**What is the Gold Standards Framework?**

The Gold Standards Framework is a framework to enable a ‘gold standard of care’ for all people nearing the end of life.

The GSF is a way of working that has been adopted by us at Castle Hill House along with hundreds of others across the UK. It involves us working together as a team and with other professionals to help provide the highest standard of care possible for our residents and their families as they face the last stage of their lives.

All residents 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, helping them to live well and die well in the place and manner of their choosing.

The GSF in care homes delivers quality improvement through the training programme, leading to quality assurance with its full accreditation process plus quality recognition. For the staff of care homes involved, the programme has 3 aims:

1. To improve the quality of care provided for all residents.
2. To improve collaboration with GP’s, primary care teams and specialists.
3. To reduce inappropriate hospital admissions in the final stage of life, enabling more to die with dignity in the home, if that is their wish.

The 7 ‘C’ key tasks: Communication, Coordination, Continuity, Carer support, Continued learning, Control of Symptoms and Care of the dying.

**How will it improve care?**

Some key elements include:

- Planning for the needs of residents at varying times, using coding and a needs/support plan.
- Advance Care planning – ‘thinking ahead’ and discussing the choices, preferences and options to best meet the needs of residents and their families.
- Working closely with the family to best meet the needs of their loved one so they are aware of choices that are available.
- Improving documentation and assembling a register with regular planning meetings to discuss and focus on care.
- Even better working with GP’s, District Nurses, palliative care specialists, hospitals and others.
- Reducing the need for crisis hospital admissions, and thereby enabling more to stay at home right to the end.
- Information and communication with other services e.g. Out of Hours medical services, ambulance services.
- Use of an agreed plan for the final days of life, to enable a ‘good death’
- Ongoing reflection and education of staff according to their needs. Staff aspire to the best, and we wish to affirm and encourage them, building confidence and the ability to provide excellence in care.
- Considering dignity of care, spirituality, and other means to improve the quality of care.

**How will the Gold Standards Framework affect you?**

The GSF in Care Homes Programme involves the Home working towards a number of goals and standards, developed with the help of other care homes, residents and carers.

**Residents information:**

- That you are treated with dignity and respect at all times, as the person you are, and that your views and those of your family and carers are listened to.
- That you feel you have some choice and control, and that choices about preferred place of care are discussed with you and recorded in an Advance Care Plan or other document.
- That where possible, physical symptoms are anticipated and well managed, before they cause problems.
- That you feel supported and informed and that potential problems are anticipated and reduced, with staff able to give you the right care at the right time in the right way.
- That your family or carers feel informed, involved in your care, and supported as much as possible.
- That the staff in our home, your GP, primary care and specialist palliative care team work well together to provide the best possible care for you.
- That you are able to live the final years of your life as comfortably and happily as possible, just as you would wish.
For more information about the Gold Standards Framework see the website.

www.goldstandardsframework.nhs.uk

Or contact the GSF Central team
GSFCH Administrator – Judy Simpkins
Tel: 01922 604666
judy.simpkins@walsall.nhs.uk

Or speak to one of the GSF Co-ordinators within the home:

Nicola Tudor
Serena Underwood

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.

“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

“GSF has made my work simple to care for my residents. It has drawn me closer to my residents and relatives, given me confidence in discussing end of life care” Nursing Home RN 2009

Gold Standards Framework in Care Homes

Along with many care homes across the country, we are working with residents, families and colleagues to develop improvements in the quality and organisation of care for people approaching the end of their lives.

As part of this process, we have joined the National Gold Standards Framework in Care Homes Programme, supported by local facilitators, the National GSF team and other colleagues.

This entails us being part of a training programme, with the GSF Leads attending workshops and training events, implementing the learning with all staff, residents and families to optimise care for all residents.

There is an independent quality assurance process, which recognises those homes that have undertaken the GSF Care Homes Training programme and demonstrate full integration of the work into their home. The Quality Hallmark Award, with ‘Help the Aged’ ensures Quality Improvement, Quality Assurance and Quality Recognition.

The Gold Standards Framework

CHAS

Introduction to the Gold Standards Framework

Information leaflet for residents, families and friends to explain the Gold Standards Framework in Care Homes

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