

# Spring Newsletter 2014

The GSF update bulletin for all end of life care leads, GSF facilitators, commissioners and others involved in end of life care

## What is the GSF Centre?

The National GSF Centre for End of Life Care is the UK's leading provider of end of life care training for generalist staff. We provide training and coordination for all GSF Quality Improvement Programmes. The GSF Centre believes in supporting and sustaining best practice – our GSF Quality Hallmark Award is a recognised marker of excellence in care for people nearing the end of life, recognised by CQC, Department of Health, NHS policy and others.



Watch our new testimonial video

<http://www.goldstandardsframework.org.uk/home>

## Conference – September 2014

Save the date, next conference 26th September 2014, Institute of Education, London

An exciting opportunity to network with other professionals with a passion for best practice in End of Life Care.

- 13th Care Home Accreditation and Awards
- Third Primary Care Awards
- First Accreditation award for Community Hospitals
- Domiciliary Trainer awards.

Learn about developments in end of life care and the National GSF Centre, and hear from experts in the field.

## New blended learning for care homes training programme via the GSF VLZ



We have transferred the full care homes training programme onto the Virtual Learning Zone (VLZ), enabling the leads in the home to cascade the training to a greater number of staff, giving a consistent message across the home and reaching everyone. This approach has been successfully used with homes in Hillingdon and Shropshire. The programme involves interactive workshops, an ideal opportunity for homes to network and short sessions that can be facilitated in the home in small groups.

- Launch of the GSFCH Foundation Level Programme – this programme covers the first steps of GSF, and following completion of this programme homes can progress to full training and accreditation when they feel ready.
- GSF is working with Skills for Care in mapping our programmes to the QCF Qualifications; see website for further details.

We are now receiving applications for Round 14 of Care Homes Accreditation and homes that were accredited in 2010/11 are now working through the process of reaccreditation following three years of sustaining and improving the work in their care home.



Acute Hospitals



Care Homes



Domiciliary Care



Dementia Care



IT Solutions



VLZ



Community Hospitals



Primary Care



# News Update

## Acute Hospitals

- Two-year programme with all resources, Train the Trainers
- Phase 3 coming to an end and moving towards accreditation in 2015
- British Geriatric Society endorsing the training programme
- Phase 5 recruiting now for training programme later in 2014
- Phase 3 report out soon
- Working with Care Quality Commission (CQC) to improve end of life care

## Primary Care

- 'GSF in a Day' workshops going very well in Havering (46 GP practices), Redbridge (31 GP practices) as part of the commissioned work with Barking, Havering and Redbridge, which also includes care homes and domiciliary care
- Round 3 GP accreditation now open

## Domiciliary Care

- Train the Trainers programme with resources and evaluation. Current projects in Somerset (2 of 3 cohorts commenced) and Birmingham with positive evaluations
- Phase 4 now open for registration – see website or contact [info@gsfcentre.co.uk](mailto:info@gsfcentre.co.uk)

## End of Life Care for People with Dementia

- Phase 1 – 30 delegates completed the distance learning programme in 2013, supported by the Department of Health Dementia Strategy Group. Refinements are underway.
- The programme focuses on end of life care and aims to reduce inappropriate hospitalization and improve support for family carers as well as symptom assessment and management, with a focus on pain, among other things.
- Phase 2 will open for registration in the spring of 2014.

## Spiritual Care and Compassion Course

- Developed with Staffordshire University with Workshops in December 2013
- Web-based learning available from Spring 2014

## Care Homes

- Phase 2 distance learning launched at our March conference. Whole programme on VLZ
- Phase 1 Foundation Level Finale, February 2014, Nottingham
- Round 12 accredited homes received their awards at the March conference
- Phase 2 Foundation Level commencing June 2014
- Currently 12 projects across the country, with many based at the 8 GSF Regional Centres

## Community Hospitals

- Currently running Programmes in Cornwall, Dorset and Cumbria
- Accreditation of community hospitals began in February 2014 for our awards ceremony in March
- Working with the Community Hospital Association
- Discussion about further roll-out of Foundation Level GSF to GP practices

## Hospice Support Programme

We are working with hospices in the development of a hospice support programme. To be launched in June, the programme will consist of two workshops with action planning in-between. Plans for accreditation.

## Cross-Boundary Care (XBC)

- Three Foundation Sites – Airdale, Dorset and Nottingham
- Areas using GSF in at least two settings, including hospitals
- Shared training, metrics/evaluation
- Workshop event –
  - Better Together for GP practices and care homes
  - Cross-Boundary Care includes hospitals, domiciliary care, hospices etc.

## New Programmes in Development

- GSF IT Solutions
- Clinical Skills

## Good Practice Example in Airedale – Improving Integrated Cross-Boundary Care



Launch of Gold Line in Airedale Hospital Trust to help support GSF patients to remain at home

Since 2013 the GSF Centre has been working with three Foundation sites as part of the GSF Cross-Boundary Care Programme (XBC). These Foundation sites include Airedale, Dorset and Nottingham and all have been using GSF Training Programmes in at least two or three settings – always including GSF in acute hospitals.

One of the very successful Foundation sites is Airedale and Bradford CCG where they have integrated GSF across the whole of Airedale hospital, trained over 30 care homes and over 15 GP practices. In addition, they have launched a new telephone helpline (the ‘Gold Line’) that provides additional 24/7 support for GSF-registered patients, enabling more to remain at home. A ‘Gold Hub’ is a central coordinating centre and is available for all GSF patients who have received a Gold Card. All GSF patients are included on their EPaCCS or Locality Register.

Dr Ian Fenwick, GP in Bradford, said: “The new helpline will give patients and their carers quick and easy access to experienced nurses, who can offer advice and support and coordinate the most appropriate response to their needs.”

Next steps – invitation for “Heart of Gold” Phase 2 project. In line with the new Better Care Funding and Pioneer Pilots, we are inviting other areas to apply as GSF XBC Foundation sites later. If you have been training your care homes, GP practices, domiciliary care agencies, community or acute hospitals with any of the GSF Programmes, you might be interested to apply. There are many additional benefits to help support your achievements in better integrated cross-boundary care for any patient in any setting. Part of the vision is to be able to consider GSF or ‘Gold Patients’ as VIPs with special benefits such as speedier responses, better home care support, access to DS1500, open visiting and free car parking in hospitals to name just a few.

## GSF Primary Care Programme shortlisted for BMJ Awards 2014

thebmj**awards**

The Gold Standards Framework Primary Care Programme has been shortlisted in the Education

Team category at The BMJ Awards 2014 – judged to have made an outstanding innovation in healthcare, professional education and performance improvement. Making the shortlist is a fantastic achievement. The award winners will be announced on May 8th.

The BMJ Awards – celebrating the best of British medicine.

## GSF Highlighted in Health Service Journal article

FOR HEALTHCARE LEADERS  
**HSJ**

The GSF Centre has been given the spotlight to discuss the requirements needed to provide end of life care in the NHS. The article explores

the matter in great depth, looking at the increasing population of people nearing the end of life, what the solutions are and how we can better plan care to prevent this over-dependence on hospitals, soaring costs and not enough people being allowed to die where they choose. Professor Keri Thomas of GSF comments “A radical transformation is needed to meet the challenge of providing the right care at the right time for patients approaching the ends of their lives”.

If you would like to read the full article please visit:  
<http://tinyurl.com/mhct2ax>

## GSF Accredited Care Home wins award

  
NORFOLK  
CARE AWARDS  
2014

Kingsley Healthcare, a GSF accredited care home, has received the Norfolk Care Award for end of life care. Their achievement recognises the hard work they have put into the GSF Programme. Well done to all of the staff on this amazing achievement.

# News and Forthcoming Events

## Call for new Regional Centres – April 2014

GSF are inviting tenders for new Regional Centres in April (deadline end of June 2014). This is an exciting opportunity for your organisation to play a part in the future development of the GSF training programmes, improving standards in end of life care.

Development of a Regional Centre will lead to increased local uptake of GSF in various settings, increase the integration and cascade of training, while still maintaining the quality of GSF training and support. This is seen as beneficial to Regional Centres in that it leads to better quality end of life care locally, with improved cost effectiveness. GSF Regional Centres will become centres of excellence in their area and will be cost-neutral, or in some cases, income-generating, ensuring sustainable means of delivery across the UK.

For further information and/or to express your interest in becoming a GSF Regional Centre, please contact us on 01743 291 891.

## Update from Regional Centres

### Princess Alice Hospice, training care homes

- Two cohorts progressing through the GSFCH programme
- Funding for additional facilitation from the Dementia Challenge Fund
- Two cohorts planned for 2014 – March and July start dates
- Very positive support from local CCGs

### Saint Francis Hospice, Romford

- Hosted the GSF Going for Gold launch event for Havering GPs, led by Keri Thomas, which was received very well
- One of the positive effects of being a Regional Training Centre is that many of the local care home staff are also attending the hospice education centre for further training
- First regional centre to run the Domiciliary Care Programme



Saint Francis Hospice Romford hosts GSF Domiciliary Care Training Programme

## Exciting new job opportunities

We are expanding to meet increasing demands and need doctors and nurses/clinical trainers, mainly to support primary care and hospital programmes. This is an exciting opportunity to be involved in national developments in end of life care for an exceptional doctor/nurse/clinical trainer based at the National GSF Centre in Shrewsbury, with remote working and travel. Salaried flexible PT/FT nurse – at least three days per week. Also, Sessional Clinical Associate doctors and nurses for specific areas of work. For an application pack or to book a discussion with a member of the clinical team, please contact: pam.poole@gsfcentre.co.uk. Closing date: noon, Tuesday 22nd April, 2014

## News and dates for your diary

The GSF team are closely involved in national developments with the education group of the new Leadership Alliance following the Neuberger LCP report and CQC's guidance on end of life care standards.

**April–September:** CQC consultation in EOLC standards in hospitals, care homes and primary care

**June:** Leadership Alliance report on the post-LCP guidance;

**Sept 26th London:** Next major GSF Conference – including awards for care homes, GP practices and community hospitals – more details soon but a not-to-be missed event for all involved in end of life care

April 2014: GSF Visit to China. Some of the GSF team have been asked to run a conference on end of life care in Beijing. China's one-child policy and their ageing population of the 1.2 billion people has created great challenges in end of life care. The GSF team have been asked to bring their expertise in improving population based end of life care



Havering CCG, GSF Team and St Francis meet for GSF Going for Gold event December 2013