



# EAST & NORTH HERTS PALLIATIVE AND END OF LIFE CARE EDUCATION PROGRAMME

APRIL TO JUNE 2023

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# Welcome to our Palliative and End of Life Care (EOLC)

## Education Brochure for 2023/24

The aim of this brochure is to detail the palliative and end of life care education available in East & North Hertfordshire during 2023/24.

It is not exhaustive and there are likely to be additional sessions organised throughout the year and these will be advertised through flyers and on our websites.

The programme is open to all health and social care professionals within Hertfordshire who provide palliative or end of life care to patients in any setting. We offer a structured programme made up of short sessions, half days and full study days. Page five suggests training depending on your role.

The training is based on the End of Life Care Core Skills Education and Training Framework (2017), Ambitions for Palliative and End of Life Care (2021), NICE Guidelines - Care of dying adults in the last days of life (2015) and the End of Life Care Strategy (2008).

The training also encompasses the five core competencies that are outlined in the National Core Competencies for End of Life Care (2009) which were developed to support the End of Life Strategy. These are:

- The overarching principals of Palliative and End of Life Care
- Communication Skills
- Assessment and Care Planning
- Symptom Management, Comfort and Well-being
- Advance Care Planning

### **REND THE GAP - PALLIATIVE CARE EDUCATION**



We will facilitate ad hoc training when possible, for a minimum of 5 attendees. This could include:

- Do Not Attempt Cardiopulmonary Resuscitation
- Registered Nurse Verification of Expected Adult Death
- Symptom Management
- Other palliative care topics

Please contact the Education team depending on your location via:  
[education@isabelhospice.org.uk](mailto:education@isabelhospice.org.uk) or [education@ghospicecare.org.uk](mailto:education@ghospicecare.org.uk)  
and we can discuss this in further detail with you.

# East and North Herts Recommended Core Education for Palliative and End of Life Care

## TIER 1, Foundation

End of life care awareness



## TIER 2, Intermediate

Those who deliver person centred, high quality EOLC



## TIER 3, Advanced

Those who require an in-depth knowledge of EOLC

Staff working in the adult health and social care sector who have limited contact with people approaching end of life. e.g., physio, admin or maintenance roles. Also newly qualified staff, those new to palliative care or interested in a career in palliative care.

- Advance Care Planning (ACP)
- Dementia awareness
- E - learning (E-LFH)
- Introduction to Palliative and EOLC
- Passionate About Palliative Care Study Day
- Oral Care at End of Life
- Essential Palliative & End of Life Care Skills for Non-Registered Staff
- Level 1 Psychological Skills

### Communication Skills

Sage and Thyme

Staff who care for individuals at end of life, as part of their role e.g., Community nurses, GPs, acute hospital staff, AHPs working in a palliative care setting and care home staff.

- Advance Care Planning
- Verification of Expected Adult Death
- Dementia
- End of Life Care Competency Course
- Oral Care at End of Life
- Essential Palliative & End of Life Care Skills for Non-Registered Staff
- Level 1 Psychological Skills
- CNS Forum
- Human Rights at End of Life
- Cultivating Cultural Awareness at End of Life

### Communication Skills

Sage and Thyme

Intermediate Communication Skills

Staff working in services that primarily offer end of life care for individuals requiring complex interventions. E.g., hospice staff, clinical nurse specialists, community matrons, GPs.

- Challenging Pain in Palliative Care
- Level 2 Psychological Skills Training
- Cultivating Cultural Awareness
- Oral Care at End of Life
- Human Rights at End of Life
- CNS Forum
- DNACPR sign off competencies
- Verification of Expected Adult Death
- Cultivating Cultural Awareness at End of Life

### Communication Skills

Sage and Thyme

Intermediate Communication Skills

Advanced Communication Skills

## E - LEARNING

Some staff may wish to pursue their own updates through e-learning. Some recognised sites are listed below.

**If you are reading this on-line, hold the control button on your keyboard and click on the link to access.**

### Current Learning in Palliative Care. (CLiP)

CLiP is a free, flexible learning series in palliative care supplied in partnership between St Oswald's Hospice and Hospice UK. It is a case-based programme of self-learning workshops that take about 15 mins - ideal for busy healthcare professionals.

<https://www.stoswaldsuk.org/how-we-help/we-educate/education/resources/what-is-clip/clip-adults-worksheets/>

### Do Not Attempt Cardiopulmonary Resuscitation.

The Resuscitation Council (UK) website takes you through the issues around Do Not Attempt CPR and the importance for the patient and yourself as a professional, including the excellent guidance produced with the British Medical Council and the Royal College of Nursing.

<https://www.resus.org.uk/dnacpr/>

### Dying Matters

The National Council for Palliative Care (NCPC) set up the dying matters coalition to promote public awareness of dying, death and bereavement. Its mission is to help people talk more openly about dying, death and bereavement. The website hosts many useful resources including leaflets, information sheets and short films.

[www.dyingmatters.org](http://www.dyingmatters.org)

### End of Life Care for All (E-elca)

A range of modules that are nationally recognised. Scroll down the page to 'Priorities for care of the dying person'. Part one will show a range of recommended modules depending on your role. You will need to register to access the modules.

<https://www.e-lfh.org.uk/programmes/end-of-life-care/>

### Marie Curie

The Palliative Care Knowledge Zone offers expert information and support to staff to enable them to deliver the best possible care for people living with a terminal illness.

<https://www.mariecurie.org.uk/professionals>

### National Institute for Health and Care Excellence (NICE) Clinical Knowledge Summaries

The NICE CKS service provides primary care practitioners with a readily accessible summary of the current evidence base and practical guidance on best practice.

<http://cks.nice.org.uk>

### Palliative Drugs.com

A comprehensive and well-respected site that provides a wealth of information about medication in palliative care and much more.

[www.palliativedrugs.com](http://www.palliativedrugs.com)

### NHS England

These resources will help healthcare staff from across NHS and independent sector organisations to identify the skills required to deliver safe care for our population during this pandemic, providing easy access to education and training in a single place.

<https://www.england.nhs.uk/coronavirus/workforce/education-and-training/>

## BOOKING AND ATTENDANCE

Attendance at any of the education sessions detailed in this brochure is open to all staff, irrespective of their employer/place of work. Booking of places by individuals onto any of the courses is dependent on the individual having their team leader/manager's agreement. A place should be booked as per booking information for each course.

**Please note there may be a booking fee or small charge for selected courses.**

### TO BOOK ONTO A TRAINING SESSION SEE FLYER OR PLEASE CONTACT:

#### **East & North Herts, Lister Hospital:**

East & North Hertfordshire NHS Trust  
Education Administrator Palliative care  
Frogmore, Flat 77,  
Lister Hospital, Coreys Mill Lane,  
Stevenage, SG1 4AB  
Tel No. 01438 285248  
Or e-mail: [educationtraining.enh-tr@nhs.net](mailto:educationtraining.enh-tr@nhs.net)

#### **Garden House Hospice Care**

Natasha Dawson  
Education Administrator  
Garden House Hospice Care,  
Gillison Close, Letchworth, SG6 1QU  
Tel: 01462 416788  
Or e-mail: [education@ghospicecare.org.uk](mailto:education@ghospicecare.org.uk)

#### **Isabel Hospice:**

Laura Ashworth  
Education Co-ordinator  
Isabel Hospice, 61 Bridge Road East,  
Welwyn Garden City, Hertfordshire, AL7 1JR  
Tel No. 01707 954940  
Or e-mail: [education@isabelhospice.org.uk](mailto:education@isabelhospice.org.uk)

**Please contact us if you have any queries.**

# HOW TO JOIN A 'ZOOM' MEETING

Please keep your microphone on mute during the call so as not to distract the presenter.

## Preparation

Find a private space where you will not be disturbed. Use headphones with a microphone or talk directly into your laptop if it has a built-in microphone and camera.

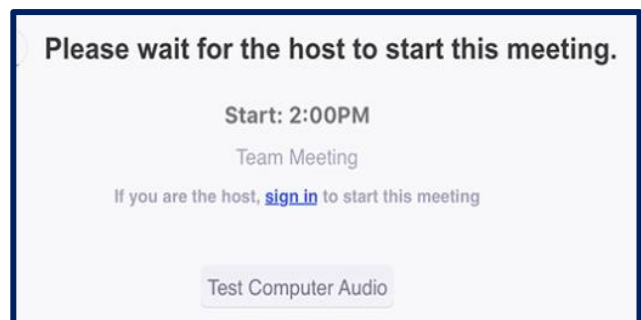
Make sure your face is well lit either by facing a window, or having a light in front of you (i.e. behind the computer). If the light is behind you it tends to shadow your face. Position the camera so it is directly in your eye line - this way we can see your head and upper torso.

Think about your background. What do you have on show?

## Joining a Meeting

Click on the link that you were sent in the e-mail regarding the training session. If the person hosting the meeting has NOT logged on, you will see a screen that looks similar to this.

You will have the opportunity to test the computer speakers and volume while you are waiting. Just click on the 'Test computer audio' button.



If the Host has already logged on, you will go straight into the meeting.

Once you have joined a meeting, your screen should look like this. You may also see the first slide of the PowerPoint presentation as well as the host.

## In-Meeting Controls

The attendee controls appear at the bottom of your screen. To access the meeting controls, just move your mouse in the Zoom window.



## Attendees have access to these features:

### Mute or Unmute:



To mute or unmute your microphone, click the ^ arrow next to the picture of the microphone.

**Please keep your microphone on mute during the presentation.**

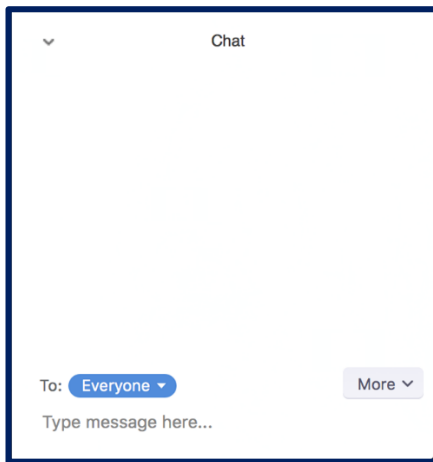
### Start Video or Stop Video:



To turn your camera 'on' or 'off', click the ^ arrow next to the picture of the video camera.

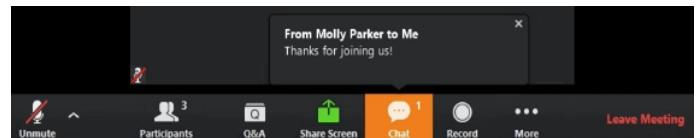
**Please keep your camera on during the presentation if you are able.**

### Asking Questions or 'Chat'



During the presentation you can ask questions to the host using the 'Chat', rather than asking questions directly. Using the 'Chat' icon on the control bar at the bottom of the screen, click on the 'Chat' icon and type your message at the bottom of the white screen. When you press 'Enter' or 'Return' your message will then be displayed for the host and other participants to see.

When new chat messages are sent to you or everyone, a preview of the message will appear, and 'Chat' will flash orange in your host controls.

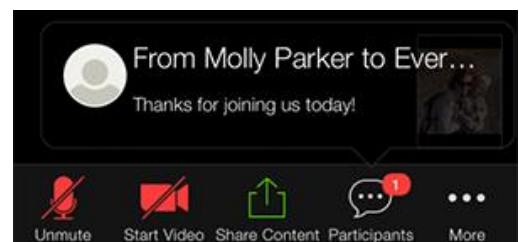


### Accessing the Chat from a Mobile Device

1. While in a meeting, tap the screen to make the controls appear.
2. Click on 'Participants'.
3. At the bottom of the participants list, click on 'Chat'.



4. You can type your chat message and click 'Send' or if you want to change who it is being sent to, click the arrow next to 'Send to:' and choose a different person or group of people.
5. Incoming chats will be displayed at the bottom of your screen and you can click on 'Participants' then 'Chat' to view them.



## SAGE AND THYME COMMUNICATION WORKSHOP



This training will give participants the tools to carry out a level one psychological assessment and support distressed patients (as defined in the NICE guidance Supportive and Palliative Care for Adults with Cancer, March 2004) using the SAGE & THYME model.

This workshop teaches a memorable structured approach for getting into and out of a conversation, how to empower patients/carers who are worried or distressed and communication skills that are evidence based.

This training is intended for both clinical and non-clinical staff who come into contact with patients/carers who are affected by cancer.

**All Sage & Thyme training will be held online via Zoom.**

Date and Time	How to book
Tuesday 25 <sup>th</sup> April 2023, 14.00 - 16.30	To book a space, please contact <a href="mailto:education@ghospicecare.org.uk">education@ghospicecare.org.uk</a>
Thursday 18 <sup>th</sup> May 2023, 09.30 - 12.00	
Friday 9 <sup>th</sup> June 2023, 14,00 - 16.30	

**For more information please contact:**  
Natasha Dawson at [education@ghospicecare.org.uk](mailto:education@ghospicecare.org.uk) or call 01462 416788.

This course is offered free of charge.

# ESSENTIAL OR DIFFICULT CONVERSATIONS FOR EXPERIENCED STAFF (INTERMEDIATE)

## ABOUT THE COURSE

An intermediate course which builds on foundation level communication skills training to develop increased confidence in communicating with patients and families in the arena of palliative care.

## WHAT WILL I LEARN?

- Revisit the key elements of communication skills
- Barriers to good communication
- Breaking bad news
- Techniques to facilitate good communication
- Working through difficult case studies



Friday 26 <sup>th</sup> May 2023 10:00 - 16:30	Living Well with Isabel Community Hub, Hall Grove, Welwyn Garden City, AL7 4PH	<a href="#">Click here to book</a>
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For more information please contact:  
Laura Ashworth at [education@isabelhospice.org.uk](mailto:education@isabelhospice.org.uk) or call 01707 954940.

This course is offered free of charge.

# ADVANCED COMMUNICATION SKILLS TRAINING

## ABOUT THE COURSE

This two-day course provides delegates with key communication strategies for managing conversations experienced in their role. Small groups (maximum of 6 - 10 delegates) practice scenarios with professional actors playing different roles (such as the patient or family member). This course is for all experienced health and social care professionals who have difficult conversations as part of their everyday role and who have had previous communication skills training.

## WHAT WILL I LEARN?

- Handling strong emotions
- Difficult conversations
- Giving significant news to the patient and or family member
- Introducing sensitive topics (such as DNACPR conversations)

Dates	Venue
14 <sup>th</sup> & 15 <sup>th</sup> June 2023	Online via Zoom 
4 <sup>th</sup> & 5 <sup>th</sup> July 2023	
17 <sup>th</sup> & 18 <sup>th</sup> August 2023	
28 <sup>th</sup> & 29 <sup>th</sup> September 2023	
10 <sup>th</sup> & 11 <sup>th</sup> October 2023	
22 <sup>nd</sup> & 23 <sup>rd</sup> November 2023	
5 <sup>th</sup> & 6 <sup>th</sup> December 2023	

Cost of £500 per delegate is required on application.

Previous delegates have been able to obtain funding or grants from external organisations.

For enquiries and to book your space, please email [education@stfrancis.org.uk](mailto:education@stfrancis.org.uk)

# THE PALLIATIVE AND END OF LIFE CARE CHAMPION COMPETENCY COURSE 2023

This diverse course covering all areas of palliative and end of life care will be delivered over 7 days from May to December 2023 with an impact day being held in March 2024.  
Mentorship and competencies form an essential part of this course.  
Study time is required outside of the course dates.

## Venue

Garden House Hospice Care, Gillison Close, Letchworth Garden City, SG6 1QU

**PLEASE NOTE THIS COURSE WILL BE HELD VIRTUALLY VIA ZOOM IF REQUIRED**

Thursday 11<sup>th</sup> May 2023  
Thursday 8<sup>th</sup> June 2023  
Thursday 13<sup>th</sup> July 2023  
Thursday 21<sup>st</sup> September 2023  
Thursday 19<sup>th</sup> October 2023  
Thursday 9<sup>th</sup> November 2023  
Thursday 14<sup>th</sup> December 2023  
Impact Day - Thursday 14<sup>th</sup> March 2024

**IT IS ESSENTIAL TO ATTEND ALL DATES**

## Who is this course for?

Qualified professionals who work with patients and families who may have palliative and end of life care needs in any setting.

To apply for a place on this course, please contact Natasha Dawson at Garden House Hospice Care at [education@ghhospicecare.org.uk](mailto:education@ghhospicecare.org.uk) or on 01462 416788

**Closing date for applications is Friday 17<sup>th</sup> March 2023**

For additional information, please contact

Jenny White, Education and Practice Development Lead:  
Garden House Hospice Care on 01462 416788

This course is offered free of charge.

# ESSENTIAL PALLIATIVE CARE & END OF LIFE SKILLS FOR NON-REGISTERED STAFF

## ABOUT THE COURSE

A four-day course for HCA's and support workers to gain the knowledge that underpins end of life care and consider what can be implemented to improve your patients journey at this time in their life.

## WHAT WILL I LEARN?

- End of life nutrition, continence and constipation, skin care and oral hygiene
- Importance of advance care planning including how to approach significant conversations, ReSPECT and incorporating DNACPR
- Palliative and end of life patients in the last year of life, recognising dying, last 48 hours of life and supporting patients including bereavement
- Simple ways to improve symptom management including non-pharmacological approaches

## WHO SHOULD ATTEND?

HCA's and support workers who care for palliative and end of life patients particularly in the hospital, community, care home or hospice setting.

Dates & Times	Venue	Booking via
<b>ALL DATES MUST BE ATTENDED</b> 29 <sup>th</sup> March 2023 3 <sup>rd</sup> May 2023 7 <sup>th</sup> June 2023 5 <sup>th</sup> July 2023  09.30 - 14.30	Panshanger Golf Complex, Old Hens Lane, Welwyn Garden City, AL7 2ED	<a href="#">CLICK HERE TO BOOK</a>  For further details, please contact Laura Ashworth at <a href="mailto:education@isabelhospice.org.uk">education@isabelhospice.org.uk</a>

This course is offered free of charge.



# COMPLEX ORAL CARE AT END OF LIFE

## ABOUT THE COURSE

A two-hour session to help staff feel confident to deliver oral care to patients at the end of life. This training will provide you with the knowledge, tools, and skills to ensure people at the end of their life receive care based on current evidence.

## WHAT WILL I LEARN?

- The importance of good oral care and the complexities of providing this in different care settings
- How to carry out a thorough oral assessment
- Common oral conditions at the end of life and how to manage them
- Use of specialist products and equipment
- The use of the Mouth Care Matters toolkit and other resources

## WHO SHOULD ATTEND?

Open to all health and social care professionals who deliver end of life care and wish to increase their knowledge and confidence in this area. Particularly relevant to staff working in residential and nursing homes and oral care champions.

Dates & Times	Venue	Booking via
Tuesday 18 <sup>th</sup> April 20223 13.00 - 15.00	Online via Zoom	To book, please contact Natasha Dawson at <a href="mailto:education@ghospicecare.org.uk">education@ghospicecare.org.uk</a>
Tuesday 13 <sup>th</sup> June 2023 13.00 - 15.00		

For more information please contact:  
Natasha Dawson at [education@ghospicecare.org.uk](mailto:education@ghospicecare.org.uk) or call 01462 416788

This course is offered free of charge.

## THE LEARNING ZONE

The Learning Zone provides an opportunity to engage in education as part of your working day. We hope that you may add these dates in your diary as a regular education event which takes place on the first or second Tuesday of each month.

All sessions will run 12.30 - 14.00 via Zoom and are offered free of charge.

DATE	TOPIC	BOOKING VIA
Tuesday 18 <sup>th</sup> April 2023	Deactivation of Defibrillator Education - IH	<a href="#">Click here to book</a> For more information, please contact Laura Ashworth at <a href="mailto:education@isabelhospice.org.uk">education@isabelhospice.org.uk</a>
Tuesday 2 <sup>nd</sup> May 2023	Topic to be confirmed - GHHC	Please contact Natasha Dawson at <a href="mailto:education@ghhospicecare.org.uk">education@ghhospicecare.org.uk</a>
Tuesday 6 <sup>th</sup> June 2023	Why is Early Palliative Care Beneficial? - IH	<a href="#">Click here to book</a> For more information, please contact Laura Ashworth at <a href="mailto:education@isabelhospice.org.uk">education@isabelhospice.org.uk</a>



These courses are offered free of charge.

# RARE DEMENTIA TRAINING

## ABOUT THE COURSE

This one-hour training session will give you an overview of what is a rare dementia and how these proportionally affect younger people.

There are many diseases and conditions that can lead to rare dementia and can occur at a younger age with symptoms that are not only memory related. These include difficulties with vision, language, movement and behavioural changes.

This training aims to raise awareness of types of rare dementia and explores young onset dementia and challenges accessing suitable support and services for families.

## WHO SHOULD ATTEND?

All staff and volunteers who wish to know more about rare and young onset dementias.

Dates & Times	Venue
Wednesday 19 <sup>th</sup> April 2023 14.00 - 15.00	Online via Zoom
Wednesday 31 <sup>st</sup> May 2023 14.00 - 15.00	Online via Zoom

**For more information and to book please contact:  
Natasha Dawson at [education@ghhospicecare.org.uk](mailto:education@ghhospicecare.org.uk) or call 01462 416788.**

This course is offered free of charge.



# LEVEL 1 PSYCHOLOGICAL ASSESSMENT SKILLS

## ABOUT THE COURSE

Supporting our patient's emotional and psychological needs is fundamental to our roles as healthcare professionals. This one-day course will allow you to reflect on your psychological skills and explore how to support someone's psychological needs. This course combines theory alongside practical opportunities to look at how we use vital communication skills to support our patients psychologically.

## WHAT WILL I LEARN?

- An improved understanding in recognising emotional distress and depression
- An exploration of tools to use in supporting recognition of psychological distress
- Identify indicators that suggest someone may need specialist referral for emotional distress
- Know what services are there to support you
- Case study based learning

## WHO SHOULD ATTEND?

This course is open to all healthcare professionals. It will specifically be of interest to those who feel a need to improve their confidence in this area.

Dates & Times	Venue	Booking via
Date TBC	Garden House Hospice Care, Gillison Close, Letchworth Garden City, SG6 1QU	For further details, please contact Natasha Dawson at <a href="mailto:education@ghospicecare.org.uk">education@ghospicecare.org.uk</a>

This course is offered free of charge.

# CLINICAL NURSE SPECIALIST FORUM

## ABOUT THE COURSE

Isabel Hospice and Garden House Hospice Care are delighted to be working alongside the palliative educationalist at Lister Hospital to support our CNS teams in the work we do. This half day is an opportunity for CNS teams to meet each other from different areas. There will be educational topics alongside an awareness about organisations who are there to support the work we do. There will be an opportunity to learn from each other and we hope the CNS Forum will evolve to meet your highlighted training needs.

## WHO SHOULD ATTEND?

This session is for any clinical nurse specialists or Community Matrons who wish to create collaborative links and learn from each other.

Dates & Times	Content	Booking via
Friday 5 <sup>th</sup> May 2023 <b>Lunch is provided 13.15 - 13.45</b> Session will run from 13.45 - 16.30  Living Well with Isabel Community Hub, Hall Grove, Welwyn Garden City, AL7 4PH	Introductions Learning from each other A line up of Isabel Hospice & our partner charities and how they can support your patients and their families The power of breath Complex case study	<a href="#">Click here to book</a>  For further details, please contact Laura Ashworth at <a href="mailto:education@isabelhospice.org.uk">education@isabelhospice.org.uk</a>

This course is offered free of charge.

# HUMAN RIGHTS AT THE END OF LIFE

## ABOUT THE COURSE

A one-day course for attendees to learn how to fulfil their legal duties to respect, protect and fulfil the human rights of those in their care. The course will cover how the Human Rights Act can support you in delivering person-centred care and meeting regulatory standards.

## WHAT WILL I LEARN?

- An introduction to the current policy context of end-of-life care
- An introduction to the Human Rights Act and the key articles that relate most to end of life care
- How human rights and their application provides a framework to help ethical decision-making
- How to raise human rights issues

## WHO SHOULD ATTEND?

All health and social care professionals who come into contact on a regular basis with someone receiving end of life or palliative care.

Dates & Times	Venue	Booking via
Tuesday 16 <sup>th</sup> May 2023 09.30 - 16.30	Zoom	<a href="#">Click here to book</a>

For more information, please contact:  
Laura Ashworth at [education@isabelhospice.org.uk](mailto:education@isabelhospice.org.uk)

This course is subject to a £10 booking fee.

# REGISTERED NURSE VERIFICATION OF EXPECTED ADULT DEATH (RNVOEAD)

## ABOUT THE COURSE

This course is aimed at staff who wish to develop their skills to recognise and verify an expected adult death.

## WHAT WILL I LEARN?

- How to verify an expected adult death
- The legalities surrounding verification of death
- The situations when you are unable to verify death as a nurse

## WHO SHOULD ATTEND?

Suitable for registered nurses who can verify expected deaths in their role and are supported by their employer to do so.

Dates & Times	Venue	Booking via
Monday 22 <sup>nd</sup> May 2023 13.00 - 15.00	Garden House Hospice Care, Gillison Close, Letchworth Garden City, SG6 1QU	For further details, please contact Natasha Dawson at <a href="mailto:education@ghhospicecare.org.uk">education@ghhospicecare.org.uk</a>

This course is offered free of charge.

# CULTIVATING CULTURAL AWARENESS AT END OF LIFE

## ABOUT THE COURSE

A one-day course to explore “what is culture?” It will examine our own personal values and belief systems to enable us to ensure we provide culturally sensitive and inclusive care.

## WHAT WILL I LEARN?

- Exploration of what is culture
- Cultural competency and what it involves
- How do we deliver culturally sensitive care?
- Address the specific needs of various cultural groups at end of life

## WHO SHOULD ATTEND?

All health and social care professionals who have an interest in expanding their knowledge in this area.

Dates & Times	Venue	Booking via
Tuesday 23 <sup>rd</sup> May 2023, 09.30 - 16.30	Zoom	<p style="text-align: center;"><a href="#">Click here to book</a></p> <p>For further details, please contact Laura Ashworth at <a href="mailto:education@isabelhospice.org.uk">education@isabelhospice.org.uk</a></p>

This course is subject to a £10 booking fee.



# LEVEL 2 PSYCHOLOGICAL ASSESSMENT SKILLS

## ABOUT THE COURSE

A two-day course for band 6 and above nurses who need to support patient's psychological needs at Level 2. Attendees would ideally have already attended the Advanced Communication Skills Training two-day course.

**PLEASE NOTE BOTH DATES MUST BE ATTENDED.**

## WHAT WILL I LEARN?

### Day 1

- What is a normal reaction to illness/what is not?
- Stages of illness
- Depression Vs Anxiety
- A brief understanding of personality disorders
- Supporting post traumatic growth
- Why do we need holistic needs assessments?
- The importance of communication
- What is distress?
- Use of tools such as the CBT Hot Cross Buns model and daily diaries

### Day 2

- Review of reflective exercise on Hot Cross Buns model
- Assessing suicide risk - spotting the signs and what to do
- Exploring suicidal ideation
- Practical case studies

**Attendees will receive a workbook and a pre-course reading list.**

Dates & Times	Venue	Booking via
Day 1 - 9 <sup>th</sup> June 2023 Day 2 - 7 <sup>th</sup> July 2023  09.30 - 16.30	Living Well with Isabel Community Hub, Hall Grove, Welwyn Garden City, AL7 4PH	<a href="#">Click here to book</a>  For further details, please contact Laura Ashworth at <a href="mailto:education@isabelhospice.org.uk">education@isabelhospice.org.uk</a>

This course is offered free of charge.

# ADVANCE CARE PLANNING AND ReSPECT

## ABOUT THE COURSE

A session to gain an understanding in Advance Care Planning and ReSPECT, including DNACPR and the associated legal and ethical issues.

## WHO SHOULD ATTEND?

This course is designed for health and social care professionals working in a hospice, acute setting, community setting or care homes who require an introduction to advance care planning or who wish to develop their communication skills in relation to difficult conversations.

Dates & Times	Venue	Booking via
Tuesday 20 <sup>th</sup> June 2023, 09.30 - 13.00	Ware Priory Hight Street Ware SG12 9AL	<a href="#">Click here to book</a>  For further details, please contact Laura Ashworth at <a href="mailto:education@isabelhospice.org.uk">education@isabelhospice.org.uk</a>

This course is subject to a £10 booking fee.

For senior staff wishing to book into the ReSPECT and DNACPR competencies course, please see page 28.

# ReSPECT & DO NOT ATTEMPT CARDIOPULMONARY RESUSCITATION COMPETENCIES FOR SENIOR STAFF (For 'sign off' competencies)

## ABOUT THE COURSE

This course is for nurse specialists, community matrons and senior sisters who are having this in-depth conversation about do not attempt resuscitation. This course introduces the DNACPR competencies which you will need to complete in your area of work with support of your manager.

## WHAT WILL I LEARN?

- A review of the guidelines by the British Resuscitation Council
- An exploration of communication and how this supports having these discussion
- A clear understanding of your extended role in relation to DNACPR
- An exploration of Mental Capacity Assessments and how this relates to DNACPR
- An opportunity to try having these conversations with the support of your peers

## WHO SHOULD ATTEND?

Those who wish to extend their role to include DNACPR competencies, for example nurse specialists, community matrons and senior sisters who are having this in-depth conversation about DNACPR.

You must be nominated by your manager to attend, have attended an Advanced Care Planning course and Advanced Communication Skills Training and identified a clinical mentor before applying to this course.

Dates & Times	Venue	Booking via
Thursday 22 <sup>nd</sup> June 2023, 09.30 - 16.30	Garden House Hospice Care, Gillison Close, Letchworth Garden City, SG6 1QU	Click here to book  For further details, please contact Natasha Dawson at <a href="mailto:education@ghhospicecare.org.uk">education@ghhospicecare.org.uk</a>

This course is offered free of charge.



# EUROPEAN CERTIFICATE IN ESSENTIAL PALLIATIVE CARE

## ABOUT THE COURSE

The European Certificate in Essential Palliative Care (ECEPC) is aimed at helping professionals consolidate and develop their palliative care confidence and expertise. The course is designed to meet the needs of healthcare professionals new to specialist palliative care services who wish to establish a strong foundation of knowledge on which to build specialist knowledge and skills. It is a nine-week distance learning, multi-professional programme.

The course was developed at Princess Alice Hospice in 2001. It is now offered at a range of sites both nationally and internationally including Hospice of St Francis, Berkhamsted.

## WHAT WILL I LEARN?

The course is a nine-week distance learning covering:

- What is palliative care and who is it for
- Patients with emergency conditions
- Breaking bad news to patients and families
- Common ethical issues
- Symptom issues in palliative care
- Patients in the last 48 hours of life
- Bereavement and support

## WHO SHOULD ATTEND?

The course is suitable for professionals who have direct contact with patients requiring a palliative approach and care. Healthcare professionals who may wish to access this course include medical and nursing staff, allied health professionals (from acute, community and hospice settings) and paramedics.

**Spring 2023 course:** Monday 17 April 2023 to Wednesday 21 June 2023

**Autumn 2023 course:** Monday 12 September 2023 to Wednesday 15 November 2023

**Course Fee:** £500

For enquiries and to book please contact [education@stfrancis.org.uk](mailto:education@stfrancis.org.uk)



## COMPASSIONATE NEIGHBOURS - NORTH HERTFORDSHIRE



Compassionate Neighbours are trained volunteers who are matched with a member of the community based on their interests and hobbies. Offering regular visits, companionship, emotional support, and a listening ear, they help them do the things they like doing and stay connected to their community, family, and friends.

Our training is fun, informal, and transformative. Not only will you learn more about the project, but you'll also meet like-minded people and find out how you can support those people in your local community who would love to meet you. You don't need any specific skills, qualifications, or experiences to attend, you don't even need to bring a pen! Just bring yourself and a positive attitude.

Training takes place at Garden House Hospice Care, Gillison Close, Letchworth Garden City, SG6 1QU.

Dates	Time
Wednesday 22 <sup>nd</sup> March 2023	09.30 - 16.30
Wednesday 24 <sup>th</sup> May 2023	09.30 - 16.30

**Spaces need to be booked in advance.**

To book on to a session, please complete the Compassionate Neighbour application form at <https://www.ghospicecare.org.uk/supporting-you/compassionate-neighbours>

## COMPASSIONATE NEIGHBOURS - EAST HERTFORDSHIRE



Compassionate Neighbours with Isabel Hospice offers friendship and companionship to anybody who feels lonely or isolated across Eastern Hertfordshire over the age of 18.

We offer a free informal one-day training session and continued monthly support for all involved.

All sessions will be held at Living Well with Isabel Community Hub, Hall Grove, Welwyn Garden City, AL7 4PH unless otherwise stated.

Dates	Time
Friday 21 <sup>st</sup> April 2023	09.30 - 17.00
Saturday 20 <sup>th</sup> May 2023	09.30 - 17.00
Thursday 22 <sup>nd</sup> June 2023 - Tesco Community Room, Brookfields, Cheshunt	10.00 - 17.00

For further information or to book a space please contact:

[compassionate.communities@isabelhospice.org.uk](mailto:compassionate.communities@isabelhospice.org.uk)

## PAGE FOR YOUR NOTES