

Invitation to Tender 2014

Regional Centres Development for The National Gold Standards Framework Centre in End of Life Care

<p>Locations (see map):</p> <p>Current Locations of GSF Regional Centres:</p> <ol style="list-style-type: none"> 1. St. Christopher's Hospice, London 2. North London Hospice, London 3. St Francis Hospice, Romford, Essex 4. Princess Alice Hospice, Surrey 5. St Richards Hospice, Worcester 6. Locala, Huddersfield 7. Dorset CCG 	<p>Potential Regional Centre locations but not limited to:</p> <ol style="list-style-type: none"> 1. East of England 2. North East/North Yorkshire 3. North West, Thames Valley 4. Others e.g. Midlands, Northern Ireland, Wales and Scotland
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The National GSF Centre in End of Life Care will remain the Quality Assurance and development lead, and will focus on the train-the-trainers support, accreditation, updating of resources in line with national developments and sharing experience across the UK and abroad. The focus of the Regional Centres will initially be in the training of Care Homes, but other training programmes are planned to be included in future, including primary care, acute and community hospitals, domiciliary care, dementia, spiritual awareness and integrated cross boundary care pilots.

Developing better integration of care:

"Implementing GSF has given us a common vocabulary and has built up communication to different parts of the services, to improve end of life care in the whole area" Consultant Palliative Medicine, GSF Acute Hospitals Phase 1.

In light of the focus of integration in the Health and Social Care Bill (2012), the development of EOLC Locality Registers/EPaCCS, Better Care funding and Pioneer Pilots, and the greater integration of clinical commissioning in health and social care, these GSF Regional Centres are a key way forward for local areas to develop towards fully integrated cross boundary care for their population nearing the end of life. The Regional Centres would also be at the frontline of developments from the National GSF Centre, including the GSF IT Solutions, Virtual learning Zone/e-learning, lessons and experience from national and international use of GSF and other developments including the recent new programmes.

Benefits to being a GSF Regional Centre:

- Collaboration with the GSF Centre and use of GSF Programmes, nationally regarded as the leading provider of EOLC training for generalist front line staff
- The benefit of being part of the local delivery of a nationally recognised programme with fully trained, supported and accredited GSF Trainers, enhancing local status as a centre of excellence in End of Life Care.
- Financially viable and cost effective, with positive margins in some areas
- Cost effective spread of training to your local organisations, plus others from the wider area
- Sharing more formally in showcasing best practice, both nationally and internationally
- Increase use of GSF to improve end of life across varying settings leading to greater local integration
- Local personalisation and involvement of providers e.g. out of hours, leading to greater strategic integration.
- Being part of well-established structure on a subcontract basis with an agreed income.
- Support with funding applications to aid commissions of GSF Training Programmes

Background:

The GSF Centre became an independent Social Enterprise Company in 2010, in line with changes in government policy, as a new not-for-profit Voluntary Sector Community Interest Company. Our aim is to improve the quality of end of life care, coordination and collaboration and cost effectiveness through reduced hospitalisation. We do this through the provision of training programmes to support best implementation of GSF in all settings, tools and measures. There are currently 7 GSF Training programmes, with a view to the development of a further 2 later this year. The GSF Primary Care Programme began initially in 2000, became mainstreamed in 2005 at Foundation Level, and with Next Stage GSF Primary care 'Going for Gold' launched in 2009. This is available as a distance learning programme and from April 2012 will be on the GSF Virtual learning Zone.

Since 2004, the GSF Care Homes Training Programme has been delivered to almost 3,000 care homes across the UK, usually in groups of about 30 care homes at a time. However, there is growing demand for more access to the training from individual homes, commissioners and corporate providers. Some commissioners such as the London Procurement Programme covering all London PCTs are awarding Continuing Care Funding only to GSF Accredited care homes. There is increased demand for accreditation, for other GSF Programmes and support for local facilitators plus a need to increase the capacity and the numbers of GSF trainers. There are also GSF Training Programmes in Acute Hospitals, Domiciliary Care, Community hospitals and others.

Over recent years, many GSFCH Clinical Associates have been involved in the GSF 'Train the Trainers' programme and delivery of training and accreditation. The National GSF team will focus increasingly on the development and updating of programmes, and on quality assurance through accreditation.

Distance Learning and the GSF Virtual Learning Zone. This coincides with the Distance Learning/e-learning programmes being developed by the GSF Centre on the new GSF Virtual learning Zone (VLZ), to include several of the Training Programmes. Regional Centres supported by the National GSF Team would be able to provide more consistent training and shared experience across their area and the wider region using the distance learning programmes, making local delivery more appealing. This will enable distance learning in the care home, practice, hospitals etc. through 'e-supported group learning' and individual e-learning. In addition many programmes are available on DVD Distance Learning Programmes using VLZ support and evaluation. There will still be a need for locally held experiential workshops however in many areas, plus some additional training.

The GSF Primary Care, Care Homes, Dementia Care and Domiciliary Care Training are now available on the VLZ. It is anticipated that the GSF Clinical Skills and Spiritual Care training programmes will be available on the VLZ by the end of the year.

Current Regional Centres

St Christopher's Hospice, London (led by Jo Hockley), became the first GSFCH Regional centre 6 years ago and runs two consecutive projects over the year, one for homes in the South London areas and one open programme.

Since then, Regional Centres have been established in South West Coast, West Midlands, Yorkshire, Surrey, Essex, North London and an International centre in Tasmania, Australia. It is important that the Regional Centres have well established, well supported Clinical Leads and deputies, and plans for sustainability.

The number of regional centres will be limited. Some organisations might like to become GSFCH Regional Centres in collaboration with others in their area. The GSF Centre will not be responsible for employment of local facilitators, but for the quality and resourcing of training, and both will benefit from being a Regional Centre.

Criteria

Local areas wishing to develop a GSFCH Regional Centre should:

1. Organisations should

- a. Have key clinical champions in each area, with suitable experience and knowledge of GSF Programmes.
- b. Have senior support from Clinical Commissioning Group, hospice and commitment at Board level to Eolc & GSF principles.
- c. To ensure compliance with GSF Centre contract with regard to Principle Responsibilities and Support deadlines.
- d. Be able to organise and provide the venue and administrative support required to run the training programmes, e.g. assemble delegate packs as necessary (variable).
- e. Commit to recruit others, develop further interest from commissioners, and respond to other referrals.
- f. Support the Train the Trainers model for local trainer able to deliver GSF training.
- g. Be able to deliver the GSF Care Homes Training Programme, e.g. 1-2 two full programmes per year, for an agreed number of care homes, normally 20-30 with at least two delegates from each home/workshop.
- h. Agree to other requirements e.g. monitoring ADA completion, answering queries, recruiting homes.
- i. Means of sustainability over at least a 3 year period.

2. GSF Trainers should:

- a. Trainers must have undertaken the 'Train the Trainers' process, and be accredited GSFCH trainers.
- b. Have a thorough working knowledge of GSF in general and a full understanding of the relevant programme e.g. GSFCH Training Programme, preferably with experience of working with a home to accreditation.
- c. Trainers should meet the person specification for GSF Associates (attached).
- d. Trainers should attend the Train the Trainer conference calls and training days.
- e. Support local facilitators.
- f. Ability to seek input from local leads e.g. GPs, Out of hours (OOHs), hospice, etc. as required.

Please see Person specification attached.

Example in the case of GSF Care Homes Training programme provision – exact provision may vary

What The GSF Centre Provides	What the Regional Centre Provides
<p>1. Well established fully developed GSF Training Programme leading to best implementation of GSF and GSFCH Accreditation as well as other training programmes as agreed</p> <ol style="list-style-type: none"> a. All resources for care homes and other GSF training programmes as agreed - Good practice guides, Preparation Packs, Registers, books etc. b. All resources for trainers - curriculum, guidance, powerpoints, DVDs and clips, workshop plans, etc. c. Showcased examples of best practice nationally d. Attendance by GSF Central team at workshops 1 and 4 	<p>1. Regional Centre for local care homes etc. and</p> <ol style="list-style-type: none"> a. Organisation of programme b. Recruitment and employment of trainers c. Advertising d. Recruitment of some homes and delegates e. Venues – find and cost f. Event administration of workshops g. Admin- printing of delegate packs h. Admin- – in some cases invoicing and overseeing finances i. Chasing of evaluations and monitoring progress j. Procure ongoing sustainability

<p>2. Central support</p> <ul style="list-style-type: none"> a. Steering group meetings b. Visits and attendance at workshops c. Support conference calls d. Email and phone queries personally answered e. Involvement in national developments and policy through representation of the GSF Centre f. Website resources and chat room <p>3. Evaluation</p> <ul style="list-style-type: none"> a. All included e.g. ADA, confidence and other assessments, etc. <p>4. Train the Trainers</p> <ul style="list-style-type: none"> a. Train the Trainers meetings b. Annual conferences c. Quality assurance and appraisal process for trainers <p>5. Administrative and management support</p> <ul style="list-style-type: none"> a. Admin support and invoicing b. Some help with recruiting through open programme c. Accreditation support 	<p>2. Trainers</p> <ul style="list-style-type: none"> a. Delivery of training (supported as needed by GSF Central team and DVD/ VLZ) b. Regular feedback to GSF Centre c. Local speakers and relevant contributors d. Database management e. Other as required
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Process:

1. Organisations wishing to become a GSF Regional Training Centre should submit a proposal to the National Team with this tender application form, outlining their plan for developing and sustaining the delivery of the programme.
2. Interviews will be held and confirmation of Regional Centre status will follow.
3. Subcontract IPR and copyright agreement awarded to successful areas with license and specific terms on a renewable basis, reviewed annually but with a three year initial term.
4. Suggested beginning of phased programme – end 2014/early 2015.

Contract Basis (details may vary) – e.g. for the GSF Care Homes Training Programme:

1. There will be a legal contract between National GSF Centre and subcontractors with details of schedule and costs, and use of licensed programmes.
2. The Regional Centre will be supported by the GSF Central Team following an agreed schedule.
3. Resources for each workshop will be provided by the Central Team and electronically for the individual delegate packs.
4. The Regional Centre will deliver the National GSFCH agreed training plan and curriculum, with agreed local variations. The training programme will be amended as required by the Central Team.
5. Each project area should utilise relevant local experts for some of the key topics covered in the programme, in order to give the local context of end of life care.

6. All care homes involved in the projects will be registered with the National GSF Centre. Usually the GSF Centre will be responsible for invoicing the homes, or in some cases, the GSF Centre will raise one invoice to the Regional Centre for the full amount for the project, and payment is to be made to the GSF Centre. Payments to the Regional Centre will follow a standard agreed schedule.
7. The team will provide regular support – e.g. conference calls (2 monthly), training days and support by email/phone as required.
8. A member of the Central Team will attend some workshops as required e.g. the first and last workshops.

Expectations of the GSF Regional Centre:

- To follow core curriculum and cover each GSF training area thoroughly
- Attendance at an annual Train the Trainers workshop
- Attendance at one of the National GSF Centre Bi-Annual conferences
- License to use IPR and copyrighted programmes
- To use interactive methodology to enhance learning
- Preparation of care homes for accreditation

What Regional Centres will receive:

- All resources, and the training and support required to run the programme effectively in their area
- Programme follows standard curriculum and resources – allowing for local variations
- Full set of resources in hard copy or email for the delegate packs for each workshop
- Showcased examples from accredited care homes
- Preparation packs, DVDs, S.C Registers, Good Practice Guides, etc.
- Access to filmed or VLZ resources for improved cascade

NB Delegates & resources increase with size and home. The homes are invoiced at the Open Programme rate. The Regional Centre will invoice GSF at the agreed % of the commissioned price, thereby the venue and admin costs are funded by the care homes and that proportion goes to the Regional Centre.

Current GSF Regional Training Centres



Current Locations of GSF Regional Centres:

1. St. Christopher's Hospice, London
2. North London Hospice, London
3. St Francis Hospice, Romford, Essex
4. Princess Alice Hospice, Surrey
5. St Richards Hospice, Worcester
6. Locala, Huddersfield
7. Dorset CCG

GSF Regional Centre Application Form

Summary of proposal

On this page you should include:

- Your overall aims and objectives
- Setting
- How GSF fits with the wider aims and objectives of your organisation
- The staff groups you are going to target (e.g. Care Homes, Primary Care, Acute Hospitals, and Domiciliary Care etc.)
- How this initiative will benefit the service you deliver
- Plans for sustaining this project over a 3 year period initially

(Continue on a further page if required)

Explain below how you plan to deliver the GSF Programmes.

Specify how you will ensure appropriate groups of staff get access to the education and resources.

Explain organisation structure, commitment to end of life care.

Which key stakeholders are involved in your proposal?

Please give details about the Key Clinical Champions, and their experience of working with GSF.

Evidence the senior and Board level support for this project within your organisation.

How do you plan to initiate further interest and commissions from your local area and surrounding areas?

Ability to recruit homes/other organisations for other programmes as appropriate.

Outline the administrative support available to comply with the Principle Responsibilities and Support deadlines, the ability to organise a venue, collate delegate packs, ensure participants complete the evaluations associated with the programme e.g. Pre and Post staff confidence

Areas of Interest: (indicate which of the programmes you are interested in delivering)

1. Care Homes
2. Primary Care
3. Acute/Community Hospitals
4. Domiciliary Care
5. Other

Please reference any other information to support your application

Gold Standards Framework Regional Centre Proposal

Lead Organisation		
Lead Organisation	Name: Address:	
Project Lead	Name: Tel No: Email:	
Signature:		Date:
Director Support	Name: Tel No: Email	
Signature:		Date:
Partner Organisation (IF APPROPRIATE)		
Partner Organisation	Name: Address:	
Project Lead	Name: Tel No: Email:	
Signature:		Date:
Director Support	Name: Tel No: Email	
Signature:		Date:

Please return this application form to us duly completed to info@gsfcentre.co.uk or by post to The Gold Standards Framework Centre CIC,

Victoria Mews, 8-9 St Austin's Friars, Shrewsbury, SY1 1RY.

If you have any questions, please contact us on 01743 291 894.

Evaluation Criteria

Evaluation of proposals will be based on and not limited to the following:

Meets Key Requirements	<ul style="list-style-type: none"> • The proposed Regional Centre has the capacity to deliver at least one full programme of GSFCH training per year, including administrative support and infrastructure. • The plan is realistic and achievable • Educational capacity and experience
Sustainability	<ul style="list-style-type: none"> • What mechanisms will be in place for ongoing development?
Key Staff meet the core requirements	<ul style="list-style-type: none"> • Key staff have a training qualification • Have a working knowledge of GSFCH • Have a clinical background • Meet the GSF Clinical Associate Person Specification • Have a good understanding of the GSFCH Accreditation Process
Proposal linked to organisational strategy	<ul style="list-style-type: none"> • Evidence of organisational strategy for End of Life Care • Named Lead for End of Life Care • Focus on Education
Partnership working	<ul style="list-style-type: none"> • Evidence of collaborative working with key stakeholders within the locality
Equality and Diversity	<ul style="list-style-type: none"> • The bidder complies with its statutory obligations under the Equality Act 2010

GSF Regional Centre Programme Clinical Lead/Associate

RESPONSIBLE TO:	GSF CIC and Locality Lead as agreed
RESPONSIBLE FOR:	Managing GSFCH Regional Centre contract at a local level. Ensuring delivery of GSFCH programme & facilitation of Care Homes on programme
SALARY:	To be agreed locally
LOCATION:	To be agreed locally
HOURS OF WORK:	To be agreed locally
CONTRACT:	To be agreed locally.
JOB PURPOSE:	To manage GSF Regional Centre contract at a local level to include advertising programme, recruitment & signing up of Care Homes, financial management and on-going monitoring

To support the sustainable implementation of GSFCH at a local level

To ensure delivery of GSFCH programme as required by GSF CIC contract

KEY RELATIONSHIPS:	GSF CIC – GSFCH Lead Care Homes (Nursing & Residential) Regional Centre GSF Facilitator / Trainer Care Homes
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Principle Responsibilities

- To ensure compliance with GSFCH contract with particular regard to Principle Responsibilities and Support deadlines.
- To organise venue hire and teaching aid hire to meet the needs of the GSFCH programme.
- To advertise the GSFCH programme and recruit care homes at a local level
- Liaise with GSF CIC to enable care homes outside the Regional Centre geographical area to access the programme
- To ensure Care Home registration meets GSFCH standards
- To ensure timely invoicing and collection of GSFCH fees (where applicable)
- To ensure timely payment to GSF CIC of monies due (where applicable)
- To ensure the effective and efficient use of physical and financial resources
- To ensure accurate collation of care home data and forward to GSF CIC as required
- To ensure delivery of the GSFCH programme as described in GSFCH contract.
- Liaise with other end of life care education providers to ensure effective co-ordination of activity to support care homes undertaking GSFCH programme
- To provide progress reports to GSF CIC as required
- To ensure on-going sustainability of the GSFCH programme from the Regional Centre
- To ensure Regional Centre GSF Facilitator/Trainer (Care Homes) meets person spec and is able to deliver GSFCH programme

Communications and Working Relationships

- Ensure GSF CIC are kept informed of Regional Centre progress, programme dates or any issues or concerns related to the GSFCH programme or contract
- To establish a successful working relationship with all care providers, but particularly those in the private sector
- To build on existing links and develop strong relationships within care homes
- Provide support and communication updates to care home champions.
- Work closely with GSF CIC to ensure consistency of GSFCH programme
- Ensure effective communication channels are in place to enable care homes to feedback issues, concerns and plaudits

Professional Responsibilities

- Be conversant with National and local policies and procedures as they relate to safety and care of the public and staff.
- Keep accurate records, statistical returns and complete audit reports as necessary.
- Maintain high individual professional standards.
- To contribute to the implementation of NICE Guidelines, End of Life Care Strategy recommendations and Quality Markers on end of life care within the care home setting.

Regional Centre GSF Facilitator/Trainer (Care Homes)

RESPONSIBLE TO:	GSF Care Home Programme Lead
RESPONSIBLE FOR:	Delivery of GSF (Care Homes) (GSFCH) programme & facilitation of Care Homes on programme
SALARY:	To be agreed locally
LOCATION:	To be agreed locally
HOURS OF WORK:	To be agreed locally
CONTRACT:	To be agreed locally.
JOB PURPOSE:	To deliver GSFCH programme workshops as required by GSF CIC contract To support through facilitation care homes undertaking GSFCH programme to enable homes to achieve a recognisable improvement in practice & embedding of GSF principles and practice. To support care homes undertaking the accreditation process
DIMENSIONS:	The post will involve a high degree of teaching and training.
KEY RELATIONSHIPS:	Care Homes (Nursing & Residential)

Principle Responsibilities

- To deliver GSFCH educational workshops as described in GSFCH contract.
- Liaise with local partners across health & social care to support delivery of GSFCH workshops
- To provide a local co-ordinating function and contact point for Care Homes
- Support care homes to use recognised end of life care tools with a particular focus on the principles of the GSFCH programme
- Liaise with other end of life care education providers to ensure effective co-ordination of activity to support care homes undertaking GSFCH programme
- To support through facilitation care homes undertaking GSFCH programme to enable homes to achieve a recognisable improvement in practice & embedding of GSF principles and practice.
- To provide copies of workshop evaluations to GSF CIC to enable accurate evaluation of Regional Centre programme.
- To support care homes undertaking the accreditation process

Communications and Working Relationships

- To establish a successful working relationship with all care providers, but particularly those in the private sector
- To build on existing links and develop strong relationships within care homes
- Provide support and communication updates to care home champions.
- Work closely with GSF CIC to ensure consistency of GSFCH programme

Professional Responsibilities

- Be conversant with National and local policies and procedures as they relate to safety and care of the public and staff.
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- Keep accurate records, statistical returns and complete audit reports as necessary.
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- Maintain high individual professional standards.
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- To contribute to the implementation of NICE Guidelines, End of Life Care Strategy recommendations and Quality Markers on end of life care within the care home setting.

New Regional Centres Tender Process

