

# GSF Frontrunners in Care Homes

Showcasing examples of best practice in end of life care with findings from GSF Accredited Care Homes

*GSF has been part of a national momentum of best practice for 20 years, with over 3,200 GSF trained care homes and over 700 accredited (many reaccredited 2,3 and 4 times, showing 12 years of sustained best practice). These practical examples from front-running teams demonstrate what can be achieved and the levels of excellence that are possible and **if they can do it, so can others!***

**Care homes have become one of the UK's main providers of end of life care**, caring for a large proportion of frail elderly people with dementia. About a fifth of people will die in their care home and they are key providers of personalised care for many thousands of people in the last chapter of life, with predictions of this rising significantly, with more predicted to die in care homes than hospitals by 2040. Currently it is estimated that about **80% of care home residents are in their last year of life**, and care homes have been called 'the hospices of the future'. Many hospital admissions of care home residents (estimated 50%) could be avoided enabling more to live and die where they choose, through better trained staff and community support.

**GSF has been one of the most successful quality improvement programmes in care homes, improving care for 20 years. GSF Homes are frontrunners demonstrating best practice both locally and nationally.**

**Fulfilling national policy on the ground** – GSF Accredited Care Homes help fulfil national health and social care policy, including NICE guidance (2013,2016,2019), NHS England's Long Term Plan (2019 Sect 1.42), The Government's Choice Agenda and the NHSE Vanguards and Enhanced Health in Care Homes Initiatives. GSF accredited care homes are often recognised by the Care Quality Commission as outstanding, with about a third of CQC outstanding homes being GSF Accredited.

**These frontrunners demonstrate what is possible to achieve.** They are grass-roots examples of how some care homes provide top quality, proactive, personalized care for all of their residents. This has an impact on the quality of life for people in their final years of life and their families, reducing time spent in hospitals and enabling more to die where they choose.

GSF training and accreditation ensures systematic proactive end of life care, improving patient experiences, coordination and patient flow across boundaries of care, cost-effectiveness and good outcomes. **GSF empowers care home staff to work better with GPs and other health and social care professionals.** *It is about putting national policy into practice at grass roots.*



**These care homes demonstrate improvements across 5 key areas:**

- |                                     |   |
|-------------------------------------|---|
| <b>1 Proactive care</b>             | <i>identifying phase of illness of all care home residents, coding triggering actions</i> |
| <b>2 Person-centred care</b>        | <i>offering all residents advance care planning discussions</i>                           |
| <b>3 Preferred place of death</b>   | <i>more residents dying in preferred place of care (care home)</i>                        |
| <b>4 Prevent hospitalisation</b>    | <i>reduced hospital admissions and deaths, hospital bed days, out-of-hours crises</i>     |
| <b>5 Providing top quality care</b> | <i>experienced by residents and their families and a culture change for staff</i>         |

**GSF trained homes consistently demonstrate significant improvements compared with national average**

Examples	1. Proactive – Identification rates	2. Person-centred – ACP discussions offered to all patients that had died	3. Place of death – dying in preferred place of care / DIUPR	4. Prevent hospitalisation, admissions, deaths	5. Providing quality of care – feedback
<i>Average for GSF Accredited Care Homes</i>	<b>Av. 99% identification rates</b>	<b>93% offered ACP discussion</b>	<b>88% die where they choose</b>	<b>12% of deaths occurred in hospital</b>	<b>Staff confidence increased, positive feedback from relatives and residents</b>

## Examples of Frontrunning GSF Re-accredited Care Homes

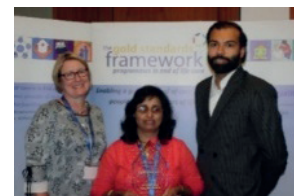
These are just 10 frontrunning examples from the many of GSF trained and accredited care home who all achieve high standards of care following GSF implementation. For more examples of Frontrunners see <http://www.goldstandardsframework.org.uk/evidence>. For more information on GSF Accredited Care homes in your area see <http://www.goldstandardsframework.org.uk/accredited-care-homes>

### 1. Chegworth Nursing Home, Cheam, Surrey SM2 7EH

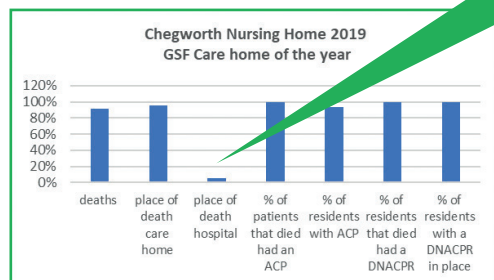
<http://www.chegworthnursinghome.com>

#### Key Achievements

- GSF Care Home of the Year 2019 - 14 years since first GSF trained
- 95% of residents dying at home, their preferred place of care
- 5% of residents died in hospital
- 100% of residents that died had ACP in place Offering ACP discussions to 93% of all residents



Only 5% residents died in hospital and 100% have ACPs in place



#### Comments:

**“Our care home is a great place to live and work!”**

“Since we started practising GSF, it’s given us confidence and being accredited has made us proud. The public have acknowledged how important this accreditation is when they are choosing the home for their loved ones. Not only do they have confidence in us, but other professionals also expressed their positive attitude of the high standard of care we are providing.

**Rekha Govindan – Care Home Manager**

#### Comments from Independent Panel Assessor;

The Home is the first to have been trained in Co-ordinate my Care (CmC), the pan-London computerised system to enter live medical information about residents’ conditions, advance care plans and preferences that is accessed by GPs, the London Ambulance Service, et al. NHSE has invited the Home to speak at its next conference to share the Home’s impressive development. All staff are trained in ‘Oomph’ Wellness to enhance residents’ lives.

### 2. Nightingale House, Wandsworth, London SW12 8NB

<https://nightingalehammerson.org/>

#### Key Achievements

- GSF Care Home of the Year 2018
- Rated CQC outstanding
- No hospital deaths – all died at home in 2018



“What we have done with GSF is change the culture not just of staff but relatives too. We’ve made them feel like it is ok to talk about anxieties about death. We now run workshops for families to help them to be able to communicate better with their relatives about the things that really matter but which can be hard to talk about. Our philosophy of care is very person-centred but is also about relationships – treating relatives and staff as equal partners.” Keen to provide ever better standards of care, Simon and his team review every death looking for ways in which they can improve further.

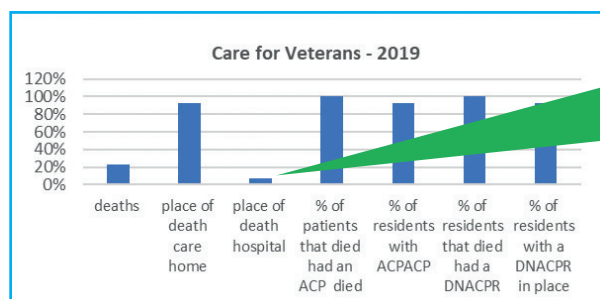
**On CQC Outstanding rating:** Without a shadow of a doubt GSF helped us achieve the Outstanding rating from CQC. A page and a half of their report was focused on GSF and for us to demonstrate high standards of care means we are demonstrating high standards of end of life care, because of the profile of our residents. GSF is the foundation of our care which means it is the foundation of our CQC rating.” **Simon Pedzisi, Director of Care and Services**

### 3. Care for Veterans, Boundary Road, Worthing BN11 4LJ

<http://www.careforveterans.org.uk>

#### Key Achievements

- Nominated for GSF Care Home of the Year 2019 - 4th time accredited 12 years on
- 93% of residents dying at home, their preferred place of care
- 7% of residents died in hospital
- 100% of residents that died had ACP in place



Only 7% residents died in hospital

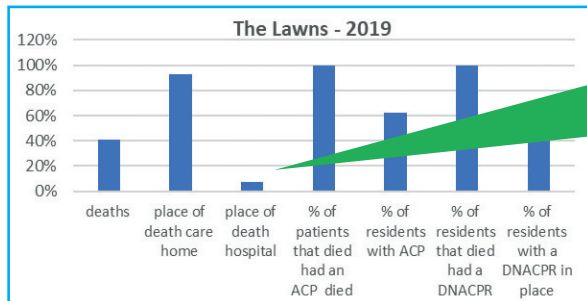
#### Comments:

“The umbrella of the GSF is embedded within our organisation from the housekeeping staff right through to Senior Management, this enables all staff to be aware and understand their role in End of Life Care for our residents”.

We remain focused on the GSF criteria as the measure for our effectiveness, acting upon our own internal reflective practices and the feedback that we receive from relatives, their friends and the residents themselves.”

**Key Achievements**

- Nominated for GSF Care Home of the Year 2019 - 2nd time accredited 6 years on
- 93% of residents dying at home, their preferred place of care
- 7% of residents died in hospital
- 100% of residents that died had ACP in place

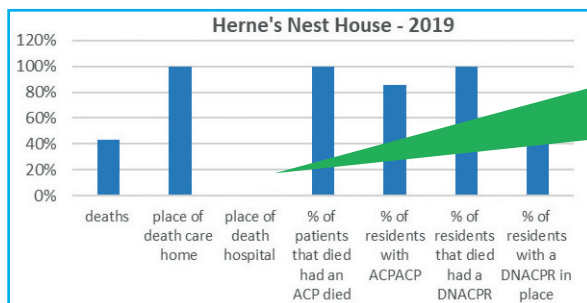


*Only 7% residents died in hospital*

**Comments:**  
 "The Gold Standard Framework has allowed us to have an impact and to be proactive in planning the wishes of residents and families in the Advanced Care Planning we complete with them. We have developed this within our own care planning system, taking into account the new RESPECT process, to ensure that we are meeting their wishes and ensuring that when time is limited we can provide quality; we have identified a ceiling of care to prevent hospital admission where possible and ensure our residents wishes are followed."  
**"Denoted place of death has been very successful with 94% reduction in hospital admissions and facilitating a swift return for those in hospital"**

**Key Achievements**

- Nominated for GSF Care Home of the Year 2019 - Reaccredited 6 years on
- 100% of residents dying at home, their preferred place of care
- 0% of residents died in hospital
- Offering ACP discussions to 86% of all residents



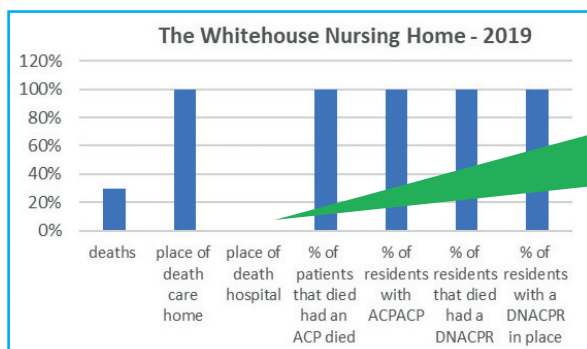
*No residents died in hospital in 2018-19 100% had ACP*

**Comments:**  
 "As our residents continue their dementia journey and GSF coding is changing, our clear guidelines and systematic approach to our end of life care within our framework enables our quality of care to be transparent and of the highest quality. The whole team, that includes housekeeping and care team, work with the individual and family together to achieve a good death for the individual."

**Comments from Independent Panel Assessor;**  
 "Once a spiritual needs discussion has taken place, staff create an individual spiritual needs care plan. These plans are detailed to ensure as a resident continues down their dementia journey, we have a clear understanding of what is important to them."  
 The Home operates a 'Tender Loving Care Checklist' to enable staff to ensure residents at the end of their lives receive the compassion and respect they deserve. The Checklist includes, e.g., pain assessment, continence needs, mouth care, etc.

**Key Achievements**

- Rated CQC Outstanding
- Nominated for GSF Care Home of the Year 2019
- 100% of residents dying at home, their preferred place of care, 0% of residents died in hospital
- 100% of residents that died had ACP in place



*No residents died in hospital in 2018-19*

**Comments:**  
 "GSF is an integral part of the workings at the home. We are 'passionate about care' as our motto states and just as passionate about getting it right, at the right time, in the right place for our residents when they enter the end of life phase of their precious lives. "Significant achievements in addition we have also been rated as "Outstanding" by CQC, in the areas of being 'Responsive' and 'Well-Led'. 2019

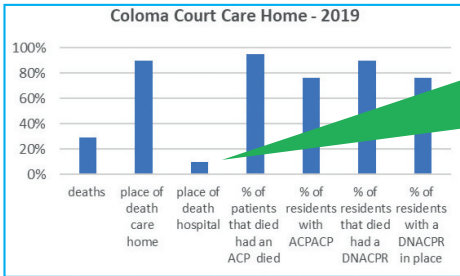


## 7. Coloma Court Care Home, West Wickham BR4 9QJ

<https://hmt-uk.org/carehomes/>

### Key Achievements

- **Rated CQC Outstanding**
- **Nominated for GSF Care Home of the Year 2019**
- 90% of residents dying at home, their preferred place of care, 10% of residents died in hospital
- 95% of residents that died had ACP in place
- Coloma Court is now part of the GSF teaching care homes project



*95% had ACP in place, 10% hospital deaths*

### Comments:

“GSF has meant that staff are more competent in recognising the signs of a resident entering their final stages of life. Staff are taught that earlier recognition of someone nearing the end of life means earlier planning and better care. This has had the desired effect of reducing hospital admissions at the end of life and gives confidence to the people we care for and their relatives that they (residents) can spend their last days in their preferred place of care.”

### Comments from Independent Panel Assessor;

The Home provides a warm and tranquil setting for individuals to live later in life. Its work has led to a highly proactive approach to monitoring weight change, pressure areas, falls, infections, etc. to ensure nothing is missed. It has also installed an interactive floor projector in social spaces allowing virtual activity, so that residents can kick a ball, crunch leaves, experience the seasons, from the comfort of an armchair.

## 8. Cholwell House Nursing Home, Somerset BS39 5DJ

<http://www.cholwellgroup.co.uk/>

### Key Achievements

- **GSF Care Home of the Year 2017**
- Over 95% of residents dying at home, their preferred place of care in the home
- 100% ACP in place 100% relatives offered ACP
- **Pro-active Cross-Boundary care, good leadership and continuity of staff**
- Everyone from the directors to the maintenance man share the same vision, that Cholwell House should be seen as a way of life and not a care home



*End of life care is the ultimate privilege as it is the last thing you can do for someone and gives an enormous sense of satisfaction to support them and their families. I want everyone to have the best possible memory of their loved one.*

## 9. Silloth Nursing & Residential Care Home, Cumbria CA7 4JH

<http://sillothnursinghome.co.uk/>

### Key Achievements

- **GSF Care Home of the Year 2016 - first accreditation 2010**
- Over 95% residents dying at home, their preferred place of care
- 100% of residents who died had anticipatory prescribed symptom control medication
- 100% relatives offered bereavement information and support



*“GSF is a whole team approach. The kitchen staff and domestics are all involved as well as the nursing staff”*

“We talk to our residents about their wishes right from when they arrive in the home. This includes everything from the meals they like, family visiting times and how they want their room. This is their home not a last chance hotel and we want all of our residents to have a good life right up until the end of their life.”

## 10. Melrose Care Home, Worthing BN11 4JG

<https://www.melrosecare.co.uk/>

### Key Achievements

- **GSF Care Home of the Year 2015**
- Over 70% of residents dying at home, their preferred place of care
- Of these deaths, all had an ACP and DNACPR
- All families offered bereavement information and support GSF has empowered the workforce at Melrose to deliver better care for residents

*More confident staff leads to more confident care*



**Benefits GSF has delivered at Melrose Care Home.** “A significant culture shift across the whole home. ACP is now embedded in the fabric of the whole organisation GSF has influenced everything we do and it’s now part of the make-up of who we are... we achieve 100% of our residents dying in their preferred place of death **Liz Seymour, Manager**”