

# A Cinderella Service

Improving end of life care provided by Domiciliary Home Care Teams in people’s homes and boosting confidence and competence of staff



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### Aim:

- To Improve end of life care provided by Domiciliary Home Care Teams.

### Methods:

- Train the trainers model
- Trainers attend 3 facilitated workshops
- Trainers Identify and deliver learning to 10—20 (band 1-4)carers each over 6 1 1/2 hour sessions
- Resources include Trainers guidance, DVD, Good Practice Guide and workbook folder
- Complete programme completed in 4-6 months
- Evaluation of carer, trainer and organisation before and after training
- Recognition of carer, trainer and organisation

### Discussion:

Use of training to increase staff knowledge, confidence, competence and organisation of care at end of life can improve cross boundary communication with the wider multidisciplinary team, especially GPs and District Nurses, to help maintain people in their own home at the end of their life .

### Key Messages

Use of the Gold Standards Framework Quality Improvement Programmes in a variety of different settings (home, care home, hospital etc) greatly increases the identification of people approaching the end of life and helps enable them to be cared for in their preferred place of care with the support that is required for this to happen

*“District Nurses are now asking carers for information about service users, more so than previously”*



### Challenges in Domiciliary Care

- Isolation
- Young carers—lack of life experience
- High staff turnover
- Training
- Lack of confidence

### Background:

1998 –2000 GP + Hospice—developed ‘Gold Standard Framework’ for Primary Care  
2004 GSF Care Homes pilot for care homes  
2008 NHS End of Life Strategy  
2011 Equality and Human Rights Commission Report  
2011 GSF Domiciliary Care piloted in 3 areas  
2012 GSF Domiciliary Care phase 2 - 4 Care Agencies, 6 trainers and 38 carers

### Results:

- Improved communication and collaboration with primary care teams
- Increased use of advance care planning discussions
- improved staff confidence empowerment of staff to initiate assessments and difficult conversations

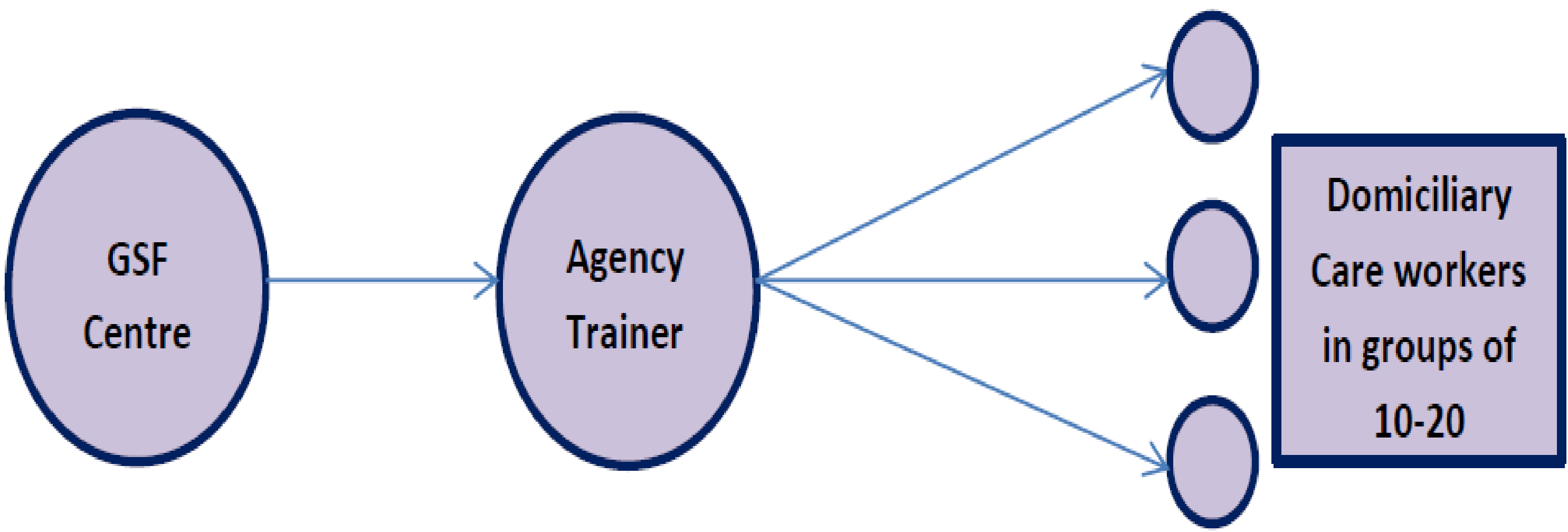
### Conclusion:

This work highlights the important role that domiciliary care workers have within the primary care team and what is often seen as a 'Cinderella service' allows carers to ‘come out of the shadows’

### GSF Quality Improvement Programmes in different settings and subjects



### Cascade Model



### What is GSF?

GSF is a systematic common sense approach to formalising best practice so that quality end of life care becomes best practice.

The National GSF Centre in End of Life Care runs training programmes, develops tools, resources and evaluation metrics to enable generalist front-line staff to deliver top quality care for people near the end of life.



GSF—quality improvement programmes enabling a gold standard of care for all people nearing the end of life

*“When your time comes to die make sure that dying is all you have left to do”*



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