



Overview of the work of The National Gold Standards Framework (GSF) Centre

Enabling a gold standard of care
for all people in the last years of life

'Gold standard care for the golden years'



**Gold Standards Framework gives outstanding training
to all those providing end of life care, to ensure better lives
for people and recognised standards of care**

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The GSF Centre in End of Life Care

Our Core Purpose is to train and support frontline staff to enable a gold standard of care for people in the last years of life

The GSF Centre team has for nearly twenty years, helped generalist frontline staff care better for all people in their final years of life, enabling them to live well until they die. Thousands of doctors, nurses and carers have received training, improving the care of several million people over the years. The GSF Centre, led by its founder and National Clinical Lead Prof. Keri Thomas OBE, provides nationally recognized training and accreditation for people with any life limiting condition in the last years of life.

Our aim is to enable a 'gold standard' of care:

- for all people
- with any condition
- in any setting
- given by any care provider
- at any time in their last years of life

to help them live well before they die and to die well, in the place and the manner of their choosing.

GSF – right person, right care, right place, right time, every time

GSF helps to improve:

- **Quality** of care experienced by people
- **Coordination** across boundaries
- **Outcomes** enabling more to live well and die well at home, reducing inappropriate hospital admissions and deaths.

To achieve this, GSF provides:

- **Training** programmes in all settings
- **Tools** and resources to support change
- **Measures** of progress and attainment
- **Support, networking** and **coaching** for best implementation

What is GSF in practice?

GSF is a practical systematic, evidence-based approach to optimizing care for all people nearing the end of life, given by generalist front-line care providers. GSF is all about quality care – **quality improvement** with training, **quality assurance** with standards of care and **quality recognition** with recognized accreditation.

GSF helps put National Policy into Practice

The UK has again been voted top country in the world for End of Life Care (Economist 2015). GSF both influences national policy developments, and helps put policy into practice on the ground supporting grass-roots change in line with NICE Guidance, DH EOLC Strategy, NHSE Ambitions, Care Quality Commission (CQC), Skills for Care, etc.

National Spread of GSF

developing a national momentum of best practice



1. Spread



- Quality improvement training
- 12 programmes – all settings

2. Depth

6 accreditation awards



- Primary Care
- Care Homes
- Hospitals
- Domiciliary Care
- Hospices
- Prisons
- Retirement Villages etc.

3. Joined-up



40 GSF projects at any one time



GSF International

'Gold Patients'

Gold Standard framework
 Name: _____
 NHC number: _____
 GP: _____

GSF Regional Centres



Achievements of GSF

- **Long pedigree** – GSF is one of the UK's longest established **end of life care organisations**, well known and active for 20 years, originally funded by NHS DH and now as a Voluntary Community Social Enterprise (VCSE).
- **GSF is internationally recognised** with principles and tools used internationally across many countries.
- **Including all settings, disciplines and conditions** – Spread to all health and social care settings, enabling doctors, nurses, care assistants, social workers and others care for people with any life-limiting condition.
- **In Primary Care, 98% GP practices in the UK use GSF** – minimum at 'bronze' Level with a GSF/palliative care register and MDT meeting as part of QOF since 2004, with over 600 other practices doing Silver or Gold.
- **Influencing national policy** – contributing to the UK being the leading nation in EoLC.
- **Integrated care** – use of GSF as a common vocabulary leading to better integrated Cross-Boundary Care.
- **Well Recognised** – The GSF Accreditation Quality Hallmark Awards are recognised by CQC, NICE, Skills for Care and co-badged by RCGP, BGS, CHA, CE, NCA, NCF, and RNHA.
- **Enabling and motivating teams** – Improving confidence, competence, job satisfaction and staff retention.

Awards to GSF for its work

- CQC – the only recognised information source for EOLC for CQC Hospital Inspectors
- National Skills Academy – Excellent Providers for Social Care, BMJ Education Finalist Primary Care
- BMJ Education Award – Finalist for Primary Care Programme



Spread of GSF Training Programmes

Overall, over the last 20 years, The GSF Centre CIC has improved the care for millions of people through GSF training including:

- 98% GP practices doing bronze GSF since 2004 supported through QOF- most still continuing (about 30,000 practices)
- 600 GP Practices doing further training with GSF Gold/Silver Programmes
- 3,150 Care Homes (25% nursing homes)
- 47 Acute Hospitals, 277 wards
- 50 Community Hospitals, 62 wards
- Over 1000 Domiciliary Care workers
- Over 800 teams have been accredited in the 7 Accreditation and Quality Hallmark Awards
- 12 GSF training programmes currently
- At any one time there are about 30-40 projects underway across the UK
- Currently 13 Regional Training Centres (mainly hospices), likely to increase to about 18
- A wider network of about 30 Clinical Associates and 24 Ambassadors



Third time GSF Accredited Care homes receiving Award 2017

An Integrated Population-based approach

In the 9 GSF **integrated cross boundary care sites**, GSF is used to enhance 'a common vocabulary' improving communication between GPs, hospitals, care homes and others with better use of digital records/EPaCCS, reducing hospital admissions and enabling more to live and die well at home. Key EOLC metrics have been developed. Many areas have developed GSF registered '**Gold**' patients, providing additional benefits for them, such as Airedale's Gold Line.

A new **Population-based** approach to end of life care

Population – referred
Setting – hospice + home
Condition – cancer
Stage – final days of life
Providers – specialists

Whole population in an area
 – early identification of 1%, 30%, 80%
All settings – home, care homes, hospital, other
Non-cancer/frailty/dementia
Final years of life
Generalists/everyone involved

Current understanding

New understanding



GSF and the regulator CQC

GSF Accreditation in hospitals is the only CQC approved information source in end of life care in hospitals.

“GSF is a very important tool that I do believe, if people are doing the things that are in GSF, they will find that they come out very well on CQC inspections”

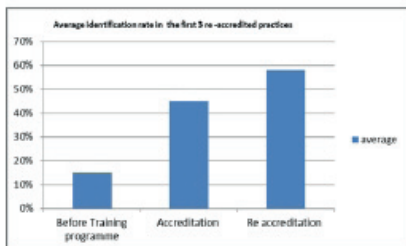
Prof Sir Mike Richards, former CQC Chief Inspector of Hospitals

“What is fantastic about the Gold Standards Framework, is that it is focusing care homes staffs minds’ on how can they make that (end of life care) experience the best it possibly can be”

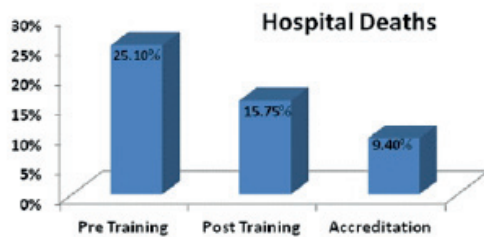
Andrea Sutcliffe, Chief Inspector Adult Social Care, CQC

How is impact evaluated

Primary Care increasing identification



GSF Accredited Care Homes showing halving hospital death rate at GSF accreditation 2011-15



Quantitative and qualitative assessments in all programmes

- 1. Key outcome ratios** before and after GSF
- 2. Comparative audits** – patient level (online After Death Analysis – ADA), staff confidence, organizational questionnaire
- 3. Portfolios** for accreditation – evidence of best practice
- 4. Visit/interview** for quality assessment.

See more reports of cumulated evidence published in journals, and the **GSF Frontrunners Papers in Primary Care Hospitals and Care Homes**, giving examples of what is possible to achieve

<http://www.goldstandardsframework.org.uk/evidence>



Progress achieved – examples from GSF Accredited teams

GSF Accredited teams or GSF pilot areas	1. Proactive Patient early identification rates	2. Person-centred ACP discussions offered	3. Place Dying in preferred place of care	4. Preventing Preventing over hospitalisation	5. Provision of quality care Experience of care + carers support
GP Practices	75-90% patients identified on registers	68% offered ACP discussion	65% die where they choose	Halving hospital deaths	71% carers offered support
Hospitals	35% acute, 45% community identified early (range 20-58%)	92% offered ACP discussion (range 85-100%)	Varies and often N/A	Length of stay reduced in some	Carers support improved
Care Homes	98% identified, 81% identified in dying stages	95% offered	85-90%	Halving hospital deaths + admissions	Relatives satisfaction increased
GSF EOLC Metrics pilot	47% – all patients identified	47% offered ACP discussion	53% die where they choose	Varies – examples of reducing ED admissions	Feedback and PROMs vary



Increased

- Early identification of patients
- Offering advance care planning discussions
- More dying where they choose
- Positive feedback from families/ carers



Decreased

- Hospital admissions and deaths
- Length of stay or A&E contacts
- Decreased costs to NHS

12 Current GSF Training Programmes



Primary care

Since 2000, 98% GP practice used GSF Foundation Level (bronze) through QOF i.e., palliative care registers and meetings. Since 2011, next stage GSF includes Going for Gold practice based learning programme with Accreditation (*partner RCGP*) and Silver programme with either distance learning or interactive workshops, involving 673 practices.



Care homes

Over 3,000 care homes trained since 2004 (25% of all nursing homes) with almost 700 accredited and many re-accredited (some now 4th time 12 years on) with Quality Hallmark Award (*partners Care England, NCF, NCA, RNHA*). GSF Care Homes recognised by CQC as examples of best practice. Revised shorter programme from 2018, fully updated and more affordable for homes, taught centrally or by Regional Training Centres.



Acute hospitals

47 Acute hospitals and 277 wards involved and 12 whole hospitals in training in a 2-year supported programme with 6 workshops, all tools and resources plus evaluation. 12 wards accredited and 3 re-accredited on with Quality Hallmark Award (*partner British Geriatrics Society*). **The GSF Hospital training and accreditation process is the ONLY Accreditation process and information source in EOLC in hospitals recognised by CQC.**



Community hospitals

50 GSF trained community hospitals (62 wards) in Cornwall, Dorset, Cumbria and Leicestershire, 30 accredited (*partners The National Community Hospital Association*).



Domiciliary care

Updated Train the Trainers cascade programme, distance learning on the Virtual Learning Zone, supported by local/central workshops or 4 on-line webinars. Currently 42 agencies in training with over 1600 care workers achieving certificates so far. Radical changes in improved confidence of staff, and better collaboration with primary care.



Retirement Villages

New GSF Retirement Village programme launched July 2018 and accreditation process from 2019 - 5 RVs previously trained with 19 ExtraCare retirement villages currently in training, involving 3-4 workshops, over 6 months with adapted RV resources tools and evaluations



Hospice Support

Adapted programme specific to hospices, covering inpatients/home care/day care units - supporting use of GSF for patients at home and other settings. Several Hospices Accredited and re-accredited plus new revised Hospice Accreditation Process and Affiliation.



Prisons

GSF programme supporting people in prison receive top quality end of life care, including Accreditation since 2016. Bespoke programme building on standard GSF training.



Integrated Cross Boundary Care Sites

Working with 9 CCG/STP/ICS-wide areas using GSF as a common vocabulary across health and social care to improve effective integrated care for older people, reduce hospitalization and improve efficiencies. Successful pilot of EOLC Metrics in XBC areas with promising findings.

SUBJECTS AREAS



Dementia care

An adapted GSF Hospital programme also used by Community Dementia Teams. Or individual VLZ distance-learning course, focusing on improving person-centred care, communication skills, improving pain relief and reducing hospitalisation for people with dementia.



Clinical Skills Course

Delivered via VLZ for nurses and healthcare assistants, improving clinical skills in caring for residents in care homes and at home.



Spiritual Care Course

Interactive workshops and on-line distance learning course emphasizing delivering compassionate care, enhancing resilience, self-care and spiritual assessments.

Examples of GSF projects across the UK

North

- Airedale, all hospital, 30 GP practices, 32 care homes **(XBC Site)**
- Lancashire/Morecambe Bay – 15 practices, whole Hospital 22 Care Homes **(XBC Site)**
- Locala, Kirklees – 31 Care Homes
- Cumbria – 13 community hospitals
- Wrightington Wigan & Leigh Trust – 1 ward
- Durham – 44 Care Homes
- Tameside & Glossop – 12 GP Practices
- Manchester – 2 acute hospitals 4 wards, 10 Domiciliary care agencies
- Merseyside – accredited hospice, 1 whole hospital (Clatterbridge)
- Doncaster CCG – whole Hospital, 9 practices (Gold) and 19 practices (Silver) **(XBC Site)**
- Wakefield – Pinderfield, whole hospital

Central

- Nottingham – 30 Foundation Level, care homes 1 acute hospital – 2 wards, 2 Hospices, 12 GP practices **(XBC Site)**
- Derbyshire – 6 GP practices
- Warwickshire – 36 GP practices 19 Care Homes
- Northampton – 5 Care Homes (Foundation Level)
- Leicestershire – 8 community hospitals
- Stoke & North Staffs – 16 GP practices
- Lincolnshire – 19 GP practices
- Shropshire – 26 care homes
- Wolverhampton **(XBC Site)** – whole hospital, 19 GP practices, GSF IT project with 9 GP practices
- Staffs & Surrounds – 14 GP practices
- Birmingham – 94 GP practices
- Dudley – whole hospital
- Cotswolds, Longfields – 11 Care Homes

London/South East

- South East London, St Christopher's Hospice – 122 care homes
- Barking Havering Redbridge – 70 GP practices, whole hospital, 60 care homes **(XBC Site)**
- St Francis' Hospice, Romford – 32 Care Home
- Stanmore Royal Orthopaedic Hospital 4 wards
- North East Sussex – 42 GP practices, 3 care home
- HM Prison – Norwich
- Chelsea & Westminster Hospital & West Middlesex whole hospital
- North London Hospice – 7 GP practices, 71 care homes
- Esher, Princess Alice Hospice 40 care homes
- Southend Hospital – 4 wards
- Milton Keynes – whole hospital
- Chelmsford – 3 wards Broomfield Hospital
- Whipps Cross Hospital, Barts Health NHS Trust
- Cromwell – Whole hospital
- Bedford Hospital – 2 wards
- Colchester Essex Partnership University NHS Trust – 2 wards / mental health community team

South West

- Dorset – 125 Care Homes, 14 community hospitals, acute hospitals 3 wards, 11 GP practices **(XBC Site)**
- Cornwall – 60 care homes, 14 community hospitals
- Somerset – 15 GP practices (89 care homes)
- Exeter – Royal Devon and Exeter Hospital – all wards
- East Sussex, 15 Care Homes St Michaels

13 GSF Regional Centres (RTCs)

Delivering locally GSF care homes and domiciliary care training:

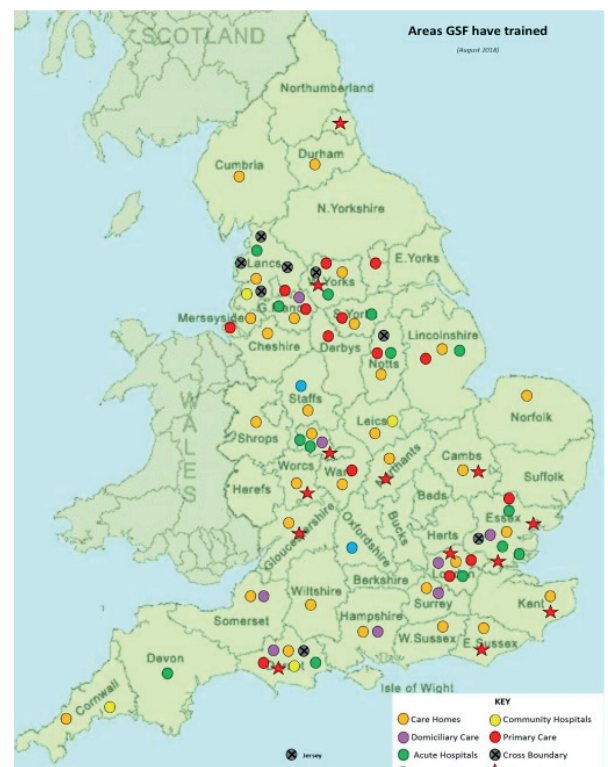
- Arthur Rank Hospice, Cambridgeshire
- Locala, Huddersfield, Yorkshire
- Longfield Hospice Care for the Cotswolds, Gloucestershire
- North London Hospice
- Pilgrims Hospice, Kent
- St Francis Hospice, Romford
- St Richards Hospice, Worcester
- St Michael's Hospice, East Sussex
- Weldmar Hospice, Dorset
- St Mary's Hospice, Birmingham
- St Benedicts Hospice, Sunderland
- St Helena's Hospice, Colchester, NE Essex
- Cynthia Spencer Hospice, Northamptonshire

GMC GSF EOLC Courses and events

- 35 Hospital Doctors at Stoke – 44 GPs Oxford, Barking, Havering and Redbridge Hospital Drs, Wandsworth CCG GPs

International GSF projects & Collaborative Centres:

- Jersey **(XBC Site)**, 16 Care Homes and 6 Domiciliary Care Agencies, 1 Hospice, 12 GP Practices, 1 hospital
- Ireland, St Johns Hospital, 7 Care Homes
- Australia & New Zealand, South Africa, China, Hong Kong Singapore, Japan, Canada, Holland, Belgium, India



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