

The GSF Update Bulletin for all End of Life Care Leads, GSF Facilitators, Commissioners and others involved in end of life care

Celebrating the Ninth Annual GSF Conference London 27 September 2013



Some of the GSF Reaccredited care homes following presentation of the GSF Quality Hallmark Award September

Appleby Court show off their award

Review of the GSF Conference 2013

The presentation of Quality Hallmark Awards to GP practices and care homes in recognition of their high standards of end of life care was the centrepiece of the National Gold Standards Framework Centre's Ninth Annual Conference on September 27th in London.

Fifty care homes received awards from Dr Alan Rosenbach, Special Policy Lead at the Care Quality Commission, and a further 25 were recognised for the second time, three years after their initial accreditation.

Dr Rosenbach said: *"At the Care Quality Commission we place great value on the work of the GSF which has, undoubtedly, helped to drive up standards of palliative care in care homes. The vital importance of this to people approaching the end of their life, and their families, can hardly be overstated."*



Dr Alan Rosenbach and West Abbey Care Centre

Dr Rosenbach continued *"GSF accreditation will shape the thinking of our new approach to inspection and regulation – a measure of the significance for this work. GSF accreditation can become a part of the inspection process."*

Representatives from the successful homes told the conference how GSF had helped transform the care they provide their residents. Claire Brownless, Manager of the Malthouse in Dorset, said the GSF programme and accreditation process had *helped staff feel closer to their residents and communicate more openly with them. "We feel our residents have welcomed the opportunity to discuss their end of life wishes. Some are clear about their wishes and some choose to have loved ones with them. We explore their worries and wishes. This is what GSF is all about; it's about people – wonderful precious human beings."*

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Other highlights and Key Note Speakers

- **Dr Dennis Cox**, RCGP, spoke about the findings of the LCP Review and proposed next steps
- **Sharon Burton**, GMC, talked about the GMC's perspective on end of life care and training needs
- **Anita Hayes**, NHSIQ, chaired the morning and updated us on the new NHS reorganisation
- **John Ballatt** spoke well on the values of 'Intelligent Kindness', what this means and 'why good people can sometimes do bad things'
- **Prof Paul Kingston** talked about the 3 Ds: Dementia, Delirium and Depression—how to differentiate them and why they are important to treat
- **Mike Connolly** (UHMT) spoke about communication skills that should be used in Advance Care Planning in end of life care, his work in hospitals and an overview of Sage and Thyme training

Workshops included:

- Compassion in healthcare
- The challenges in integrated cross boundary care
- Update on GSF Acute Hospitals Programmes
- Dementia Care—with Simon Chapman NCPC
- Communication Skills—Mike Connolly
- Open forum on the Solid Gold Club and what next for accredited care homes—Ali Pitt Plady

Save the Date! Register Soon —see back page

Values in Health Care

14 January 2014 Stafford University

Free Conference—with John Ballatt & Wilf McSherry
Workshops in compassion and spiritual care

Next GSF Care Homes Conference

27 March Birmingham

Presentation of awards & workshops in communication skills and coping skills for carers



Review of 2013 Conference

Continued from page 1

Two GP practices (Coastal practice and Hawthorn Skegness) collected their awards from Dr Dennis Cox, the representative of the Royal College of General Practitioners (RCGP) on the Review Panel of the Liverpool Care Pathway. Both practices showed a substantial increase in the number of patients on their palliative care register, the number of patients offered Advance Care Planning discussions, the number of patients with conditions other than cancer and the number of carers offered support (see right). At Coastal Medical Group in Morecambe Bay, a GP practice with 33,000 population, this has led to a **halving of the number of their patients dying in hospital and twice the number of people dying in their normal place of residence.**



Dr Andrew Foster Coastal Practice And Prof. Keri Thomas

Dr Andrew Foster one of 16 partners at Coastal said: "We had a time bomb on our hands as the elderly population increases. GSF has driven palliative care up and made us more prepared to care for these people... ***The biggest thing has been the change in mentality, recognising what palliative care is, seeing people who are approaching the end of life and having palliative care at the back of your mind at all times. We can see the good it is doing for our patients and their families. It is a relatively small number of patients, but a big reward.***"

Elaine Deeming from Southport and Ormskirk Hospitals echoed this point saying: "We felt that by bringing GSF in to the whole hospital this would be the missing link. Now three to four years on and GSF is the norm – patients flagged up and recognised – staff understand what it means and act on patients' wishes and needs."

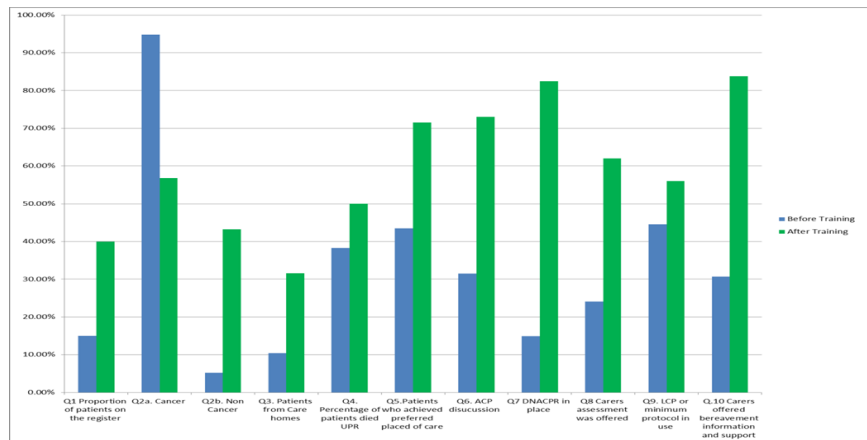
Delegates also heard about the success of the first GSF Dementia programme, completed by 22 individuals via the Centre's Virtual Learning Zone and about the start of the third phase of training for domiciliary carers, in Somerset.

Additional workshops included a focus on compassion and kindness in the workplace led by John Ballatt and Mark Thomas. This will be discussed in further detail at the 'Values in Health-care' Conference in Stafford on 14 January 2014 – see back page for details.

This is a shortened version of an article that first appeared in e-hospice, written by Tom Tanner. <http://www.ehospice.com/uk/ArticlesList/GSFConferenceReport101513041154/tabid/8944/ArticleId/7165/language/en-GB/View.aspx>

Key Ratios for Accredited GP Practices

Summary of cumulative results from all 9 GSF Accredited practices in key practice ratios before and after GSF training



In Other News

- ♦ **Integrated Cross Boundary Care (XBC)** There is good progress with our 3 Foundation sites in Dorset, Airedale and Nottingham. XBC workshops, joint evaluation, etc. Invitations for other areas in 2014 if you are running at least 2 GSF programmes
- ♦ There is great interest in developing this further. **Jeremy Hunt MP, Secretary of State for Health**, spoke of new funding incentivising integrated care from 2014 – more later
- ♦ **What next following LCP?** The NHS England Care of the Dying Alliance are developing new guidance to be available from January 2014. Consultation meetings are being run across the UK. Contact amanda.read@nhs.uk if interested
- ♦ **Implication of LCP Review for GSF.** In the 17 October Westminster Briefing, Baroness Julia Neuberger, who led the LCP Review, explained the reasons for its withdrawal and lessons to be learnt. In relation to the implications for GSF she said "**We know that most of the problems were in hospitals not the community. GSF comes out of the Review very well; carry on with your important work of education and training**" There is a summary on the GSF website and we will be issuing further guidance once the national guidance is released
- ♦ **LETB Funding for end of life care training** – is there unspent local LETB funding in your area for this year? Do check soon!



Oakfield Nursing Home with their award (left)



The Malthouse with their award (right)



St Teresa's Home (left)



Danesford Grange (right)



Listen

A poem written by Mike Connolly, read at the Annual GSF Conference in London in September following his excellent talk on communicating well with people nearing the end of life.



*If I talk to you about your future
Will you have to think about dying?
When at the moment you are thinking about your lunch
Or a visit from your granddaughter
If we discuss dying might there be no return for you
To day to day thoughts.*

*Will I have pushed you, when only I am ready to talk?
And you are not expecting?
Is it right for me to be brave?
When only you take the risk.*

*Will the discussion come to you as a relief?
Or reawaken in you – your fears.
Shall I wait for cues from you?
Or will the first move come from me?*

*You see, the certainty about death following life,
Is true for you.
In a way that it doesn't seem to be for me?*

*Are you allowed to ask me about my death?
Where I'd prefer to die?
Who I would like to make decisions for me – if I lose my mind?
No. That would be intrusive and insensitive of you.*

*So – if I am to talk to you about your death,
I'll need to be careful not to be intrusive
Not to be insensitive.*

*I'll decrease my intrusiveness by asking your permission to talk.
Increase my sensitivity by giving you control during the discussion.
And sensing when to back off.*

*We could slowly and gently just talk.
I won't rush to advise or tell you what to do.
I'll be quiet and organised.
Brave enough to offer – polite enough to stop.*

*We might organise some issues that
Could be useful to you.
We might discover what you think
And want us to do.*

*And if all you really want
Is to not to die at all.
And to think about today.
Then you are well within your rights
Not to talk at all.*

*But if you can be willing and ready
I am ready and willing –
to listen.*

2013
Reproduced with kind permission of Mike Connolly
Nurse Consultant, Wythenshawe and GSF Clinical Associate

GSF Programme Updates

N.B. All programmes mapped to Skills for Care competencies

Care Homes carehomes@gsfcentre.co.uk

- **NEW Foundation Level GSF Care Homes Course.** This very successful shorter GSF course was piloted in Nottingham, enabling teams from care homes to take the first steps to understand the basics of GSF before progressing to the full GSF programme and accreditation. We think this will be of great benefit to care homes who might wish to go at a more gradual pace.
- **NEW Blended learning for care homes.** Available from February 2014, we are developing the full GSF Care Homes Training Programme as a modular distance learning programme on DVD and the GSF Virtual Learning Zone. The blended learning approach has been piloted already and proved very popular, helping more staff in the home learn more about GSF. This can reduce the cost of the programme with better spread across the whole home.

Primary Care primarycare@gsfcentre.co.uk

- **GSF Going for Gold** – the popular 6 module course available by distance learning on the VLZ, with reduced prices for the GSF IT solutions if commissioned at the same time.
- **'GSF in a day'** crash courses available as a launch for this programme or to help practices get to Foundation Level
- New development **GSF Foundation Plus** for Primary Care teams to start in 2014

Acute Hospitals hospitals@gsfcentre.co.uk

- Current Phase 3 evaluations underway in eight hospitals; Next Workshop 4 February 2014; Phase 4 ongoing; Next Workshop 15 January 2013
- **Phase 5 open for registration** for May 2014 start

Community Hospitals

communityhospitals@gsfcentre.co.uk

- Projects in Cornwall, Dorset and Cumbria – several progressing to Accreditation in 2014

Domiciliary Care domiciliarycare@gsfcentre.co.uk

- Updated Phase 3 Train the Trainers programme and now on GSF Virtual Learning Zone. Phase 3 of an Open **Domiciliary Care** Programme in Birmingham.

Dementia Care info@gsfcentre.co.uk

- Our new dementia programme will equip you for Skills for Care Qualification 308 (end of life care). Contact us if you are interested in taking part.

Spiritual Care info@gsfcentre.co.uk

- Workshop to help pilot GSF's new spiritual care course on **26 November 2013** at our new centre and launch in **January 2014**.

Cross Boundary Care info@gsfcentre.co.uk

Foundation Sites see over.

NOTE- GSF Regional Centres

More news from the 8 GSF Regional Centres next issue. These include St Christopher's Hospice, London; Dorset, South Central Coast; West Sussex; Locala Huddersfield; North London Hospice; St Francis Hospice, Romford; Princess Alice Hospice, Esher; St Richards Hospice, Worcester. All are progressing well with care homes training

News from The GSF Centre

We're Moving! *From Coach House to Mews*

With the increasing success of the GSF we have now outgrown our lovely old office in the Coach House and we are moving to an even lovelier office by the river!

As from 1 November 2013 our new address will be:
Victoria Mews
8-9 St Austin's Friars
Shrewsbury
SY1 1RY



Our phone numbers and email remain the same

EXCITING NEW CONFERENCE! *'Values and the Culture of Care'*

14 January 2014

FREE! Held by Staffordshire University.

Recent years have seen a crisis of values in health and social care, with many high-profile stories of institutional cruelty and neglect. Care at the end of life has come under particular scrutiny. To help meet the challenges we are hosting a **FREE** one day conference with Stafford University. This conference is an opportunity to explore some responses to the 'crisis of values' in end of life care, looking at John Ballatt's work on 'Intelligent Kindness', plus compassion, spiritual care and how GSF can help. Key speakers John Ballatt and Wilf McSherry

Welcome to new staff

- ◆ **Aggie Caesar-Homden** joined us from July as the new, and very welcome, Operations Manager
- ◆ **Robyn Handford** joined us as PA & Programme Coordinator for primary care and hospitals
- ◆ **Barbara Walker** joins us as a new Nurse Trainer for care homes and dementia care
- ◆ **Alli Sangster-Wall** replaced Michelle (who moved to London in September) as Programme Coordinator, particularly for care homes & domiciliary care
- ◆ **Sarah Trivedi** joins us to help with website, marketing and the Virtual Learning Zone

Our next GSF Care Homes conference is on 27 March 2014 in Birmingham.

Andrea Sutcliffe, new CQC Chief Inspector for Social Care, will be presenting awards, with workshops on communication skills (Sage and Thyme) from **Mike Connolly** and 'Coping Skills for Carers' from **Dr Kara Lawman**.

Where in the World

This quarter Keri and the team have been busy...

- ◆ As invited Plenary speaker at IMFPC International Palliative Care Conference in Sofia, Bulgaria
- ◆ Speaking in Birmingham Best Practice GP Conference, Kings Fund, Westminster Briefing, Policy Review and others in London
- ◆ Meetings with Rt Hon Norman Lamb MP and Rt Hon Caroline Spellman MP in September
- ◆ Other trips planned for next year include China, Toronto and Cape Town South Africa.

We're on twitter!

Come and find us, follow us or just get involved with the conversation!



@gsfcentre
#goodenoughformumanddad

Get in Touch!

Anything you want to see or to add? Anything we should be doing to make the Bulletin better? Get in touch with us and let us know. We are always looking for great stories and information! Contact info@gsfcentre.co.uk

GSF Hospice Support Programme

- ◆ Following the successful accreditation of 3 hospices within the GSF Care Homes programme, several others have expressed an interest, especially those who run day care or hospice at home
- ◆ Several of the 8 GSF Regional Centres are hospices and have used the GSF programmes to better enhance end of life care training locally.
- ◆ **The NEW GSF Hospice Support Programme** will begin Spring 2014 with 2 workshops and homework in between.
- ◆ The aim will be to:
 - ◆ Support hospices to use GSF principles in their place of work, to the level of the accredited care homes **and/or**
 - ◆ Help hospices support local GSF programmes in their area and play a role in integrated cross boundary care.
- ◆ **Brain storming Workshop** for any interested Hospices - **Shrewsbury 2 December 2013, 1-5 pm**
Contact team for details

Website update- New 'GSF in a nutshell' videos on the GSF website with nutshell summary for the general public and for hospitals, plus others coming soon. Also a new 'GSF –it works' video including interviews from the September conference including Alan Rosenbach from the CQC, Sharon Burton from GMC and others.

Contact the GSF Centre Team on:

info@gsfcentre.co.uk • 01743 291 891 • www.goldstandardsframework.org.uk • @gsfcentre