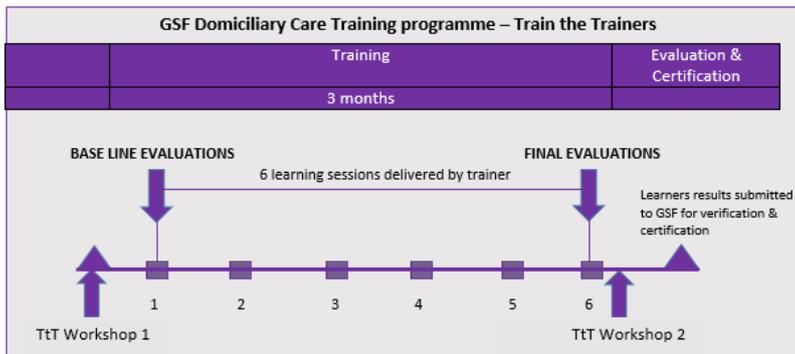
*"Gives better outcome for our service users"*

**"District nurses are now asking carers for information about service users, more so than previously"**

*Supervisor, Manchester Domiciliary Care Agency*

**99 % of participants would recommend this training programme**

## What does the training include and how can we join?



### Fully resourced programme including

- Filmed training programme
- Trainers pack
- Good Practice Guide, and workbook.
- All evaluations including audits
- Access to restricted section of the GSF website and GSF Virtual Learning Zone
- Mapped to Skills for care-EOL201 and EOL303
- Available soon- a domiciliary care app is being developed to complement the programme

### Meeting targets and quality markers

The GSF in Domiciliary Care programme meets all of the DH Quality Markers e.g. Identification, Advance Care Planning, Assessment, Training & Audit. It is in line with CQC standards 1, 4, 6 and 14 and helps to address several concerns raised by the EHRC Report.

### Support provided

- Fully resourced **Train the Trainers** plan
- Conference calls with the local project team and email support
- 2 Face to face training workshops

**"Manchester City Council recognises that 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."**

*Councillor Glynn Evans  
Manchester City Council*

**"GSF provides a vocabulary for everyone to use in different settings."**

*Dr Karen Groves, Southport*



### The National GSF Centre in End of Life Care

**The National Gold Standards Framework Centre CIC in End of Life Care**, a not-for-profit Social Enterprise organisation, is the largest most comprehensive quality improvement training provider in end of life care for the health and social care workforce. The centre runs quality improvement programmes in primary care, care homes, acute and community hospitals, domiciliary care and other areas, supported by a portfolio of well-developed resources and evaluation tools.

**Gold Standards Framework (GSF)** is a systematic, evidence-based approach to help the frontline generalist workforce deliver 'gold standard' care for people nearing the end of life. GSF improves the quality, coordination and organisation of care, leading to better outcomes for patients and their families. GSF also helps reduce hospitalisation and delivers greater cost-effectiveness. Since 2000, many thousands of GP practices and care homes have been using GSF with significant patient benefits, enabling more to live and die well at home. Use of GSF is recommended by all major health and social care policies and care provider associations, with growing use internationally.

***"Every organisation involved in providing end of life care will be expected to adopt a coordination process, such as GSF"***

**Department of Health End of Life care Strategy 2008**

For further information contact the National GSF Centre on

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