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GSF Quality Improvement Programmes for generalist frontline staff enabling a gold standard of care for all people nearing the end of life.

"It has provided a culture of openness and realisation"
 Care Home Nurse

Aim:
 To effect organisational and cultural change leading to:

1. Sustained improvements in End of Life Care for care home residents
2. Reduced crisis admissions at end of life, enabling more to be cared for and die in their preferred place of care
3. Improvements in communication and cross boundary care

Methods:
 The GSFCH Quality Improvement Training Programme is a three staged programme:

- 6 interactive, action learning workshops
- 6 months fully embedding the processes before applying for accreditation

The Accreditation process :

- Self assessment
- Portfolio of evidence against 20 quality standards
- Assessment visit
- Independent panel

Key Messages:

1. GSF in care homes is a 1 year quality improvement programme—enabling sustainability in improved end of life evidenced by homes re-accredited up to 8 years following initial training.
2. Step by step implementation through interactive workshops leads to empowerment of staff and sustained culture change.
3. Recognised nationally by CQC, RCN, Skills for care, NHS Choices & others.

Background:

1998 - 2000 GP + Hospice - developed 'Gold Standard Framework' for Primary care

2004 GSF Care Homes pilot with 12 homes

2008 Care Homes Accreditation process developed

2008 NHS End of Life Care Strategy

2012/5 almost 3,000 care homes involved in the training programme at different stages, approximately 400 homes now accredited with many more working towards

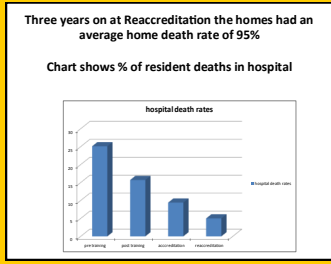
2012 first round of GSF Care Homes re-accredited after 3 years

Results:

1. Best practice in end-of-life care can be delivered consistently to all residents in care homes
2. GSF consistently enables more residents to achieve their preferred place of care
3. Staff are empowered to reflect on their practice and continually improve.

Conclusion:

GSF Quality Improvement programmes are proven methods of effecting sustainable changes in culture & practice.



"Has increased our home death rate from 68% to 98%"
 Care Home Nurse

