

# Summer Newsletter 2015

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



## The Bi-annual GSF Conference and Awards Ceremony

**‘No Decision about me without me’**  
Improving Advance Care Planning Discussions in all settings.

The Bi-annual GSF Conference in collaboration with Age UK, Friday 25 September 2015 Mary Ward House, near Euston London.

Speakers include Caroline Abrahams, Professor Baroness Ilora Finlay, Professor Sir Muir Gray, Martin McShane, Professor John Young, Carl Marsh and Martin Vernon as well as the GSF Team.

The September GSF conference is shaping up to be even bigger and better than ever, with a particular focus on Advance Care Planning. It will be a unique opportunity to hear examples of good practice in End of Life Care and Advance Care Planning from the frontline, in a variety of settings. Also we will be presenting over 100 awards in five areas; GP practices, acute and community hospitals, domiciliary care and of course care homes including our first second-time accredited homes.

**Abstract- your chance to shine!**  
**Deadline for Abstract August 7th**

We invite submission of abstracts on Advance Care Planning in your area – to be presented as a poster on the day with an easy form to complete. DO SUBMIT an abstract to help raise awareness of the great work you do in ACP in your place of work. Any findings will be included in a survey to be presented at the ACEPL International Conference in Munich in September.

**This will be a very special day – please do put it in your diary and come! To book, [please click here to view the programme.](#)**



### Job Opportunity

**We are seeking two Nurses for the GSF Team.**

Exciting opportunities to be involved in national developments in End of Life Care for exceptional nurses/consultants/educators focussing on either social care (care homes and domiciliary care) or health care (hospitals and primary care). Also we wish to hear from any doctors interested in becoming Clinical Associates.

Salary: Nurses from Band 7 depending on experience, doctors back fill rate. Flexible PT/FT. Working from home plus national remit, so meetings at GSF Office Shrewsbury, Midlands or London. Deadline 7th August 2015. Send your CV to: [pam.poole@gsfcentre.co.uk](mailto:pam.poole@gsfcentre.co.uk) or book a phone call discussion with the team.



**GSF Award presented by Professor Sir Mike Richards of CQC March 2015- see page 4.**

## GSF Hospital Programme recognised by CQC

The GSF Centre has applied and been approved as an official information source to support the inspections of the Care Quality Commission in End of Life care, the only such recommended programme in end of life care. Further details will follow shortly.



**This means that the Gold Standards Framework Hospitals Programme is now officially the only CQC approved accreditation scheme in end of life care for acute and community hospitals in England.**

For more details email [hospitals@gsfcentre.co.uk](mailto:hospitals@gsfcentre.co.uk)

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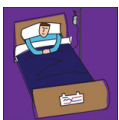
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# News Update of GSF Programmes

## Acute Hospitals



Phase 4 of the Acute Hospitals training programme has just completed their final workshop in June and we are awaiting final reports from independent evaluations over the summer. The first workshop of phase 6 took place at one of our registered hospitals, Chelsea & Westminster, in June 2015, and was attended by 46 people from 19 wards in 5 hospitals. 3 more wards are progressing to accreditation.

**Note - for those interested in progressing to accreditation, especially in light of the recent CQC approval, there will be FREE Preaccreditation coaching workshop for any hospitals on Wednesday September 23rd, BHR, Romford- contact [hospitals@gsfcentre.co.uk](mailto:hospitals@gsfcentre.co.uk) - places limited.**

## Primary Care



The GSF Going for Gold programme runs in 14 CCG's. The GSF Silver programme, currently running in 2 CCG's, is designed to help GPs implement the AUA DES. Please email [primarycare@gsfcentre.co.uk](mailto:primarycare@gsfcentre.co.uk) if you are interested in registering for this programme. The updated Primary

Care ADA report is now available in line with CQC questions in End of Life Care asked at inspections (see page 3).

## Community Hospitals



The latest Community Hospitals programme, Phase 3, is open. 6 community hospital wards, 4 in Cornwall and 2 in Dorset are applying for accreditation at the GSF's next bi-annual conference in September. Please contact [hospitals@gsfcentre.co.uk](mailto:hospitals@gsfcentre.co.uk)

## Hospice Support Programme



Jersey Hospice is now one of four hospices involved in the GSF hospice support programme, working with us to improve cross boundary communication.

## End of Life Care for People with Dementia



This course helps improve awareness, symptom control and ACP, and reduces hospital admittance of people with dementia. Phase 3 commenced in May. To date, 21 are booked on the course out of a potential of 46.

This should be completed by the end of September 2015. For more information, please email [dementia@gsfcentre.co.uk](mailto:dementia@gsfcentre.co.uk) or visit our website.

## Domiciliary Care



Care Focus, Somerset has now completed its training and Jersey has started its Domiciliary Care programme, training six agencies. A report on the results of training over 1000 care workers is being finalised to be published soon. The domiciliary programme has been delivered in four areas – three of those were commissioned and one open. 94 agencies have completed the training in total, and we are delighted to say that 99% of respondents said they would recommend the programme to others.

## Care Homes



Our newest regional training centres - St Michael's & St Wilfrid's, East Sussex, Pilgrim Hospice, Canterbury, Longfield Hospice Care, the Cotswolds, Arthur Rank Hospice, Cambridge and Weldmar Hospice,

Dorset - have begun their first training projects. Training has also started with the first cohort of 16 homes in Jersey. Durham has begun a countywide project with 47 homes across two cohorts. Northampton is to commence its second cohort for the Foundation level training. This round of accreditation has 21 homes currently progressing to first time accreditation and 58 homes being reaccredited, 19 of these being reaccredited for the 2nd time, showing sustainability over seven years.

## Cross Boundary Care (XBC)



We now have 6 integrated Cross Boundary Care sites: Bradford and Airedale, Dorset, Nottingham, Barking, Havering and Redbridge, Morecambe Bay/Lancaster and Jersey. Bradford and Airedale held a 'Better Together' event in June, led by Keri and Julie. Our cross boundary care site in Jersey is now well underway: we have been invited to train all care homes, GP practices, domiciliary care and hospitals plus social workers, district nurses and others in our first whole sector 3 year project from April this year. In Barking, Havering and Redbridge, District Nurses training and hospital support is running in September as well as Clinical Skills and Spiritual Care workshops in the autumn.

**Note** - call for interest for new XBC site.

## New Spiritual Care Programme



The course defines spirituality as "that which gives meaning and purpose to life and helps build resilience in the face of life's uncertainties." It explores the difference between religion and spirituality. It aims to give confidence in our spiritual care, so that those we care for can both live well and die well. If you work in care homes, hospitals or primary care, and are responsible for those approaching the end of their lives, this course is for you. Half-day workshops and 4 modular distance learning. Email [info@gsfcentre.co.uk](mailto:info@gsfcentre.co.uk) for more information.

## New Clinical Skills Programme



The Clinical Skills course is a new programme designed to complement other GSF programmes, especially the care home programme. It will improve your knowledge, skills and understanding of conditions commonly experienced by the elderly population in long term care environments, helping you with your clinical decision making, clinical competence and confidence. The course will help you consider which people require further medical help from their GP, who might need admission to hospital and who may not, and will examine the clinical tripwires and tricky decisions you have to make, pointing out key alerts and danger signs on the way on our virtual learning zone.



# GSF Focus

## GSF Ambassador Mandy Thorn MBE - Interview

Mandy Thorn is Managing Director of the 81 bedded Uplands Care Home near Shrewsbury. She has recently been awarded an MBE for her voluntary work in the community. Uplands was one of the first to undertake GSF training and achieved beacon status in its first accreditation in 2006. "Reaching this standard assured the Local Authority and PCT that the Home was delivering good quality care, and that good end of life care was the best litmus test of the care that the Home offered", she said.

Uplands was undergoing a significant expansion at the time, from 28 to 81 beds, and GSF training helped them scale up, providing an external benchmark and peer evaluation for the quality of its care. It also helped persuade the bank manager to loan the necessary funds for the expansion!

Mandy values the fact that GSF is about head, hands and heart, about systems and processes as well as individual care. "It gave the staff confidence, and empowered them to advocate for their

residents, so that they are able to express their wishes and regain control of their lives."

These conversations are not easy and often not done well. Care home staff who work closely with clients and their families can set an example because they have more time to get to know those they support. Mandy gets annoyed when some say that they are too busy to do ACP, because it signifies that the care they give is not truly patient-centered.

It is especially important with people with dementia to do ACPs early. It is never too early to start thinking about your wishes for the end of your life. Mandy, 52, has started to put an ACP in place for herself. Her own father died recently and the conversations she was able to have with him meant that he was able to die at home as he wanted. "I know that running a good business, with 140 staff, is also about providing good quality care. I love the fact that people are still coming back to visit us 8 years after their loved one died. It shows that we must be doing something right!"



## GSF Team work with CQC to develop 5 key questions in End of Life Care for GPs

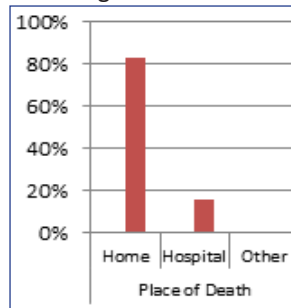
Following our work with the CQC Primary Care team focussing on end of life care in GP practice inspections, there are now 5 key questions that CQC ask each GP practice. [Click here to view How GSF can help GP practices with their CQC Inspections in End of Life Care](#) or [click here to visit CQC's Mythbusters for End of Life Care](#).

We have updated our Primary Care ADA reports which are now available as part of the Going for Gold programme to provide reports in line with these CQC requirements in EOLC for practices. This will help GP practices provide evidence for CQC inspections.



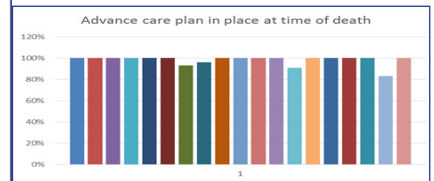
## Hospital death rate decreases in care homes

Overall, following GSF Care Homes programme, the hospital death rate and crisis admission rates are more than halved, and increasingly people are enabled to die in the care home. Latest findings from our re accredited care homes in March 2015 showed an average number of **85% residents dying in the care home, with**



**Average hospital death rate for 25 GSF accredited care homes (371 deaths)**

**8 homes having no hospital deaths in the last year.** This is a fantastic achievement after much hard work-well done!



**Out of the 19 re accredited homes asked about ACP, on average 98% of the residents who died, had an ACP in place**

## New baby and team changes

Congratulations to **Alli Sangster-Wall** on the birth of Kyle at 11.46am on 5th January 2015 weighing in at 10lbs2! Alli was our Programme Co-ordinator for care homes, domiciliary care and hospices. Her husband has now been posted to Glasgow, so very sadly she is leaving the team with our thanks and good wishes.



We have bid farewell to **Rebecca Malone** and wish her all the best for the future. We welcome **Sophie Caine**, our Programme Co-ordinator for Care Homes and Domiciliary Care and to **Abigail Barker**, PA / EA to Keri, Communications Lead and XBC Programme Co-ordinator.

## A new Age UK Guide

'Before you go: Planning and support for the end of life' has been published. Thinking about the end of life can be difficult, but this guide aims to inform people about planning for the end of life. The guide covers options and services that are available and helps people consider where they would like to be looked after towards the end of their lives. Download the guide from the Age UK website: [www.ageuk.org.uk](http://www.ageuk.org.uk)



# News and Events

## GSF International - China & Japan



**The GSF team with our government hosts, Beijing June 2015**

**China.** This was a second visit to China to discuss supporting their approach to EOLC. Keri, Maggie and Mark travelled to Guangzhou, China in June to deliver a one day workshop and to take further our plans to develop an International Collaborating Centre in that vast country of 1.4 billion people where 90% of the population die in hospital. Because our flight was cancelled, our trip included an 11 hour train journey to Beijing to meet members of CALC China's Association of "Life Care" (with the words "End of" omitted). This was organised by our host, Professor K K Cheng, in splendid Government offices, attended by the Association's President, Madame Peiyun, a senior member of the Chinese Communist Party. We were delighted at the positive outcome of the meeting and have been asked to run pilot training programmes in China. Some of their executives will be attending our conference in September. And so on to Japan...

## Report from our 2015 GSF conference- First Acute Hospitals receive GSF BGS Quality Hallmark Award

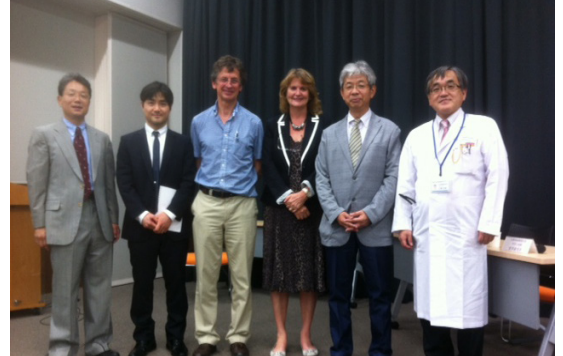
The spring GSF conference entitled 'Changing Culture in End of Life Care-Celebrating Best Practice' was held on Friday 27th March 2015 at The Royal College of Nursing. It included our first accredited acute hospital awards, co-badged with the British Geriatrics Society, plus 14 care homes who received first time accreditation and 29 who were being reaccredited with GSF Quality Hallmark Awards co-badged by CE, NCA, NCP and RNHA.

The keynote speakers included Prof. Sir Mike Richards, Prof. Tom Kirkwood, Sharon Blackburn, Dr Julia Riley, Amanda Cheesley, Claire Henry and Jess Watson.



**Professor Sir Mike Richards presenting Morcambe Bay with their award**

Interviews with those receiving the awards gave us grass roots examples of excellence and cross boundary care sites to inspire others to realise what can be achieved. To view a roundup of the conference, visit our channel on



**Keri and Mark with geriatricians from Nagoya, Japan**

**Japan.** Keri and Mark then flew to Nagoya in Japan, where we were hosted by Dr Kaz Senda of the National Centre for Geriatrics and Gerontology. Again, the issues the Country is facing are stark: 80% of the population die in hospital, the annual death rate is already greater than the birth rate, and they have the greatest numbers of super-aged people over 85. They are planning for 2025 when there will not be enough hospital beds to meet the needs of this population unless steps are taken to reduce hospitalisation. The opportunities for GSF to make a difference are clear, and the three lectures Keri delivered, with some help from Mark, in Nagoya, Kyoto and Tokyo were very well attended and received. And so back home after 6 hotels in 11 days, meeting many lovely hospitable people, and in our short time off visiting some beautiful, restful and inspiring Japanese gardens.

## A film for Japanese TV

Coincidentally, Keri was filmed for a documentary by NHK Japan, the public broadcaster in Japan, (the equivalent of our BBC), as one of 4 people interviewed in the UK for NHK's flagship 'Panarama-style' programme 'NHK Special; Quality of Death'. They filmed both in our GSF HQ and the delivery of training in a hospital workshop in Birmingham.



**Keri being filmed for a Japanese TV programme**

## Calling all Ambassadors

**How can we work with you to continue improving end of life care?**

We are holding an inaugural event at the House of Commons for all GSF Ambassadors, on October 22nd from 11:30-2:30. This will be led by Dr Jamsheed Khan. Email [info@gsfcentre.co.uk](mailto:info@gsfcentre.co.uk) for more details.

