

## Any Questions

Who we can contact in the home.

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Coordinator of the GSF programme in this care home:-

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Further information on GSF in this home:

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For more information about the Gold Standards Framework and the NHS End of Life Care Programme see websites

[www.goldstandardsframework.nhs.uk](http://www.goldstandardsframework.nhs.uk)

[www.endoflifecare.nhs.uk](http://www.endoflifecare.nhs.uk)

Or GSF Central team - 0121 465 2029

Do ask any staff member if you have any queries or suggestions to share with us on Gold Standards Framework. We are working together with you to continually improve our services, and would value your ideas and feedback - thank-you.



## Gold Standards Framework in Care Homes



Along with many care homes across the country, this home is working with residents, families and colleagues to develop improvements in the quality and organisation of care for people in the last years of their lives.

As part of this process, this home has joined the National Gold Standards Framework in Care Homes Programme, supported by local facilitators, the National GSF team and others from the Department of Health End of Life Programme.

This entails being part of a year-long phased programme, attending workshops and training events, discussing how to make improvements in care, completing feedback forms and sharing examples of good practice with others.

*"To know that we can provide the best for our residents in their final years, months and days of life is very satisfying for us all"*

*Care Home GSF Co-ordinator-June 06*



## Introduction to the Gold Standards Framework in Care Homes



Information leaflet for resident's, families and friends to explain the Gold Standards Framework for Palliative Care in Care Homes

Aiming to achieve the best quality of life for residents particularly towards the end of life

## What is the Gold Standards Framework?

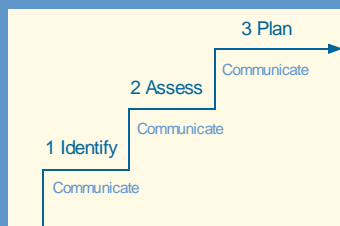
The Gold Standards Framework is a framework to help deliver a 'gold standard of care' for all people as they near the end of their lives.

The GSF is a way of working that has been adopted by your Care Home along with hundreds of others across the UK. It involves them working together as a team and with other professionals, to help to provide the highest standard of care possible for patients and their families as they face the last stage of their lives.

Patients nearing the end of their lives deserve the 'best' care that we can provide - the 'gold standard of care'. This includes support that is of a high quality, reliable and consistent.

GSF involves three steps, each involving good communication :-

- Identify people in need of special care
- Assess and record their needs
- Plan and provide their care



and Seven key tasks - The 7 Cs

## How will it improve care?

Some key developments include:-

- Setting up a register with regular planning meetings to discuss care.
- Planning for the needs of residents at varying times, using coding and a needs/support plan.
- Reducing the need for crisis hospital admissions.
- Advance Care Planning - discussing the choices, preferences and options to be able to best meet the needs of residents and their families.
- Working closely with families to best meet these needs and choices.
- Better collaboration with GPs, nurses, palliative care specialists, hospitals and others.
- Information and communication with other relevant providers e.g. Out of Hours services.
- Use of an agreed plan for the final days of life.
- Ongoing reflection and education of staff according to their needs.

## How will the Gold Standards Framework affect you?



The Gold Standards Framework involves the Care Homes working towards a number of goals and standards.

These goals were developed with the help of other care homes, patients and carers.

The Goals of Gold Standards framework relating to you and your family are:

1. That physical symptoms are anticipated and reduced where possible, before they cause problems.
- 2 That you feel you have some choice and control and that choices around preferred place of care are discussed with you and recorded, maybe in an Advance Care Plan or other document.
3. That you feel supported and informed and that potential problems are anticipated and reduced. This involves staff trying to anticipate your needs to be able to give you the right care at the right time in the right way.
4. That your family or carers feel enabled, informed and involved in your care, and will be supported as much as possible.
5. That the staff in the home, the GP and Nursing team confidently work together as a team, communicate well and are enabled to provide best care.