

# Summer Newsletter 2014

The GSF update newsletter for all end of life care leads, GSF facilitators, commissioners and others involved in end of life care

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## Exciting new developments in the GSF Care Homes Training Programme

May 2014 saw the full Care Homes training programme go live on the new Virtual Learning Zone (VLZ).

Alongside this exciting new development we have re-launched the pricing structure, with a number of new options (see website and new information flyer) enabling GSF training to be even more accessible.

Over the past year we have been filming the GSF Care Homes Programme, incorporating many practical examples of excellence from care homes using GSF and recording peoples' experience of its impact. This is now live on the Virtual Learning Zone as the new GSF Care Homes Training Programme. It includes -

- comprehensive, fully resourced programme in a new structure
- 8 modular programme
- All members of the team can receive the same GSF training as a group - supported distance learning programme in the care home
- More accessible training options for all members of the team
- Blended learning option, including supportive interactive workshops
- New charging structure – various options and more accessible to the smaller homes



### NEW

In addition to the Premier Training Programme and our blended learning programme the GSF centre is proud to announce a new Foundation Level for Care Homes

- Introductory DVD that can be used to raise awareness within the home and the community
- There are a number of new clips and introductions to the various programmes on the GSF website.

Now you can access the new updated GSF Care Homes programme in the following ways -

- Through distance learning - with use of teaching in your own home via VLZ
- In different ways - Full Premier programme, Blended or more basic first step Foundation Levels and all at lower cost

Note: The care homes programme is mapped to Skills for Care QCF qualification EOL 501

<b>1</b>	Foundation Level	From £390	2 workshops plus follow up
<b>2</b>	Full Premier programme plus distance learning with VLZ	From £700	2 x½ day & 4 full day workshops, plus in house sessions via VLZ
<b>3</b>	Blended Learning workshops + VLZ distance learning	From £500 Introductory offer	2 full day workshops plus distance learning via VLZ
<b>4</b>	Previously trained care homes access to VLZ for 1 year	From £200	1 year VLZ for all team to use - ideal for those not yet accredited

# Summer Newsletter

## BMJ Awards Finalists 2014 for GSF Primary Care 'Going for Gold'



The GSF Centre team were finalists in the BMJ Education Team Awards for the GSF 'Going for Gold' Primary Care Training and Accreditation Programme, held on 8th May at the Westminster Park Plaza Hotel.

Members of the team who received the runners up award were Keri Thomas, Maggie Stobart-Rowlands, Julie Armstrong Wilson and Dr Karen Chumbley (GP North East Essex).

Fiona Godlee, Editor in Chief, The BMJ said "The initiatives showcased are truly the best of the best – and the BMJ feels privileged to honour these skilful hardworking teams with its awards.

We are very proud to have reached the finals.



## September Conference

### "Living Well in the Last Years of Life"

The 10th Annual GSF Conference is being held at the Institute of Education, London, on Friday 26th September. This is a not to be missed opportunity to learn more about the challenges of an ageing population, especially care in the final years of life, and an update on End of Life Care. It is an exciting opportunity to network with other professionals with a passion for best practise in End of Life Care.

- Chaired by Martin Green, Chief Executive of Care England
- Keynote speakers include:
  - David Oliver, Chair of British Geriatrics Society, Visiting Fellow – King's Fund.
  - RT. Hon. Paul Burstow MP, Chair of Demos Commission of Residential Care (CORC)
  - Kate Birrel, Care Quality Commission
  - Prof John Young, National Clinical Director for Intergration of Frail Elderly
  - Lisa Bayliss, Health Education England
- Awards will be presented for Accredited Care Homes, re-accredited Care Homes, GP Practices and the first Awards for Community Hospitals and the Domiciliary Care Trainers Awards
- The first Care Home of the Year Award to be awarded by Martin Green, Chief Executive, Care England

### Workshops will include:

- Care for Older People, Implications of King's Fund Report
- What does it mean to be a GSF Accredited Solid Gold care home?
- Leadership Skills
- Clinical Skills in Care for the Dying. What next after LCP?
- Spiritual Care
- Ethical Issues in end of life care
- Acute and Community Hospital workshop

## GSF Going for Gold and the new DES on Avoiding Unplanned Admissions

Improving end of life care – and reducing hospitalisation  
"GSF Going for Gold is the way to achieve the DES in a way that embeds good practice long term"

Pete Nightingale GP Lancaster and RCGP EOLC Lead

The new Direct Enhanced Service (DES) focuses on reducing hospitalisation for the 2% of your most vulnerable patients. This is a great opportunity to improve end of life for your most seriously ill patients, whilst receiving funding for it through the DES. In response we are -

- Providing free resources to help – see DES and GSF page on our website
- Sending video-clips to all practices describing how GSF can help
- Running 2 one day workshops on attaining your DES - Sept and Oct with GMC
- We provide the GSF distance learning Going for Gold training at reduced price
- Run a GSF Silver Foundation Plus course – 2 workshops plus support between
- Can run 'GSF-in-a day' workshops in local areas on request

# News Update

## Primary Care

- Training – Launch sessions and Going for Gold training delivered to Primary Care teams in Havering, Redbridge, Nottingham, Tameside & Glossop, Airedale
- Accreditation – 2 further GP Practices have applied for Round 3 Accreditation
- Developments – Foundation Plus Programme – an exciting new development, please see our website
- Full day ‘GSF In a Day’ crash course workshop available on 12th September or 16th October 2014 with the General Medical Council related to implementing the DES

## Acute Hospitals

Acute hospitals have been referred to as the ‘missing link’ but in September we will be faced with our first group of hospitals preparing for GSF Acute Hospital Quality Hallmark Awards. Phase 5 training for Acute Hospitals commences September 2014. Phase 3 completed with evaluations. Phase 4 continues to progress.

## Domiciliary Care

### Somerset cascade to over 800 care workers

Phase 3 – Somerset, Care Focus. A total of 10 Agencies, with 25 trainers, are participating in the programme with further agencies commencing in September. For the first time trainers will receive their awards at the conference.

Phase 4 - Barking, Havering and Redbridge training in progress – 26 Agencies have signed up and 15 have commenced training.

Manchester – a further 4 Agencies are undertaking the Phase 4 of the programme following successful completion of Phase 2 by 6 care agencies.

Evaluations show increased confidence of care workers and better working with the wider Multi-Disciplinary Team especially district nurses.

## Hospice Support

New Hospice Support Programme building on the successful accreditation of three hospices through the GSF Care Home programme

Phase 1 -

- Launched 19th May at Lakelands Day Hospice, Corby, Northamptonshire
- Attended by delegates from 5 Hospices
- Follow up workshops in November ready for GSF Accreditation
- Phase 2 beginning in 2015

## Community Hospitals

2nd round of Community Hospitals Accreditation in 14 Cornish Community Hospitals. 7 hospitals have applied for the Quality Hallmark Award and the successful wards will join their other colleagues from round 1 at the Awards ceremony in September 2014.

## Care Homes

NEW exciting way of doing the GSF Care Homes training on GSF Virtual Learning Zone (VLZ) – Full Programme + VLZ – Blended learning option. Phase 2 Foundation Level – Nottingham  
See Re-Launch of successful Care Homes Training Programme on page 1.

## Dementia Care

Phase 1 of the new ‘End of Life Care for people with dementia’ distance learning training programme, was successfully piloted with approximately 50 learners. We have now reviewed this programme, the results and feedback have been very positive.

- Increase in use of ACP with people with dementia from 59% to 95%
- 50% increase in the recognition of decline in people with dementia

“we have more understanding and empathy with our clients” Senior care worker – Phase 1

We are currently accepting registrations for a limited number of places at a special offer price for Phase 2 of this exciting new programme, which enables people to improve their understanding, communication and care that they provide to people with dementia.

## Spiritual Awareness

How confident are you in meeting the spiritual needs of those in your care? How do you find Advance Care Planning discussions? The Spiritual Care Course that GSF is producing is now nearing completion, and Mark Thomas is offering to run a one day workshop in your Care Home or hospital for only £300 plus travel costs. Spiritual Care is about what makes us more fully human, what gives life its meaning and purpose and help us cope with adversity, so it affects us all. Please contact the GSF Centre on 01743 291891 to arrange a workshop or for more information.

# GSF Focus

## GSF in China!



Keri, Julie and Mark were invited to be part of a delegation from Health Education England and Birmingham University to Beijing in April. Our host was KK Cheng, Professor of Primary Care at Peking and Birmingham Universities, who invited us to address the demographic challenge of China's huge and growing elderly population, the lack of people to care for them because of its one child policy, and Community Primary Care in its infancy. We visited Desheng Health Centre, where 30 GP's serve a population of 120,000, and led a day conference on end of life care at the university, attended by about 150 doctors, academics, politicians and administrators. An old Chinese proverb says "fallen leaves return to their roots" and so the great majority at the conference said they would like to die at home, but expected to do so in hospital. When I suggested that they might put pressure on the Government to do something about this disparity, there was amusement in the hall: how do you do that in a one-party State? The conference revealed that, like their British counterparts, the Chinese find talking about death difficult, which presents a challenge to Advance Care Planning. Many asked for communication skills training. Our visit coincided with the Tomb Sweeping Festival, when literally millions of people leave the cities to visit the graves of their ancestors: veneration of the dead remains important, and the cultural desire is that the elderly should have good care.

We were present at the signing of a Memorandum of Understanding between our two Countries, and Professor Cheng visited us at the GSF Centre in May to discuss future ways in which we can help improve end of life care in China. A delegation from Guangzhou is coming here in July, and we have been invited back in 2015. The hospitality we received was wonderful and our knowledge of Chinese food has increased! Keri and I finished our stay with a few days in Tibet, in Lhasa the highest capital in the

world, where we were moved by the obvious spirituality of the largely Buddhist population. The prospect of further engagement and helping China meet the challenge of an ageing population and multi-morbidities is very exciting. The aim is that by 2020 a redeveloped Primary Care system will be in place with 300,000 GP's working nationally. Is anyone interested in opening a regional centre in Beijing?

Mark Thomas,  
GSF Development Director  
April 2014

## Response to Post LCP

The GSF Team have been involved in The Leadership Alliance response to the Neuberger Report and the phasing out of the LCP by mid-July 2015. The GSF programmes will be updated accordingly in line with the new guidance.

For more information on GSF programmes visit  
<http://tinyurl.com/qg9lvqh>

## Feedback from March Conference

The highly successful March Care Homes conference was attended by 150 delegates

Memorable moments included the warm praise from Andrea Sutcliffe, Chief Inspector Adult Social Care, Care Quality Commission, who said:

"What is fantastic about the Gold Standards Framework, is that it is focusing care homes staff minds on how can they make that (end of life care) experience the best it possibly can be"



Follow the link to see highlights from the Awards Conference  
<http://vimeo.com/92822195>

# News and Forthcoming Events

## Welcome to the GSF Centre Team

As our GSF work grows, we are always looking for more Clinical Associates (nurses, doctors , health service managers and others) , so if interested in working with an exciting and forward thinking team committed to improving end of life care do contact us. A new role of Executive Assistant to be advertised soon.

We are delighted to be able to share with you that we have new additions to the team.

- Chris Elgar will be joining us from the middle of September as a GSF Nurse Trainer having been for many years a GSF and EOLC Facilitator in Dorset
- Drs Karen Chumbley and Chris Absolon will be joining us as GP Clinical Associates

## Call for New GSF Regional Training Centres

GSF are inviting tenders for new Regional Training Centres (deadline 29th August 2014). This is an exciting opportunity for your organisation to play a part in the future development of the GSF training programmes, improving standards in end of life care. Development of a Regional Centre will lead to increased local uptake of GSF in various settings, increase the integration and cascade of training, while still maintaining the quality of GSF training and support. This is seen as beneficial to Regional Centres in that it leads to better quality end of life care locally, with improved cost effectiveness. GSF Regional Centres will become centres of excellence in their area and will be cost-neutral, or in some cases, income-generating, ensuring sustainable means of delivery across the UK.

For further information and/or to express your interest in becoming a GSF Regional Centre, please contact us on 01743 291 891

## GSF Trip to Canada

Professor Keri Thomas was recently asked to speak to 250 Palliative Care Specialist doctors from across Canada, at their annual conference in Toronto on May 27th. Keri spoke about 'Releasing Talents – To enable everyone to meet The Challenge of the Ageing Population'. She gave many examples of 'generalist' care for people nearing the end of life, including those from care homes, domiciliary care, as well as primary care, acute hospitals and hospices. Keri also led a workshop on GSF – 4 areas in Canada are considering proceeding with the process of becoming International Collaborating Centres.

## New Charity – Horizon GSF International

We are setting up a new Charity to help take forward our work in end of life care in developing countries. The recent visit to China, the forthcoming project in South Africa, and enquiries from other countries have encouraged us to develop a Charity to support and develop the training work that we do in third world countries. It is to be called "Horizon GSF International". Please do contact Mark Thomas at the GSF Centre for more information. [Mark.Thomas@gsfcentre.co.uk](mailto:Mark.Thomas@gsfcentre.co.uk)

## Inside Health

BBC Radio 4 Interview with Keri Thomas  
The GSF Centre's, Professor Keri Thomas interviewed on Radio 4's Inside Health programme.  
With guidance following the review of the Liverpool Care Pathway expected over the next few months Professor Keri Thomas, National Clinical Lead at the GSF Centre for End of Life Care, debates the need for change and calls for more personalised care for the dying. Click the link below to hear the interview with Keri...  
<http://www.bbc.co.uk/programmes/b03zx7nd>



> Last on  
Wednesday 15:30 BBC Radio 4  
See all previous episodes from Inside Health  
▼ More episodes



# The GSF Solid Gold Club

## The Gold Standards Framework 'Solid Gold Club'

Examples of great collaboration from a GSF Accredited care home – Nightingale Hammerson home.

We have built an excellent relationship with our GP practice and so expectations are matched in terms of sharing the same vision and goal for End of Life Care (the 20 standards). Discussion of the understanding and relevance of palliative care coding is undertaken at each handover and within our daily therapy team meeting ensuring that any care changes are actioned immediately.

All MDT meetings also include coding discussions so that the GP's can ensure that the right care is in place in a timely manner. When staff complete the significant analysis after death, our policy is to share the outcomes with the GP practice in order to address any learning points.

Another of our greatest challenges has been in avoiding unnecessary hospital admissions or hospital deaths when we are reliant on the Out of Hours Services (OOH) for support with acute and potentially treatable symptoms. To address this, we met with London Ambulance Service Regional Manager and our local OOH Team Manager to discuss seamless care practices, share and agree on practice expectations. This gave us positive results as evidenced by our GSF audit achieving 95% preferred place of death for our residents. To further improve collaboration and improve resident care at this critical time, we had productive meetings with our local acute hospital to discuss the introduction of a rapid discharge protocol for those residents that were deemed to need active EoLC. This is now in place for any of our residents who are coded D, have indicated Nightingale as their preferred place of death and are not receiving any active, curative treatment on the wards. We currently use a hospital passport system which informs the hospital staff about each resident's EoLC plan and declared wishes.

GSF is a permanent agenda item at our Care Governance meetings, at which our Lead GP is part of, this means all GSF audits and action plans are communicated in an open and transparent fashion.

When a new GP joins our GP practice, our staff are actively involved in their induction, so that they understand the expectations of the care team and how excellent EoLC can be achieved.

Simon Pedzisi, Director of Care  
Nightingale Hammerson  
April 2014

## Castle Farm Retirement Home GSF Awareness Day February 19th 2014



A GSF Awareness Day was organised to give everyone an opportunity to have a better understanding of GSF and how we implement it at Castle Farm.

We decided that it should be a fun day with an emphasis on 'Living Well'. Games and activities were organised throughout the day, involving the residents, visitors, District Nurse and even the hairdresser took part.

There were visual boards of 'Who Supports Us' and 'When Being Cared For, What Would You Value The Most?' This was illustrated by a house and people were invited to add a 'tile' of what they considered important.

Alison Homden made delicious 'GSF' cup cakes, GSF artwork was created by Dawn Roessler, Manager and Andy Broomfield Senior Carer produced a fantastic power point presentation with information about GSF and photos of residents having fun.

We created Party Favour bags with information about GSF and some 'goodies' which we gave to all our visitors and staff.

All staff supported the day and were involved in various activities with residents. We were overwhelmed by so many relatives and friends of Castle Farm who came and supported us throughout the day, including the postman and delivery men!

A very worthwhile day

Dawn Roessler Manager  
Castle Farm Retirement Home (Part of Royal Bay Care Homes)

