

# Spring Newsletter 2017

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

## GSF Goes to Prison!



Scott Ralph & Team from Norwich Prison receiving their GSF Quality Hallmark Award in London September 30th 2016

HMP Norwich achieved a first at September's conference, becoming the first prison to become GSF accredited. Staff from L-Wing, a 15-bed unit for older people with extra care and palliative care needs, led by Lead Nurse Scott Ralph were presented with the GSF Quality Hallmark Award at the recent GSF Awards event in London.

Scott Ralph, Lead Nurse said: "For us, the fact that we are the first prison to be recognised by the GSF makes us proud because it demonstrates that no matter the environment, healthcare services can provide a good death and that's a credit to our nursing team."

"Yes, it's a prison environment but we do what we can to fulfil prisoners' wishes while of course remembering the environment within which we work."

The prisoners are given the opportunity to express their preferences in an advance care plan. Most refuse the offer of compassionate release because they know the care here is second to none and they regard this as their home."

Claire Henry CEO of NCPC said: "Staff at HMP Norwich Prison should be congratulated for their commitment and dedication and are an example to all providers of what can be achieved in every setting."

## News Flash - OBE



Professor Keri Thomas has been awarded an OBE in the New Year's Honours recognised for her services to end of life care.

Keri Thomas is the originator and founder of GSF, National and clinical lead for The GSF Centre which runs programmes for primary care, care homes, hospitals and other settings over the last 20 years GSF has trained thousands of staff improving care for many millions of people.



## CQC Outstanding EOLC For Morecambe Bay

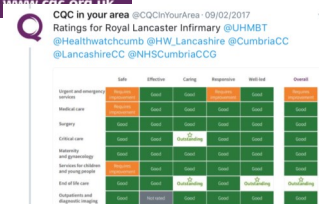


"Overall, the University Hospitals of Morecambe Bay NHS Foundation Trust has made real progress. This is a truly remarkable turnaround for a trust that has faced very significant difficulties. Senior management and staff deserve huge credit for this."

Professor Sir Mike Richards, Chief Inspector of Hospitals



"Mike Richards CQC says he wasn't surprised by outstanding for [#EOLC](#) as he values GSF" Tweet from Joy Wharton Lead Palliative Care Nurse UHMB



## New MD for The GSF Centre

Anne Keating joined the GSF team in September from the NHS. She developed evidence based services with clinical leaders, commissioners and stakeholders, generating income, managing financial performance and marketing. She will be supporting The GSF Centre in developing its business model to continue to move forward as a successful provider of training in compassionate end of life care.



## GSF Bi-Annual Conference

Friday 31st March 2017

Wolverhampton Race Course, Gorsebrook Road,  
Dunstall Park, Wolverhampton WV6 0PE

To book please go to our website.



## Save The Date

Next

GSF London Conference  
Friday September 29th 2017  
Details to be confirmed

# GSF Conference Report



## GSF Conference Award Ceremony - September 2016



There were over 160 delegates from all aspects of the health profession in addition to Care Homes, GP Practices and hospital staff. The delight when health and social care

staff receive their awards on stage is tangible. One delegate spoke for many in saying that it had been “a brilliant, inspirational day.”

**Sacha Langton-Gilks** was the first to address us, speaking memorably and movingly about her experience of caring for her 14 year old son who died at home supported by her local GP Practice. She was so impressed by how good that support was that she made subsequent enquiries, and discovered that they were GSF trained. She now tweets regularly about our work (@SachaLG).

**Julia Verne** from Public Health England, **Martin Vernon** from NHS England, and **Janet Williamson** from the CQC followed, and **Prof Sir Muir Gray** from Better Value Healthcare in the afternoon.

The Primary Care, Hospital and Prison Quality Hallmark awards were presented by Nigel Mathers from RCGP, Suzanne Jones from the Community Hospitals Association, and Claire Henry from NCPC. Keri Thomas and members of the GSF team spoke about our work over the past year. You will find the latest five minute vimeo “[GSF in a year](#)” on our website inspiring viewing.

After a variety of workshops in the afternoon Ian Turner from the Registered Nursing Home Association gave out the Care Home awards, and the finalists for the Care Home of the Year were announced. **Silloth Nursing and Residential Care Home in Cumbria** were worthy winners, and we all celebrated their and others success.

### GSF Primary Care



**Dr Laura Pugh from Cape Hill Medical Centre Smethwick** said that she and her colleagues believed they were providing good quality care for people in their final months, there were a number of important areas for improvement. Dr Pugh added: “A lot of EoLC is about wanting to do it well. What GSF has helped us do is actually deliver better more coordinated care, not just well intentioned care. We’re more skilled at symptom management and while delivering better end of life care can take more time, the rewards are great.” In common with many practices, Cape Hill gives good care to those whom it identified as being in the last months of life. However, as Dr Pugh recognises, it needed to improve its identification and get to the heart of what patients really wanted. She said: “GSF training helped us realise that these conversations with our patients were about getting to the heart of what people really want as they approach the end of their lives. Now we view these discussions as very rewarding as they provide the framework for giving patients what they want and deserve.”

**Professor Nigel Mathers of the Royal College of General Practitioners**, presented the GSF Quality Hallmark Awards to Dr Pugh as well as representatives of **Grosvenor Medical Practice in Stalybridge** and **Moreton Health Clinic in the Wirral**. Practice Nurse Laura Burton was entrusted with leading the GSF training at Grosvenor, and this motivated her to carry out assessments of all 300 of the over 75s on their list, dramatically increasing the number of patients on the palliative care register, changing its profile and improving care. Laura says: “The biggest benefit of doing GSF has been the continuity of care. In the past we would tend to hand over responsibility to the district nursing team, but now a named GP and the nursing team at the practice are involved throughout and the patients feel much better cared for.” She continues to chair the regular practice meetings where all the patients on the list are discussed and all deaths are reviewed.

**Reaccreditation:** 3 practices were re-accredited three years after first receiving their awards; King Street & University Practice in Lancaster, Abbey View in Shaftesbury, and Market Cross, Mildenhall, demonstrating long term sustainability.



**Dr Patterson of Abbey View** says that the benefits of practising GSF eolc for a number of years are being felt by patients, their families and all the staff at the practice. “Before we started GSF training we noticed that a significant number of people were being sent to hospital inappropriately and were not experiencing the care they would have liked. GSF training has helped to move us to a different place.”

### GSF Community Hospitals



#### Accreditation

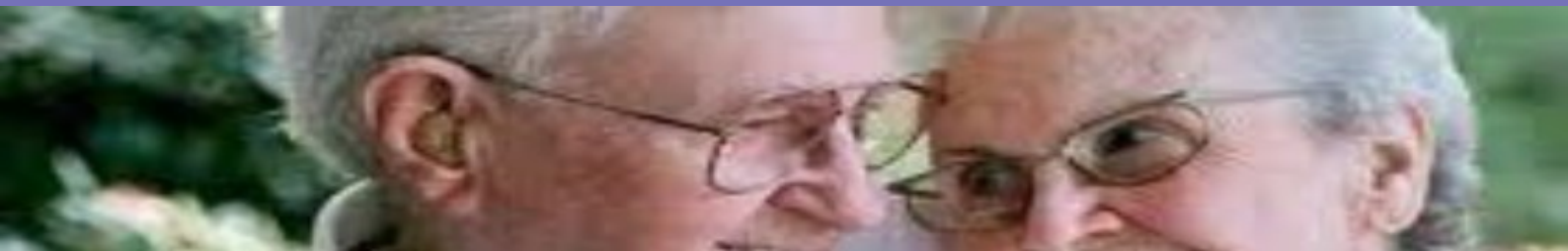
At the conference we were pleased to celebrate Dorset Community hospitals achievement

- Saxon ward—Wareham Community Hospital
- Rowan/Beech ward—Sherbourne Community Hospital
- Castletown ward —Portland Community Hospital
- Stanley Purser ward - Swanage Community Hospital

There are 20 community hospital wards that have received the quality hallmark award and 8 acute hospital wards.



# GSF in Care Homes



## Care Home of the Year Silloth Nursing Home

**Congratulations to all shortlisted care homes of the year—we are very proud of you.**

**Silloth Nursing Home** in Cumbria became the third winner of the now much coveted title GSF Care Home of the Year. The 38 room Victorian home, fought off stiff competition from the



six other homes on the shortlist of homes reaccredited at Beacon status. A tearful Linda Faulder, who is the Senior Nurse at Silloth, said the award was for all the staff and the residents.

*"They are right at the centre of everything we do. Care is delivered how they want it, where they want it. We have given them control of their care and they own it. We sometimes joke about how we just work in their home. But it's true. We talk to our residents about their wishes right from when they arrive in the home. This includes everything from the meals they like, family visiting times and how they want their room. This is their home not a last chance hotel and we want all of our residents to have a good life right up until the end of their life."*

In line with their wishes, all but two of the residents at Silloth who died in the last year, did so at the home. **Ian Turner, Chairman of the Registered Nursing Home Association**, said "Silloth Nursing Home deserve enormous praise for their dedication to giving their residents the care they want and deserve and should be held up as an example for all homes to follow." The judges, who included national independent experts from the care homes sector, assessed all seven finalists against 20 standards and Silloth scored full marks in all of the categories.

In their report, the judges said: "The short-listed homes clearly represented 'the best of the best'. It is clear that they have something significant and significantly different to offer as best practice to the field, addressing all aspects of end of life care and demonstrating a commitment to person-centred care for residents and their families in innovative and compassionate ways. It was uplifting to see such dedication to high-quality end of life care."

The other shortlisted homes were:

**Chestnut House Nursing Home, Dorchester**  
**Churchill House, Ludlow**  
**Wren Hall Nursing Home, Nottinghamshire**  
**The Grange Residential Home, Southampton**  
**Birds Hill Nursing Home, Poole**  
**Camelot House, Wellington**

## The GSF Ambassadors Network

### New Chair of the Ambassadors Network—Simon Pedzisi

We are very pleased to announce that **Simon Pedzisi** from **Nightingale Hammerson** Care Home, London has stepped forward and agreed to take on the leadership role and further develop the network with support from the GSF team.

We continue to encourage Ambassadors to share their experiences both with Care Homes who may be considering taking up GSF training and with commissioners.

We would like to express our thanks to Dr Jamsheed Khan for his enthusiasm and commitment in chairing the Ambassadors Network over the last 18 months. We have enjoyed the opportunity of meeting in the House of Commons and it has been one of the ways that we have raised the profile of what is possible to achieve in eolc.

### 12th October 2016 House of Commons Celebrating Best Practice in End of Life Care

Ambassadors were invited to share examples of best practice in end of life care with MPs to show what can be achieved. The aim was to encourage them to increase engagement with GSF training and accreditation in their constituencies, in particular targeting commissioners. MPs were encouraged to share the outcomes of increased quality of end of life care, reduced hospitalisation and increased staff retention.

Representatives shared their passion and achievements. After the event Ambassadors were given a letter to send out to MPs who had not been able to attend and commissioners.



Phillip Dunne MP for Ludlow with Heather Stanford and Sue Brown from GSF Beacon Accredited Church Hill House Care Home, Ludlow and Prof Keri Thomas



## Care Homes



### Care Home Training Programme Review

In light of recent policy changes and the roll out of Vanguards New Models of Care and enhanced health care homes, GSF is undertaking a review of its care homes training programme.

This programme in its new form will be a vehicle for care homes to achieve "Enhanced Care" in line with Vanguards status. GSF recognises the findings of the Vanguards and wish to support and enable all care homes in reaching their full potential in achieving the best quality of eolc. A task and focus group will update us at the March Conference on progress of the review. Which will be ongoing in 2017. If you have any comments or ideas PLEASE contact us.

## Acute Hospital Training



2016 brought the grand total of Acute hospitals trained to 40 (211 wards) and Community hospitals trained to 49 (65 wards)

In 2016 the GSF team continued training 4 whole Hospitals.

## Age UK & Advance Care Planning

A new pilot training and supporting volunteers to have advance care planning discussions with GSF patients in hospitals has been started at King George's Hospital Romford, as part of the Barking Havering and Redbridge GSF

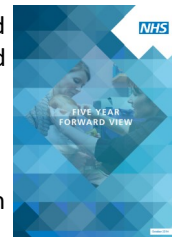
End of Life Care project. So far things are progressing well and we await the full evaluation. Further training in a new GSF Certificate in ACP is soon to be available. Contact GSF for details.



## NHS England Five Year Forward View, Kings Fund

The Kings Fund recently gave an update January 2017 on its response to the five year forward view. The three key messages that support new case models for health and social care are:

- Remove the dividing line between GPs and hospital based specialties, hospital and community services.
- Organisations work together
- Patients and users play a more active role in their care and treatment.



Using the Gold Standards Framework means that these three recommendations are met and quality eolc is given.

## Cross Boundary Care



We have 8 areas of the country using GSF in hospitals that we call the GSF cross boundary care sites. These include;

Airedale Bradford & Craven, Dorset, Nottinghamshire, Morecambe Bay, Barking Havering & Redbridge, Doncaster, Jersey and Southport.

For a video summary of presentations from GSF XBC see weblink:

<https://vimeo.com/198179450>

Undertaking a pilot of EOLC Metrics in their area.

## NEW GSF GMC Training Course Launched



In 2016 we launched a New GMC GSF EOLC Course. GPs and Hospital Doctors can now use GSF and to be even more proactive and patient-centred amidst busy schedules. The Flexible workshops, tailored to local requirements could include an interactive workshop (half or full day) with expert teaching from GMC and GSF team. Additional helpful resources, guidance and

## BMJ Article GSF Accredited GP Practices

Going for Gold: the Gold Standards Framework programme and accreditation in primary care

Colin O'Brien, Kate Thomas, Julia Armstrong-Walker

**Abstract**  
The Gold Standards Framework (GSF) is a national programme of accreditation for primary care practices. It aims to improve the quality of care for patients with long-term conditions by ensuring that practices meet a set of standards. This article describes the GSF programme and its accreditation process. It also discusses the challenges of implementing the GSF in primary care practices and the benefits of accreditation. The article concludes by highlighting the importance of the GSF in improving the quality of care for patients with long-term conditions.

The GSF team have recently had an article published by the British Medical Journal (BMJ) on "Going for Gold: the Gold Standards Framework programme and accreditation in primary care". To view the whole article please follow the link <http://eolj.bmj.com/>

Or see the evidence section of our website.

## Ian McNeil, Head of Regional Liaison, GMC

**"The GMC worked with GSF to design and deliver a unique course combining a range of heart, head and hands materials for doctors and other clinicians caring for people reaching the end of their lives. It covers topics such as ethics, clinical advice, support for the emotional challenges facing patients, relatives and practitioners and delivered via a variety of approaches to learning which kept everyone engaged. We are really excited that we are now going to be able to continue to work with GSF to provide this interactive and thought provoking workshop."**

