

The Gold Standards Framework Retirement Villages Training Programme

'Gold Standard Care for the Golden Years'



An invitation to join the NEW GSF Retirement Villages Programme, developed from GSF programmes in other settings, to help you provide best possible care and enable your residents to live well, right up to the end of life.

GSF enhances care for all people in their final years of life, enabling you to provide 'gold standard care for the golden years'. GSF empowers your staff, transforming the culture of care, enabling better working with GP practices, reducing avoidable hospital admissions and deaths and helping you provide proactive, personalised care in line with the NHS 2019 Long Term Plan.

What is the Gold Standards Framework?

Since 2000, GSF has been the bedrock of training in care for people approaching the end of life for tens of thousands of frontline health and social care professionals in primary care, care homes, hospitals and domiciliary care.

GSF helps teams deliver gold standard care, with **proactive personalised, systematic and quality** care, enabling people to live well and die well in the place and manner of their choosing.

What do we hope to achieve with GSF?

1. Better quality of care experienced by all people nearing the end of life



2. Better communication, coordination, systems and teamwork



3. Better outcomes – for people Living well and dying well where they choose



+ health systems
Better use of limited resources, reducing over-hospitalisation



The ExtraCare Group piloted GSF in 19 Retirement Villages and Communities. All made substantial progress, with real benefits for residents and staff. Many found it to be 'transformational' with more residents offered advance care planning discussions, improved collaboration with GPs and other teams and significant reductions in hospital admissions and deaths.

*"At **ExtraCare** ... we want to involve the resident, families and carers early on so that we can offer the right support and services at the right time. GSF enables us do this, as has been shown by our earlier pilots using GSF, improving care, reducing hospital deaths, building the confidence of staff and empowering residents."*

**Shirley Hall,
Head of Innovation and Wellbeing,
ExtraCare Charitable Trust**



Gold Standards Framework Retirement Villages Training Programme

The new fully bespoke GSF Retirement Villages Training Programme leading to Accreditation with the GSF Quality Hallmark Award



Why GSF?

GSF is a well recognised kitemark for quality

By using GSF, your retirement community will be following thousands of GP practices, over 3000 care homes, hundreds of hospitals and domiciliary care providers improving care for people in their last years of life. GSF Accreditation is recognised by the Royal College of GPs, British Geriatrics Society, care homes trade bodies and by CQC and GSF training is recognised as excellent by Skills For Care.

“Care works best when it is human-centred, driven by the wishes and decisions of each individual resident. This is particularly important for end of life care.”

Shandi Petersen, Deputy Director, ARCO
(Associated Retirement Community Operators)



GSF Retirement Village Plan				
Day 1	Day 2	Day 3	(Day 4 option)	
Introduction and Preparation	2. Assess ACP - clinical	4. Plan Dying well	Progressing to Accreditation (optional)	
1. Identify	3. Plan Living well	5. Family and carers' support 6. Compassionate care 7. Systematic	Pre Accredited visit	
Homework Preparation 3 tasks - Get ready - Tell others, measure, Code residents, use PEG + Needs Support Matrix. Prepare for next workshop (Bespoke) - ACP video	Homework over ACP to all Clin Assessment tool, admission tracker, SEA Aspects of living well and reducing hospitalisation Prepare for next workshop care in final days	Homework Dignity enhancing care, ensure all staff trained, NOR Prepare for next workshop Reflect on audits, factors and progress	Homework Prepare for accreditation Showcase GSF monitor progress and add to portfolio	

What's involved? Based on the other successful GSF Programmes, the 6-9 month programme includes 4 interactive day-long workshops, tailored resources, videos and tools, with comparative before and after evaluations, leading to accreditation with the well recognised GSF Quality Hallmark.

Helping you improve quality of care, meet national guidance and improve CQC ratings through:

- More **proactive care** through earlier identification and anticipation of need, leading to better care provision and quality of care for all residents at whatever stage of life, helping them live life to the full.
- More **personalised care**, offering advance care planning discussions to every resident, creating the space to clarify their wishes, goals and preferences so that they are more likely to receive the care they want and live and die as they choose.
- More **systematic, joined-up care** with better communication, enhanced teamwork and collaboration with GP practices and other care providers, resulting in better coordinated care, fewer crisis admissions to and deaths in hospital.

The RIGHT Care for the RIGHT Person at the RIGHT Time in the RIGHT Place, Every Time

The GSF Retirement Villages Quality Improvement Programme is specifically tailored to suit the needs of Retirement Villages. It includes all residents, not just those receiving care or in their final year of life. Tried and tested tools and resources have been tailored for your setting for maximal beneficial effect.

‘Gold standard care for the golden years’

For more information about how your retirement village can join the GSF programme, see the RV section of the website <http://www.goldstandardsframework.org.uk/retirement-villages> or phone 0207 7893 740 or 01743 291891