

North Gloucestershire

End of Life Care

The Gold Standards Framework has positively impacted the way the team cares for people at the end of their life. There is a strong emphasis on Advance Care Planning and understanding what matters most to individuals. Staff are confident to listen to people and have conversations that are meaningful and impactful to a person at the end of their life.

Ongoing Learning

The staff at Bluebird Care North Gloucestershire have regular team meetings to discuss what has gone well and what can be improved upon. They also have regular Best Practice meetings, to ensure they are always striving to improve the standard of care delivered.



Sustainability

The GSF process is firmly embedded in the processes and culture at Bluebird Care North Gloucestershire. This ensures it will continue to positively impact all who use their services in the future. The team seek feedback regularly from the people they support and their families and strive for continual improvement in the care they deliver.



Future End of Life Care

Bluebird Care North Gloucestershire now offer ACP at the start of every care plan, and they revisit this as a matter of course at key points, such as a deterioration in a client's health. Their care staff work in small teams and develop close trusting relationships with the people they support. This builds trust and openness and helps people to feel safe to express their wishes.



The GSF has empowered the whole team and they feel more confident when delivering care to people at the end of their lives. We focus on ensuring people live well at home, and remain at home for as long as they would like to. We are confident that everyone we support receives the right care, in the right place, at the right time, every time, and that their care is in line with their personal choices and wishes.

Registered Manager



I wanted to say a massive thank you for all your help in making D's final wish possible and done with such compassion and dignity. It really was done in a way she would have wished.

Relative

Overview

Bluebird Care North Gloucestershire have been in operation since 2008. They are rated overall as 'Good' by the Care Quality Commission. They believe that looking after the care team, by regularly supervising and training them with the skills they require to do their job well, will result in an excellent experience for the people they support.



The team at Bluebird Care North Gloucestershire have always been passionate about providing high-quality care, so becoming accredited with GSF is something they are proud to have achieved. Supporting people in their own homes is the core of what they do, and being able to provide the best end of life care will enable people to live well until they die in their own home. Knowing what is important to someone is the essence of person-centred care and this includes knowing what is important to them in terms of their care needs and wishes at the end of their life.



From my first contact, the staff were warm, sympathetic, helpful and thorough. They helped me make decisions and guided me through the paperwork. My father valued their help and respected them as they did him. When he died everyone went the extra mile to help me; there was even a Bluebird presence at his funeral. I cannot recommend the Gloucester office highly enough.

Resident

Contact Us



020 7789 3740



info@gsfcentre.co.uk



goldstandardsframework.org.uk