

The Gold Standards Framework End of Life Care Acute Hospital Programme



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**GSF Quality Improvement Programmes for generalist frontline staff enabling
a gold standard of care for all people nearing the end of life.**

"I think the biggest change has been the culture change..... it's about getting patients and their families to take ownership of their care. GSF is the framework that allows us to make that happen. The best bit is making sure that patients receive the care they want, where they want it, when and how they want it and the satisfaction they and we get from that."

Dr Kumar, Stroke Consultant at Royal Lancaster Infirmary

Key Message

Teams undertaking the GSF Acute Hospitals programme, and accreditation showed significant improvements in care including:-

- early recognition of patients in the final year of life (over 30%)
- reduced length of stay
- more offered Advance Care Planning discussions (see graph)
- more proactive care using needs-based coding, MDT, care planning
- more rapid discharges and better communication with GPs
- More enabled to die at home

"By delivering earlier recognition and more effective communication with the patients themselves and other professionals in the community, the Gold Standards Framework enables better care for people in the last months of their life. These hospitals should be congratulated for leading the way and being exemplars for others to follow."

Professor Sir Mike Richards, Chief Inspector of Hospitals at the Care Quality Commission

Background

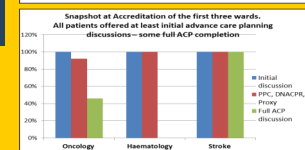
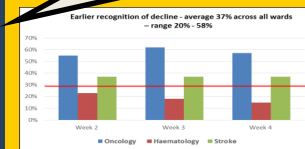
GSF is a well-evidenced extensively used UK service improvement training programme in end of life care for generalist frontline staff, to improve care for people in the final years of life. GSF programmes are used in a wide number of settings (see below). The GSF Acute Hospitals programme grew from the other GSF programmes in 2008 and is used by over 40 acute hospitals, some whole-hospital and with some progressing to accreditation.

Aim

The Acute Hospital programme aims to improve the quality of care, cross-boundary coordination and to decrease hospitalisation, enabling more to live well and die well where they choose. This study focusses on the first three accredited hospital wards, co-badged by the British Geriatric Society.



Teams from the first GSF Accredited Hospitals, Royal Devon and Exeter and Morecambe Bay Hospitals, presented with their GSF BGS Quality Hallmark Award by CQC's Prof. Sir Mike Richards March 2015 London.



Method

Evaluation includes key outcome ratios, Audit: After Death Analysis at patient level, staff and organisational questionnaires and portfolio and visit for accredited hospitals.

Conclusion

Significant improvement was seen in all GSF accredited wards including a 'change in the culture of care', more open patient-focussed discussions, earlier identification (over 30%) better use of electronic registers/EpaCCs, more Advance Care Planning discussions, better communication with GPs, care homes and nurses, more home deaths.



The National GSF Centre in End of Life Care

GSF gives outstanding training to professionals providing end of life care to ensure better lives for people and recognised standards of care.

For further information on the work of the National Gold Standards Framework Centre please contact:

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