

# Utilising the 7 'C' key tasks:

Communication, Coordination, Continuity, Carer support, Continued learning, Control of Symptoms and Care of the dying



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

"We have always believed that our residents should die in their own home – our home – if possible. GSF has helped us be a lot more confident about making this happen – the residents and their relatives are our family."

*Ian Buckland, Cedar Court, London 2012*



the gold standards  
framework  
in care homes

For more information about the Gold Standards Framework see the website

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

Or contact the GSF Central Team

01743 291 891

[carehomes@gsfcentre.co.uk](mailto:carehomes@gsfcentre.co.uk)

"We think GSF is wonderful! Advance Care Planning has made a huge difference in helping us fulfil the wishes of residents and relatives. It has also helped us communicate with GPs and the ambulance service on an equal footing."

*Annie Sinnott, Old Vicarage, Dorset 2012*

"GSF has helped us with cross boundary collaboration. It has helped us coordinate a standard DNACPR form across the county, that moves with the patient and all disciplines accept it."

*Caroline Rowland, Prospect House, Malpas*



the gold standards  
framework  
in care homes

## Introduction to the Gold Standards Framework in Care Homes



Information leaflet for residents, families and friends

to explain the Gold Standards Framework in Care Homes.

Aiming for a "gold standard" of care for all people near the end of life.

"It's about living well until you die".

## What is the Gold Standards

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.

GSF is a systematic common-sense approach to formalising best practice, so that quality end of life care becomes standard for every resident.

It helps the staff to identify the needs of residents at each stage of their life, assess their needs, wishes and preferences, and to plan care on that basis, enabling them to live and die well with dignity in their normal place of residence.

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 other colleagues.

The programme has 3 aims:

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



## How will it improve care?

Some key developments include:-

- Advance Care Planning - discussing the choices, preferences and options to best meet the needs of residents and their families. This informal discussion is well accepted as part of providing good care.
- Planning for the needs of residents at varying times, using coding and a needs/support plan, to help provide the right care at the right time. Helping the resident and their family to achieve their preferred place of Care.
- Reducing the need for avoidable admissions to acute hospital, reducing length of stay and facilitating early discharge planning to the persons preferred place of care.
- Working closely with the family to best meet the needs of their loved one so they are aware of choices that are available.
- Even better working with GPs, District Nurses, palliative care specialists, hospitals and others.
- Information and communication with other services e.g. Out of Hours medical services, District Nurses, ambulance services.
- Final days—use of an agreed personalised care 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.

## How will the Gold Standards Framework affect you?



The Gold Standards Framework involves the Care Home working towards a number of goals and standards, these include:

- That physical symptoms are anticipated and reduced where possible, before they cause problems.
- That you feel you have some choice and control and that your needs and preferences are discussed and recorded, in an Advance Care Planning discussion or other document.
- 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. This includes from your first days in the home right up until the final stage.
- That your family or carers feel enabled, informed and involved in your care, and will be supported as much as possible.