

Improving end of life care in care homes -developing a national momentum of best practice

The Gold Standards Framework in Care Homes Training and Accreditation Programme

Prof K Thomas*, M Stobbart-Rowlands, H Corner - GSF Centre CIC and University of Birmingham

"GSF is the biggest and most successful palliative care initiative in care homes so far. RNHA Nurse Lead



GSF enables a systematic way to deliver the right care for the right people, in the right place, at the right time, every-time.

Quality Improvement

Quality Assurance

Quality Recognition

Methods

Following the 9 month training programme care homes proceed to GSFCH Accreditation, which includes:

1. **Audit** - use of the online After Death Analysis (ADA) Audit Tool for 5 patient deaths before and after training and at accreditation.
2. **Self assessment check list** of 20 quality standards that have been taught throughout the training programme.
3. **Portfolio** - Compilation of a detailed portfolio providing evidence of achievement of all 20 standards.
4. **A visit** by an independent objective GSF assessor to assess the more qualitative aspects of care including consistency of implementation, cascade to all staff, feedback from residents and families and impression of the cultural transformation of the Care Home.

Findings are collated and the decision is made by an objective panel. Accreditation lasts for 3 years with annual appraisal.

Key Messages

- **GSF in Care Homes**—a validated training and accreditation process to quality assurance and quality recognition to ensure best practice for all care home residents.
- **Nationally recognised as a marker of excellence by national policy ,commissioners and the public**
- **Since 2004, about 500-800 homes/year have been trained, up to 200 homes accredited/year plus 3 yearly re-accreditation of homes**
- **Rigorous validated accredited process awarded excellence by National Skills Academy (NSA)**
- **GSF Accreditation now forms part of the assessment by the national regulator (Care Quality Commission-CQC) and information available to the public to support choice of care homes**
- **Work based training programme delivered through workshops or via DVDs/ Virtual Learning Zone**

Results

About 400 homes have undertaken GSF care homes accreditation process . The accredited homes have been included on a publicly available database and are known as centres of excellence helping to develop a national momentum of best practice .

Impact Analysis of GSFCH

As indicated by the evaluation of Phase 2 & Phase 3 GSFCH
University of Birmingham Clifford et al

1) Improved quality of care

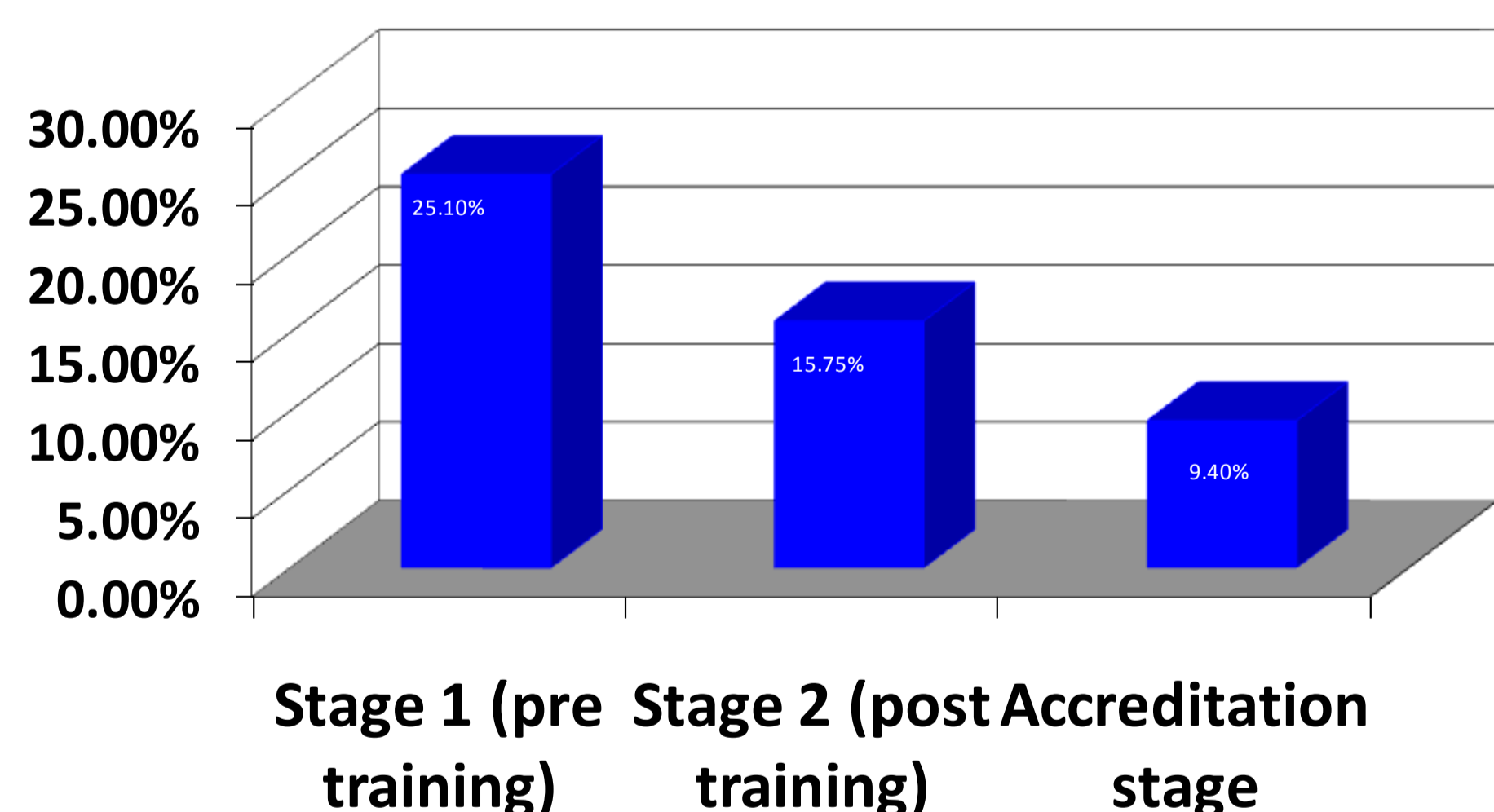
- ★ Better perceived quality and coordination of care
- ★ Greater staff confidence, satisfaction, morale
- ★ Greater collaboration with GPs and specialists
- ★ More proactive planning + averted crises
- ★ Increased prescribing consistency with GPs
- ★ Earlier discussions with families with advance care planning led to easier care in the final stage.

2) Example of potential cost savings

Decreased crisis hospital admissions approx (1/3) & Decreased hospital deaths approx (1/2) equating to estimated savings of about £40-80,000 care home/year

Findings from GSFCH audit data phases 4-6

Hospital deaths



20 Key Standards - Accreditation Checklist

- | | |
|---|---------------------------------|
| 1. Leadership + support | 11. Anticipatory prescribing |
| 2. Team working | 12. Reflective practice + audit |
| 3. Documentation | 13. Education+ training |
| 4. Planning meetings | 14. Carer Support |
| 5. GP Collaboration | 15. Care in final days |
| 6. Advance Care Planning | 16. Bereavement |
| 7. Symptom control | 17. Dignity |
| 8. Reduce hospitalisation | 18. Dementia |
| 9. DNAR + Verification of Expected Death policies | 19. Spiritual care |
| 10. Out of hours continuity | 20. Sustainability |

GSF has made my work simple to care for my residents. It has drawn me closer to my residents and relatives, given me confidence in discussing end of life care
Nursing Home RN Accreditation Round 3

"The fact that there is a Gold Standard for care homes means that there is the possibility that nationwide the quality of care for people who are dying in this country will change"

Baroness Neuberger speaking at GSFCH



"The NCF is proud to be associated with the GSF which has been developed to ensure that people in care homes receive the best quality of care and support. The professional and rigorous framework that it brings and the commitment to staff training it requires, provides an important level of reassurance about the services being offered"
Des Kelly OBE, Executive Director