

Press Release

25 September 2015

Worthing nursing home named Care Home of the Year Outstanding end of life care rewarded with national award

A Worthing care home where the handyman and housekeeping staff join nurses and care assistants to ensure residents receive the very best care, was today named Care Home of the Year by the National Gold Standards Framework Centre (GSF).

Melrose Nursing Home just pipped five other homes to the award that is presented to the care home judged by an expert panel to be delivering the best end of life care.

The judges assessed the six finalists against 20 standards and Melrose scored full marks in all categories.

All of the shortlisted homes demonstrated an outstanding commitment to provide their residents the very best personalised care right up until the end of their lives. The runners-up were: **Beechcroft**, Birkenhead, **Foxearth Lodge**, Woodbridge, Suffolk, **Nightingale House**, South London, **Old Vicarage**, Sherborne, Dorset, **Sun Court**, Sheringham, Norfolk.

Every resident at Melrose has expressed their preferences about how and where they would like to be cared for, in the form of an Advance Care Plan. The independent panel found the wishes and choices of residents at Melrose are the staff's main priority and the home works tirelessly to ensure that, wherever possible, those wishes are respected, especially with regard to hospital admission.

Where admission is appropriate, the home liaises with the hospital team, including the doctor in charge of the person's care, the nurses on the ward and the discharge team to ensure the resident returns home as soon as feasible.

The judges, said: "The final decision was difficult because of the many excellent practices recorded. Not only did Melrose meet each criterion in full, but it also demonstrated additional examples of excellent practice throughout all aspects of the home.

"All of the shortlisted Homes are to be commended for maintaining their Beacon status over the past three years during which national priorities, expectations and 'goalposts' have changed, and for moving yet further ahead. In this context, they are all to be congratulated for getting on to the

short-list, and for having something significant and significantly different/developed to offer as best practice to the field.”

Professor Young said: “It is a great pleasure to be presenting the GSF Quality Hallmark awards to more than 50 care homes today. We know that there are now three times as many care home places as there are acute beds in our NHS. Residents are much frailer than in the past so that about one third of the residents will die during their first three months in the care home.

“So I applaud the winners of these awards as they lead the way in providing skilful and compassionate end of life care based on a foundation of individual plans agreed between resident and those caring for them. We can all learn from their work.”

At today’s conference, 12 homes were receiving the GSF Quality Hallmark for the first time, while 48 were being re-accredited. This is the third time that Melrose has been accredited by GSF, having originally been recognised in 2009, then again, as a beacon home three years ago, before repeating the feat this year. The findings of the judges demonstrate that the high standards have been embedded in the care they and the other re-accredited homes provide all their residents and their families.

Melrose’s excellent communication with local GPs, hospitals, and other health professionals also drew praise from the assessors who also noted the obvious passion staff put into their work and satisfaction they take from caring for people at this most important time in their life.

GSF gives outstanding training to all those providing end of life care to ensure better lives for people and recognised standards of care. It is the largest national programme to help improve care for patients approaching the end of life, helping health and social care professionals provide coordinated, personalised care for patients and their families and reduces hospital admissions.

Since its launch in 2004, more than 2,500 homes across England and Wales have completed the GSF in Care Homes Training Programme, enabling significant improvement in care for hundreds of thousands of residents.

Almost half of all nursing homes in England have undertaken the training and 450 homes have gone on and achieved GSF accreditation. To be accredited, homes have to achieve 20 quality standards, ranging from leadership and support to dignity and respect.

Maggie Stobbart-Rowlands, GSF Lead Nurse, said: ***“As people approach the end of their lives they want to be cared for in familiar surroundings, by people who know and understand their wishes. By engaging all of its residents and their families in detailed conversations about these wishes, allied with a passion for fulfilling them, Melrose is an exemplar for care homes across the UK.”***

Those care homes that have received the GSF Quality Hallmark Award have demonstrated real improvements in the quality of care they provide, and halved crisis hospital admissions of residents at the end of life. To be accredited, homes have to achieve 20 quality standards, ranging from leadership and support to dignity and respect.

CQC recognises the achievements of GSF accredited care homes and the awards are endorsed by all major care homes' organisations and Skills Academy for Social Care.

Ends

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Notes for Editors:

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To qualify for accreditation, care homes must have undertaken the full GSFCH Training programme over nine-twelve months, embedded this into their homes for at least six months and then undertaken a rigorous accreditation process.

This accreditation process is endorsed by all major care homes' organisations and supported by all major care homes trade organisations- NCA, NCF, ECCA and RNHA. It is also now endorsed as excellent by the Skills Academy for Social Care.

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More information on the Gold Standards Framework can be found at:

www.goldstandardsframework.org.uk

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