

# Spring Newsletter 2016

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



Clinical Skills



Acute Hospitals



Care Homes



Domiciliary Care



Dementia Care



IT Solutions



VLZ



Community Hospitals



Primary Care



Spiritual Care

## Accreditation News



Congratulations to the 92 new accredited care homes, 13 practices and 3 hospital wards who will be receiving their awards at the April 8<sup>th</sup> Care Homes event, May 11<sup>th</sup> British Geriatrics Society Conference for hospitals and a choice of dates for GPs. Details of accredited teams are on the accredited section of the website.

## NHSE's "Delivering The Forward View"

### NHS England Planning Guidance 2016/17 – 2020/21 How GSF Can Help Support This Vision.

As part of the NHS England's Sustainability Transformation Plans (STPs), there is a commitment to bring transformation to end of life care. One of the key 2020 goals is to: *"Significantly improve patient choice....in end of life care and for people with long term conditions, ensuring an increase in the number of people able to die in the place of their choice". And by 2016/7 "to produce a plan improving patient choice including more dying where they choose"*

**GSF can help support this national vision.** A key focus of all our work is enabling more people to live and die where they choose, usually at home/ care home. GSF accredited teams show they can reduce inappropriate hospitalisation and enable more to live and die well in their place of choice. Our new GSF Hospital Programme, GSF Silver and Gold Primary Care Programme and the new five different ways in which the GSF Care Homes Programme can be delivered, are leading the way in helping improve care for those in the last year and months of life across the Country.

## Dates for Your Diary 2016

- 8<sup>th</sup> April** GSF Care Homes Awards Ceremony
- 11<sup>th</sup> May** Hospital Accreditation Awards & BGS Conference.
- 15<sup>th</sup> June** Special Master Class Seminar on Advance Care Planning in Hospitals led by international expert Dr Karen Detering from Australia (places limited).
- 30<sup>th</sup> September** Annual GSF Conference London

## New GMC GSF End of Life Care Course 2016

**General Medical Council** This Spring saw the delivery of the first part of a new GMC GSF introduction to End of Life Care programme in Stoke and Oxford, as a new collaboration between GSF and the General Medical Council (GMC.)

The programme aims to support doctors improve their practice and understanding of end of life care and use of the GMC Guidance, through 2 interactive workshops and 5 on-line modules. It includes aspects of **'head, hands and heart'** learning, focussing on knowledge, skills and attitudes to improve care for patients with any life-limiting conditions in the final year of life.

The workshops have been designed for separate groups of GPs and hospital doctors, and we were delighted by the numbers of doctors who attended, demonstrating a clear wish to improve end of life care for patients in their setting. The GMC team updated doctors on their role and responsibilities in End of Life Care and decision making when a patient lacks capacity. Other topics included an introduction to the work of GSF, and an interactive session Advance Care Planning and communication skills. The closing session on both days focused on compassionate care self-care and resilience. As well as the formal teaching sessions, delegates had the opportunity to discuss current challenges and share examples of good practice. Feedback received from both GPs and hospital doctors demonstrated the positive impact of the day: **"Lots of ideas to take back to practice"** **"Would strongly recommend to colleagues"** **"One of the best training sessions I have been on"**



GPs in Oxford attending the GMC GSF EOLC Course March 2016

# GSF News Update



## GSF Accreditation in Hospitals & Primary Care

Three more acute hospital wards are to be accredited with the GSF Quality Hallmark Award co-badged by the British Geriatrics Society. These are Sunrise Ward B part of Queen's hospital Romford, Ward 9 and Ward 6 at Airedale Hospital. They will be presented with their awards at the British Geriatrics Society Conference at a special end of life care event on May 11<sup>th</sup> in Liverpool.

We are delighted with the progress of the GSF work in hospitals, with a total of 8 accredited wards, 9 hospitals in training plus 4 new whole hospital projects in Barking Havering and Redbridge, Jersey, Doncaster and Wolverhampton.



## GSF in Acute Hospitals

Examples From The Frontline

**The palliative care team at Wrighton Wigan and Leigh NHS Foundation Trust feel that end of life care should be viewed with as much importance as the beginning of life.**

To 'hope for the best, but prepare for the worst' is an emblem used by the palliative care team it is a blue, amber and red umbrella with purple rain drops. The Gold Standards Framework was launched on Standish and Astley ward in November this year and will hopefully be cascaded throughout the trust in the near future.



## Spiritual Care

**Mark Thomas describes the spiritual care course he runs with Workshops and 4 DVD modules**



Early on in the GSF spiritual care programme we try to clarify what spirituality is and what it isn't, and what the distinction between spirituality and religious practice is. Our spirituality is to do with the inner resources we draw on to make sense of life, and from which we gain the resilience to face the particular challenges of our own working and home lives. Our spirituality is what makes us human and connects us with others. Religious practice in its many different forms is an outward expression of that inner self; some express their spirituality in religious practice and some don't. So if our spirituality is to do with our inner resources, it is to do with our **self-care**. All of you reading this will be doing work that makes personal demands on you, and so it's important that you take care of yourself: **resilience** is a vital quality for you as well as those you care for. As part of our spiritual care programme we ask the participants to give consideration to such questions as "What keeps your life in balance?"; "Where do you draw strength from to face the challenges of your working life?". The result of taking such questions seriously is that the care you give others will be more **consistently compassionate**, because you will be building up those inner resources upon which you draw to face the particular challenges that all those in caring professions face.



For more information about GSF's spiritual care programme, please contact the GSF centre

## Care Homes

**Training in Jersey and Southport plus all GSF Regional centres.**

Our first cohort for the new fast track programme commenced in February with Battersea Care Village, and the newest regional centre, St Mary's Hospice in Birmingham, will be training their first cohort of 10 care homes.

With phase 11 coming to an end we have trained 208 care homes in 17 different programmes across the country plus an additional 28 care homes doing our foundation level. For Phase 12 in 2016 we already have over 44 Care Homes registered and 86 registered for accreditation for next September 30<sup>th</sup> conference with 36 second time and 24 of which have registered for the third time.



# GSF Ambassadors



## Care Homes Ambassadors

Since the Launch of the Ambassadors' Network at the House of Commons event in October 2015 we have established a database of Ambassadors and have set up the forthcoming events for the year ahead.

The first event is the Ambassadors network meeting at the Care Home Award Ceremony and celebration of success on **April 8<sup>th</sup> in Birmingham**. There will also be a workshop during the event led by Dr Khan, Chair of the Network with the aim of raising awareness of the network with newly accredited and re-accredited homes.

At the network meeting on the 8<sup>th</sup> April we will be giving out the Ambassador packs to equip and support the team, mapping geographical areas and discussing priorities and direction for the next year in the context of current issues for care homes.

Ambassadors are able to share examples of excellent practice in EOLC in care homes and are aware of the potential within staff teams and homes to deliver high quality care. They are able to encourage and champion staff as well as inform commissioners of the benefits of undertaking GSF training and accreditation. This all supports our aim to develop a momentum for national good practice.

## Primary Care & Hospital Ambassadors

We have a good number of doctors and nurses from hospitals and GP practices who have either been accredited or are in GSF training, who have come forward as **GSF Healthcare Ambassadors**. Their role is to help supporting us at GSF, act as a reference group, contribute to new projects and help support continues to grow. We are very grateful for their work.

### Call all Clinical Associates and Ambassadors

if you are interested in a role as Clinical Associate or Ambassador at GSF as part of our work within the Health and Social Care teams, please contact us for details at [info@gsfcentre.co.uk](mailto:info@gsfcentre.co.uk) and book a time to talk to one of us.

## Future Events For Ambassadors

**Friday 8th April 2016 GSF Care Homes Awards Ceremony** at Copthorne Hotel, Paradise Circus, Birmingham B3 3HJ

**29<sup>th</sup> June** House of Commons Parliamentary Awareness raising meeting – Ambassadors by invitation only

**30<sup>th</sup> September** GSF Annual Conference and Award Ceremony for Care Homes and Hospitals Ambassadors Bloomsbury Hotel, 12 Upper Woburn Place, London WC1H 0HX

**12<sup>th</sup> October Ambassadors Event** House of Commons Open for ambassadors – more information later



## Goodbye to

We sadly say goodbye to Maggie Stobbart-Rowlands who has been with us for 7 years and made a fantastic contribution to the work in care homes. She now lives and works in Jersey and will be greatly missed but Annabel Foulger and Denise Douglas are doing a great job continuing the work. Also Lauren Ford and Abbie Barker have left for new challenges.

## Welcome to

Hello to Joanne Carwardine who joins us as Keri's PA and Clare Fuller who joins as part of the growing clinical team. Clare has come from an acute hospital background and 24 years palliative care experience, recently completing an MSc in advanced and specialist healthcare. Alisha Bourne took over from Lauren Ford helping in administration with the hospital team.

# GSF Regional Centres Focus

## St Francis Hospice

**Saint Francis Hospice became one of the 12 GSF Regional Centres in 2013. Through a local HEE grant it has**

**undertaken extensive training in care homes, domiciliary care and with GPs.**

Saint Francis Hospice has always had a passion for education and has historically invested in the professional development of its staff and those healthcare professionals that attend our facilities. Years ago it was recognised that the patients under hospice care received excellent care at the end of life – but what about those who didn't access hospice services? Providing education and giving others the confidence and skills needed to ensure that patients in their care could have a 'good death' has always been a pivotal aim of Saint Francis Hospice.

Three years ago Saint Francis Hospice responded to a call from The Gold Standards Framework team looking for regional centres to roll out training for care homes and during that time we have welcomed 87 care homes to our venue for training as well as 15 domiciliary care teams.

Before we became a Regional Training Centre for GSF we had embarked on other various types of care home education and training which was always well received by the staff we met. However the fast transition of staff through care homes proved a challenge to really implement any lasting changes so the real appeal of delivering GSF was the sustainability of the accredited programme. We had read about the success of the programme across the country and been impressed by the results, and so wanted to be part of that team!



by Caroline Scates,  
Head of Education,  
Saint Francis  
Hospice



We were commissioned by BHR CCG to deliver training to a large care home cohort in 2014, including 45 homes and supporting GP practices, domiciliary care plus our hospital with a cross boundary project. We have made good progress and it really feels the way forward to improving end of life care. We have enjoyed working with the GSF national team with the fast paced changes that we are currently experiencing. There have been some challenges along the way, but our journey with GSF has been really positive. We have also found that working with our local care homes has greatly strengthened relationships with the hospice and we are seeing some excellent end of life care being demonstrated.

Feedback has been great, with care homes saying they feel empowered to ensure their residents have everything they need at the end of their lives: 'I have been able to explain to the GP exactly what is expected when a resident is dying to avoid any delays'. The processes and tools that GSF helps to implement have also been beneficial to homes with one saying 'it has helped make care more structured and much more reflective'.

We look forward to continuing as a GSF Regional Centre, extending our reach to new areas and strengthening our support for other providers of end of life care in the future.

