



Frontrunners in Care Homes

Showcasing examples of best practice in end of life care with findings from GSF Accredited Care Homes, demonstrating earlier identification, more clarifying wishes and more dying where they choose.

These front-running GSF Accredited Care Homes demonstrate what best practice looks like in caring for people in their last years of life. *If they can do it, you can too!*

Care homes have become one of the mainstays of end of life care outside hospitals and are key providers of person-centred care for a large proportion of people nearing the end of their lives, particularly the elderly and those with frailty and dementia. In fact, care homes are predicted to replace hospital as the most common place for people to die by 2040. Currently, it is estimated that about **80% of care home residents are in their last year of life.**

Half of all care home residents' admissions to hospital could be avoided if staff were better trained (National Audit Office 2008). This would then enable more people to live and die where they choose, and reduce hospital admissions.

These frontrunners in care homes demonstrate what is possible to achieve through proactive, person-centred care for all their residents. This also has a significant positive impact on their families, as well as the added benefits of fewer hospital admissions and more people dying in their preferred place.

GSF has been part of a national momentum of best practice since 2004. Over 3,000 care homes have been GSF trained with 700 accredited and some being reaccredited 2 or 3 times.

GSF training and accreditation ensures systematic proactive, person-centred end of life care, improving patient experiences, coordination and patient flow across boundaries of care, cost-effectiveness and improved outcomes. **GSF empowers care home staff to engage in more productive working relationships with GPs and other health and social care professionals.** *It is about putting national policy into practice at grass roots.*

Improvements demonstrated by these care homes include 5 key areas:

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|-------------------------------------|---|
| 1 Proactive care | <i>identifying phase of illness of all care home residents, coding triggering actions</i> |
| 2 Person-centred care | <i>offering all residents advance care planning discussions</i> |
| 3 Preferred place of death | <i>more residents dying in preferred place of care (care home)</i> |
| 4 Prevent hospitalisation | <i>reduced hospital admissions and deaths, hospital bed days, out-of-hours crises</i> |
| 5 Providing top quality care | <i>experienced by residents and their families and a culture change for staff</i> |

Examples	1. Proactive – Identification rates	2. Person-centred – ACP discussions offered	3. Place of death – dying in preferred place of care / DIUPR	4. Prevent hospitalisation, admissions, deaths	5. Providing quality of care – feedback
<i>Average for GSF Accredited Care Homes</i>	Av. 99% identification rates	95% offered ACP discussion	85% die where they choose	95% home deaths – halving hospital admissions and deaths	staff confidence increased, positive feedback from relatives and residents

Examples of Frontrunning GSF Care Homes

1. Cholwell House Nursing Home

Care Home of the Year 2017

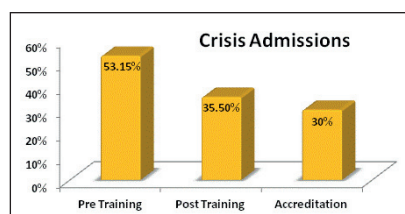
Location	Temple Cloud, Somerset
Accredited	2014 Beacon
Re-accredited	2017 Platinum
GSF Contact	Fiona Trezise – Manager

Pro-active Cross-Boundary care, good leadership and continuity of staff



Key Achievements

- Over 95% of residents' deaths in the home
- 100% ACP in place
- 100% relatives offered bereavement information and support



“Everyone from the directors to the maintenance man share the same vision, that Cholwell House should be seen as a way of life and not a care home.”

“End of life care is the ultimate privilege as it is the last thing you can do for someone and gives an enormous sense of satisfaction to support them and their families. I want everyone to have the best possible memory of their loved one.”

2. Silloth Nursing & Residential Care Home

Care Home of the Year 2016

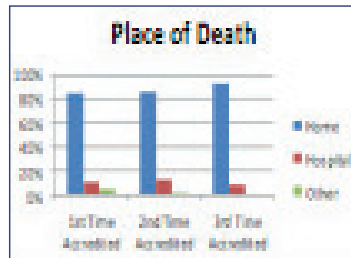
Location Silloth, Cumbria
Accredited 2010 Beacon
Re-accredited 2013 Beacon / 2016 Beacon
GSF Contact Linda Faulder, Senior Nurse

Cross-boundary liaison and a stable workforce



Key Achievements

- Over 95% residents' deaths in the home
- 100% of residents who died had anticipatory prescribed symptom control medication
- 100% relatives offered bereavement information and support



“GSF has helped us deliver the care our residents want, where they want it, in their home!”

Why Silloth Nursing Home chose GSF:

GSF is a whole team approach. The kitchen staff and domestics are all involved as well as the nursing staff.

Benefits GSF has delivered at Silloth Nursing Home:

“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.”

3. Kineton Manor Nursing Home

Location Stratford on Avon
Accredited 2016 Commend
GSF Contact Paula du Rand, Matron

“Thoughtful Thursday to prevent Manic Friday” preventing OOHs and weekend crises



Key Achievements

- Over 95% of deaths in the home
- Of these deaths, all had an ACP and DNACPR
- All with anticipatory prescribing
- All families offered bereavement information and support
- Dashboard recording the number of OOHs calls and their outcomes
- Whole team involvement in Serious Event Analysis and learning disseminated to all members of the care teams

How GSF helped Kineton Manor Nursing Home impress CQC inspectors:

“All the principles you implement when doing GSF are principles that help you to get an outstanding inspection from CQC. The inspector mentioned that our care for people who are dying is like a hospice. I really think that it was GSF that helped us get the outstanding rating.”

4. Melrose Care Home

Care Home of the Year 2015

Location Worthing
Accredited 2009 Pass
Re-accredited 2012 Beacon / 2015 Beacon
GSF Contact Louise Bruce, Owner

GSF has empowered the workforce at Melrose to deliver better care for residents



Key Achievements

- Over 70% of residents' deaths in the home
- Of these deaths, all had an ACP and DNACPR
- All families offered bereavement information and support
- All returned bereavement questionnaires

More confident staff leads to more confident care.

Benefits GSF has delivered at Melrose Care Home:

“A significant culture shift across the whole home. The trepidation and angst, which used to come with broaching the subject of death and wishes surrounding it has now gone – Advance Care Planning is now embedded in the fabric of the whole organisation, and with the GPs.

With strong collaborative links across the healthcare community, we achieve 100% of our residents dying in their preferred place of death.”

5. Church View Nursing & Residential Home

Care Home of the Year 2014

Location	Stockton
Accredited	2011 Beacon
Re-accredited	2014 Beacon
GSF Contact	Denise McPhee, Manager

Decreasing numbers of hospital deaths and significant reduction length of hospital stay



Key Achievements

- Of 19 resident's deaths in the home, only 3 in hospital
- All with both ACP and DNACPR recorded
- 18 residents had anticipatory prescriptions in place
- 18 residents had an individualised end of life care plan
- 19 families received bereavement information and support

Benefits GSF has delivered to Church View:

"GSF has improved what we do immensely and we've noticed a major reduction in hospital admissions. In fact, hospitals and hospices are now referring patients to us to look after at the end of their lives. Many people come only for 24-48 hours so that they can die in a homelier environment."

6. Belong Care Home

Location	Wigan
Accredited	2016 Commend
GSF Contact	Julie Burton, Practice Development Facilitator

Use of Admiral Nurse; Advanced Nurse Practitioner and hospice advice line prevented hospitalisation

Key Achievements

- 18 residents' deaths at home
- 100% with anticipatory prescriptions
- All families offered bereavement information and support
- Working with hospital discharge team to facilitate rapid discharge from hospital
- Staff well trained, and using reflective practice
- Close relationship between local schools to benefit both residents and pupils



GSF gave a structured way of caring for residents

A reduction in hospital admissions supports people to die in their preferred place

Why Belong chose GSF?

"As residents approach the end of their lives no matter who is on shift at any time they would be using the same coordinated approach."

Benefits GSF delivers for residents at Belong:

"We are better at planning and are more proactive, residents' needs are better catered for, the care and support is quicker and more effective."

Positive impact GSF has had on care staff:

"It's helped remind some about why they wanted to come into this job in the first place and they are trusting their gut feeling, which is nearly always right."

7. Coloma Court Care Home

Location	West Wickham
Accredited	2009 Beacon
Re-accredited	2012 Beacon / 2016 Beacon
GSF Contact	Maria Covington

Reducing used of psychotic medication



Key Achievements

- 12 residents' deaths at home
- Manager and GSF coordinator in post since GSF first accredited
- Excellent staff education and training programme

"I always emphasise to my staff that we look at everything from the residents' point of view and treat them as we would like to be treated ourselves."

8. Foxearth Lodge Nursing Home

Care Home of the Year 2014

Location Suffolk
Accredited 2011 Beacon
Re-accredited 2014 Beacon

Manager trained prescriber for end of life care medication, the first nurse in a UK nursing home to be qualified to do this

Key Achievements

- 100% of residents with ACP and DNACPR decisions
- 97% of residents who died had an individualised plan of care for the dying
- No hospital admissions for over 12 months
- After Death Analysis and Serious Event Analysis for all deaths
- Staff attend and have spoken at residents' funerals



"It is our aim for those who stay at Foxearth Lodge Nursing Home to do so with dignity, to have the respect of those who support them and to be entitled to live a full and active life given the fundamental right to self-determination and individuality."

9. Stanley House Care Home

Location Herefordshire
Accredited 2009 Beacon
Re-accredited 2012 Beacon / 2016 Beacon
GSF Contact Catherine Yeates

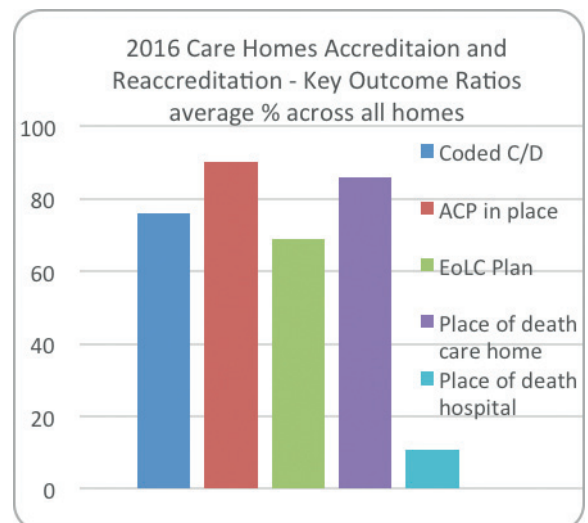
Wellbeing audits evaluate care plans ensuring standards of care for each individual and supporting coding decisions

Key Achievements

- 100% residents have an ACP
- 100% families offered bereavement care
- Links with local hospital for clear understanding that the home wishes for rapid discharge when treatment is complete
- Staff undertake bereavement and loss training as part of their induction
- Family support at all stages



"We were one of the first homes in the country to achieve GSF and attain Beacon Status."



***GSF – the right care for the right patient
in the right place at the right time, everytime***

For more information on how your care home could also improve end of life care, contact The GSF Centre or see <http://www.goldstandardsframework.org.uk/care-homes-training-programme>

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