

Autumn Newsletter 2015

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

A roundup of our Grand Inaugural Launch of National Network of GSF Ambassadors

PM David Cameron welcomes new GSF Ambassadors

A network of GSF ambassadors was launched at a splendid event at the House of Commons on October 22nd, hosted by Dr Jamsheed Khan and his wife Jessie, of Abbey Care Home in Romford, and the MP for Romford, Andrew Rosindell. We watched the Speaker's Procession, announced by the ancient cry "Hats off Strangers!" and then gathered in one of the committee rooms upstairs to hear speeches by Dr Jamsheed Khan, Grainne Siggins of Newham Social Services, Dr Ian Livingstone, Dr Helena Rolfe, Heather Wright of Barking Havering & Redbridge hospital, Richard Hawkins of Caring Times, Andrew Rosindell, and Keri and Maggie from the GSF Centre. We were entertained to lunch at the Carlton Club, with paintings of politicians looking down on us. The aim of the day was to initiate a network of people from care homes, hospitals and GP practices around the country who have done GSF accreditation and are keen to encourage others to do so. We were particularly pleased to receive a personal message to GSF from PM David Cameron (see page 4). Keri told the new ambassadors that, following the recent Economist survey's conclusion that the UK was the best in the world at palliative care, they were therefore the best of the best.



Keri encouraged them to do three things:

- Make a noise: help to raise the profile of end of life care and GSF
- Make a splash: represent us at conferences, workshops, with articles and on social media
- Make a difference: tell us good stories and share good practice

"We want to share our passion for this work" she said. Dr Khan is Chairman of the new network, and we aim to make this an annual event at the House of Commons to celebrate the National Network of GSF Ambassadors.

For more information, see page 4.



Dates for your diary..

GSF Care Home Awards Celebratory Event

Date: Friday 8 April 2016, 1 - 5pm

Venue: Copthorne Hotel, Paradise Circus, Birmingham

GSF Hospitals Award Celebrations

Date: Wednesday 11 May 2016, Timings TBC

Venue: BGS Conference, Liverpool

GSF in a Year 2015

2015 has been a busy year for us. To see what we have been up to, please take a look: [GSF in a Year 2015](#)

Follow Us



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News Update

Acute and Community Hospitals

The GSF Hospitals accreditation process was recognised by CQC as the only such process and 'information source' in End of Life Care for CQC inspections in hospitals. A further two wards were accredited in September; Barrow & Furness and one at Exeter, our first renal ward.

Currently with 12 hospitals in phases 5 & 6 plus tailored programmes planned for individual hospitals in Doncaster, Jersey, Dorset and Barking, Havering and Redbridge.

Domiciliary care

Available on VLZ / DVD and Train the Trainers modules. Tailored bespoke programmes available on request

Primary Care

More practices doing Going for Gold and CCGs doing GSF Silver. Over 18 projects currently in progress.

Clinical Skills

Helping care homes staff with clinical challenges - distance online modules learning and workshops.

End of Life Care for People with Dementia

The GSF end of life care for people with dementia training programme is now in its 4th phase and includes blended learning option for groups in Ireland, Jersey and Dorset.

Cross Boundary Care (XBC) and Oxford University

We have invited the six Cross Boundary Care sites as part of a NHS Right Care Communities of Practice to workshops at Oxford University Institute of Value Based Healthcare led by Professor Sir Muir Gray. We will be exploring and developing outcome measures in EOLC with population based approach.

International

In September 2015, the GSF Centre welcomed to the UK our Chinese delegation, which includes representatives from the China Association for Life and Peking University. They visited Nightingale Hammerson Care Home, Barking Havering and Redbridge Hospitals NHS Foundation Trust and GSF's Bi-Annual Conference, therefore making the day an international affair! We also welcomed Dr Senda from Japan and delegates from Jersey.

Across the Irish sea, St Johns Community hospital have completed the full care homes programme which commenced in October in 2014.

Care Homes

Training in Durham, Ireland, Southport plus all regional centres. New fast track programme and refreshers available. This year in phase 11 we will have trained approximately 200 care homes in 15 different programmes across the country plus 28 care homes doing our foundation level. Round 14 & 15 has seen 26 accredited, round 8 & 9 has seen 79 re-accredited and 18 homes have received third time accreditation.

Goodbyes



Pam Poole

We sadly say goodbye to some wonderful team members who are retiring or moving on; Pam Poole and Barbara Walker.



Barbara Walker

Introducing...

A warm welcome to new team members Denise Douglas and Annabel Foulger who have joined the social care team. Annabel's background is in NHS Health Improvement mainly in training and quality assurance. Annabel is also a qualified rowing coach and enjoys eating cake!. Denise joins us from Saint Francis Hospice (one of our regional centres) where she lectured in Palliative Care. Denise has



Annabel Foulger

been nursing for 40 years and trained in the RAF. Denise enjoys playing guitar, banjo, chocolate and is an Officer in Girls Brigade.



Denise Douglas

International



GSF Focus

GSF Conference - September 2015



'No Decision about me without me' Improving Advance Care Planning Discussions in all settings

Our bi-annual conference took place on September 25th in collaboration with Age UK at the Mary Ward House in London. Speakers included Caroline Abrahams, Professor Baroness Ilora Finlay, Professor Sir Muir Gray, Martin McShane, Professor John Young, Carl Marsh, Martin Vernon and the GSF Team. We presented awards to GP practices, acute and community hospitals, and care homes including our first second-time accredited homes. Well done to all!



Ward 9 & Coniston Suite,
Furness General Hospital
with their award



Macklin Street Surgery with
Prof. Sir Muir Gray receiving
their award

News Update - Spiritual Care Course

This popular course is now available and is designed both to help you be more confident in the delivery of spiritual care at the end of life in your setting, to pay attention to the deeper spiritual needs of those you care for, and also to exercise better self-care, recognising that the work that you do is costly and demanding. The course will help you understand the difference between spirituality and religion. It explores spiritual assessment and Advance Care Planning. The principle behind it is that paying attention to the inner life will help produce compassionate care and resilience. The Course can be delivered in three ways: as a stand-alone half day workshop; as an introductory workshop followed by four on-line modules (accessed via our VLZ); as an introductory workshop, followed by four on-line modules and a final closing workshop to answer questions that have arisen. For more information, contact mark.thomas@gsfcentre.co.uk



Care Home of the Year 2015

Well Deserved Congratulations to Melrose Nursing Home

A Worthing care home where the handyman and house-keeping staff join nurses and care assistants to ensure residents receive the very best care, was named Care Home of the Year by the National Gold Standards Framework Centre (GSF).

Melrose Nursing Home just pipped five other homes to the award that is presented to the care home judged by an expert panel to be delivering the best end of life care. The judges assessed the six finalists against 20 standards and Melrose scored full marks in all categories



Prof. John Young presenting Melrose Nursing Home with Care Home of the Year Award 2015

GMC & GSF - New Course for Doctors

We are running a new pilot programme as a short course on End of Life Care for both hospital doctors and GPs in 2016. We seek interested doctors for West Midlands and Thames Valley in this exciting new program. Please contact The GSF Centre for further details.

Jersey Update

Jersey has a population of almost 100,000 and is famed for its sunny climate and lovely beaches.



We have been commissioned to run GSF programmes in all settings in Jersey over 3 years. All GP practices, care homes, hospice, domiciliary care providers and the whole hospital in Jersey. This unique project will help improve integrated cross boundary care across the whole island by using GSF early identification, needs based coding, advance care planning discussions and proactive care for all people in Jersey nearing the end of life.

A full evaluation will soon be available.

New! National Network of GSF Ambassadors



The new National Network of GSF Ambassadors was launched in style on the 22nd October 2015 in the House of Commons. Over 100 people from accredited care homes, practices and hospitals attended and there were encouraging and positive discussions about the value

of doing GSF and the impact that it has made.

Dr Jamsheed Khan was appointed Chief Ambassador and was given the first Ambassador of the year award. Dr Khan hopes that the network will support and develop the valuable work that is being carried out through using the principles and practice of GSF in all settings.

Ambassador Role

- To share their experiences and benefits of working with GSF in all settings
- Support and enable others at any stage on their journey
- To contact Commissioners to outline the benefits of GSF
- To attend local care home forums or cluster groups
- To host and attend support meetings or open days to showcase good practice to others
- To mentor and buddy those who are interested in developing GSF in their setting

Ambassadors Support

The Ambassadors network will support Ambassadors in their role of raising the profile of EOLC and sharing the benefits of using GSF for staff and residents by:

- Equipping them with a briefing pack including a badge
- Regular updates with recent resources to improve practice
- Hosting a programme of events, approx 4 per year, including workshops at 2 GSF conferences and the annual event at the House of Commons
- Providing a discount on some GSF events and training
- A dedicated section of the website for Ambassadors
- Consulting on national issues to improve national representation of the sector to government
- Regular invitations to join telephone networking



THE PRIME MINISTER



10 DOWNING STREET
LONDON SW1A 2AA

I am delighted to send a message for the National Gold Standards Framework Ambassadors event being held on 22 October.

Improving quality and choice in end of life care is a priority for the Government and it is heartening that organisations such as yours are there to give the best possible support, and, most importantly, the best quality service to all those who look to you.

Please accept my best wishes for a successful event.

Who can be an Ambassador?

- The Ambassador should be an experienced GSF coordinator/lead whose organisation has gained accreditation
- The Ambassador should have taken a major role within the organisation as a coordinator or leader, having been involved in GSF training and accreditation and be knowledgeable about GSF within their setting
- The Ambassador needs to be willing to share their experiences of striving for high quality End of Life Care with enthusiasm and energy. Need to be representing the GSF Centre and they need to be willing to keep the Centre informed of their progress and meetings

For further information, please contact:

annabel.foulger@gsfcentre.co.uk



“GSF has empowered us to believe that nothing is impossible to achieve”

“We have witnessed great changes in (reduced) hospital admissions and in staff being empowered to change and promote best care for residents”

“It has made me more compassionate, a better listener and more engaging with those who are dying”

“If you do GSF you cant get it wrong”