



GSF Integrated Cross Boundary Care

How the Gold Standards Framework (GSF) Centre can support better integrated care for people in the last years of life in your community, in line with Better Care Funding.

How can you work better together with health and social care in your area to support your most vulnerable patients nearing the end of their lives? Can the Better Care Funding next year support better integrated cross boundary care in your community for this important group of patients?

The GSF Centre provides a solution to maximise the use of available health and social care resources by improved coordination and collaboration for the benefit of patients within the local community.

Building on the first pilot sites, we are now inviting new Cross Boundary Care Foundation Sites to join with us to improve integrated care in the community, in a stepwise strategic plan involving all sectors, with measures and outcomes leading to a tangible difference for patients in your community.



GSF supports and enables generalist frontline staff in any setting by providing service improvement/ training programmes and guidance to ensure all people in the final years of life receive the right care at the right time in the right place, every time. GSF is a tried-and-tested systematic evidence based approach and is recommended as best practice by CQC, Department of Health End of Life Care Strategy, NICE, Royal College of General Practitioners, Royal College of Nurses and other major policy groups.

The Gold Standards Framework aims are to improve the:

- ◆ **Quality of care** provided for all patients approaching the end of life and improving their experience of care wherever that care is received.
- ◆ **Coordination and collaboration** of care within and between teams and across boundaries to ensure seamless person centred care through improved - organisational working.
- ◆ **Outcomes for** patients, reducing unnecessary acute hospitalisation in the final years of life and enable more people to live well and die well in their **preferred place of care**.

The GSF Cross Boundary Foundation Sites bring together in a stepwise manner the well developed and evidenced GSF programmes in primary care, community, hospital and social care, developing a common plan and way of working with patients at the heart of care. Gradually, as each group begins to speak this common language, new ways of working develop, leading to better integrated care, with better quality of living and dying for patients, better use of resources and improved cost effectiveness.

**For more information contact
The National GSF Centre CIC on 01743 291897
www.goldstandardsframework.org.uk**

Its good to be gold!

What does being a GOLD patient mean to you?

- **G**ood communication
- **O**n-going assessment of needs
- **L**iving life to the full
- **D**ying with dignity in the place of their choice ,as they would wish





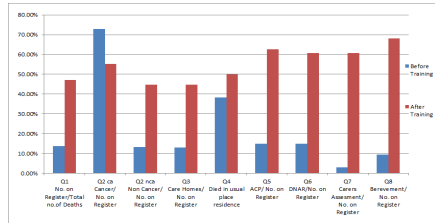
- Helps everyone communicate better
- Help-line for access to support
- Better listening – more advance care planning discussion
- Quicker access and response to care
- Helps people remain at home + out of hospital where possible
- Better support for carers and family
- Improved team-working
- Benefits like financial support, open visiting, free parking



How has GSF helped so far?

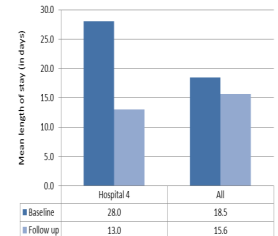
1) GSF Primary Care

- Early identification of patients on palliative / supportive care register
- Reduce hospitalisation
- More advance care planning discussions
- Improved support for carers and bereaved



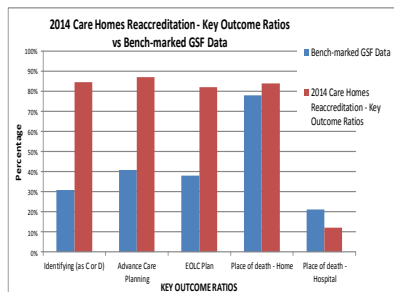
2) GSF Acute/Community Hospital

- Early alerting of patients in the last year/years of life
- Reduce length of stay, so reducing hospitalisation
- Improve confidence of staff and more advance care planning discussions
- Improved culture of care



3) Care Homes

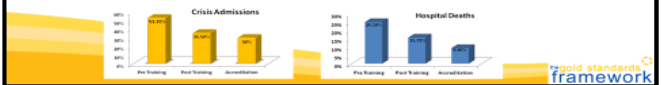
- Halving of hospital deaths and reducing crises and admissions
- All residents offered ACP discussions
- Better GP collaboration
- Transformed culture of care and staff morale



Measures - Impact + integrity using GSF

Improving quality, coordination and outcomes

- 1. Quality of care - Attitude awareness and approach**
 - Better quality patient experience of care perceived
 - Greater confidence, awareness, focus and job satisfaction
- 2. Coordination/Collaboration - structure, processes, and patterns**
 - Better organisation, coordination, communication & cross-boundary care
- 3. Patient Outcomes - decreased hospitalisation, dying in preferred place**
 - Reduced crises, hospital admissions, length of stay e.g. halve hospital deaths
 - Care delivered in alignment with patient and family preferences



Next Steps with Integrated Cross Boundary Care - Contact GSF for more details

10 Step by Step Guide:

GSF XBC Plan

Stage 1

1. XBC Strategic plan, support, measures
 - Integration – health & social care / pioneer sites
 - communication – coding, IT/ EPACCS
2. GSF programmes in different settings
 - Gold Silver Bronze
 - primary care, care homes, hospitals
3. XBC – Better Together workshops (mind the gap/solution focussed)

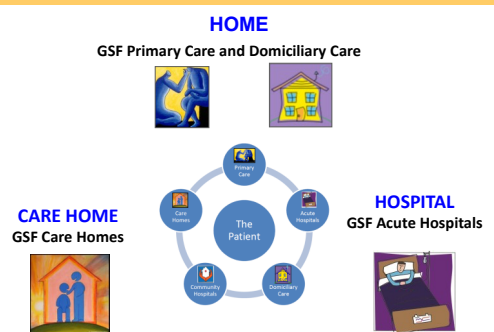
Stage 2

4. Extend
 - to all levels/settings
 - to other providers eg Dom care, hospice, OOH
 - Mind the gap
 - XBC workshops
5. Measures
 - Ongoing regular review eg Delphi Dashboard
6. Co-ordination Centre
 - Gold Hub Gold Line
 - Gold card Gold pts

Stage 3

7. Progress to Accreditation
8. Mobilising patient voice
 - 'Heart of Gold'
9. New ideas
10. Next Steps + sustainability

GSF Integrated Cross Boundary Care



Four Intersecting areas that relate to end of life care

