

GOLD STANDARDS FRAMEWORK IN CARE HOMES

Along with many care homes across the country, Birtley House is working with residents, families and colleagues to develop improvements in the quality and organisation of care for people approaching the end of their life.

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

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

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

**Please contact the Birtley House GSF
Team:**

Michelle Hutchison (Head of Nursing)

**Do ask any staff members if you have
any queries of 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.**

www.goldstandardsframework.org.uk

**Birtley House have been awarded
Platinum Status, the highest
accreditation of the GSF,
reflecting teamwork and a
compassionate ethos.**

www.birtleyhouse.co.uk

Birtley House

**INFORMATION FOR
RESIDENTS, FAMILIES
AND CARERS**

INTRODUCTION TO THE GOLD STANDARDS FRAMEWORK IN CARE HOMES



Birtley
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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 Birtley House, along with hundreds of other homes across the UK. It involves all staff 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.

Aiming to achieve the best quality of life for our Residents, particularly towards the end of life.

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.

HOW WILL GSF IMPROVE CARE?

The GSF in Care Homes (GSFCH) delivers quality improvement through its training programme, leading to quality assurance with its full accreditation process plus quality recognition for the staff of care homes involved.

The GSF programme has 3 aims:

1. To improve the quality of care provided for all residents.
2. To improve collaboration with GP's primary care team 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
Co-ordination
Continuity
Carer Support
Continued Learning
Control of Symptoms
Care of the Dying

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:

- 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 and potential problems are anticipated and well managed, before they cause problems.
- That you feel supported and informed.
- That your family or carers feel informed, involved in your care, and supported.
- That staff in the home, the GP, primary care and specialist nurse work well together to provide the best possible care for you.
- That you are able to live the final years of your life as comfortable and happily as possible, just as you would wish.