

Spring Newsletter 2019

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



Clinical Skills



Acute Hospitals



Care Homes



Domiciliary Care



Dementia Care



IT Solutions



VLZ



Community Hospitals



Primary Care



Spiritual Care

The NHS Long Term Plan - an opportunity to improve care and celebrate the successes of GSF Frontrunners

The recently published **NHS Long Term Plan** (Jan 2019) follows the Government's commitment of additional NHS funding of £20bn/year celebrating the NHS' 70th birthday last year. We at The GSF Centre were delighted to see End of Life Care included within it, stating the importance of a **proactive, personalised, coordinated approach to care for people in the last year of life**. In addition, the new 1 year **BMA GP QOF contract for GP practices** from April 2019-2020 also affirms the importance of earlier identification of patients in their last year. Both national policy directives are really welcomed as significant opportunities to improve end of life care, and strongly mirror what we have been teaching for almost 20 years at GSF. Section 1.42 (see box) aligns completely with the 3 pillars of GSF:- to **identify** (for proactive care), **assess** (offer ACP discussions for person-centred care) and **plan** (for systematic coordinated care), enabling more to live well and die well at home with fewer hospital admissions.

We know that **GSF helps teams attain these goals**, and both the new Long Term Plan and QOF affirms the importance of your work. All of the thousands of **GSF Accredited Frontrunning teams** will be ahead of the curve in their implementation of this proactive personalised approach, **so this is an important time for GSF accredited teams to showcase excellence, as leaders in your field, to inspire and encourage others attain the same high standards of care.**

We believe the Long Term Plan presents a real and substantial opportunity to mainstream this GSF approach for others, to celebrate the achievements of GSF Accredited frontrunning teams, and spread the real benefits to others. In response to the LTP and QOF, we at The GSF Centre are:

- **Developing Reference Groups** - inviting GSF accredited teams as 'Frontrunners' to showcase and share their examples of best practice demonstrating what is possible, to inspire and encourage others.
- **Running Workshops in End of Life Care** as Action Learning Sets for STP/ICS EOLC Leads to hear from experts, share learning and think creatively to ensure an ambitious effective plan for each STP /ICS area.
- Developing a **GSF QOF Support Package for GPs** with a range of training resources, measures to support practices to better implement the new QOF. Working with RCGP GSF accredited teams and others to support practices and Primary Care Networks and showcase excellence in primary care good practice. See Primary Care section of website
- **Working with key partners** at NHSE, RCGP, NAPC etc to further promote this approach and maximise the opportunities of LTP and QOF.

GSF National Conferences - 5th April + 27th September 2019

Save the Date !

**National Autumn GSF Annual Conference,
London - Friday 27th September 2019**

Keynote Speakers: Dr Kathryn Mannix,
author of 'With the End in Mind'
Awards: Care homes, GP practices, hospitals,
and our first Extracare Retirement Villages
For further details see the [GSF Website](#)

National Spring GSF Conference April

Celebrating Frontrunners!

Over 50 care homes (with 35 reaccredited for the 2nd, 3rd or 4th time), GP practices and acute and community hospitals will receive their Quality Hallmark Awards as GSF Accredited teams - frontrunners in their field. [Congratulations to them all!](#)



Section 1.42 NHS Long Term Plan "With patients, families, local authorities and our voluntary sector partners at both a national and local level, including specialist hospices, the NHS will personalise care, **to improve end of life care**. By rolling out training to help staff identify and support relevant patients, we will introduce **proactive and personalised care planning for everyone identified as being in their last year of life**. A consequence of better-quality care will be a reduction in avoidable emergency admissions and more people being able to die in a place they have chosen."

- **Celebrating your success**, promoting your achievements, encouraging and inspiring others, we suggest you inform others (CCG, Local Authority, STP/ICS, CQC Inspectors, etc), directly or using Tom Tanner's Press Releases.

**For more information on GSF Centre see
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GSF Centre—Updates

Revised GSF Clinical Skills Course - the updated online course will be available soon on the GSF Virtual Learning Zone. This 6 modular course to support social care providers already using GSF, supports and informs clinicians, nurses and care assistants in clinical skills, with current clinical guidance from experts in each area, supporting improved care and guidance on hospital admissions. **Register now for September.**



NEW GSF Retirement Villages Programme

With increasing numbers living in retirement communities, we were delighted to be asked by the Extra Care Charitable trust to develop a tailored GSF Programme for their 19 Retirement Villages, which we call the GSF RV 'Golden Years' programme. A few RVs had already undertaken GSF Care Homes Programme and found it to be transformational, demonstrating real changes including a more open culture of care, a reduction in hospital admissions and greater staff confidence. We have now completed training all 19 Extra Care RVs in 3 cohorts over the past 9 months and the first 5 are progressing to accreditation, due to receive the first ever GSF Quality Hallmark Award for RVs at next September's conference. See GSF RV section of website

www.goldstandardsframework.org.uk/retirement-villages

Updates from Hospitals+ Primary Care

Hospitals



We are currently working in over 80 hospital wards and 14 'whole hospital' projects across the UK, with some acute and community hospital wards returning back round for 2nd time reaccreditation, with even better identification and ACP rates than before. Every

Community Hospital in Dorset has now been GSF Accredited, (a great achievement!) with some reaccredited 3 years on. New GSF hospital training programmes in Dudley Hospital, Milton Keynes, Great Yarmouth, Wakefield and BUPA Cromwell Hospital, London. Heather Wright, Palliative Care Team Leader, BHR Hospitals Trust, said: *"One of the things I always notice when I walk onto Sunrise B is the sense of calm. All the staff from the domestics and healthcare assistants through to the nurses and doctors all understand the importance of end of life care and GSF has helped them to establish, understand, and fulfil the wishes of the patients and their families – exactly what we're striving to do."*

Primary Care



There have been increasing numbers of individual GP practices doing Going for Gold, and great news from Birmingham where 125 GP practices undertook the training in 2017, with significant increase in identification rates - improved from 40% to 98%.

The GSF Team are offering Gold, Silver and Bronze support packages to help GP practices fulfil the 2019 QOF - see

<http://www.goldstandardsframework.org.uk/primary-care-training-programme>

Ambassador and GSF Reference Group Update

If you are interested in being a GSF Ambassador or part of one of the GSF reference groups in primary care, hospitals, and care homes please contact us – info@gsfcentre.co.uk

Updates from Social Care



Care Homes

The new revised GSF Care Homes QI

Programme was updated last year in line with current best practice and learning from Vanguard, with new tools, videos and resources. It is shorter (4 days over 6 months with progress to accreditation within 9 months), more focussed, outcomes-based, more affordable with more training delivered locally, helping homes become digitally ready. Feedback has been very positive. We are now welcoming some **4th time accredited homes** – celebrating 12 years of GSF. We are really proud of these outstanding homes!

GSF Care Homes 'Refresher Day' 22nd July - for homes who did GSF CH a while ago or The 6 Steps Programme. Contact us for details

Regional Training Centres

We are delighted to work with our **17 GSF Regional Training Centres** across England, (mainly hospices) with more starting next summer. Next RTC event **13th May**



Domiciliary Care Programme



Following the launch of our updated GSF Care Home Programme in 2018, this year sees the introduction of our revised GSF Domiciliary Care programme. The updated programme draws on the learnings from care homes and retirement communities. Ten agencies in Essex will be the first to undertake the three full-day workshops at St Helena's Hospice, Colchester, one of our regional training centres. We will be launching a pilot accreditation for Domiciliary Care Agencies in the autumn.

GSF Centre - Team Update

Ginny Allen is a very welcome new member of the GSF team as Social Care Clinical Lead. Ginny has been nursing for 30 years, has worked the last 17 years in end of life care for a Hospice at Home Nursing Service (Rennie Grove Hospice Care) and previously, as an end of life care lead for a non-profit organisation (Fremantle Trust) providing care for the elderly, dementia and persons with learning disabilities. **Welcome to the team Ginny!**



Jersey Goes for Gold

Following our 3-year programme to implement GSF across all settings on the island of Jersey, the report on the findings affirms a **radical change in the culture of care across the whole island**. Identification rates by GPs increased fourfold, a reduction in length of hospital stays of more than 5 bed days, with increased numbers dying in their preferred place. In the 28 qualitative telephone interviews, health and social care professionals across all settings reported improved confidence, communication and coordination resulting in significantly improved patient care and a real culture change of better integrated cross-boundary care in the whole island.



GSF Gold patients

Several areas call their GSF registered patients' Gold patients' a term popular with patients and families, and for some this leads to other developments such as the 'Gold-line' (as in Airedale's 24 hour help-line) gold packs (as in Exeter) and other gold resources. *"When my Dad was told he was a Gold patient it was such a relief - and we knew his wishes were being listened to"* (daughter of Lancaster patient).