



Domiciliary Care



The Gold Standards Framework Training Programme in Domiciliary Care - Phase 2



Domiciliary care staff play a vital role in caring for people at home towards the end of their life, and providing them with appropriate training is vital for all concerned, especially at this time. An aging population and rising numbers of people with frailty and dementia means that carers now support people with far more complex conditions and the challenges are increasing all the time. Failure to provide good home care at the end of life is not acceptable - it causes untold distress to users and their families and leads to inappropriate expensive admissions to hospital.

With recent national reports highlighting the need for better home care, the Equality and Human Rights Commission Report (Nov 2011), plus the forthcoming increased focus by CQC on Domiciliary Care inspections, all mean that this is an important time to consider further training for your teams.

The GSF Domiciliary Care Training Programme helps domiciliary carers deliver the best possible care for all people approaching the end of life at home. The programme gives domiciliary carers the knowledge, skills, support and confidence to deliver a 'gold standard' of care. The programme is fully resourced, with intrinsic evaluations, building on GSF in other settings to improve cross boundary care and is delivered through the GSFDC DVD training pack plus train the trainers workshops.

Feedback from Pilot Phase 1 GSF Domiciliary Care 2011

- "There was positive feedback from all those involved in the GSF pilot here and we all enjoyed the course - we strongly recommend it to others"
- "A brilliant course - I feel more confident talking to people about dying"
- "We enjoyed gaining more knowledge & the course work was excellent"
- "We recommend everyone use this training so we are all on the same path to helping people we are caring for"
- "Promotes cross boundary care and working together as a team to provide person centred care"

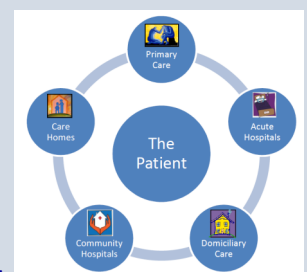
"District nurses are now asking carers for information about service users, more so than previously"

Supervisor, Manchester Domiciliary Care Agency

The National GSF Centre in End of Life Care

The National Gold Standards Framework Centre CIC in End of Life Care, a not-for-profit Social Enterprise organisation, is the largest most comprehensive quality improvement training provider in end of life care for the health and social care workforce. The centre runs quality improvement programmes in primary care, care homes, acute and community hospitals, domiciliary care and other areas, supported by a portfolio of well-developed resources and evaluation tools.

Gold Standards Framework (GSF) is a systematic, evidence-based approach to help the frontline generalist workforce deliver 'gold standard' care for people nearing the end of life. GSF improves the quality, coordination and organisation of care, leading to better outcomes for patients and their families. GSF also helps reduce hospitalisation and delivers greater cost-effectiveness. Since 2000, many thousands of GP practices and care homes have been using GSF with significant patient benefits, enabling more to live and die well at home. Use of GSF is recommended by all major health and social care policies and care provider associations, with growing use internationally.



"Every organisation involved in providing end of life care will be expected to adopt a coordination process, such as GSF"

Department of Health End of Life care Strategy 2008

What does the training include and how can we join?

Description and Background

The GSF Domiciliary Care Training Programme, began in 2010 following a wide consultation and pilot programmes in 3 areas. It uses well developed GSF principles to focus on organisational and systems change. It also enhances the understanding, skills and confidence of Domiciliary Care workers. The programme provides staff with greater confidence and competence, enabling them to work more closely with primary care teams and others.

Meeting targets and quality markers

The GSF in Domiciliary Care programme meets all of the DH Quality Markers e.g. Identification, Advance Care Planning, Assessment, Training & Audit. It is in line with CQC standards 1,4,6 and 14 and helps to address several concerns raised by the EHRC Report.

Support provided

- Fully resourced train the trainers plan
- Conference calls with the local project team and email support
- Three face to face training workshops

Fully resourced programme including

- DVD filmed training programme, Preparation pack, Good Practice Guide, Workbooks, prepared power-point teachings, delegate packs and other resources
- All evaluations including audits
- Access to restricted section of the GSF website and new GSF Virtual Learning Zone



"It has been really exciting working with the GSF team to develop this fantastic resource. The highlight to me has to be how the domiciliary carers who have completed the programme have grown in confidence, now working in partnership with district nurses and completing Advance Care Plans with customers. Everyone has the right to decide where they would prefer to die and if they choose to die at home, Manchester City Council is well on the way to making that possible."

Gillian Moncaster, Manchester City Council

"Manchester City Council recognises that by training home care staff to the Gold Standard we can improve the quality of care for all concerned, as well as providing greater levels of support to relatives at a very difficult time."

Councillor Glynn Evans

"GSF provides a vocabulary for everyone to use in different settings."

Dr Karen Groves, Southport

For further information contact the National GSF Centre on
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