

## Abbotsleigh Care Home nominated for Gold Standards Framework Award

Congratulations  
**Abbotsleigh**  
Care Home



### Gold Standards Framework

The National Gold Standards Framework (GSF) is the UK's leading provider of training in end of life care for generalist frontline care staff. The staff team at Abbotsleigh Care Home consistently work to follow the robust GSF training systems and gained a well-earned 'Commend' accreditation in 2020.



### Nomination for Gold Standards Framework Team of the Year Award

**Abbotsleigh Care Home** were recently in the running for the coveted **Professor Keri Thomas Award for Team of the Year** – for Homes who received their accreditation in 2020. **Alison Ruddock, Operations and Compliance Manager for Nellsar Limited**, prepared this nomination on behalf of the **Care Home**:

*"Please accept my nomination for such a fabulous team at Abbotsleigh Care Home. The staff have always strived to give excellent palliative care and decided to complete the GSF programme to develop the service further. Advanced Care Planning was in its infancy and more work was needed to involve families supported by staff who had received the appropriate training.*

*There are numerous factors that have made our team successful but the main three are having a staff group who are PASSIONATE about caring for residents, relatives and their colleagues, DETERMINATION to increase learning and apply skills in a person centred way and SENSITIVITY to meet the needs of those they care for and facilitate a positive, peaceful and rewarding service.*

*The team have made a positive impact in all that they do from the very first day of adopting the GSF model and as each learning step was achieved it was implemented in practice. The outcomes have been a reduction in hospital admissions, the improvement to clear meaningful care plans and development of methods to ensure smooth transitions as care needs change.*

*The multi-disciplinary team, including the GP, the Hospice in the Weald, the out of hours GPs, Home Treatment Team, Local Church and Funeral Directors, have all been very supportive of the team, their residents and their families and are pivotal in helping Abbotsleigh achieve the highest standards.*

*My belief in the staff and pride in the difference the team makes was not isolated as residents and relatives nominated several staff for recognition.*

*One Senior Healthcare Assistant and the Dignity Champion for the Home were awarded the Winner of Care Home Worker Category at the Great British Care Awards in November 2019. Also, for this year numerous members of staff have been nominated for the Great British Care Awards with five of them short-listed as finalists in the South-East Region.*

*Despite this year's significant challenges with a pandemic the staff are so outstanding they are already planning the next phase of development ready for when the COVID-19 situation stabilises. Amongst other ideas the team are planning to organise weekly support in groups for the families of the residents where opinion and feedback is sought which can become action points going forward.*

*The team are led by an excellent manager who leads by example and whose prime aim is to improve the experience for both residents and staff. As a whole they are very dedicated, reliable and have been committed to delivering outstanding care to our residents and I am extremely proud of them for continuing this valuable work during the extreme challenges we have all faced."*

## High praise

Although **Abbotsleigh** weren't crowned winners of the award this year, they did receive some very encouraging feedback that is reflective of their continuous efforts in providing the best quality care. **Professor Keri Thomas is Founder and National Clinical Lead of The National Gold Standards Framework Centre (GSF) in End of life Care** and she wrote:

*"Your obvious passion, determination and sensitivity was particularly noted, plus having the HCA of the Year in your team. You are a great exemplar as a compassionate care home, and I hope you continue to thrive and flourish. Well done to all your staff - they are all frontrunners and you all should be greatly applauded for the high quality of your work."*

**A massive well done to everyone at Abbotsleigh Care Home.**

