

Autumn Newsletter 2014

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



Clinical Skills



Acute Hospitals



Care Homes



Domiciliary Care



Dementia Care



IT Solutions



VLZ



Community Hospitals



Primary Care



Spiritual Care

GSF Care Homes Celebration Event at Westminster and New Flexible Ways to Train

Celebrating Ten Years of GSF in Care Homes

The GSF Centre is celebrating a decade of working with Care Homes with a reception at the Houses of Parliament and a plan to launch the new flexible ways of learning

Since 2004:-

- Over 2500 care homes have been trained
- Almost 500 homes have been accredited and received the GSF Quality Hallmark Award

- Over 150 care homes have been reaccredited three years on providing practical sustainability

- On average homes have shown a 50% reduction in hospital admissions and hospital based deaths.

We are now looking towards the next 10 years, in order to meet our goal of making best practice into standard practice across the sector. To do this we are announcing developments within the programme including new ways of learning.

A celebration reception was hosted by the Rt. Hon. Paul Burstow, MP on the 6th November in the House of Commons. Featured speakers included those from the National GSF Team, Accredited GSF

Care Homes and national organisations such as CQC.



Keri Thomas, Mark Thomas & Paul Burstow MP

Announcing NEW flexible ways of learning

We are now announcing a new range of flexible approaches to training and learning for care home staff to meet the demands and the pockets of all care homes and to include the newly filmed programme, available on the Virtual Learning Zone or DVD. With a new flexible range of charges, our aim is to enable any care home that wishes to undertake one of the GSF Care Homes training programmes, to be able to do so. These include :-

1. The Premium Gold Programme – The original full training programme with 6 interactive workshops, together with added support of the filmed programme for easier cascade of training within the home

2. Foundation Level – Silver- GSF principles for care homes who are not ready for the full programme but wish to make a start. This step-by-step approach, involving 2 workshops and homework, also supports homes that later wish to progress to full training and accreditation.

3. GSF Basics –Bronze- Basic intensive GSF-in-a-day workshops, or awareness raising events for all homes in an area.

4. Blended Learning – Gold – With the launch of the filmed GSF Care Homes training programme we are offering a 'blended learning' approach to include interactive workshops and in-house sessions, offering a flexible and cost effective training package (whole area commissioned groups only).

5. Refreshers- Other combinations including the filmed programme as a refresher for previously trained care homes.

Revised Costings

GSF are now offering a simplified pricing structure with a 20 - 30% reduction in costs overall, plus a further 10% discount for homes opting for both gold training and accreditation together.

Prices from £390 (Silver) and £950 (Gold)per home

Also featuring in this newsletter

- General GSF news updates- page 2
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GSF receive a highly commended Acute Care Award from the Excellence in Supply Awards North West 2014



News Update

Acute Hospitals

This programme is progressing well; over 16 hospitals are currently implementing GSF in their wards; the phase 5 training programme started in September. The first accredited acute hospitals will be receiving their awards at our March 2015 conference in London. Due to changes in CQC inspections for acute hospitals, those that have undertaken GSF training are likely to be recognised as good in end of life care.

Primary Care

Training has been delivered to Primary Care teams in Dorset, Wirral, South Warwickshire and Enfield. Another GP Practice received a GSF quality hallmark award at our September conference, and we have launched the Silver programme for primary care in North Staffs and Stoke CCGs.

Community Hospitals

The focus of this programme is on organisational and systems change, which leads to sustainable improvements in the co-ordination and quality of care. We hope that the inspiration and enthusiasm of these hospitals will inspire and encourage others to go forward for GSF Training and Accreditation in future and deliver gold standard levels of end of life care for their

Hospice Support Programme

The hospice support programme aims to improve quality of care in line with patients' preferences, develop the workforce for better collaboration across boundaries, improve outcomes and cost-effectiveness, reduce hospitalisation, and enable more to live and die well in their place of choice. Phase 1 involves five hospices and expressions of interest are being taken for phase 2, to start in 2015. Congratulations to St Joseph's who were the first hospice to receive their award at the September conference. We hope this will be the first of many.

End of Life Care for People with Dementia

Phase 2 of GSF's Dementia Care programme commenced in November 2014. Expressions of interest for future cohorts are welcome: please contact us. A recent report from the Office of National Statistics has said that in 2013 dementia was the leading cause of death for women in England and Wales.

Clinical Skills Programme

The Clinical Skills programme is in development, consisting of 6 modules and designed to complement what you have already learnt in implementing GSF in your area of work. The course, although mainly designed for care home staff, will be suitable for clinicians in all areas of care and will be available on the Virtual Learning Zone from Spring 2015.

Domiciliary care

13 agencies in Somerset and 17 in Barking, Havering and Redbridge are now in training, and 1; CL Lifestyles from Somerset, was able to attend the GSF conference in September to receive their certificate.



Feedback from trainers and care workers about the programme has been very positive

- they feel much more part of a multi-disciplinary team and that their knowledge about and advocacy for their service users, especially at the end of life, are appreciated by others such as district nurses.

Cross-Boundary Care (XBC)

There are three foundation sites for Cross Boundary Care (XBC), Airedale, Dorset and Nottingham, where GSF is being implemented in at least two different settings. Dorset held a "Better Together" event in June, led by Keri and Julie. Dorset is one of our Regional Centres, with 124 care homes having completed training and 14 community hospitals, and 3 wards from Dorset acute hospital on the current programme along with 12 further care homes. Staff at the hospital have produced the pocket PIG as a quick reference, for use by other GSF providers: 2 GP Practices have been accredited, and a further 8 surgeries have commenced the programme following the Better Together event in June.

Enabling Compassionate Care with GSF

Our new Spiritual Care Programme addresses a key issue: What resources us as human beings to address a person's needs in a professional and caring way as they approach the end of their life? This new programme will be available soon and Mark Thomas, one of the programme's authors, is available now to run a 2 hour workshop on spiritual care in your premises for only £250 plus travel costs. Topics covered include: spiritual care: what is it?, Advance Care Planning, spiritual assessment, religion and ritual, compassion and self-care. Please contact the GSF Centre for more information or to book a workshop.



Mark Thomas delivering Spiritual care training

GSF Focus

Latest GSF Conference - September 2014

'Living Well in the Last Years of Life' - 104 awards!

The September GSF conference was very successful and well attended by over 200 delegates from all areas, and 104 awards were given. Key speakers included Professor Martin Green, Chief Executive of Care England, Professor David Oliver, President-Elect of the BGS, Professor John Young, National Clinical Director for Integration & Frail Elderly, NHS England, Professor Lisa Bayliss-Pratt, Director of Nursing at Health Education England, Kate Birrell, Regulatory Policy Officer at Care Quality Commission and Professor Max Watson, Medical Director for the Northern Ireland Hospice.

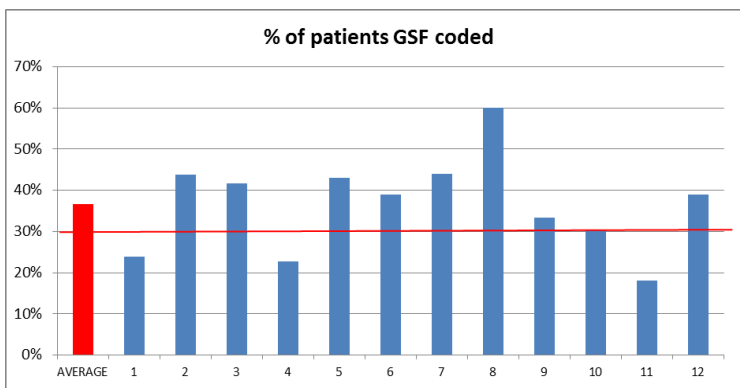
Community Hospitals

For the first time in GSF's history, Community Hospitals were accredited with 12 receiving awards on the day from Suzanne Jones of the Community Hospitals Association.

Pam Butler, Sister at Lamorna Ward, Camborne & Redruth Community Hospital, said: "It has helped us approach difficult conversations with more confidence, develop closer working ties with fellow health professionals and take satisfaction that we are delivering more personalised care."



The first community hospitals to receive the accreditation GSF Quality Hallmark Award - 12 wards from Cornwall



An average of **37% of patients identified** to be in last year of life in the 12 accredited wards in Community Hospitals in Cornwall.

Care Homes

Thirty-one care homes were awarded accreditation and a further sixty-nine care homes received reaccreditation awards, presented by Maureen Hinds, Head of Programmes, at National Skills Academy for Social Care.

Care Home of the Year

Church View, a 47-bed privately-run nursing and residential home in Stockton, was presented with the first ever Care Home of the Year Award. Church View has twice been rated as a Beacon for end of life care and an independent panel rewarded their outstanding commitment to provide residents with the very best personalised care right up until the end of their lives. A delighted Denese McPhee, Manager of Church View, said: "We pride ourselves on making this a home that cares rather than a care home. That means we listen to [our residents] and do all we can to provide the care they want."



Maggie Stobbart-Rowlands, Denese McPhee (manager of Church View), Catherine Mason, & Martin Green (CEO of Care England)

GP Practices

Stalbridge Surgery, in Dorset, which has trebled the number of patients it supports to die at home, in line with their wishes, is the latest GP surgery to be accredited. Dr Steve Clayton the sole partner at Stalbridge, said: "From the patients' perspective we are now able to provide much more co-ordinated care and are working even more closely with our colleagues in the community, including the two care homes we work with. For us as professionals, GSF has been very rewarding and fantastic for team-building."

Domiciliary Care

CL Lifestyles, a home care agency in Somerset, received a certificate acknowledging its commitment to put all of its staff through the GSF Domiciliary Care Training Programme.



The first GSF Accredited Hospice - Jospice in Liverpool

SAVE THE DATE!

GSF Conference- London, RCN, 27th March 2015
Featuring the first time accreditation of Acute Hospitals!

News and Forthcoming Events

International use of GSF - South Africa!

In July Keri, Mark and Chris spent a week in Cape Town at the invitation of Dr Lindi van Niekerk and Dr Peter Raubenheimer from the Groote Schuur Hospital (GSH), with the support of Rotary. Groote Schuur is a 900 bedded, government funded, tertiary hospital. A recent study within the medical department at GSH showed that 50% of inpatients at the hospital were in their final year of life, highlighting the need for good end of life care.



Keri, Mark & Chris visit Groote Schuur hospital in Cape Town

The Abundant Life project was started at GSH and Victoria hospital and there is now a need to develop the work further through training and service improvement, with support from GSF.

The Groote Schuur hospital is to become a GSF International Collaborating Centre with a 3 year plan to introduce GSF to the whole hospital to equip the general workforce with the skills and background in how to co-ordinate and provide care for patients and families at the end of life. A population based approach to end of life care will not only serve Groote Schuur Hospital but also create a system linking the hospital with Primary care health facilities.

Welcome to new staff

Jane Pitchford-Newman and Lauren Ford both joined us in August, 2014. Jane has replaced Louise as the Programme Coordinator for Accreditation and Lauren is the Programme Coordinator for Primary Care and Acute Hospitals.

Chris Elgar has joined us as a Nurse Trainer for primary care and hospitals.

Julie Parker has joined as a Finance Officer, and Katie Lazell as a new GSF apprentice.

GSF wins the Acute Care Award!

On the 6th November 2014, the GSF Centre was given the Acute Care Award at the Excellence in Supply Awards ceremony in Blackpool. To receive this award, the winning organisation had to have a clear strategy in healthcare that could achieve long term sustainability. One of our clinicians, Julie Armstrong-Wilson was present to accept this award.

GSF present End of Life Care award

Mark Thomas and Chris Elgar were in attendance at the Care Focus awards ceremony in Taunton to co-present Care South's Lyn Couldwell and Sarah Broom with the End of Life Care award. Sarah and Lyn said 'We are committed to providing the best possible care to all people nearing the end of their lives, irrespective of diagnosis....making sure we provide them with the highest standard of care to allow them to remain living in their own homes for as long as they wish.' They started their GSF training in November 2013.



Mark presenting an End of Life Care award.

Cross Boundary Care - Call For New Sites

We are now inviting other areas to apply to become a XBC Foundation site. If GSF programmes are being run in at least 2 of the following areas – hospitals, care homes, domiciliary care and primary care – and you would like to know more about the benefits of this, please contact us.

Upcoming events

Solid Gold Club

Showcase what you do by:

- Inviting non GSF care homes in your area to your home
- Having a small presentation about GSF and how it's helped
- Having other local people such as Age UK, Dying Matters to have a table top leaflet presentation.

Members of the GSF team would be able to attend as well, either giving a talk or supporting you in your own communications.

Show collaborative working - New GSF Forums:

We invite you to hold GSF forums for homes already accredited to network and share experiences

For both ideas, the home agreeing to host the session would need a room or area big enough to accommodate up to 20 people, the ability to provide refreshments and a willingness to 'spread the word' about GSF and good quality End of Life Care.

We would be very pleased to receive any ideas from all of the Solid Gold Club members as to how we can begin these forums and what sort of topics would be enjoyed!

