



*We don't let death kill life*



# St Elizabeth Hospice education prospectus

2019



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## About us

Each year we help around 2,500 patients with progressive and terminal illnesses and their families. Our aim is to ensure that people in Suffolk receive the best palliative and end of life care possible, wherever they live in our community.

Through our comprehensive and flexible education prospectus we can help individuals and organisations improve their knowledge and ability to provide this care.

## Our courses

We have developed this prospectus to cater for the varying requirements of healthcare professionals wishing to improve their knowledge and delivery of end of life care, as well as families and carers needing help to support their loved ones.

Our courses take into account the holistic needs of patients and their families; this means that we include subjects which not only address the physical symptoms, but also the emotional, spiritual and wider wellbeing needs of patients and their families.

We also offer a number of courses that are relevant to those working in a charity or healthcare environment which are not centred on end of life care.

## Our team

Courses are delivered by our experts including: specialist palliative care doctors, specialist nurses, members of the specialist palliative multi-disciplinary team and education professionals.

Sessions can be delivered at the hospice, or at a venue of your choice.



## Room hire

We have two fully accessible training rooms available for you to hire, including equipment for your own events, meetings or training.

## Bespoke training

If you have specific training needs around palliative or end of life care, not included in our prospectus, please contact our team as bespoke training can be arranged.

Full details of the above can be found on our website at [stelizabethhospice.org.uk/education](https://stelizabethhospice.org.uk/education)

## Foundations in end of life care

This foundation course is for new staff and individuals unsure about palliative and end of life care, needing some basic knowledge and awareness.

### Who should attend?

Health or social care professionals or anyone interested in developing their knowledge of end of life care, including carers and family members.

## End of life care for registered nurses

Giving a more in depth look at the skills and awareness needed to support people at the end of life; this course provides an introduction to symptom management and assessment around recognising dying.

### Who should attend?

Registered nurses of all levels.



## Mouth care and feeding

End of life patients are vulnerable to oral problems. This session explores the importance of good mouth care, difficulty with swallowing and being prepared for possible choking incidents as a result of illness. It looks at nutritional food groups, thickening agents, and how illness can affect quality of life.

### Who should attend?

Any health or social care professional, care and nursing home staff, carers in the community, or those with an interest in developing their knowledge around mouth care and feeding.

## Holistic needs assessment

Caring for the whole person is central to end of life care. This course explores approaches to holistic needs assessments and the potential challenges involved.

It examines communication barriers and how to approach and overcome these when carrying out an assessment. The session also includes the importance of self-care.

### Who should attend?

Registered nurses working in any care setting.

## Advance care planning

Early planning for the future can help avoid confusion and misunderstanding at a later date.

This course will enable you to discuss and complete end of life care planning by exploring and constructing approaches to help you overcome the challenges, establishing the persons understanding of their condition, and the importance of their concerns and wishes at end of life. It takes into account the holistic elements of the persons care needs, how to assess these and implement them in their care plans.

### Who should attend?

Any health or social care professionals, care and nursing home staff, carers in the community.

## End of life, the reality

This gives an insight to the reality of caring for someone at the end of their life, the symptoms of dying, what happens when a person dies, what you need to do.

### Who should attend?

Family members, carers, volunteers, non-clinical staff as well as health or social care professionals.



## Restlessness and agitation

Individuals approaching the end of their life often experience restlessness and agitation and 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.

### Who should attend?

Registered nurses working in care or nursing homes, hospice staff, community and district carers and specialist nurses.

## Care after death

- new for 2019

For healthcare assistants to understand what happens once an individual has died and the legal aspect of care after death. It also considers the importance of any wishes, preferences, religious and cultural customs we may come across. The course also explores the stages of grief and bereavement and how to support individuals after death.

### Who should attend?

This is aimed at healthcare assistants working in any care setting.

## Verification of expected death (VoED)

This course helps 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. It outlines the differences between expected death and other patterns of dying and reviews terms such as palliative, terminal, end of life and dying and death.

### Who should attend?

Registered nurses.

## Wound care and pressure ulcer awareness

End of life patient care can present a variety of wound care challenges.

This course explores wound care looking at possible causes, assessment, phases of wound development and care. This double session also covers pressure ulcers, investigating their development and management in palliative care, as pressure ulcers are different in patients in palliative care compared to other patient populations. It will also examine the legislative issues in healthcare.

### Who should attend?

Any health or social care professionals, (care and nursing home staff, carers in the community), who have an interest in developing their knowledge around wound care and avoiding pressure ulcers.



## Pain management

Managing symptoms of pain is a key part of end of life care.

You will explore the effects of pain on an individual, how pain and illness can affect quality of life, and how to support an individual from a carer's perspective. It includes tips, suggestion and options to enable the individual to control their pain adequately.

### Who should attend?

Care and nursing home staff, hospice staff, community and district carers and registered nurses, specialist nurses and health care professionals.

## Recognising different bowel problems

This will look at the varying symptoms associated with bowel problems which a palliative care patient may experience. These can be painful, embarrassing, stressful, anxiety provoking and can affect many of the other symptoms which they have. This course will explore the causes and discuss their management.

### Who should attend?

Registered nurses, specialist nurses, health care professionals and allied health professionals.

## Awareness of the need for symptom management

Palliative and end of life care involves identifying and treating the wide range of symptoms which individuals may experience.

In this course you will discuss and explore how to recognise the different symptoms which could include nausea and vomiting, constipation, loss of appetite, and pain. It will also help you with the identification of symptoms and suitable treatment.

### Who should attend?

Any health or social care professionals (care and nursing home staff, carers in the community) or those with an interest in developing their skills and knowledge around symptom management.

## Syringe drivers

This two part course explores the theoretical and practical aspects of syringe driver use, from clinical indications; symptoms palliated with syringe driver medications and commonly used medications, conversion calculations, normal doses and rationale for use.

This is followed by a practical session, using the syringe driver, setting up, monitoring and trouble shooting with a case study workshop.

### Who should attend?

Doctors, registered nurses and healthcare professionals.



## Medication awareness

Looking at the basics of medication awareness, this session will be of benefit to carers, highlighting best practice for supporting individuals with medication.

### Who should attend?

Any health or social care professionals (care and nursing home staff, carers in the community) who have an interest in developing their skills and knowledge around medication awareness.

## Common conditions

You will explore common conditions that you may come across and the effects of these on an individual, including how illness can affect quality of life, and supporting an individual with these conditions. It includes information on how to enable the individual to manage their own condition.

It also looks at signposting to support organisations, equipment options and when a referral may be needed.

### Who should attend?

Health care professionals who have an interest in developing their knowledge around common conditions they may come across.

## Breathlessness

This session includes techniques, tips and suggestions to enable carers to help the individual to feel empowered and have better control over their symptoms of breathlessness, for an improved quality of life. We will also look at signposting to other support organisations and when a referral onwards may be appropriate.

### Who should attend?

Any health or social care professional (care and nursing home staff, carers in the community) who have an interest in developing their knowledge around breathlessness tips and techniques.

## Palliative care and end of life series for healthcare assistants

- Hydration and mouth care in end of life
- Pain and symptom management in palliative and end of life care
- Wellbeing, self-care and resilience
- Difficult conversations around palliative and end of life care

### Who should attend?

Any health or social care professional (care and nursing home staff, carers in the community and health care professionals) who have an interest in developing their knowledge around end of life care.



## Palliative care masterclass series

This series of specialist, bespoke masterclasses, is delivered by our consultants in palliative care medicine. Each session can be booked individually as a stand-alone subject.

- Management of anxiety and depression in palliative care patients
- Upper gastro-intestinal symptoms without vomiting
- Dementia in palliative care
- Diabetes management at end of life
- Managing patients' spiritual distress as a clinician
- Interpreting blood results in palliative patients
- Communicating treatment options and ceilings of care with palliative patients
- Fluids and electrolytes at end of life

- Bowel obstruction and lower gastrointestinal symptoms
- Managing chronic non-malignant pain
- Reflection and self-care as a palliative health care professional
- Paraneoplastic syndromes

### Who should attend?

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

## GP Palliative and end of life care programme

A six week programme focusing on the skills and awareness needed to support individuals at the end of life from a GP's perspective.

- 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

We can also deliver tailor made, bespoke courses adapted to your own training needs.

### Who should attend?

GPs, nurse practitioners.

## Advanced communication skills (UEA)

This is a two day course developed by leading communication researchers and trainers in association with the Department of Health.

It is an evidence based course led by nationally approved trainers; participants set the agenda for both days by identifying challenging communication scenarios from their own field of professional practice.

Typical course content includes strategies for:

- Breaking bad news
- Managing anger and distress
- Advanced care planning and end of life conversations, including DNACPR
- Improving communication with colleagues

### Who should attend?

Suitable for any health care or social care professionals, and allied health professionals.

[www.uea.ac.uk/medicine-health-sciences/continuing-professional-development/advanced-communication-skills-training](http://www.uea.ac.uk/medicine-health-sciences/continuing-professional-development/advanced-communication-skills-training)

## Communication for health care assistants

Clear communication around end of life care is crucial and there can be many factors that impact this.

This course will help to improve and develop your communication skills, and aid understanding of how to approach and have difficult conversations around end of life care. Looking at different forms of communication it will examine factors that affect effective communication and ways to overcome the barriers.

### Who should attend?

Suitable for any health care or social care professionals.



## Difficult conversations and planning for end of life

Delivered through a combination of presentations, discussions and interactive learning you will look at real life examples of difficult and challenging conversation in complex situations.

### Who should attend?

Any health or social care professionals (care and nursing home staff, carers in the community).

## Documentation principles and legalities

If it's not recorded, then it hasn't happened! An informative session looking at the need for good documents and record keeping. This is a great foundation for new staff and individuals unsure about confidentiality, record keeping and documentation.

### Who should attend?

Any health or social care professionals (care and nursing home staff, carers in the community) who have an interest in developing their knowledge around recording of documentation.

## Infection prevention and control

This session looks at the need for infection prevention and control in a health and social care environment. It explores what infection is, and measures to help prevent and control infection in care settings.

### Who should attend?

Any health or social care professionals (care and nursing home staff, carers in the community) who have an interest in developing awareness and skills around preventing infection.

## Benefits of complementary therapy

Find out what the benefits of complementary therapy are and what can be offered to support patients and residents from a holistic complementary therapy review point.

### Who should attend?

Any health or social care professionals (care and nursing home staff, carers in the community) who have an interest in developing their knowledge around complementary therapy.



## Coping with the loss of a patient

This session looks at the impact of dying, and death of patients in your work setting. The session explores the issues you may face such as the line between personal and professional relationships, grief, the emotional side of caring and the importance of self care.

### Who should attend?

Suitable for all those who have direct contact with people at end of life in their work environment.

## Getting the most of your charity partnership

This course will look at how a business can get the most out of a charity partnership to meet their key corporate social responsibility objectives as well as personal development objectives for staff. Through managing the relationships with the charity, internal relationships to maximise engagement and structuring the partnership for maximum benefit.

### Who should attend?

Charity champions and key individuals that manage charity of the year partnerships with charities.

## Fundraising half day

We will share the process of developing a concept through to delivery of a fundraising opportunity.

This session will explore and create an opportunity for discussion; planning for a thorough understanding of what is needed to organise and run a successful fundraising event.

### Who should attend?

Small charities that would benefit from networking with a bigger team.



## Contact us

### To find out more and to book:

- The courses in the booklet
- Bespoke or tailor made training for your organisation
- Our training rooms

Please visit our website

[stelizabethhospice.org.uk/education](http://stelizabethhospice.org.uk/education)

Or contact the team:

[education@stelizabethhospice.org.uk](mailto:education@stelizabethhospice.org.uk)

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