



# Hospices

## The Gold Standards Framework Hospice Support Programme (GSFHospice)

Gold Standards Framework - enabling a 'gold standard' of care for all people nearing the end of life

### How does the GSF Quality Improvement Training Programme Help?

The National GSF Centre in End of Life Care is the UK's leading provider of training for generalist frontline staff.

In response to interest from hospices in the GSF training programmes and several hospices completing and becoming accredited through the GSF Care Home programme the GSF Centre has developed a new and unique training programme, that will benefit everyone involved in hospice care. **The programme will be launched in 2013 and will consist of two full day workshops**

*"I'd recommend it to others because I think it provides a real way of making sure people towards the end of life get quality standardised care."*

Shane O'Reilly, Central Manchester

### GSF aims to:

1. Improve the quality of patient care, in line with their preferences
2. Develop your workforce for better collaboration and coordination of care across boundaries
3. Improve outcomes and cost effectiveness, reduce hospitalisation, and enable more patients to live and die well in their place of choice

*"GSF is one of the most significant developments in the improvements in end of life care since Dame Cicely Saunders founded the hospice movement"*

Penny Hansford, St Christopher's Hospice,

### Key features and achievements of the GSF Hospice Programme

- Improved cross boundary care
- Better recorded Advance Care Planning and DNACPR discussions
- Anticipatory prescribing
- Improved family support
- Improved integration into the local health community
- Reflective practice & audit
- A culture shift, related to 'core values' of staff
- More personalised care – identification of patients stage and levels of need
- Improved documentation
- Improved collaboration, consistency and

*"Every organisation involved in end of life care is expected to use a coordination process such as the GSF" DH End of Life Care Strategy, 2008*



*Although we already were providing excellent care, GSF has allowed us to focus very specifically on delivering the right care, to the right patients, a the right time"*

Lakelands Hospice

## GSF Hospice — Course Overview

<b>Description &amp; background</b>	This training programme has been developed from the well established Care Home programme which has been in use since 2004 and is well recognised by commissioners, CQC and the major Care Home organisations
<b>Programme</b>	The training programme is a step-by-step process in three stages: preparation, training and accreditation against 5 quality standards. It consists of 4 workshops - 2 full day and 2 half day workshops.
<b>Meeting targets &amp; Quality Markers</b>	The GSFCH standards meet all the DH End of Life Care Strategy, Quality Markers for specialist palliative care inpatient facilities eg Hospices (2009), Skills for Care and other requirements. It is in line with CQC standards 1,4,6 and 14.
<b>How and where training is delivered</b>	<ul style="list-style-type: none"> <li>Workshops delivered centrally or at <b>Regional Centres</b> around the country</li> </ul> <p>N.B. Regional Centres include: St Christopher's Hospice - London, Dorset, Yorkshire and others</p>
<b>Programme length</b>	<ul style="list-style-type: none"> <li>The training is delivered over 4-6 months, followed by a minimum of 3 months consolidation</li> <li>The accreditation process takes 6 months</li> </ul>
<b>Benefits and outcomes</b>	<ul style="list-style-type: none"> <li>Better personalised care through identification and assessment of patients' needs in final year of life</li> <li>Improved team work and collaboration with GPs, hospitals, care homes and others</li> <li>Proactive, well coordinated care – pre-empting crises</li> <li>Improved cross boundary care and integration into wider local, health community</li> </ul>
<b>Support provided</b>	<ul style="list-style-type: none"> <li>Website, with a dedicated protected area for hospices in training</li> <li>Email and phone support from GSF</li> </ul>
<b>Resources included</b>	Everything required – Good Practice Guide, Clinical Guidance books, DVDs, Supportive Care Registers, Assessment Tools, other resources and tools
<b>Evaluation</b>	Baseline, Follow Up and at Accreditation – After Death Analysis, competence surveys, organisational surveys including place of death, and participants feedback. Accreditation is the final assessment.
<b>Accreditation</b>	<ul style="list-style-type: none"> <li>Following completion of the training and a period of consolidation and embedding, hospices are able to apply for accreditation</li> <li>The process includes rigorous assessment against 5 standards, using objective independent assessors.</li> <li>Findings from the assessments are presented to an independent panel. The Award is valid for 3 years; the hospice can then apply for re-accreditation</li> <li>Simple annual appraisals reflecting progress, support sustainability of the programme</li> </ul>

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**For further information contact the National GSF Centre**

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