



# Update Bulletin

Summer 2010 from the National Gold Standards Framework Centre  
to all GSF Facilitators, End of Life Care Leads, commissioners and others involved in improving end of life care

## GSF General

### Report from the Sixth National Annual GSF Conference, 30<sup>th</sup> June 2010 Birmingham Joining up the Dots – Improving Cross Boundary care using GSF

More than 250 delegates from all over the country were in Birmingham for the **Sixth GSF National Annual Conference, Joining up the Dots: Improving Cross Boundary Care Using GSF**. The focus of the day was exploring ways to improve cross boundary care for people nearing the end of life using the GSF Training Programmes, courses, tools and resources in all three major settings. There was good representation from all sectors including primary care, hospitals, care homes and others, and good discussion by a keynote speaker in all three areas followed by updates from members of the GSF Team leading the three main GSF Programmes. Feedback from this year's event was even more positive than ever with several delegates saying it was the best yet.

#### Acute Hospitals

Professor Sir Mike Richards, National Director for Cancer and End of Life Care, gave an overview of the End of Life Care Strategy 2 years on, with a particular emphasis on hospital care. He confirmed the good progress being made in hospitals and said: ***"The Gold Standards Framework continues to have an important role in ensuring care is well coordinated both within individual settings and across organisational boundaries."***

Dr Karen Groves, Consultant in Palliative Medicine, Southport and Ormskirk Hospitals, gave an update on the new GSF Acute Hospitals pilot programme which is helping to join up the dots of co-ordinated care for patients. The pilot has been running in 16 hospital sites since September 09 and a report is due December 10 (see over).

#### Primary Care

Debi de Silva gave an update of the very large National Primary Care Snapshot Audit undertaken last year involving 15 PCTs and 502 GP practice, run by Omega – see Omega or GSF website for more details.

PCTs can request a similar audit direct from Omega ([ada@omega.uk.net](mailto:ada@omega.uk.net))



Staff from Springhill Care Home, Lancs, who were awarded beacon status

Dr Max Watson and Professor Keri Thomas, gave details of the new GSF Primary Care Quality Improvement Training Programme 'Going for Gold'. This practice based training programme used by practice teams to build on use of GSF (see overleaf) and helps to focus on some of the areas for improvement shown by the results of the National Primary Care Snapshot Audit.

#### Care Homes

Martin Green, Chief Executive of the English Community Care Association, discussed the key issues for care homes in providing good end of life care, and the role of CQC in supporting excellence. The GSF team gave an update on the Care Home Training Programme, now with 18 projects across the county and over 1,500 trained.

#### Care Homes Award Ceremony

Later in the afternoon Martin presented 31 care homes with their GSFCH Quality Hallmark Award for end of life care, with many giving personal testimony of the benefits of this work. Almost 1,500 homes have now been through the programme and 143 have been accredited.

Presentations and information contained in the delegate packs can be found on the News and Updates section of the GSF website at [www.goldstandardsframework.nhs.uk/NewsandUpdates/Index.htm](http://www.goldstandardsframework.nhs.uk/NewsandUpdates/Index.htm)  
For a list of the Round 5 successful homes please see list on last page and for a full list please see the GSF website: <http://www.goldstandardsframework.nhs.uk/GSFCareHomes/GSFCHAccreditedHomes>

## Advance Notice of a very exciting International Conference next year

The 7<sup>th</sup> *Gold Standards Framework National Annual Conference* will be combined with the 2<sup>nd</sup> *International Advance Care Planning Conference*

The conference will take place in June 2011 in London, UK and will run for three days.

For further information, please visit: [www.acpsociety.org](http://www.acpsociety.org)



## GSF in Primary Care

### GSF Quality Improvement Training Programme – ‘Going for Gold’



The new updated Primary care Training Programme ‘*Going for Gold*’ involves up to 6 practice-based sessions at monthly intervals and is now well under way in several areas. This training programme aims to

improve the depth at which GSF is used across primary care and within teams, leading to better cross boundary care. This programme helps to meet the DH End of Life Care Quality Markers and enables the improvement of consistency, effectiveness, equity for non-cancer patients and quality of care and support for patients and carers in the community. Although helpful to be run by facilitators where available, this training is independently practice-led using adult learning and does not depend on local input. It therefore can be commissioned by PCTs or individual practices with or without facilitators. Specialist input is welcomed though not essential.

The ‘*Going for Gold*’ training programme includes:

- An introductory DVD training session to raise awareness
- Personalised workbook for local adaptation by each practice
- A Going for Gold Pack: 5 module on the DVD
- Action plans and other resources
- The comprehensive GSF Good Practice Guide
- Leading to the development of a personalised practice protocol and ‘best practice as standard practice’
- Support from the GSF National Team including project planning, regular conference calls and training and guidance for local project leads
- The After Death Analysis (ADA) audit before and after the training with automated feedback and support from Omega with Helpdesk and feedback
- Palliative Care Symptom management guidance books



To help launch ‘Going for Gold’ in your area the GSF Team can also provide a very successful workshop ‘*GSF in a Day*’ – an excellent day to get you started. This has proved very popular to include several members of the team to come together and launch the work. Contact **Helen Corner, GSF Clinical Associate Or Emma Farquhar for more details**

## GSF in Care Homes

**GSFCH Training:** The GSF care homes work continues to grow in its development towards a national momentum of excellence in end of life care in care homes. Many areas complement the GSF work with specific symptom control training in addition - the combination of such clinical courses through individual learning and organisational learning (GSF) works best in many areas to improve the community adoption of good cross boundary care, building on the GSF training in primary care and hospitals also. With over 1500 care homes having undertaken training, we are running 18 projects in the current Phase 6 and taking bookings for Phase 7. We will be holding three Open Programmes during 2011, in London, Birmingham and Yorkshire (probably Leeds). The National GSF Centre is in the process of developing **Regional Training Centres** in order to continue the cascade of GSFCH across the country.

**GSF Accreditation:** Registration for the next round 6 of Accreditation is now closed. Portfolios are due to be submitted by 27<sup>th</sup> September 2010. The panel sits in December 2010 and the awards will be made at our Annual Care Homes Conference in January 2011 - venue to be confirmed. Round 7 is open for registration towards the end of this year, closing before Christmas, with the Award Ceremony being in London in June 2011.

## GSF Courses - Clinical Skills for Care Homes staff and Dementia



The first Pilot for the **GSF Clinical Skills Course** for care home staff has just been completed. Results should be available to the candidates by the middle of August 2010. The course will then be rolled out to other care homes with the next course beginning early in 2011.

The aim is to help nurses and care assistants sharpen their clinical skills to improve understanding of which patients require further medical help or hospital admission and which might be better cared for at home – see flyer

Dementia Care Course in preparation – the DVD training pack for Dementia Care, focussing on Person and Family centred care will be available towards the end of the year

**Maggie Stobbart Rowlands GSFCH Programme Manager**



# GSF Acute Hospitals

*'GSF in Hospitals is the missing link, completing the circle of improved coordination of care.'* Dr Karen Groves Consultant Southport



### Aims of the GSF Acute Hospital Programme:

1. To improve the **quality** of care for all people in the final year of life receiving hospital care.
2. To improve the **cross boundary coordination of care** for these patients, before, during and after hospital admissions.
3. To **reduce hospitalisation** by reducing length of stay, rapid discharge and admission avoidance thereby reducing costs and improving cost effectiveness.

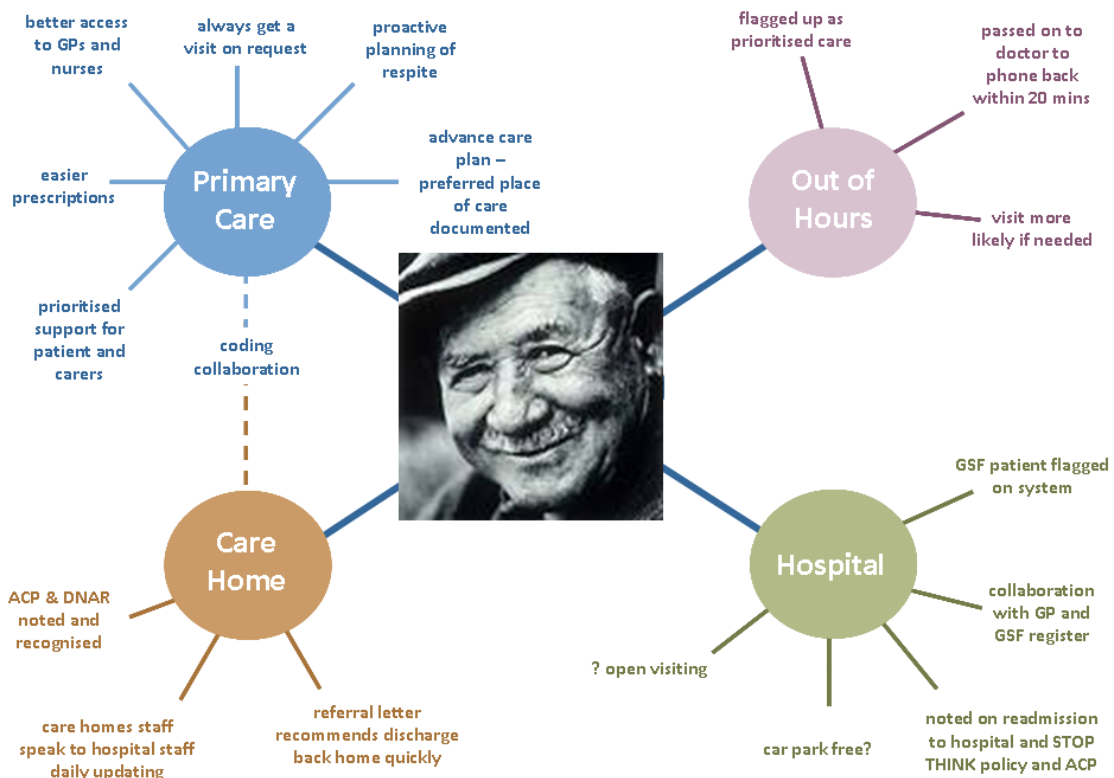
The pilot GSFAH programme developed over the last 18 months began formally in February with 13 hospitals and 3 Out Patient Departments taking part across the country. The programme is based on six sessions delivered monthly to ward based teams by project leads/facilitators from each organisation taking part in the pilot. There are **three learning outcomes** for each session linked to the quality markers with practical illustrations and exercises to help self-reflection and action planning.

The pilot hospitals are already producing some fantastic examples of implementing GSF, including: **improved cross boundary communication with primary care, flagging of GSF patients on hospital systems, early identification and coding of patients and 'Gold Cards' for patients.**

The pilot hospitals are supported by regular conference calls with the GSF Team and an end of pilot workshop in September is planned where we will share good practice and feedback from each site before Phase 2 is launched later in the year. Evaluation of the pilot is expected at the end of 2010. One of the key benefits of improving hospital care is building the link with areas within the community - particularly using GSF as a means of improving cross boundary care. Working models are beginning to emerge - an example included below, but more work is required to build real sustainable changes in this important area.

*Please see Hospitals Flyer and Phase 2 registration details for more details*

### Benefits to Patients of using Cross Boundary GSF





## GSF Domiciliary Care

The National GSF Centre is in the process of developing a new training programme for GSF in Domiciliary care. We held a workshop on the 16<sup>th</sup> July to share our developments and hear from people working in this field about their experiences and challenges. The workshop contributed to the development of the programme which will be piloted with Manchester City Council later this year. We are very excited at this development, which will be along the train the trainers model of a cascade of training with full comprehensive resources and evaluation. Contact Pam Poole or Maggie Stobbart-Rowlands at the GSF Centre for more details.

## GSF Facilitators

With the number of GSF Facilitators in Primary Care and Care homes increasing all the time, we would like to know how we can best support **you**. For the care homes we've had regular conference calls, but these became overwhelming with at least 36 people joining the calls. I continue to support GSFCH facilitators in their role taking care homes through the programme with monthly/six weekly conference calls and follow up meetings after the workshops but those who don't look after homes miss out. Please contact me or Pam Poole for an individual catch up if needed or if you feel a **quarterly** call would help you feel in touch?

The next facilitator workshop will be in October (date TBC) and we will be running it as a **Masterclass for experienced GSF facilitators**. New facilitators will always be welcome on the day. Those interested in becoming GSFCH visitors, portfolio markers or a GSFCH Associate for training please contact us in the GSF Centre. **Nikki Sawkins, GSFCH Nurse Lead**

## GSF Training Programmes, courses, and available free resources

With the changing developments in NHS funding, some may be a little unsure what activity of the National GSF Centre is free and what is available to be commissioned. We currently receive a grant from the DH End of Life Care programme to cover the website, helpdesk, basic resources and facilitator / basic training, but unfortunately this does not include the running of the ADA evaluation or the individual training programmes, which all need to be commissioned. For full details see the Information for Commissioners updated sheet, and the Overview of the GSF Centre. For any specific queries do contact the team directly.

### Statement of support related to the Gold Standards Framework from Professor Sir Mike Richards, National Director for Cancer and End of Life Care

***"Spread of the Gold Standards Framework has continued following the publication of the National End of life Care Strategy for England. I fully support the ongoing rollout of GSF within primary care. Work has also been undertaken to adapt the GSF for care homes and other settings, providing one of a suite of tools and approaches to facilitate improvements in care at the end of life.***

***In line with the direction of travel for the NHS as a whole, the GSF programme has ceased to be centrally funded. Local authorities, PCTs (to be replaced in time by GP consortia), are responsible for leading improvement at a local level, and will commission services according to local needs and priorities. In order to maintain their work, I have encouraged the GSF team to continue to work directly with these organisations. Services provided by the GSF team will need to be charged at agreed rates to support the valuable on-going work of the GSF programme."***



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