



CARE HOMES

The GSF Care Homes Training Programme

A framework to enable a gold standard of care for all people nearing the end of life

Enabling people to live well until the end of their lives is important for all areas but especially for care homes. About a fifth of deaths occur in care homes. This is usually their final home and many receive a high standard of care. But standards can be inconsistent, and in some cases this leads to crises, over-use of emergency services and the distress of poor care and avoidable hospitalisation.

The GSFCH Training Programme offers a way forward. It is the most widely used and well evidenced quality improvement programme with a well established Accreditation process for quality assurance. GSF is a nationally recognised marker of excellence, endorsed by all Care Home organisations, the Department of Health End of Life Care Programme, and recognised by independent commissioners, such as the London Procurement Programme and the Care Quality Commission (see below).



What is the GSF in Care Homes Programme?

'It's about living well until you die'

Enabling the right care, for the right person, in the right place, at the right time...everytime

The GSFCH programme is the biggest, most comprehensive programme ever undertaken to enhance end of life care in care homes. Since 2004, over 2,500 care homes have been trained, with up to 200 a year accredited.

Aims of GSF Training Programmes

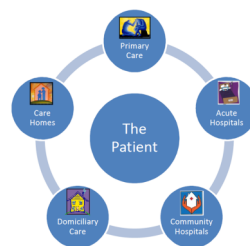
1. ↑ Improve the quality and experience of care for patients and their carers
2. ↑ Improve coordination and collaboration for integrated cross boundary care
3. ↑ Improve cost effectiveness, decreasing hospitalisation, enabling more to die where they choose

GSF is used as part of the Care Quality Commission (CQC) regulation process.

"The National Gold Standards Framework (GSF) Centre for End of Life Care will share information with the Care Quality Commission about care homes who have achieved GSF Accreditation. This information will be included in the Quality and Risk Profile that CQC holds for each registered provider. Quality and Risk Profiles are used by CQC's inspectors to inform their assessment of risks to the quality of services." **Lisa Annaly, CQC QRP Intelligence Directorate,**

"The Gold Standards Framework is leading the way in End of Life Care in care homes. This shows that GSF is having a significant impact on the experiences of residents and families as well as giving staff the confidence to fulfil resident's wishes"

Martin Green, Chief Executive of English Community Care Association (ECCA)



"GSF brings the humanity back into care, it has broken through the taboos around death and dying"
Annie Stevenson, My Home Life, 2011

"The NCF is proud to be associated with the GSF which has been developed to ensure that people in care homes receive the best quality of care and support. The professional and rigorous framework that it brings and the commitment to staff, training it requires provides an important level of reassurance about the services being offered."

Des Kelly OBE, Executive Director, National Care Forum

Why use GSF and the GSF Care Homes Programme?

- Improved collaboration
- Better recorded DNAR discussion
- Anticipatory prescribing
- Improved family support
- Improved education
- Better preparation for dying & use of pathways
- Reflective practice & audit
- Improved documentation
- It is widely used - over 90% of GP Practices use GSF & over 2,000 care homes have undertaken the training programme

- A culture shift - Better quality of care
- Advance Care Planning discussions for all residents
- Identification of residents' levels of need
- Improved collaboration, consistency, communication and teamwork
- Fewer crisis hospital admissions
- It also saves time & money
- A comprehensive approach that supports sustainable improvements across the whole organisation.



"...GSF has finally given nurses in these establishments the confidence to keep their patients within the home environment instead of suffering along with the families the trauma of having to admit to hospital somebody they have cared for many years for the last days of their life..."
Manager, BLESMA, 2010

"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 five years."
Helen Brewster, Care Home Manager, 2009

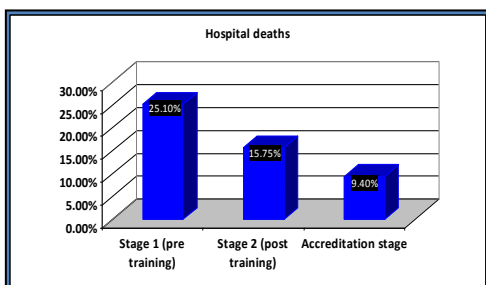
"GSF has made my work SIMPLE to care for my residents, it has drawn me CLOSER to my residents and their relatives, and has given me CONFIDENCE in discussing end of life care"
Care Home Nurse, Accreditation Portfolio, 2009

Quality Improvement, Quality Assurance and Quality Recognition

Aiming for real quality. The GSF Programme is a comprehensive **quality improvement** programme, with interactive workshops and homework. This leads to **quality assurance** through full accreditation, following attainment of standards, and **quality recognition** with the GSF Quality Hallmark Award.

It all fits together. Experience and evidence confirm that only embedding the full GSFCH programme leads to sustained improvement - picking off parts does not work, though GSF principles are widely known. That's why only GSF trained and accredited care homes are recommended by many commissioners (e.g. the London Procurement Programme), and GSF accredited homes are recognised by CQC.

Sustainability and Reaccreditation. Many care homes are now demonstrating long-term sustainability through reaccreditation three years on - proving that this work is sustained and here for the long term.



Decreasing hospital admissions and deaths with the GSFCH training programme, as measured by ADA audits phases 4-6



- The scope of the programme varies depending on local requirements but investment in this programme is likely to benefit the whole health community. Commissioning this unique nationally recognised programme can save the NHS an estimated 30 times the investment cost as well as improving residents' quality of life and staff satisfaction.
- Halving of hospital deaths. Estimates suggest savings of £40-80,000 per care home per year, dependent on size, turnover and tariffs

For further information please contact the Gold Standards Framework Centre on:
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