End of Life Care – delivering excellence in practice in care homes

Oct 10th 2019
The Care Show , Birmingham

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Learning outcomes

1. Understand recent national policy updates and the increasing recognition of importance of quality care in care homes.

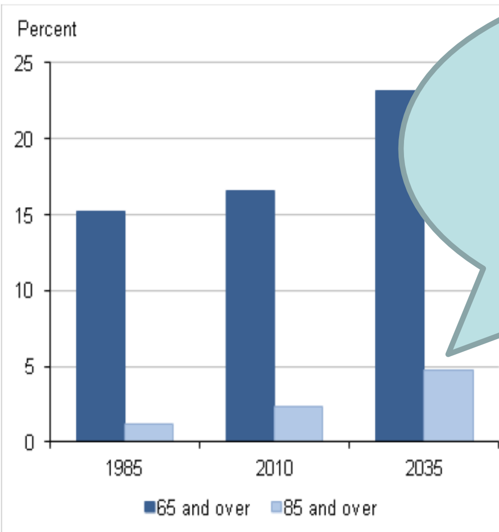
2. Learn of the work of The GSF Centre improving end of life care in care homes and other settings

3. Learn of the experience and examples of good practice from GSF Accredited care homes

4. Discuss key areas for improvement and next steps

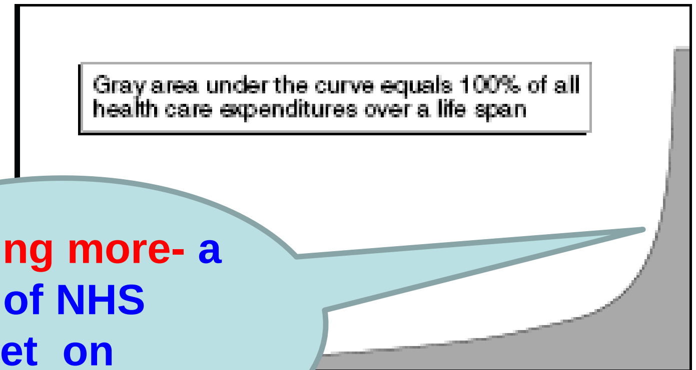
Challenges of the Ageing population-

more older people , more dying, more in institutions, costing more in 20 years

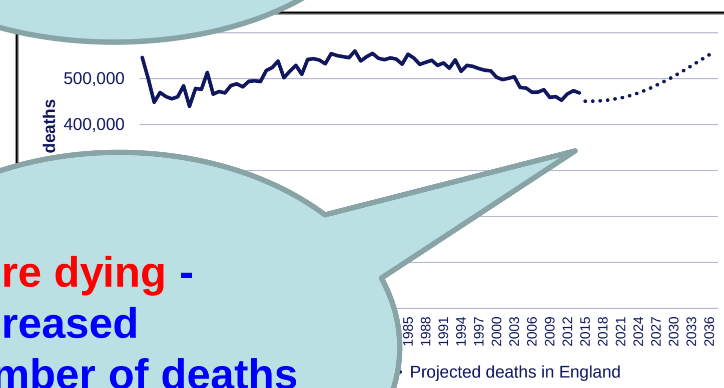


Source: Of… …otland, Northern Ireland Statistics and Re…

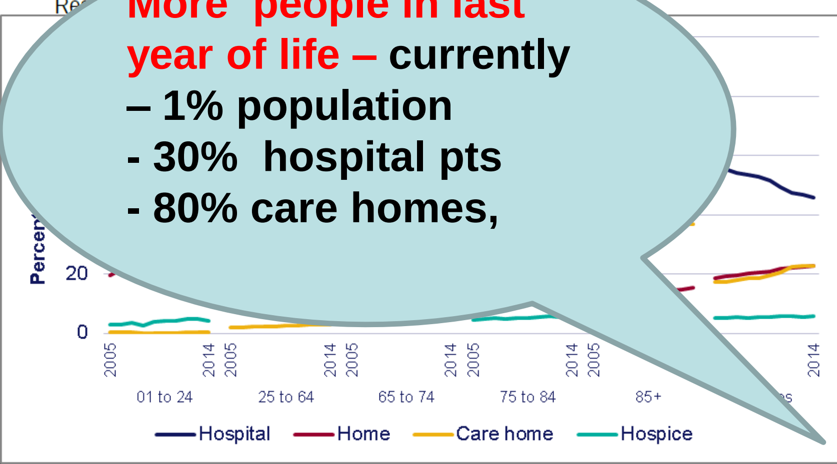
More ageing **Over 85 yr olds double , over 100 quadruple**



Costing more- a third of NHS budget on EOLC



More dying - Increased number of deaths by 25% by 2040



More people in last year of life – currently
– 1% population
- 30% hospital pts
- 80% care homes,

…al Statistics (ONS) Death Registrations Summary
…ons/re-reference-tables.html?edition=tcm%3A77-370351
…onal Population Projections with Components of Change (Births, Deaths and Migration) for Regions and Local Authorities in England: Table 5
www.ons.gov.uk/peoplepopulationandcommunity/populationandmigration/population…

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Context- National policy in EOLC

- **EOLC higher on the agenda**
- **DH EOLC Strategy+ GMC guidance 2008**
- **Ambitions 2015**
- **Government Choice Agenda**
- **2019 Long Term Plan 2019**
- **2019 Universal Personalised care**

- **NICE Guidance on EOLC Service Delivery Oct 2019**

Long Term Plan Sect 1.42

…., the NHS will personalise care, to improve end of life care. By rolling out training to help staff identify and support relevant patients, we will introduce proactive and personalised care planning for everyone identified as being in their last year of life.

A consequence of better quality care will be a reduction in avoidable emergency admissions and more people being able to die in a place they have chosen

GPs' QOF EOLC (37 points)

1.Early identification

2.Personalised ,coordinated care

3.Support families and carers

And next year increased working with care homes

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Enhance Health in Care Homes (EHCH) since Vanguards + Anticipatory Care

The Ageing Well Programme

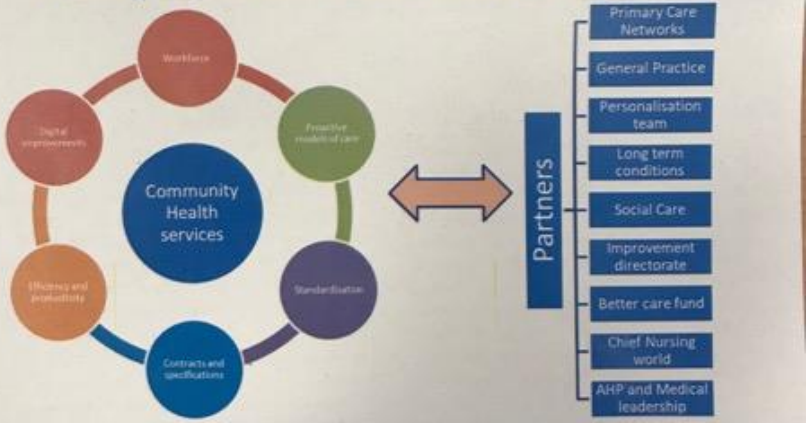
Enhanced Health in Care Homes

- National rollout of the Enhanced Health in Care Homes (EHCH) model and supporting full roll out of NHS Mail for Care Home Providers by 2023/24
- Support the full roll out of all the clinical domains of the model being delivered in full in 2020/21 jointly with Primary Care Networks in all residential and nursing homes.
- Creation of a national standard specification for community health providers and Primary Care Networks will be developed to start implementation in April 2020.
- Upgrade NHS support to all care home residents who would benefit by 2023/24

Improvements in community health service provision

- Full usage of the mandatory Community Services Data Set (CSDS)
- Getting data sharing agreements and information governance arrangements signed and implemented between community health providers and Primary Care (and wider partners such as voluntary sectors and Councils).
- Ensuring provider and commissioning arrangements include regular review and update of local Directory of Services (DoS)
- Deliver the core recommendations in Lord Carter's review into the productivity of community health services, focusing on:
  - All community services are recording onto a clinical system that has full interoperability with GP systems
  - Introduction of e-rostering and e-scheduling for all clinic and home visiting staff
  - Developing workforce plans for Community Nursing staff

Working in partnership to deliver Ageing Well



NHS England and NHS Improvement

page 1

Anticipatory Care

for people living with moderate and severe frailty

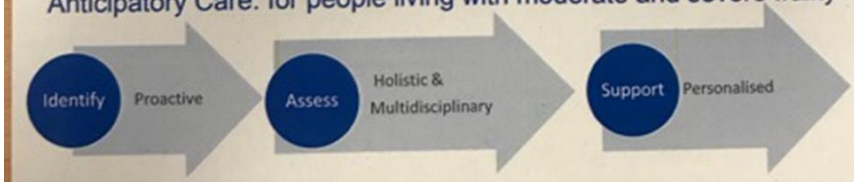
Identify
Assess
Plan +
Support

What is Anticip

- to he health and fu as lon
- Initially peopl **sever** and support can be offered to e independence and improve well-b as people age.

What is the Anticipatory Care Model?

Anticipatory Care: for people living with moderate and severe frailty

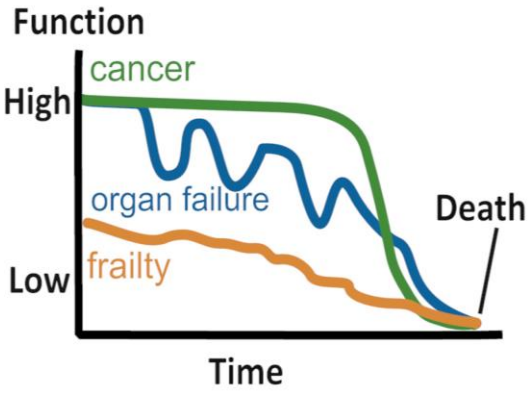


NHS England and NHS Improvement

Increasing recognition of Importance of care homes

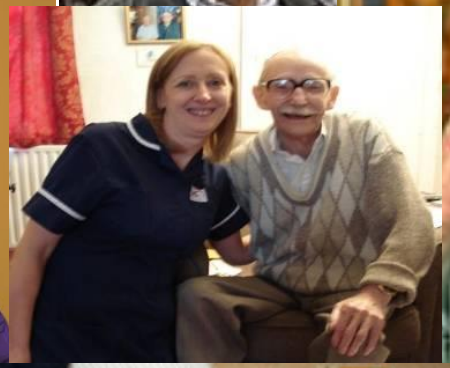
- Currently over **20%** die in CH– most are elderly with dementia
- By 2040 **40%** people likely to die in care homes,
- 3x more CH beds than hospital beds
- Care Homes are ***'the hospices of the future'***
- NHSE Vanguards/Enhanced Health in Care Homes EHCH
- Recognition of mild moderate and severe **frailty**

dementia + hospital = deterioration

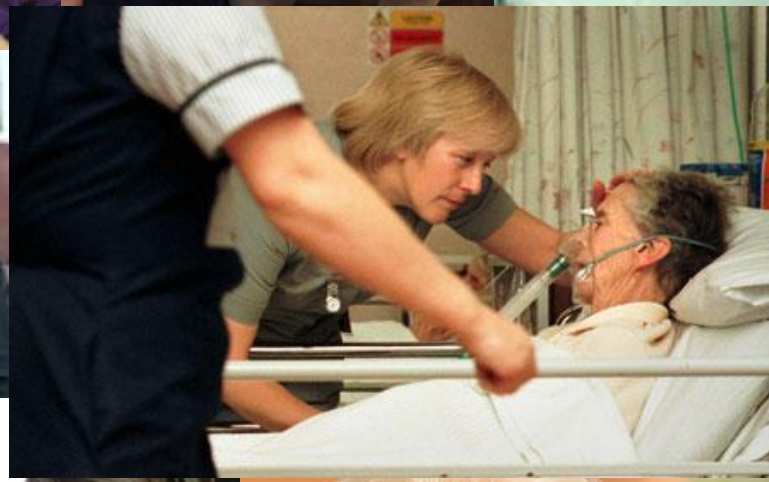


This is about the people you care for …








2. Overview and Update from the GSF Centre

GSF is the leading Training Provider in End of Life Care in the UK

enabling generalist frontline care providers to give a **'gold standard'** of care for all people nearing the end of life

Prof Keri Thomas OBE

National Spread over 20 years

developing a national momentum of best practice

1.Spread

- 17 Regional Training Centres,
- 10 Cross Boundary Care Sites,
- 40 GSF projects at any one time

12 Quality Improvement training programmes in all settings,

GSF Principles have been embedded in national NHS strategy and policy

2. Depth

7 GSF Accreditation Quality Hallmark Awards

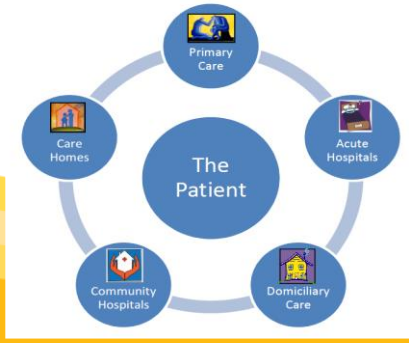
3. Joined-up

Population-based Integrated Cross-Boundary care

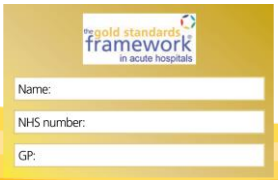
Accredited Programmes

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

GSF international
GSF used in over 12 countries and now new **charity Andrew Rodger Trust** working in end of life care in Africa



'Gold Patients'



the gold standards framework

Scale -Thousands using GSF

Trained about 3,500 teams, 20,000 staff across the UK ,
GSF improves the care of about half a million people/ year

GSF Primary Care-

All 8500 GP practices doing basic bronze
Over 700 doing silver/ gold

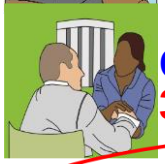
GSF Care Homes -
3200 trained – 25% N homes

GSF Acute Hospitals –
477 wards in 49 hospitals

GSF Community Hospitals –
62 wards in 50 hospitals

GSF Domiciliary care –
1200 care workers

GSF Hospice Support
8 hospices – 3 accredited



GSF Prisons.
3 prisons

GSF Retirement Village
19 RVs

GSF Integrated Cross Boundary Care Sites – 10 sites

Plus Subjects

Dementia Care

Clinical Skills

Spiritual Care/Compassion

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GSF Care Homes Training and Accreditation

"the biggest, most comprehensive end of life care training programme in the UK"

Over 3200 trained (25% NHs)

About 800 accredited

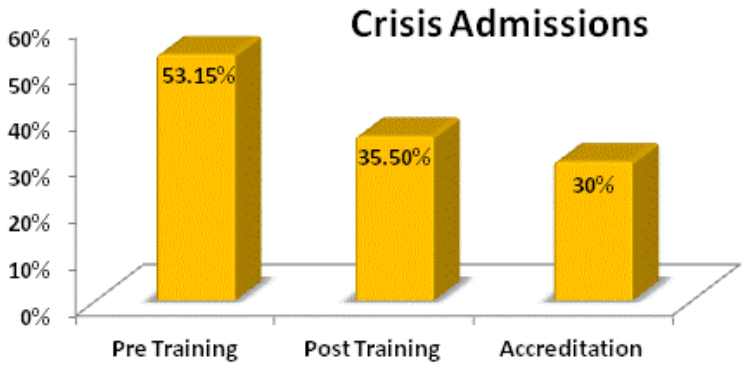
Many now 1/2/3/4th accredited

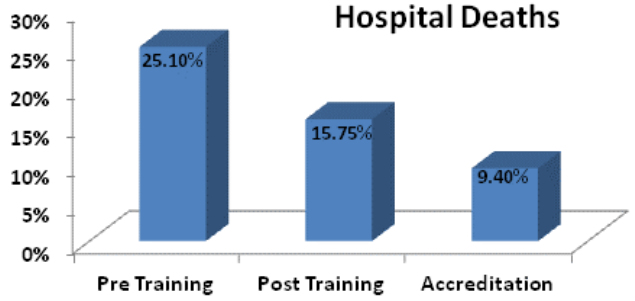
Now updated new GSF Care Home programme

– shorter more affordable

- Outcomes focussed

--Linked to Vanguards





GSF Care Homes Summary

- Began 2004- first accreditation 2008
- 2 phases / year for 15 years
- Over **3200** care homes trained across UK (*GSFwebsite map*)
  Many thousands staff trained , hundreds of Ambassadors
- 18 GSF Regional Training Centres
- Many emulators eg 6 Steps but none accredited
- 2018 GSF CH programme revised , updated and shortened

- Strong evidence of impact and sustainability
- Over 800 accredited , now 29 accredited for 4th time (12 years on) + 6 Care home of the Year Award

What do we hope to achieve with GSF?

1.Better quality of care experienced by all people nearing the end of life

2.Better communication, + coordination, systems, teamwork

3.Better outcomes –for people-

living well and dying well where they choose

+ health systems-

better use of limited resources, reducing over- hospitalisation.

GSF 1357 Sumary

GSF Summary

the gold standards framework in care homes

1 Aim

Aim: To enable a gold standard of care for all people in the last years of life, supporting them to live well until they die.

3 Steps

- **1. IDENTIFY** *Proactive*
- **2. ASSESS** *Person Centred*
- **3. PLAN** *Systematic*

5 Standards

- 1. Right Person
- 2. Right Care
- 3. Right Place
- 4. Right Time
- 5. Every Time

7 Key Tasks

- 1. Identify Residents Early
- 2. Offer ACP Discussions
- 3. Plan Living Well
- 4. Plan Care of the Dying
- 5. Support Families and Carers
- 6. With Compassion
- 7. With a Systematic approach

Proactive Personalised Systematic care -

GSF helps meet new LTP+ QOF requirementS

identify

patients who may be in the last year of life and identify their needs-based code/ stage

assess

current and future, clinical and personal nee

Living w dying well

GSF helps you meet requirements of Long Term Plan

IVE

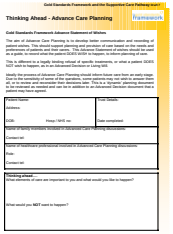
e

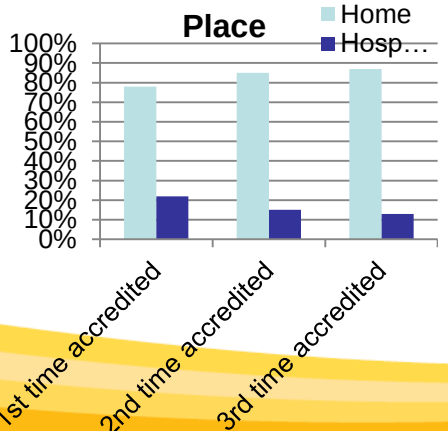
on Guidance

g patients with
nced progressive
ecline/ disease who may be
in the final year of life –

CENTRED

propriate person should
ered ACP discussions',
nly Advance Statements,
by their usual/chosen care provider ,
which then becomes an action plan
for quality of care '.





SYSTEMATIC

Reducing crises and hospital admissions.
Living and dying well in preferred place of care

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Enhanced Health in Care Homes (EHCH) care model

Care element	Sub-element *(further detail on each sub-element in annex)*	How GSF helps
1. Enhanced primary care support for care home residents	Access to consistent, named GP	**…ng with GPs**
	Medicines reviews	
	Hydration and nutrition support	
	Out of hours/emergency support	
2. MDT in-reach support	Specialist clinical advice for those…	**…r team meetings**
	Navigating the system (sin… advice)	
3. Re-ablement and rehabilitation to promote independence	Rehabilitation …	(Access to community rehab)
	Comm…	
4. High quality end of life care and dementia care		**Quality care for all residents including the final days And those with dementia**
5. Joined up co… between hea… care	…mechanisms	**Reduced hospitalisation helps joint commissioning**
	…with providers and networked care	
	…ss to appropriate housing	
6. Workfo…	Training and development for care staff	**Staff empowered , confidence boosted , retention rate increased**
	Co-ordinated workforce planning	
7. Data, IT and technology	Linked health & social care data	Digital ready with IT/ EPaccs links
	Access to care record and secure email	
	Better use of technology	

GSF helps you achieve Enhanced Health in Care Homes (EHCH)

New Updated Care Homes Programme

- Updated in line with NHSE EHCH and new resources
- Shorter
- More affordable
- Simpler
- Outcomes focussed
- Digital ready
- Delivered locally

"The new updated GSF programme represents incredibly good value, builds on 15 years of success involving thousands of care homes, where it has been shown to be transformational, not only for staff, but for relatives and residents. GSF helps demystify dying and encourages everyone to play their part, so staff morale improves and turnover decreases, enabling better quality care, with better outcomes recognised by CQC, this helps differentiate quality homes from others, making them stand out in this vital area of care."

Martin Green OBE, Chief Executive, Care England

NEW GSF Care Homes 2019 Plan

Day 1	Day 2	Day 3	Day 4	Accreditation
Intro-duction + Preparation	**2. Assess** Advance Care Planning	**4. Plan Dying well**	**7 Systematic care and Progressing to Accreditation**	Pre Accreditation webinar
1. Identify	**3. Plan Living well**	**5.Family support** **6.Compass-ionate care**		
Homework **Preparation tasks + Baseline evaluations**	**Homework + collecting evidence for portfolio**	**Homework + collecting evidence for portfolio**	**Homework and follow up evaluations , embedding and portfolio completion**	

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New updated resources

- **Resources**
  - DVD - Animated summary/ Keri intro/ reflection/ACP/Nutshell
  - Updated PIG, Needs based coding, NS Matrices,
  - ACP leaflet+ poster,
  - Posters and Care Home Folders

- **Teaching Guidance**
  - Updated Good Practice Guide

  + access to VLZ
- **Evaluations**
  - Evaluation tools, KOR Trackers/ App,

Is it Cost effective?

- Costs approx. 1-2 weeks of 1 resident in care home
- Reduction of training 30% av care home about £995
- Reduced total if booked accreditation at same time
- Externally supported as good value to care home

- Reduction in average number hospital admissions pays for 3 care homes training

GSF Domiciliary Care Programme

Over 1300 care workers trained

GSF Dom Care Programme delivered in 3 ways

1. **Certificate** -3 workshops full day + VLZ on line course Open Prog London or at RTC – certificate
2. **Accreditation** 4 workshops full day + VLZ on line course + accreditation visit
3. **Bespoke** programme as requested for larger numbers + support webinars

See GSFDC Flyer and section on website with video animation

The NEW GSF Retirement Village Programme

Golden Years

19 Extra Care Retirement Villages trained

4 GSF accredited so far

Co-badged by ARCO

The ExtraCare Charitable Trust

Better lives for older people

The ExtraCare Charitable Trust

Better lives for older people

3. Frontrunning GSF Accredited teams

Frontrunners in Hospitals

Showcasing examples of best practice in end of life care with findings from recent G
Accredited Acute and Community Hospital wards, demonstrating earlier identificatio
more patients, more clarifying their wishes and more dying where they choose.

These leading GSF Accredited hospital wards are examples of the best practice i
years of life. These frontrunners demonstrate what is currently being achieved b
such patients, following their completion of the GSF Going for Gold Programme a
the British Geriatric Society and the Community Hospital Association. They are ar
others in giving the very best end of life care to their patients – **if they can do it, t**

These are grass-roots practical examples of how some wards are able to provide t
centred care for t
on the quality of
enabling more to
them to the GP fo
NHSE Ambitions,
GSF Cross Bounda
improve End of Li

Key areas include

1. **Proactive**
   year of lif
2. **Person-c**
3. **Place of**
4. **Reducing**
5. **Providing**

Examples	1. Proactive - Identification	2. Person-centred - ACP discussions	3. Place of death-dying in	4. Reducing hospitalisation,	5. Quality of care -

GSF and CQC ratings

- GSF Accreditation recognised by CQC
- **About 30% CQC outstanding care homes are GSF accredited**
- Many moved up CQC ratings since GSF
- GSF Accreditation provides evidence

"In 2019 we received for the second time another Outstanding CQC rating and as a team we believe that achieving GSF accreditation contributed to our Outstanding rating."

Paula du Rand, Kineton Manor manager

"GSF is the foundation of our care which means it is the foundation of our CQC rating."

Simon Pedzisi, Director of Care and Services from Nightingale House

Contribution of GSF
- part of the solution

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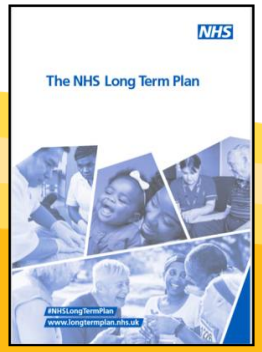

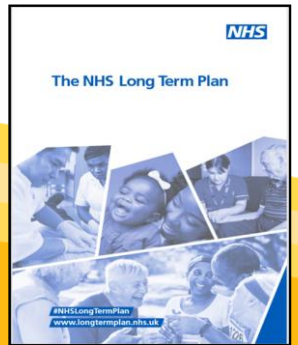

Putting policy into practice on the ground to help

- **Identify- proactive**
- **Assess –person centred**
- **Plan – coordinated care**

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3. Experiences of GSF
Quotations from GSF Accrdited teams

- **Liz Seymour, Manager of Melrose Nursing Home, Worthing**:
  "GSF has influenced everything we do and it's now part of the make-up of who we are. It's the backdrop of everything.

- **Helen Brewster, The Cedars, Bourne**:
  "Implementing GSF in my Home has, for residents, relatives and staff, been one of the most positive, rewarding experiences we have had over the past 5 years."

- **Denise McPhee, Manager, Church View**:
  "GSF has improved what we do immensely and we've noticed a major reduction in hospital admissions. In fact, hospitals and hospices are now referring patients to us to look after at the end of their lives."

Quotations Sept 2019

- Rekha Govindan, Manager of Chegworth Nursing Homes, said:
- *“GSF has opened our eyes and those of healthcare practitioners generally to exactly what we should be doing and when, providing a simple step-by-step guide ensuring no one falls through the cracks. It has helped us look at the patient as a whole and assess all of their needs and wishes.”*

- Liz Jones, Policy Director of National Care Forum, said:

  “Care home residents and their families want and should be able to receive compassionate, personalised and proactive care. The Gold Standards Framework is a fantastic resource to help the care home workforce provide this."

Achievements of GSF Care Homes
Improved team morale and retention

"It's been life-changing for us, improving all aspects of care, not just towards the end of life."

CD Manager of GSF accredited care home

"GSF has made my work simpler, drawn me closer to my residents and relatives and given me confidence in discussing end of life care."

GSF CH Lead Nurse

West Yorkshire

Improved confidence of staff

Qualitative feedback shows staff are more confident in their role, have more job satisfaction, and that the GSF tools enable them to make the most of what they do (GSF Data 2014-2015 across 45 care homes).

Proactive

Improved collaboration with GPs

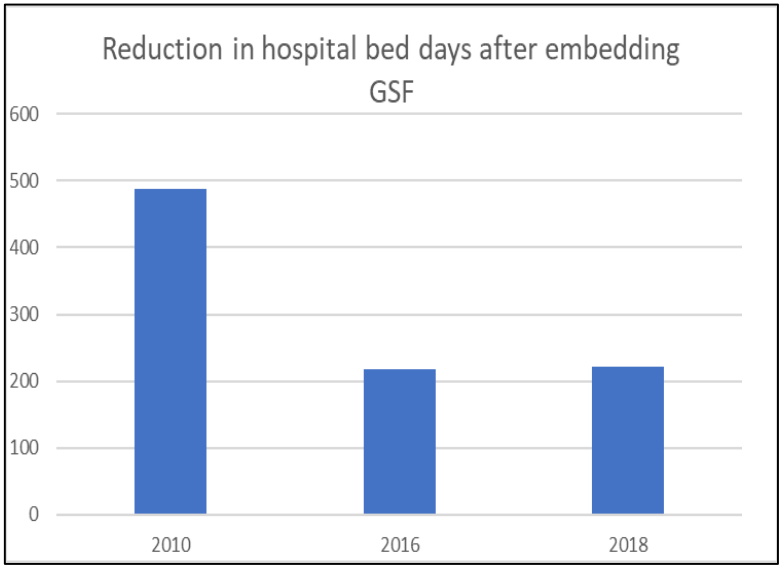
"Now since GSF we have a better relationship with our care homes, include their residents on our register and have reduced our hospital bed days from 488 to 222 – reduction of 266 bed days"

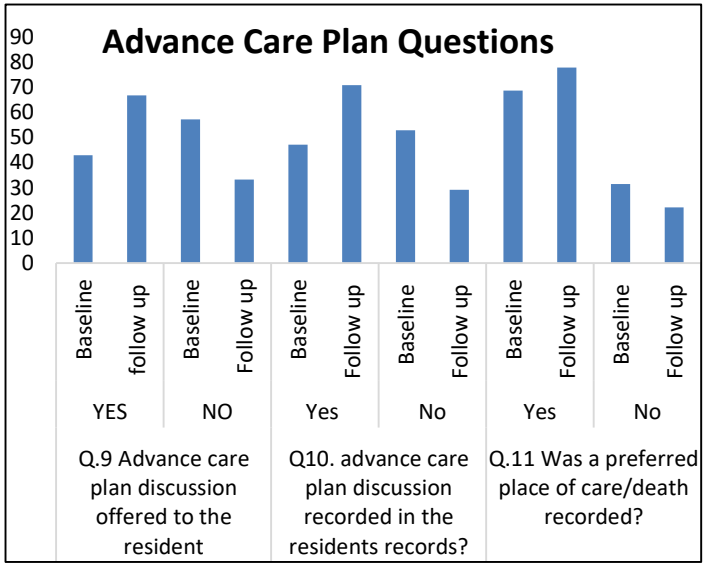
- Dr Laura Pugh GP Smethwick
- GSF Practice of the Year 2019

Person-centred

Offering advance care planning discussions

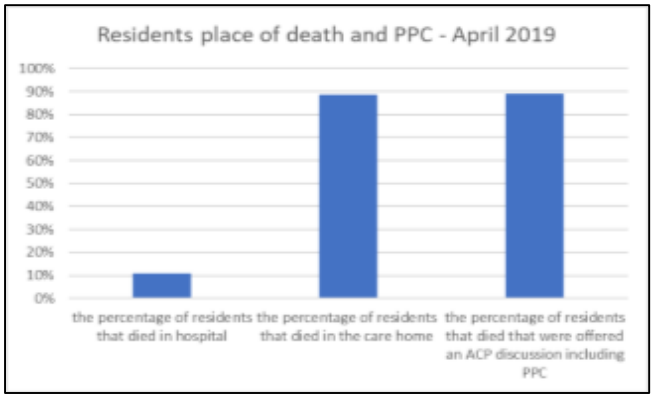
- Increased offering ACP discussions



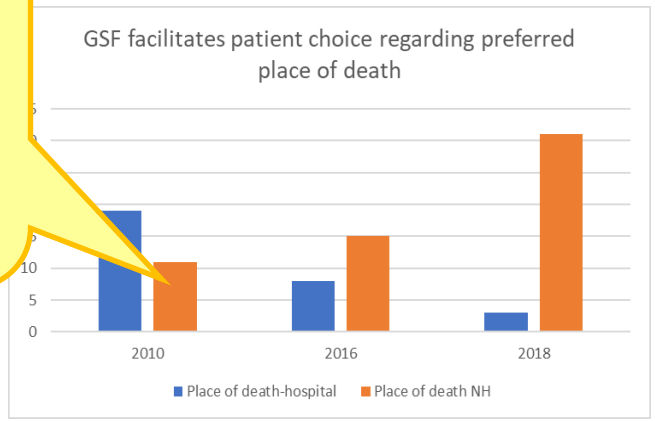


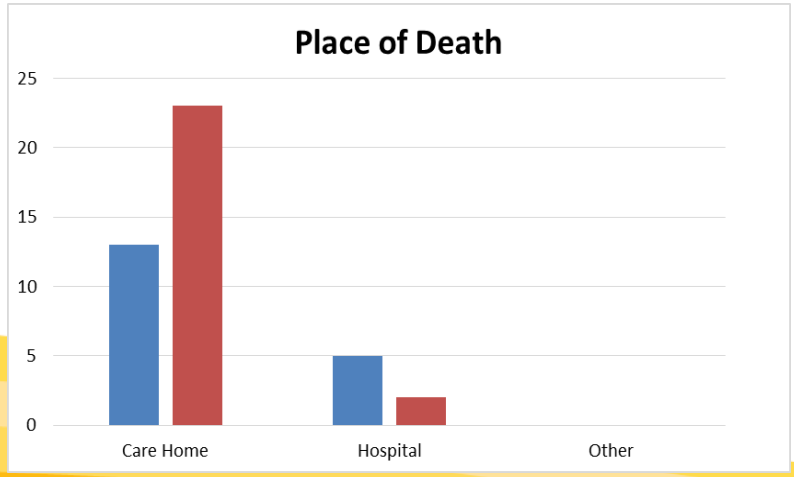
Well Coordinated / systematic

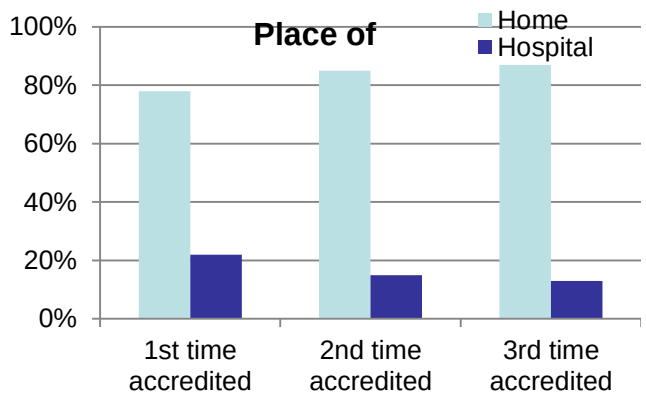
Reducing hospitalisation



In the GSF Accredited Care Homes, 89% residents are dying in their preferred place of care, (care home), and significantly fewer 11% dying in hospital







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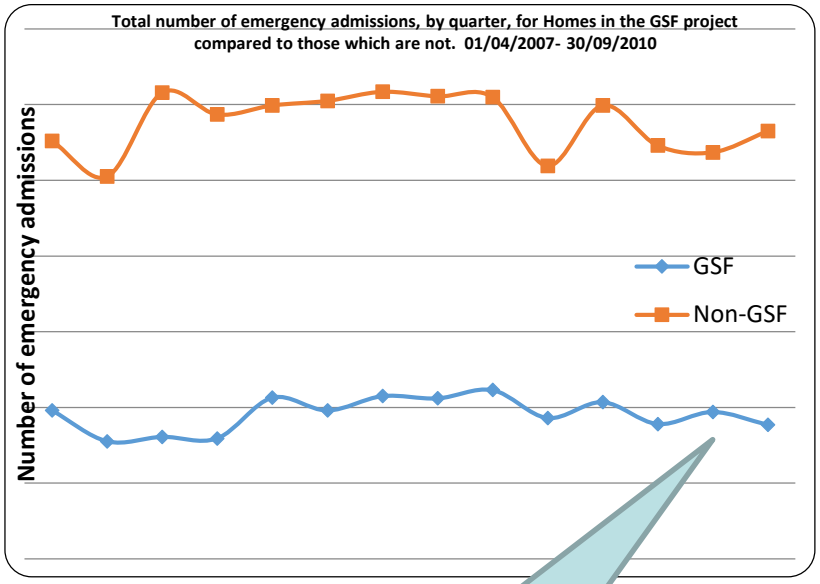
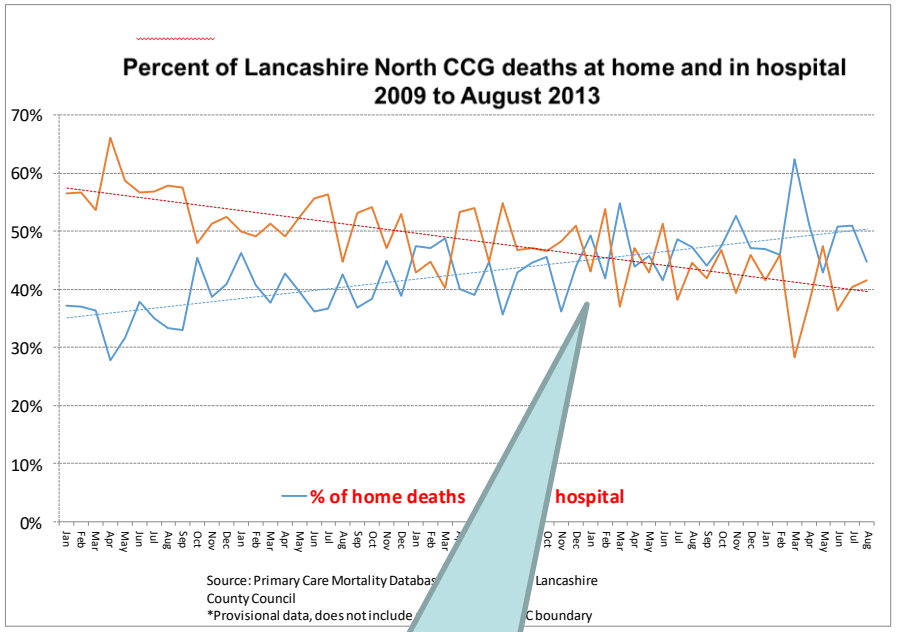
Reducing hospitalisation





Com homes and non- ital admissions: reduct F homes of 20.6% compa non GSF homes there l dmissions of 7.4%

Reduced number of emergency admissions in GSF homes

Tipping point More dying at home than hospital

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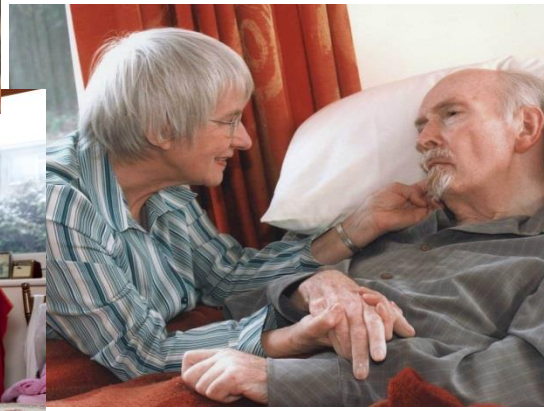
Everyone has an important role to play

"End of Life care is everybody's business"

Sir Bruce Keogh

CMO NHSE



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4. Key areas for improvement and Next Steps

Integrated cross boundary care

- **NHS policy recognition of care homes** – Vanguards, EHCH , Ageing Well Programme, Long term Plan, contract GPs , QOF , NICE Guidance , Kings Fund etc
- **GPs improved collaboration** with Care Homes + domiciliary care
- **Proactive** early identification
- **Person-centred-** offering ACP
- **Well-coordinated,** integrated care reduced hospitalisation ,
- **GSF Accreditation** highly regarded as a kitemark for quality 20 years on

Gold Standard End of Life Care

-GSF is part of the solution

the gold standards framework®

Tried and tested for 20 years

Putting policy into practice on the ground to help

- **Identify-** *proactive*
- **Assess –** *personalised*
- **Planning –** *coordinated care*

Contact us for more details www.goldstandardsframework.org.uk
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– see leaflets at back

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