

Summer Newsletter 2016

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

Improving Staff Retention in Care Homes



GSF Training Improves Staff Retention and Morale in Care Homes.

Staff turnover is a key issue for care homes. A recent National Care Forum Report found that care homes are facing a crisis with the lowest staff retention rate ever recorded, with most leaving in the first two years of employment. This is disruptive to teams, has an impact on the continuity and quality of care provided and has with significant cost and capacity implications too.

What can GSF do to help? There is good evidence from our accredited homes that GSF training helps to increase staff retention, morale, empowerment and confidence.

Feedback from staff show that they have more job satisfaction, that GSF enable them to make the most of what they do and give coordinated compassionate care. Confidence levels increase by about 25%, and staff report feeling more supported in enabling residents to live well and to die well in the place of their choosing. GSF is recognised by the CQC and is a Skills for Care UK Endorsed provider.

In a recent video on staff retention (pictured above), included on the GSF website, we interviewed several care homes managers and found a very positive response to this challenging subject.

"GSF has been a big help with staff retention and recruitment. It's about supporting and motivating your staff team." (Mandy Thorn, Uplands Care Home)

"We've got really good staff retention and that correlates with what GSF is all about." (Villa Maria Nursing Home). Do let us know how GSF is helping you or contact the GSF team for more details.

GSF GMC Course in End of Life Care

General Medical Council

The GSF team have just completed the new GMC GSF End of Life care Course, a 5 month course with 2 workshops and modules in-between, run in Oxford area for GPs and Hospital Doctors in the West Midlands area. This was a partnership collaboration with the GMC, focussing on increasing awareness and usage of the GMC EOLC Guidance plus other areas of end of life care. We took the approach of developing 'whole-person' teaching to enable 'whole-person care' and included areas related to head, hands and heart.

The Draft Evaluation is now complete. Key findings include

- the course overall was extremely well received
- delegates were overwhelmingly positive about the impact on their day-to-day practice
- 97% would recommend the course to a colleague
- Over 4 times the initial anticipated number of doctors were recruited and most completed the course
- Highlights included advance care planning, early identification, the broader understanding of EOLC and sessions on developing self-care and resilience

Delegates and speakers commented:

"Very comprehensive and useful course"

"The GMC GSF partnership helped to consolidate the delivery of knowledge and helped me to understand better"

"The balance was perfect - useful and accurate information"

"Has made me think about end of life care differently. Trying to identify patients earlier so they can get targeted care"

"To have had a room full of hospital doctors who do not usually talk about this subject, none of whom were from palliative care, discussing improving end of life care was amazing and could have a fantastic impact in care throughout the hospitals" Palliative Medicine Consultant

With such positive feedback we hope to be able to continue to repeat such training and continue to work closely with the GMC in future.



GPs workshop in Oxford

National GSF Conference London – Sept 30th

'Improving Integrated Cross Boundary Care' You are warmly invited to the next National Annual GSF Conference in London September 30th – Key note speakers, workshops, networking opportunities, celebration of awards – and a not to be missed a chance to hear best practice updates on GSF and end of life care in your area and beyond

GSF News Update



GSF at Airedale Hospital

Two wards at Airedale General Hospital recently completed the GSF training and have been awarded the Quality Hallmark Award endorsed by BGS.

Airedale NHS Trust End of life care facilitator Fiona Widdowson, says the GSF programme appealed because it met the trust's aims for improving end of life care as well as the NICE guidelines and was recognised by the Care Quality Commission. And, Fiona says, there were qualitative benefits on offer too. "We could see that GSF provided a clear and recognisable framework for staff to explore and care for patients who may be in the *last year of life*. We knew also staff would take pride in being involved with a project that would give accreditation for good practice."

Every effort was made to ensure all staff were included - this was achieved by delivering the hands-on practical training in a tailored way, in both groups and individually, with drop-in sessions available too.

Fiona says that having completed the training, staff on both wards felt empowered to make a difference, more confident about talking to families about death and dying and had increased the identification rate of patients in the last year of life to 30%. Consequently the improvements in care have been reflected in the latest Bereaved Relatives Survey.

She added: "The GSF helps us to support patients and families face the future with confidence and is immensely rewarding for staff."

Dr Raasheed Mohammed, Consultant Geriatrician at Airedale, said: "The GSF and Gold Line provides me with the added reassurance that my patients and their family have a plan, and the added resources in place as they move from secondary care to the community."



Airedale Ward 6



Airedale Ward 9

Clinical Associates – Assessors Training Day

On Friday 13th of May the team of Lead Clinical Associates joined by two potential Associates who have since signed up, met at the GSF Centre for an Assessors Training Day.

The focus of the day was to update and review the processes involved in GSF Care Home Accreditation portfolio marking, report writing, and the assessment visits.

We also reviewed the best way of recognising and awarding the excellent practice achieved in care homes who have achieved re-accreditation status.

Chris Elgar led the day with valuable input from Karen Harrison-Dening from our external panel, on report writing.



Care Homes Update

New Pre-Accreditation Workshop

Due to demand a new 'Pre Accreditation Workshop' is to be run 8th September in London and 9th September in the West Midlands. This is open to homes who are currently applying to register for the next round of accreditation who feel they need some extra support.

Training continues in all of the Regional Centres.

St Richards and North London Hospice have new cohorts commencing in September. Any interested in this workshop should contact the GSF team soon as places are limited.

The commissioned programme in Durham of 66 and 52 Care Homes is now completed.

GSF in Hospitals

Currently we have 7 GSF Hospital projects underway, two open programmes (Phase 6 and 7) based in Chelsea and Westminster Hospital and 5 two year whole hospital projects in Doncaster, Barking Havering & Redbridge, Wolverhampton, Jersey & Leicester Community Hospitals involving a total of 96 wards undertaking GSF training.

GSF Ambassadors



Care Homes Ambassadors

1. April meeting for Ambassadors at our Care Homes Award event in Birmingham.

A group of Ambassadors from across the country attended the meeting and discussion was lively and productive.

Some of the main action points were as follows:

- To promote GSF at Forums for Managers and to MDTs to encourage homes to sign up for GSF
- To promote to commissioners pointing out benefits such as recognition by CQC and unique selling point of GSF as well as evaluation outcomes such as improved quality of care, improved staff retention and reduced hospitalisation.

Ambassadors said that what would be useful to them would be; Networking information and mapping to connect with all the Regional Centres and a protected area for Ambassadors on the website.

2. June meeting at the House of Commons entitled **Enabling Choice in End of Life Care in the face of current challenges.**

MPs and Members of the House of Lords with an interest/responsibility for EOLC were invited to attend. A panel made up of Ambassadors representing different settings for EOLC and relatives of those experiencing EOLC, spoke with passion and eloquence on their experiences. We are hugely grateful for their contribution to this event.

Unfortunately the attendance from MPs was not very high due to the meeting taking place the first week after the referendum on Europe but we will be holding our larger scale event for Ambassadors and their MPs on Wednesday 12th of October to which all Ambassadors and their MPS will be invited.

Accreditation

We have 75 care homes, 6 primary care practices and 3 community hospitals who are going for accreditation and will be hopefully receiving their awards at the GSF Conference on September 30th. Details of accredited teams are on the accredited section of the website.



Barking, Havering & Redbridge Hospital

Future Events For Ambassadors

30th September GSF Annual Conference and Award Ceremony for Care Homes and Hospitals at Ambassadors Bloomsbury Hotel, 12 Upper Woburn Place, London WC1H 0HX

12th October Ambassadors Event House of Commons
Open for ambassadors – more information later

31st March 2017 The GSF Care Homes Conference and Awards Ceremony - Venue to be confirmed.

News From RCGP



Royal College of
General Practitioners

The Royal College of
General Practitioners has

recently passed a statement of approval confirming their recommendation that Advance Care Planning should be part of best practice, General Practice in the UK. This has implications for training GPs and helps to maintain this in primary care. This was put to The Board as a recommendation by Keri Thomas (formerly RCGP EOLC Lead) and Catherine Millington-Sanders (Chair and EOLC Lead). For more information see <http://www.rcgp.org.uk/news/2016/may/rcgp-response-to-cqc-end-of-life-care-report.aspx>

Raising Money For Cancer Research

The 'GSF Greats' the amazing behind the scenes admin team from the GSF central office took part in the 5K Cancer Research Race for Life that was held in the Shrewsbury Quarry on the 15th June, raising a total of £1,487.11. Several family members are affected by cancer, so the team were keen to take part.



From Left to Right: Sue Richards, Jane Pitchford-Newman, Abbie Barker, Sienna Barker, Joanne Carwardine, Sophie Caine & Alisha Bourne.



Weldmar Hospicecare Trust Dorset

Choice in End of Life Care by Mark Thomas



The Hospice Education Alliance by Caroline Sweetland, Lead Educator at Weldmar Hospice Care in Dorset.

The Hospice Education Alliance @ Weldmar is the End of Life Care Education provider based within Weldmar Hospicecare Trust in Dorset. We have a history of working closely in alliance with other End of Life Care providers across the South and South West to ensure equity of access to evidence based end of life care education within the region.

In recent years we have worked closely with those who established the Dorset Gold Standards Framework Regional Centre and in April 2015 the Regional Centre transferred to the HEA @ Weldmar.

In July 2015 we launched our first Care Home programme and were delighted to welcome 12 homes to start their journey with GSF. A second programme followed on soon afterwards in February 2016.

We have been amazed and delighted with the passion and ambition the care home staff have shown to improve their confidence in end of life care and have seen so many great ideas and initiatives being put into place by those on the programme following each workshop.

At the HEA @ Weldmar we have always been very passionate about the Gold Standards Framework programme and fully believe, as a hospice, that it enables us to meet our vision and strategy to support others who care for people at the end of their lives. We are now planning a further programme to start early in 2017, and we started the GSF Domiciliary Care Course for 14 agencies last month.



For further information please contact Caroline Sweetland. Lead Education Facilitator at the HEA@ Weldmar: caroline.sweetland@weld-hospice.org.uk

GSF and Choice in End of Life Care – Can Deeds Match Words?



The Choice Review published in 2015, led by the National Council for Palliative Care, advises the Government on ways to improve the quality and experience of care for adults at the end of their life and their carers.

Key recommendations included the availability of Advance Care Planning discussions for all and the need for better integration of patient-centered health and social care services.

However harsh reality does not match fine intentions. The Spending Review on July 19th announced that training budgets have been cut so that short term CCG and hospital deficits can be financed. Training and developing the current and future NHS workforce, which should have been a priority, has been sacrificed.

In addition the report concludes cuts to social care funding mean that “increasing numbers of people with genuine social care needs are no longer receiving the care they need.” The Health Committee was shocked that nobody could give an estimate of what the lack of social care packages, meaning that patients stay longer in hospital than necessary, was costing the NHS. That also means that patients are not having their choices met about where they would like to be cared for.

All of you reading this will know the reality better than those who sit in offices and write reports. You will have your own stories about the impact on individual lives. What can you and we together do about it? We have a new Prime Minister who has brought new faces into her Government (apart from Jeremy Hunt!) So there could not be a better time to let your local MP know about how individual members of his or her Constituency have been badly affected by lack of health or social care funding. Governments respond to pressure. For our part GSF will be contacting the new health and social care Ministers to discuss what can be done to support choice for more people nearing the end of life

CAN YOU HELP? Contact your MP?

Is there more you could do to support this important area by contacting your local MP and making them more aware of the importance of good end of life care, of GSF in your area and asking them to help improve choice for people nearing the end of their lives. Contact us more details and please notify us of your efforts.