

# St Elizabeth Hospice education prospectus 2018



St Elizabeth  
Hospice

*Don't let death kill life*

St Elizabeth Hospice has been delivering palliative and end of life care in Ipswich and Suffolk for almost 30 years.

Our compassionate and professional standards were recognised in 2016 when the hospice was rated as outstanding by the Care Quality Commission.

Our aim is to ensure that people receive the best possible palliative and end of life care, wherever they live in our community.

Each year St Elizabeth Hospice cares for around 2,000 people including bereaved families and carers.

All courses are held at St Elizabeth Hospice unless otherwise stated:

565 Foxhall Road  
Ipswich  
IP3 8LX

All prices include VAT unless stated otherwise

**Tier 1** £35 unless stated otherwise

**Tier 2** £54 unless stated otherwise

**Tier 3** £72 unless stated otherwise

Compact learning short courses:

Up to 6 people £90

Up to 8 people £120

Up to 10 people £150

over 10 people, prices available

To book a course, to find out which tier to do, or to find out how to book, contact the education centre on 01473 707017 or [education@stelizabethhospice.org.uk](mailto:education@stelizabethhospice.org.uk)

## Tier 1

Health care assistants new to role that require general end of life care awareness, focusing on a community development approach to care.

This tier is relevant to those working in health and social care who have limited contact with individuals approaching the end of life.

This tier would be relevant to you if:

- You are a member of the public
- You have been diagnosed with a life limiting condition
- You support someone with a life limiting condition
- You deliver care and support in ophthalmology or physiotherapy, or may be in a role that doesn't deliver care and support such as administration or maintenance.

## Tier 2

Health and social care professionals who require some knowledge of how to provide person-centred, high quality end of life care as they often encounter individuals who need such support within their working environment. However, they do not work in services that primarily offer care and support for individuals approaching the end of life, their family and carers.

This tier will be relevant to you if:

- You work in adult health and social care. Most of the individuals you support are not approaching the end of life, but some are. For instance, you might work on an acute ward, in a GP's surgery or in a residential care home.
- You work in adult health and social care and provide supervision and professional support to other professionals. Most of the people they provide care and support for are not approaching the end of life, but some are.
- You do not work in adult health and social care but your professional role means you often provide support for individuals approaching the end of life.

## Tier 3

Health and social care professionals who require in-depth knowledge of how to provide care and support for an individual approaching the end of life because they work in services that primarily offer care and support for individuals approaching the end of life.

This tier will be relevant to you if:

- You work in adult health and social care. Most of the individuals you support are approaching the end of life. For instance, you may work in a hospice or in a palliative care service.
- You work in adult health and social care and provide supervision and professional support to other professionals. Most of the people they provide care and support for are approaching the end of life.
- You work in adult health and social care. Most of the individuals you support are not approaching the end of life, but some are. Your role is to lead the end of life care offer within your team or organisation.

Three tiers EOLC framework sourced from: End of Life Care Core Skills Education and Training Framework – developed in partnership by Health Education England, Skills for Health and Skills for Care – supports the provision of high-quality, person centred care for terminal patients and their families.

## Course calendar 2018

### Tier 1

<p><b>Compact courses</b></p> <p>‘My care wishes’ in practice 7 February (two sessions - am and pm)</p> <p>Caring for someone with life limiting conditions 9 February, 18 May</p> <p>Medication awareness 21 February</p> <p>Common conditions 7 March, 18 April</p> <p>Why palliative care increases the risks of pressure ulcers 19 March</p> <p>Person-centred care 2 May, 29 October</p> <p>Wound care 2 May, 7 November</p> <p><b>Learning and development courses</b></p> <p>Breathlessness 12 February, 10 October</p>	<p>Documentation principles and legalities 22 February, 7 March, 4 July</p> <p>Foundations in dementia care 28 February</p> <p>Good mouth care and coping with choking 26 February</p> <p>Foundations in end of life care 7 March, 14 July, 5 September</p> <p>Dignity 14 March</p> <p>Infection prevention and control 11 April, 16 October</p> <p>Slips, trips and falls 18 April, 7 June, 12 September, 22 November</p> <p>Alzheimers awareness 24 April, 19 September</p> <p>Five priorities of end of life care 24 April, 28 June</p>	<p>Foundations in conversations around end of life care and how to have them 4 July, 2 November</p> <p>Benefits of complimentary therapy 6 September</p> <p><b>Education and training skills</b></p> <p>Communication skills 14 February</p> <p>Delivering education and training 19 April</p>
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## Course calendar 2018

### Tier 2

<p><b>Learning and development courses</b></p> <p>Syringe drivers 8 February, 26 March, 18 April, 10 May, 13 June, 9 July, 20 September, 12 October, 6 November</p> <p>Care Planning 'my care wishes' 14 February, 20 June</p> <p>Coping with the loss of a patient or resident and how to support colleagues 15 February</p> <p>Foundations in end of life care for registered nurses 20 February, 18 June</p>	<p>Holistic awareness with links to person-centred care 21 February, 13 June</p> <p>Communication skills 9 March</p> <p>Recognising and supporting patients/residents moving from palliative care to end of life care 4 April, 24 October</p> <p>Awareness of the need for symptom management 23 May</p> <p>What's going on in palliative care? 4 July</p>	<p>Dementia, intermediate 11 July, 5 September</p> <p>Foundation in alzheimers 18 July</p> <p>Medication awareness 25 July</p> <p><b>Education and training skills</b></p> <p>Planning good education and training 6 April</p> <p>Bereavement study day for schools 1 May</p> <p><b>Student nurse classes</b> Classes from January - December</p>
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## Course calendar 2018

### Tier 3

<p><b>Learning and development courses</b></p> <p>Verification of Expected Death (VoED) 12 March, 15 June, 23 October</p> <p>Holistic needs assessment 5 November</p> <p>End of Life Study day 17 April</p> <p>Nutritional complications in palliative care 21 May, 18 September</p> <p>Dementia (advanced) 24 May, 25 October</p> <p>Advance care planning 30 May, 8 October</p> <p>Restlessness and agitation in end of life 12 June, 21 November</p> <p>Communication skills 18 June, 15 October</p>	<p>Recognising different bowel problems in palliative care 27 July</p> <p><b>Specialist clinical section</b></p> <p>Management of pain in palliative care 14 March</p> <p>Management of emergencies in palliative care 4 June</p> <p>Management of gastrointestinal symptoms in palliative care 26 September</p> <p>Management of respiratory problems in palliative care 14 November</p>	<p><b>GP study sessions</b> GP palliative and end of life care programme 25 April - 23 May</p> <p><b>Palliative care masterclasses</b> Courses from January - December</p> <p><b>Education and training skills</b> Learning and development with micro-teach 19 March</p>
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# Compact learning

All short courses in this section are aimed at health care professionals (tiers 1 and 2).

Each session is an hour and a half to two hours in length. Compact learning upskills individuals, or can be delivered in groups. Sessions can be delivered at the hospice or in your care setting for: up to 6 people £90, up to 8 people £120 and up to 10 people £150. Over 10 people, prices available on request.

## **‘My care wishes’ in practice (TI)**

- facilitator, Demi Fitch

This ‘my care wishes’ session is both informative and interactive. You will explore the paperwork and its importance in recording an individual care plan and wishes. This session will introduce person-centred care and holistic assessment, how advance care planning can support an individual’s needs and how to identify possible future wishes and preferences.

Suitable for health care professionals.

What will I learn from this course (learning objectives)?

- The principles and meaning of terms used in advance care planning
- Circumstances when advance care planning might be used
- Your role as a health care professional in advance care planning (other documents you may find in a ‘my care wishes’ folder)

Wednesday 7 February, 2.30 - 4.30pm

Wednesday 7 February, 4.30 - 6.30pm

## **Caring for someone with a life limiting condition (TI)**

- facilitators, Linda Wilder and Ann Colthorpe

This session is both informative and interactive, enabling the sharing of methods, tips and ideas to support best practice to meet the needs around caring for an individual with a life limiting condition. By exploring how illness can affect the individual's quality of life, we can look at supporting an individual from a carer's perspective. This session includes discussion around caring for an individual in their own home and in a care setting.

Suitable for health care professionals.

What will I learn from this course (learning objectives)?

- To identify five different common life limiting conditions
- A variety of different tips, methods and ideas around caring for individuals with life limiting conditions
- Explain the possible impacts on individuals with life limiting conditions and support options available

Friday 9 February, 2.30 - 4.00pm

Friday 18 May, 2.30 - 4.00pm

## **Medication awareness (TI)**

- facilitator, Demi Fitch

This session is both informative and interactive. You will explore the basics of medication awareness when working with an individual. This session includes tips, suggestion and options to enable you as the carer to follow best practice, when supporting an individual with medication.

Suitable for health care professionals.

What will I learn from this course (learning objectives)?

- Legislation/local policy around medication administration
- Discuss accountability
- Define consent
- Forms of medication
- Routes of administration
- Documentation

Wednesday 21 February, 2.00 - 3.30pm

## Common conditions (TI)

- facilitator, Demi Fitch

This session on common conditions is both informative and interactive. You will explore common conditions that you may come across and the effects of these on an individual, including how illness can affect the individual's quality of life, and supporting an individual with these conditions. This session includes tips, suggestion and options to enable the individual to manage their condition.

We will also look at signposting to support organisations, equipment options and when a referral may be needed. Suitable for health care professionals.

What will I learn from this course (learning objectives)?

- Explore common conditions within end of life care
- How to understand and support an individual with a specific condition
- How to support the individual
- Common problems you may come across
- Supporting family

Wednesday 7 March, 9.00 - 11.00am

Wednesday 18 April, 2.00 - 4.00pm

## Why palliative care increases the risks of pressure ulcers (TI)

- facilitators, Pippa Burch and Demi Fitch

This session investigates pressure ulcer development and management in palliative care. Pressure ulcer development is different in patients in palliative care compared to other patient populations. This session will outline those differences, discuss management techniques and review the legislative issues in healthcare. There will also be the opportunity to share current practice and techniques.

Suitable for health care professionals.

What will I learn from this course (learning objectives)?

- Be able to define what a pressure ulcer is, including the stage of development
- Identify risk factors and understand implications
- Assessment and management of pressure ulcers
- Documentation and legislation
- Current products and rationale for use

Monday 19 March, 2.30 - 4.00pm

## Person centred care (TI)

- facilitators, Linda Wilder and Debbie Adams

This person-centred care session is both informative and interactive. You will explore what person-centred care is and how we can put the person at the centre of the care situation. We will discuss enabling the individual person to make their needs, preferences, wishes and priorities known to the care team. This session will help you understand the need for good and effective communication with all concerned, involving other care agencies, health care professionals and service providers. Good person-centred care can underpin the individual's care plan, treatment and holistic assessment.

Suitable for health care professionals.

What will I learn from this course (learning objectives)?

- How to define what personal centred care is
- How to implement individualised plans of care in accordance with the persons wishes
- Knowledge of when to refer to senior staff members or agencies for support, intervention and guidance

Wednesday 2 May, 1.30 - 3.30pm

Monday 29 October, 1.30 - 3.30pm

## Wound care (TI)

- facilitators, Pippa Burch and Demi Fitch

You will explore wound care looking at possible causes, wound assessment, phases of wound development and care. This session will enable you to share case studies and best practice. This session includes treatment tips, options, products and suggestion.

Suitable for health care professionals.

What will I learn from this course (learning objectives)?

- Investigate different wounds and their causes
- Identify four different approaches to wound dressing types and selection
- Explore wound assessment and phases of development

Tuesday 1 May, 2.30 - 4.00pm

Wednesday 7 November, 2.30 - 4.00pm

## Learning and development courses

All courses in this section are aimed at health care professionals tiers 1, 2 and 3. Sessions vary in length depending on content.

Cost: T1 = £35, T2 = £54, T3 = £72 per head.

### Breathlessness (T1)

- facilitator, Katie Beaden

You will explore the effects of breathlessness on an individual, how this can affect their quality of life and look at supporting them from a carer's perspective.

This session includes techniques, tips and suggestions to enable the carer to help the individual feel empowered and have better control over their breathlessness, for an improved quality of life.

We will also look at signposting to support organisations, equipment options, and when a referral may be needed. You will explore the ways in which a breathlessness exercise group may impact a patient's needs.

Suitable for health care professionals.

What will I learn from this course (learning objectives)?

- To have a working knowledge of the conditions that can cause breathlessness
- Explore four techniques to help patients manage breathlessness and improve their quality of life
- When it is appropriate to refer on or signpost to other organisations

Monday 12 February, 9.30am - 12.30pm

Monday 10 October, 1.30 - 4.30pm

### Documentation principles and legalities (T1)

- facilitator, Emma Hammond

This session focuses on the need for good documentation and record keeping (if it's not recorded, then it hasn't happened). This is a good foundation for new staff and individuals unsure about confidentiality, record keeping and documentation. The session is both informative and interactive with a good variety of practical activities, group discussion, handouts and information to take away.

Suitable for healthcare professionals; nurses and allied professionals.

What will I learn from this course (learning objectives)?

- To have an awareness of documentation and record keeping
- To be able to identify the principles of effective documentation and record keeping
- To assess the challenges that health professionals encounter
- To review and discuss legal and professional issues and the consequences of poor documentation

Monday 22 February, 1.30 - 4.30pm

Wednesday 7 March, 1.30 - 4.30pm

Wednesday 4 July, 9.30am - 12.30pm

## Foundation in dementia care (TI)

- facilitator, Emma Hammond

This session focuses on the basic types of dementia, a good foundation for new staff and individuals unsure about dementia care. The session is both informative and interactive with a range of activities, group discussion, handouts and information to take away.

Suitable for healthcare professionals.

What will I learn from this course (learning objectives)?

- Recognising signs and symptoms of dementia
- The importance of person-centred approaches in dementia care
- Supporting individuals with dementia

Monday 28 February, 9.30am - 1.00pm

## Good mouth care and coping with choking (TI)

- facilitators, Debbie Adams and Nicki Mayhew

This session is on good mouth care and coping with choking. We will discuss giving good mouth care and being prepared for possible choking incidents as a result of an illness.

You will explore effects on an individual, review difficulty with swallowing, choking and issues around providing good mouth care. You will learn how illness can affect the individual's quality of life, and look at giving support from a carer's perspective. This session includes tips, methods and options to support individuals and their families.

Suitable for health care professionals.

What will I learn from this course (learning objectives)?

- Define what good mouth care is and possible difficulties with swallowing and choking
- Clarify good practice when supporting an individual to avoid mouth care issues
- Identify potential mouth care problems to enable early treatment
- Identify possible swallowing difficulties and ways to manage these
- List five tips and methods you can use to maintain airways and good mouth care

Monday 26 February, 1.30 - 4.30pm

## Foundations in end of life care (TI)

- facilitator, Emma Hammond

This session focuses on the basics of end of life care and is a great foundation for new staff and individuals unsure about palliative and end of life care. The session is both informative and interactive with a good variety of activities, group discussion, handouts and information to take away.

Suitable for healthcare professionals.

What will I learn from this course (learning objectives)?

- The five priorities of end-of-life care
- My care wishes (yellow folder) – what are they for? Why do we need them?
- How to recognising dying and when to seek advice
- Practical care for individuals who are dying and supporting families
- The difference between palliative care and end-of-life care

Wednesday 7 March, 9.30am - 12.30pm

Wednesday 4 July, 1.30 - 4.30pm

Monday 5 September, 9.30am - 12.30pm

## Dignity (TI)

- facilitator, Emma Hammond

During this informative and interactive session, you will explore what dignity in care is all about, the impact on an individual, how illness can affect their quality of life, but does not need to lead to their loss of dignity. This session includes suggestions and options to enable you as a carer to follow best practice (including the core principles of dignity).

Suitable for health care professionals.

What will I learn from this course (learning objectives)?

- What is dignity?
- Explore the concept of dignity in the social care sector
- The common core principles to dignity
- Identification of the seven principles to support dignity
- The importance of dignity
- Legislation, policies and procedures

Friday 14 March, 9.30am - 1.30pm

## Infection prevention and control (TI)

– facilitator, Lorraine Rickett

This session looks at the need for infection prevention and control in a health and social care environment. The session is informative and interactive and will explore what infection is, and measures to help prevent and control infection in care settings.

Suitable for health care professionals.

What will I learn from this course (learning objectives)?

- Define what an infection is
- The principles of infection prevention and control
- Policies and procedures around infection prevention (including PPE)
- Risk assessments, causes and spread of infection

Wednesday 11 April, 9.30am - 12.30pm

Tuesday 16 October, 1.30 - 4.30pm

## Slips, trips and falls (TI)

- facilitator, Emma Hammond

This session is both informative and interactive. You will explore the main cause of slips trips and falls. Our legal obligation to health and safety. We will look at the assessment of the risk along with guidance on reducing the risks. We will explore the 'I stumble tool'.

Suitable for health care professionals.

What will I learn from this course (learning objectives)?

- Identify any risks within your workplace environment on slips trips and falls.
- Assessing the risks of slips trips and falls.
- I stumble – falls assessment tool
- Look at how we can reduce the risks of slips trips and falls.

Wednesday 18 April, 9.30am - 12.30pm

Thursday 7 June, 1.30 - 4.30pm

Wednesday 12 September, 12.30 - 3.30pm

Thursday 22 November, 1.30 - 4.30pm

## Five priorities of end-of-life care (TI)

- facilitator, Emma Hammond

This session focuses on the five priorities of end of life care, giving a good foundation for new staff and individuals unsure about end of life care. The session is both informative and interactive with a variety of activities, group discussion, handouts and information to take away.

Suitable for registered nurses and health care professionals.

What will I learn from this course (learning objectives)?

- What are the five priorities of end of life care?
- Why are the priorities important?
- How does this benefit the individuals we look after?
- How do the five priorities influence the job that I do?

Tuesday 24 April, 1.30 - 4.30pm

Monday 28 June, 1.30 - 4.30pm

## Alzheimers awareness (TI)

- facilitator, Emma Hammond

This session is both informative and interactive with a range of handouts, activities and group discussions. You will step inside the world of alzheimers. This session will give you a general awareness of alzheimers. What is happening? Who am I? Connect with me!

Suitable for health care professionals.

What will I learn from this course (learning objectives)?

- To have an awareness of alzheimers
- To identify the signs and symptoms of alzheimers
- The importance dignity and person centred care
- Supporting individuals and families who are affected by alzheimers

Tuesday 24 April, 10am - 1pm

Wednesday 19 September, 2 - 4.30pm

## **Foundations in conversations around end of life care and how to have them (TI)**

- facilitators, TBC

This session is aimed at enabling you to discuss and explore how to have conversations around death and dying with people at the end of their life. You will review how to ask questions that may require a range of approaches, techniques and ideas to help you in this situation. This session is both informative and interactive with a variety of activities, group discussion and case studies.

Suitable for new health care professionals.

What will I learn from this course (learning objectives)?

- Supportive ideas and approaches both within and outside your organisation
- Dealing with direct questions
- Techniques to help you manage your own feelings in an end of life work environment

Wednesday 4 July, 9.30am - 12.30pm

Friday 2 November, 1.30 - 4.30pm

## Benefits of complementary therapy (T1)

- facilitator, Dot Hurley

This session looks at the benefits of complementary therapy and explores what can be offered to support patients and residents from a complementary therapy review point.

Suitable for health care professionals.

What will I learn from this course (learning objectives)?

- Define what is complementary therapy
- Identify four therapies used in complementary therapy and why we use them
- Summarise the possible value of a mind, body and soul approach to therapy

Thursday 6 September, 2.30 - 4.30pm

## Student nurse classes (T2)

These classes have been designed to support student nurses to be more confident in their practice. These two hour sessions aim to support the wider practice and knowledge needed for the modern professional nurse.

Classes will cost £5 per person per two hour session and will run from 4.00 – 6.00pm on Wednesdays. Dates and subjects below:

Wednesday 10 January	Care planning (including: person-centred care)
Wednesday 31 January	Managing your own feelings of grief and loss when working in end of life care
Wednesday 14 February	Holistic assessment overview (the value of MDT)
Wednesday 14 March	Five priorities of end of life care
Wednesday 11 April	Understanding how to work in end of life care
Wednesday 9 May	Documentation
Wednesday 13 June	Providing support to manage pain and discomfort
Wednesday 11 July	Dementia
Wednesday 12 September	Mouth care
Wednesday 10 October	'My care wishes' – allowing time for people to express feelings, wishes and preferences at end of life
Wednesday 14 November	Care after death
Wednesday 12 December	Understanding grief and loss and supporting people following bereavement

## Syringe drivers (T2)

- facilitator, community clinical nurse specialist

Syringe driver training – part 1 – theory. This three hour session looks at the fundamentals of symptom control with syringe drivers in palliative care practice.

Syringe driver training – part 2 – practice. This three hour session builds on the knowledge gained from part 1 and looks at the practical side of syringe driver use.

Suitable for doctors, registered nurses and health care professionals.

Part 1 – theory, learning objectives:

- Clinical indications for using a syringe driver
- Identifying red flags
- Symptoms palliated with syringe driver medications
- Commonly used syringe driver medications, conversion calculations, normal doses and rationale for use

Part 2 – practice, learning objectives:

- Using the T34 McKinley syringe driver in practice – setting up, monitoring, trouble shooting
- Case study workshop – applying knowledge gained to practice through case study scenarios

Thursday 8 February, 9.30am - 4.30pm

Monday 26 March, 9.30am - 4.30pm

Wednesday 18 April, 9.30am - 4.30pm

Thursday 10 May, 9.30am - 4.30pm

Wednesday 13 June, 9.30am - 4.30pm

Monday 9 July, 9.30am - 4.30pm

Thursday 20 September, 9.30am - 4.30pm

Friday 12 October, 9.30am - 4.30pm

Tuesday 6 November, 9.30am - 4.30pm

## Care Planning ‘my care wishes’ (T2)

- facilitator, Demi Fitch

This session focuses on care planning and looks at ‘my care wishes’, building on the foundation course for individuals unsure about care planning in general, and how important planning is in palliative and end of life care. The session is both informative and interactive with a good variety of activities, group discussion, handouts and information to take away.

Suitable for healthcare professionals.

What will I learn from this course (learning objectives)?

- Intermediate skills in difficult conversations (responding to difficult questions) around care planning
- Communication – how priorities and the ability to communicate can change over time (the five ‘E’s)
- Strategies for managing emotional response
- My care wishes completion (yellow folder)
- Awareness of confidentiality and data protection in relation to care planning and end of life care
- Awareness of person centred-care and holistic approaches to end of life care

Wednesday 14 February, 9.30am - 4.30pm

Wednesday 20 June, 9.30am - 4.30pm

## Coping with the loss of a patient or resident and how to support colleagues (T2)

- facilitator, Katherine Grogan

This session is an opportunity to look at how we deal with the loss of a patient or resident. This session explores the nature of attachment and loss, both professional and personal. How to work with and offer support to colleagues going through grief and loss.

Suitable for health care professionals

What will I learn from this course (learning objectives)?

- Understanding the nature of attachments and losses
- Professional or personal – where is the line?
- Understanding the impact of loss in the context of a wider system
- How we can support each other after a loss

Thursday 15 February, 1.30 - 4.30pm

## Foundation in end of life care for registered nurses (T2)

- facilitator, Demi Fitch

This session focuses on the skills and awareness needed to support individuals at the end of their life. It gives an introduction to symptom management and assessment around recognising dying. The session is both informative and interactive with a good variety of activities, group discussion and sharing of practical experience in end of life care

Suitable for registered nurses.

What will I learn from this course (learning objectives)?

- The five priorities of end of life care
- How to recognise dying and when to seek help
- Assessing symptom management in end of life care
- Care after death
- Supporting families

Tuesday 20 February, 9.30am - 12.30pm

Wednesday 18 June, 1.30 - 4.30pm

## Holistic awareness with links to person-centred care (T2)

- facilitator, Demi Fitch

This session examines holistic assessment, based on the principles of person-centred care.

The session will be informative, interactive and will explore what holistic assessment is and how we can embed holistic assessment in practice.

Suitable for health care professionals.

What will I learn from this course (learning objectives)?

- Define holistic assessment
- Clarify what physical, psychological, social and spiritual assessments are and how they inform an holistic assessment
- Identify person-centred care
- Explore some of the tools and outcome measures used in holistic assessment

Wednesday 21 February, 9.30am - 12.30pm

Wednesday 13 June, 1.30 - 4.30pm

## Communication skills (T2)

- facilitators, Mandy Summons and Sarah Godfrey

This intermediate communication session is both informative and interactive. You will explore the principles of effective communication. This session will enable discussion around the challenges faced when having conversations with people who have life limiting conditions. How anger, emotions and distress may influence communication. This session builds on the T1 course.

Suitable for health care professionals.

What will I learn from this course (learning objectives)?

- What is communication?
- Why communication is important?
- Different methods of communication
- Using effective communication in health and social care
- Identify and minimise barriers to effective communication
- Policies, procedures and record keeping

Friday 9 March, 1.30 - 4.30pm

## Recognising and supporting patients/residents moving from palliative to end of life care (T2)

- facilitator, Demi Fitch

This session is aimed at enabling you to discuss and explore how to recognise patients/residents that are moving from palliative to end of life care. The session is informative and interactive with a good variety of activities, group discussion, handouts and information to take away to help you with the identification of symptoms and the stages that a person may move through.

Suitable for registered nurses, district nurses and allied health professionals.

What will I learn from this course (learning objectives)?

- Understand the differences between palliative care and end of life care
- Gain an awareness of the national advanced principles for end of life care
- How symptoms are expressed and managed differently in palliative to end of life care
- The impact of “Shipman” in palliative care provision
- How a “good death” can be achieved and how perceptions of this differ
- The role of the hospice in both palliative and end of life care

Wednesday 4 April, 1.30 - 4.30pm

Wednesday 24 October, 1.30 - 4.30pm

## Awareness of the need for symptom management (T2)

- facilitator, community clinical nurse specialist

This session is aimed at enabling you to gain a general awareness of symptom management in palliative care.

You will discuss and explore how to recognise the different symptoms which may include nausea and vomiting, constipation, loss of appetite, and pain. The session is informative and interactive with a good variety of activities, group discussion, handouts and information to take away to help you with the identification of symptoms and suitable treatment.

Suitable for health care professionals.

What will I learn from this course (learning objectives)?

- Gain an awareness of symptoms
- Explore and review treatment options to control symptoms
- Increase knowledge around medication, supplements and treatment options to keeping your patient or resident pain free

Wednesday 23 May, 1.30 - 4.30pm

## What's going on in Palliative Care? (T2)

- facilitator, Demi Fitch

This session focuses on palliative care and is informative and interactive; you will explore what this means as a professional working in this environment, gaining a knowledge of palliative care e.g. an overview of life-limiting illness, the structure of a multidisciplinary approach to specialised medical and nursing care in the UK.

Suitable for registered nurses, allied health professionals and health care professionals.

What will I learn from this course (learning objectives)?

- Gain a knowledge and understanding of palliative care in the UK
- Explore and compare palliative care from a range of care provider view points
- The holistic approach and its importance for palliative care
- An opportunity for discussion and peer reflection with colleagues
- A tour of St Elizabeth Hospice

Wednesday 4 July, 1.30 - 4.30pm

## Dementia intermediate (T2)

- facilitator, Emma Hammond

This session focuses on the different types of dementia, building on the T1 dementia care session. The session is informative and interactive with a variety of activities that include looking at the 'this is me' booklet, group discussion, handouts and information to take away. This session offers suggestions, ideas and examples of best practice looking at how we can support the family, friends and individuals who have dementia.

Suitable for care and nursing homes, hospice staff, community and district health care teams.

What will I learn from this course (learning objectives)?

- Explore the different types of dementia
- How to support an individual with dementia
- Understand the principles of person centred care
- Recognise distressed behaviours
- Respond to and support behaviours
- This is me
- How to support family and friends of an individual who has dementia

Wednesday 11 July, 12.30 - 3.30pm

Monday 5 September, 1.30 - 4.30pm

## Foundations in Alzheimers (T2)

- facilitator, Emma Hammond

You will step inside the world of Alzheimer's. What is happening? Who am I? Connect with me! This session is both informative and interactive with a range of handouts, activities and group discussions.

Suitable for health care professionals.

What will I learn from this course (learning objectives)?

- To have an understanding of alzheimer's
- Explore the different types of dementia
- Explore the brain and the effects alzheimers can have on individuals
- To identify the signs and symptoms of alzheimers
- The importance of dignity and person centred care
- Supporting individuals and families who are affected by alzheimers.

Wednesday 18 July, 2 - 4.30pm

## Medication Awareness (T2)

- facilitator, Demi Fitch

This session on medication awareness is both informative and interactive. You will explore medication awareness when working with an individual. This session includes tips, suggestions and options to enable you as a health care professional to follow best practice, when supporting an individual with medication.

Suitable for health care professionals.

What will I learn from this course (learning objectives)?

- Legislation/local policy around medication administration
- Discuss accountability
- Define consent
- Forms of medication
- Routes of administration
- Documentation

Wednesday 25 July, 2.00 - 4.00pm

## Verification of Expected Death (VoED) (T3)

- facilitator, Demi Fitch

A half-day workshop designed for specialist nurses and nurses working in the community, hospital or hospice. All documentation, communication, workbooks, portfolio and charts included. The session explores four scenarios to discuss, and the opportunity for questions and answers.

Suitable for registered nurses.

What will I learn from this course (learning objectives)?

- Identify the role of the registered nurse in verification of death and the conditions set by the nursing midwifery council (NMC) when undertaking this role
- Outline the differences between expected death and other patterns of dying, and review of terms such as palliative, terminal, end of life, and death

Monday 12 March, 9.30am - 1.30pm

Friday 15 June, 9.30am - 1.30pm

Tuesday 23 October, 1.30 - 5.30pm

## Holistic needs assessment (T3)

- facilitators, nurse consultant and Demi Fitch

This session examines holistic assessment in detail with a focus on the full range of assessments needed to offer a patient-centred care approach. This session is informative and interactive with a review of the tools and outcome measures used in holistic assessment. We will explore communication skills and how to approach difficult topics, with clear links to advance care planning.

This session is suitable for health care professionals in a senior role where holistic assessment will be part of their regular practice.

What will I learn from this course (learning objectives)?

- Physical, psychological, social and spiritual assessments
- Patient-centred care
- Disease trajectories and triggers to involve palliative care
- Communication skills for difficult topics
- Tools and outcome measures
- Advance care planning shared

Monday 5 November, 9.30am - 4.30pm

## End of life study day (T3)

- facilitator, community clinical nurse specialist

This end of life study day will look at and explore key aspects of end of life care to include practical, ethical and psychological care. This session will help to clarify and classify symptom management, individualised end of life care plans and the value of 'just in case' prescribing.

Suitable for healthcare professionals.

What will I learn from this course (learning objectives)?

- Five priorities for end of life care
- Diagnosing dying
- Symptom management at end of life
- 'Just in case' prescribing
- Ethical and communication issues
- Advance care planning
- Individualised end of life care plans
- Care after death
- Supporting relatives and self care

Tuesday 17 April, 9.30am - 4.30pm

## Nutritional complications in palliative care (T3)

- facilitator, community clinical nurse specialist

This nutritional complications session is both informative and interactive. You will explore effects on appetite, how illness can affect the need for food and fluids in end of life care. You will learn about diet and appetite in palliative care from a nurse's perspective.

We will also look at signposting supplements, the need for referrals and learn ways in which cachexia may impact on a person's nutritional needs.

Suitable for doctors, registered nurses and health care professionals.

What will I learn from this course (learning objectives)?

- Diminished need for food and fluids in end of life care
- Effects on appetite
- Cachexia and how this impacts on the person
- Dietician referrals
- Supplements

Monday 21 May, 9.30am - 12.30pm

Tuesday 18 September, 1.30 - 4.30pm

## Dementia advanced (T3)

- facilitator, Emma Hammond

Dementia has overtaken heart disease as the leading cause of death in England and Wales.

This dementia session is aimed at enabling you to discuss, explore and experience dementia. You will also explore and construct approaches to support individuals with dementia, helping individuals to live with and overcome daily challenges.

Suitable for care and nursing home staff, hospice staff, community, district and registered nurses, specialist nurses and health care professionals who work with people with dementia.

What will I learn from this course (learning objectives)?

- Explore the different types of dementia
- How to support an individual with dementia
- Understand the principles of person-centred care
- Recognise and respond to distressed behaviours
- Detecting pain and distress in an individual with dementia
- Helping a person with dementia to manage their pain and distress
- This is me
- Support family and friends of an individual who has dementia
- Step inside the world of dementia

Thursday 24 May, 9.30am - 4.30pm

Thursday 25 October, 9.30am - 4.30pm

## Advance care planning (T3)

- facilitators, nurse consultant and Demi Fitch

This advance care planning session is aimed at enabling you to discuss and complete end of life care planning. You will explore and construct approaches to advance care planning to help overcome the challenges in establishing the persons understanding of their condition and the importance of their concerns and wishes at end of life.

This session is suitable for health care professionals who work regularly with patients with life limiting illnesses.

What will I learn from this course (learning objectives)?

- To be able to identify the components of advance care planning
- To have an awareness of when to initiate advance care planning conversations
- To assess the challenges that health professionals encounter when approaching advance care planning with patients and their families/ carers
- To be able to discuss the communication skills that are helpful in advance care planning

Wednesday 30 May, 1.30 - 4.30pm

Monday 8 October, 1.30 - 4.30pm

## Restlessness and agitation in end of life care (T3)

- facilitator, community clinical nurse specialist

Individuals approaching the end of their life often experience restlessness and agitation, this can impact significantly upon both the individual and their family. This session aims to equip registered nurses with the knowledge and skills to effectively manage this in practice.

Suitable for care and nursing homes, hospice staff, community and district carers and registered nurses, specialist nurses and health care professionals.

What will I learn from this course (learning objectives)?

- Gain an understanding of the reasons for and processes of restlessness and agitation in the dying patient
- Be enabled to form a differential diagnosis
- Understand the impact on the person, family, friends and carers
- The importance of a multi-disciplinary approach
- Be enabled to form a holistic plan of care to manage the symptoms for both the patient and the family
- Gain a basic understanding of appropriate medication in restlessness and agitation of the dying patient

Tuesday 12 June, 9.30am - 12.30pm

Wednesday 21 November, 1.30 - 4.30pm

## Communication skills (T3)

- facilitators, Demi Fitch and Day Services

This communication session is both informative and interactive. You will explore the theory of communication, barriers to communication and look at the importance of effective communication. This session will enable discussion around the challenges faced when having conversations with people who have life limiting conditions, including dementia patients/residents.

You will learn how anger, emotions and distress may influence communication. This session builds on the T2 communication course.

What will I learn from this course (learning objectives)?

- The theory of communication
- Why communication is important?
- Different methods of communication
- Communication and dementia
- Communication and end of life
- Using effective communication in health and social care
- Barriers to effective communication
- Minimising the barriers to effective communication
- Responding to key questions when working with an individual with dementia
- Policies, procedures and record keeping

Monday 18 June, 9.30am - 4.30pm

Monday 15 October, 9.30am - 4.30pm

## Recognising different bowel problems in palliative care (T3)

- facilitator, community clinical nurse specialist

If asked what bowel problems a palliative care patient may experience many people will think of constipation. However, that is only one symptom of an area, which for patients can be painful, embarrassing, stressful, anxiety provoking and can affect many of the other symptoms which they have.

This course will look at different bowel problems, explore their causes and discuss their management.

Suitable for registered nurses and allied professionals.

What will I learn from this course (learning objectives)?

- To be able to outline and recognise different bowel conditions in palliative care
- Medical and holistic management of bowel symptoms
- Where bowel care regimes are needed and how to implement them
- Assessment and evaluation of bowels
- Documentation issues and how to make it work for you

Friday 27 July, 1.30pm - 4.30pm

## Specialist clinical section (T3)

Half day clinical symptom management study days.

## Management of pain in palliative care (T3)

- facilitators, Kelvin Bengtson and Sam King

This session looks at the causes and mechanisms of pain, the exacerbating factors; non-drug therapies; analgesia and its safe and effective use. This half day provides a practical guide to the assessment and management of pain in palliative care.

This session is suitable for doctors, registered nurses and allied healthcare professionals.

What will I learn from this course (learning objectives)?

- To appropriately assess pain and related symptoms, causes of pain and associated factors
- To understand the importance of psychological, spiritual and social factors in pain and its management
- To identify and classify types of pain and strategies for improvement
- To gain an overview of analgesic medications, interventions and procedures
- To understand common complications or barriers to adequate pain control and how to seek help

Wednesday 14 March, 1.30 - 4.30pm

## Management of emergencies in palliative care (T3)

- facilitators, Alison Blaken and Robert Brodrick

This session looks at managing key emergencies in palliative care including malignant spinal cord compression, superior vena cava obstruction and malignant hypercalcaemia. Through case studies we will consider active management options and guidance to appropriate decision making in patients with advanced progressive illness.

This session is suitable for doctors, registered nurses and allied healthcare professionals.

What will I learn from this course (learning objectives)?

- To be able to describe how to diagnose SVCO and outline appropriate management
- To be able to describe how to recognise malignant hypercalcaemia and how to manage this
- To outline symptoms and signs of malignant spinal cord compression and how to manage it
- To outline the management of major haemorrhage and appropriate use of emergency drugs
- Explore approaches to decision making in partnership with patients

Monday 4 June, 1.30 - 4.30pm

## Management of gastrointestinal symptoms in palliative care (T3)

- facilitators, Alison Blaken and Jeremy Philpott

This session looks at the causes and mechanisms of nausea and vomiting. It explores anti-emetics, their sites of action and their use, reflux, hiccups and stents. This session has a mixture of information and a practical guide to management of constipation, malignant bowel obstruction and diagnosis in palliative care.

This session is suitable for doctors, registered nurses and allied healthcare professionals.

What will I learn from this course (learning objectives)?

- The pathophysiology of nausea and vomiting
- Anti-emetics and their different sites of action
- Management options for a range of upper gastrointestinal symptoms
- The multiple factors causing constipation, the importance of preventing constipation and of early assessment
- The range of laxatives and their differing mechanisms of action
- The medical management of malignant bowel obstruction and when to refer for consideration of surgical intervention

Wednesday 26 September, 1.30 - 4.30pm

## Management of respiratory problems in palliative care (T3)

- facilitator, Sam King

This session looks at the assessment and management of patients with respiratory symptoms as part of a progressive illness, and the impact on their quality of life.

This session is suitable for doctors, registered nurses and allied healthcare professionals.

What will I learn from this course (learning objectives)?

- Impact on life and the causes and mechanisms of breathlessness
- Drug and non-drug management of respiratory symptoms
- The role of breathing techniques, airway clearance and the role of exercise and energy conservation;
- The role of anxiety management in managing breathlessness
- Assessment and management of cough, stridor, haemoptysis

Wednesday 14 November, 1.30 - 4.30pm

## Practice workshops (T3)

with Demi Fitch, clinical educator

These sessions will be informative and interactive; they will cover the theory underpinning the practical element of the workshop. You will then have an opportunity to work through the practical aspect of the skill, and practice where appropriate. Length of workshops vary from one to three hours.

Individual cost per session.

What will I learn from the course (learning objective)?

- Policy and procedure including local and national
- Theory underpinning the procedure
- Practical demonstration and participation
- Common problems
- Emergency procedures
- Documentation and reporting

The practical workshops are as follows:

- Buccal midazolam
- Suctioning oral/nasal
- Wound care T2
- The diabetic patient
- Fluids and nutrition
- Falls, trips and slips
- Dealing with infection
- Step by step guide for home discharge after end of life diagnosis

## Palliative care masterclass series (T3)

These sessions are delivered by consultants in palliative care medicine. The format is structured in the same way for every session with food from 6.00pm followed by the masterclass session (learning conversations) starting at around 6.45pm.

Suitable for doctors, specialist nurses and senior nurses working regularly with patients with palliative care needs, in the community, hospital or hospice.

Masterclasses:

Wednesday 17 January	Use of bisphosphonates in palliative care
Wednesday 21 February	Advance care planning in young adults
Wednesday 21 March	Managing distress in palliative care
Wednesday 18 April	Drug interactions/complications in palliative care
Wednesday 16 May	Palliative care in liver disease
Wednesday 20 June	Nausea and vomiting in palliative care
Wednesday 18 July	Management of seizures in palliative care
Wednesday 15 August	Managing respiratory failure in palliative care
Wednesday 19 September	Palliative care emergencies
Wednesday 17 October	Palliative care in renal failure
Wednesday 21 November	Palliative care in motor neurone disease
Wednesday 12 December	Pain management in palliative care

All classes are from 6.45 - 9.00pm.

## General practitioner study sessions

- facilitator St Elizabeth Hospice medical team

## GP Palliative and end of life care programme (5 weeks) (T3)

These sessions focus on the skills and awareness needed to support individuals at the end of their life from a GP's perspective. These sessions are both informative and interactive with a good variety of activities, group discussion and sharing of practical experience in end of life care from the medical team.

Suitable for doctors.

What will I learn from this course (learning objectives)?

- Management of common symptoms including pain, breathlessness, nausea and vomiting, constipation/malignant bowel obstruction and distress
- Use of syringe drivers
- Management of the final stages and pre-emptive prescribing
- Palliative care emergencies
- Ethical/legal aspects
- Advance care planning

Wednesday 25 April - 23 May, 1.30 - 5.00pm

Consultant team St Elizabeth Hospice - £336

## Education and training skills courses

### Communication skills (TI)

- facilitator, Mandy Summons

This basic communication session is both informative and interactive. You will explore verbal and non-verbal communication and how this helps us to form a holistic view of what a person may be trying to communicate. What is effective communication and how can we achieve it? How perceptions can influence our judgement and the impact this can have, both positive and negative. This session will enable discussion around possible worries, concerns about end of life conversation at a basic level.

Suitable for health care professionals.

What will I learn from this course (learning objectives)?

- Verbal communication
- Non-verbal communication
- Your worries and concerns
- Effective communication (telephone; face to face and email).
- Judgements, perceptions and reactions

Wednesday 14 February, 2.30 - 4.00pm

### Delivering education and training (TI)

- facilitator, Mandy Summons

This session focuses on the role of the facilitator/trainer, teaching and learning domains and orientations of learning, awareness of the teaching and learning cycle, and explores a variety of approaches to teaching and learning. It includes some education theory to support all that we do in the teaching and learning environment. The session is both informative and interactive with a good variety of practical activities, group discussion and sharing of practical experience in education and training

Suitable for people interested in developing their training skills.

What will I learn from this course (learning objectives)?

- The role of the facilitator/trainer in teaching and learning
- What the three recognised learning domains are
- What the three orientations of learning are (behaviourist, cognitivist and humanist) in relation to teaching and learning
- Practical tips, ideas and approaches to create an interesting student focused learning environment

Thursday 19 April, 3.30 - 6.30pm

## Planning good education and training (T2)

- facilitator, Mandy Summons

This session focuses on the need for good planning for learning and development. Looking at the structure of a good session and how to explore a more student focused approach to education and training. The session is both informative and interactive with a good variety of practical activities, group discussion and sharing of practical experience around planning for education and training.

Suitable for people interested in developing their teaching/training skills.

What will I learn from this course (learning objectives)?

- What information you need to help you plan a good session
- What elements make a good sessions
- How to develop your skills around behaviourist, cognitivist and humanist in relation to teaching and learning
- Practical tips, ideas and approaches to create an interesting sessions that is student focused

Friday 6 April, 3.30 - 6.30pm

## Bereavement study day for schools (T2)

- facilitator, Rob Ilett

This bereavement study day is both informative and interactive. You will explore effects on children and young people of sudden loss and death following long term illness, recognising the many ways bereavement in childhood can affect lives in the long term. This session includes tips, suggestions and options to enable the individual to support young people and their families through loss and bereavement.

We will also look at practical methods, signposting to support organisations and recognising when a referral may be needed.

Suitable for school professionals.

What will I learn from this course (learning objectives)?

- Setting up a school bereavement group
- Children's understanding of death
- Responding to a child dealing with death and dying
- How to deliver bad news
- Discussion around the challenges and concerns for you as an individual in this situation

Tuesday 1 May, 9.30am - 3.00pm

## Learning development and teaching with micro-teach and feedback (T3)

- facilitator, Mandy Summons

This session focuses on the need for good planning for learning and development. Looking at the structure of a good session and how to explore a more learner focused approach to education and training for adults. Applying different learning approaches to structure sessions to foster self-directed learning. The session is informative and interactive with a good variety of practical activities, group discussion and sharing of practical experience around planning for adult education and training.

Course fee: £150 with lunch, tea and coffee included.

Suitable for people interested in developing their teaching/training skills.

What will I learn from this course (learning objectives)?

- What information you need to plan effective training
- Teaching and learning approaches (learning conversations, modelling and experiential)
- Inclusive teaching and learning, differentiation and engagement for adult learning (andragogy)
- Practical tips, suggestions and ideas to help create interactive sessions

Monday 19 March, 9.30am - 5.00pm

# Discover St Elizabeth Hospice education

For information or to book a course contact:

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