

THE HOSPICE OF ST FRANCIS

#EducatingForExcellence

**PALLIATIVE &
END OF LIFE CARE
EDUCATION PROGRAMME**



**July to
Sept 2024**



stfrancis.org.uk



The Hospice
of st francis

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Welcome to our Palliative and End of Life Care (EOLC) Education Brochure for Jul - Sep 2024

The aim of this brochure is to detail palliative and end of life care education available during Jul to Sep 2024.

It is not exhaustive and there are likely to be additional sessions which will be advertised on our website, via social media and promotional emails to our subscribers.

The programme is open to all health and social care professionals who provide palliative and/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.

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

MEND THE GAP - PALLIATIVE CARE EDUCATION



We are constantly reviewing the training we should be offering - please contact us if there are sessions you would like to see or if you'd like further details of what might be coming up.

Please contact the Education team and we can discuss this with you:

education@stfrancis.org.uk

To help meet the specific Palliative and End of Life Care needs of your organisation we also offer bespoke training.

Please contact us if you would like to learn more.

[Click here to join our Education & Training mailing list](#)

[Follow us on Twitter @EOLC_Education](#)



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

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

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.

Book on via [Accessplanit](#) or via The Hospice of St Francis [website](#)

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

Most of these courses are free to HoSF staff and volunteers.

When it comes to course payment on the booking form, step through to the end of the process and the system will apply 100% discount to the booking fee.

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.

Please wait for the host to start this meeting.

Start: 2:00PM

Team Meeting

If you are the host, [sign in](#) to start this meeting

Test Computer Audio

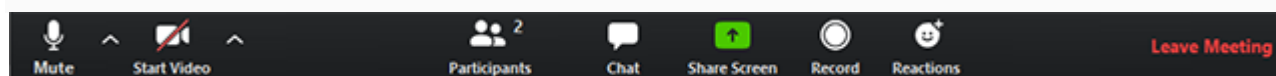


If the Host has already logged on, you will go straight into the meeting.

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.

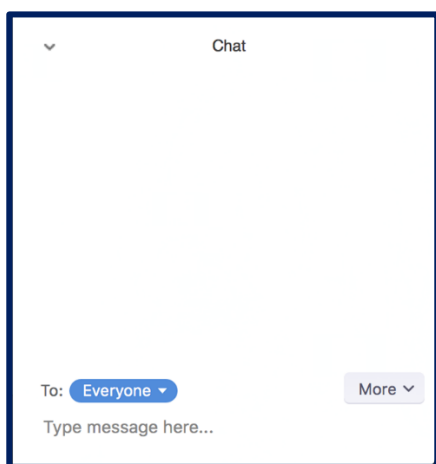
Start Video or Stop Video:



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

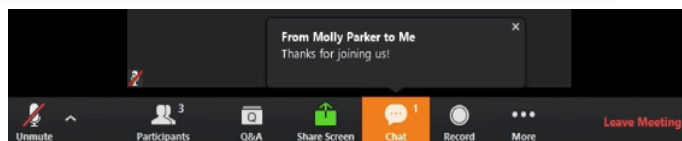
Please keep your camera on during the presentation if you are able.

Asking Questions or 'Chat'



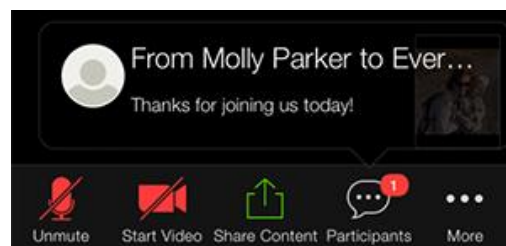
During the presentation you can ask questions to the host using the 'Chat', rather than asking questions directly. Using the 'Chat' icon on the control bar at the bottom of the screen, click on the 'Chat' icon and type your message at the bottom of the white screen. When you press 'Enter' or 'Return'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



LUNCH & LEARN

STRESS, IMMUNITY and HEALTH (Face to Face)

COURSE AIMS

To give an insight into how stress impacts our immunity and health

OBJECTIVES

- To describe simply how the immune system works
- To state how stress can impact our immune system and our overall health
- To consider what this means for us as individuals and the people we support
- To review some research and case studies that show the impact of stress

WHO SHOULD ATTEND?

This session is open to everyone but may be of particular interest to those staff who support individuals where they can see stress impacting their wellbeing

Date and Time	Venue	How to Book
Wednesday 3 July 2024 12:30-13:30	Acorn Suite, HP4 3GW	Staff via Accessplanit Volunteers email: education@stfrancis.org.uk

Note: For HoSF staff and volunteers only

Look out for our calendar invite!

AHP BITE SIZE LEARNING

Sleep Matters: A Guide to Promoting Healthy Sleep Habits - an AHP approach

(Online via Zoom)

COURSE AIMS

By the end of this session, you will have a better understanding of the common issues often faced by people living with a long-term health condition and how to support them to make positive changes to their sleep routines

OBJECTIVES

To be able to recognise common sleep issues and the impact of this on a patient's wellbeing

To be able to identify three factors contributing to disturbed sleep

To have an understanding of three practical strategies to support patients in achieving optimal sleep routines

WHO SHOULD ATTEND?

Open to all Allied Health Professionals interested in learning strategies to support people to improve their sleep habits.

This session will focus on encouraging healthy sleep routines for patients living with a palliative or long-term condition, their family members or carers.

Date and Time	Venue	How to book
Wednesday 10 th July 2024 12:00 - 13:30	Online via Zoom	Staff via Accessplanit External Learners via website

Booking fee: £10 for external learners

SCHWARTZ ROUND

FINDING HOPE IN THE HOSPICE (Face to Face)

COURSE AIMS

Schwartz Rounds® provides a forum for all staff to discuss the emotional impact of their work. Nominated speakers from all areas of the hospice reflect upon either how a specific theme or a particular incident has affected them. The audience is then invited to ask questions and also to convey emotional experiences within a mutually respectful, confidential forum.

OBJECTIVES

The lived reality of the emotional impact of our work on our colleagues within the Hospice.

WHO SHOULD ATTEND?

Internal staff and volunteers only

Everyone who wants to benefit from this shared safe space.

Date and Time	Venue	How to Book
Thursday 18 July 2024 12:30 - 13:30	Acorn Suite, HP4 3GW	Staff via Accessplanit Volunteers email: education@stfrancis.org.uk

Note: For HoSF staff and volunteers only

Look out for our calendar invite!

DYING MATTERS: PLANNING FOR THE FUTURE (Face to Face)

COURSE AIMS

To explore the conversations and paperwork that might be useful to help plan for the future (for those who may become less well)

OBJECTIVES

- To describe the benefits of planning for the future (also known as advance care planning)
- To state when it might be good to have such conversations
- To consider how to go about such conversations
- To state the legal and non-legally binding documentation available
- To explore resources available
- To clarify what having a “Do not resuscitate” form in place means

WHO SHOULD ATTEND?

Everyone and anyone (whether staff member, volunteer, friend or colleague) who can join us in person and wants to consider why dying matters to those around us at work and beyond

Date and Time	Venue	How to book
Wednesday 24th July 2024 13:00-14:00	Acorn Suite, HP4 3GW	Staff via Accessplanit Volunteers email: education@stfrancis.org.uk External Learners via website

This course is offered free of charge

Herts and Beds Palliative and End of Life Care Education Group

ADVANCED COMMUNICATION SKILLS TRAINING

(Online via Zoom)

COURSE AIMS

This two-day course provides delegates with key communication strategies for managing conversations experienced in their role. Small groups (maximum of 6 delegates) practice scenarios with professional actors playing different roles (such as the patient or family member).

OBJECTIVES

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

WHO SHOULD ATTEND?

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 foundation and intermediate level communication skills training within the last 3 years.

Dates	Venue
2 nd & 3 rd July 2024	Online via Zoom
26 th & 27 th Sept 2024	
Alternative dates available in 2024!	

For enquiries and an application form, please email education@stfrancis.org.uk

Cost of £500 per delegate is required on application. Previous delegates have been able to obtain funding or grants from external organisations

COMPASSIONATE COMMUNICATION SKILLS: FOUNDATION LEVEL (Face to Face)

COURSE AIMS

This course aims to introduce participants to the concept of compassionate communication, so this can be applied to practice.

OBJECTIVES

- To identify communication challenges that you face in your role
- To describe and give examples of what helps and hinders effective communication
- To reflect on possible responses/skills
- To pinpoint personal resilience techniques

WHO SHOULD ATTEND?

Open to all - Internal and external patient facing staff and volunteers

Do you ever come into contact with others who are going through a difficult time?

Do you wish you knew 'the right thing' to say to someone coping with an illness?

Whether your role involves you working with patients, families or bereaved individuals, this course will help consider the importance of empathy within communication and reflect on possible responses and skills when faced with conversations requiring an element of compassion.

Date and Time	Venue	How to book
Thursday 8 th August 2024 09:30 - 13:00	Online via Zoom	Staff via Accessplanit Volunteers email: education@stfrancis.org.uk External Learners via website

This course is offered free of charge

INTERMEDIATE COMMUNICATION SKILLS TRAINING

HAVING SENSITIVE CONVERSATIONS WITHIN THE CONTEXT OF PALLIATIVE CARE

(Online via Zoom)

COURSE AIMS

To explore strategies for dealing with sensitive and complex conversations so these can be applied to practice.

OBJECTIVES

- To identify what scenarios are difficult in practice
- To review communication skills available in your toolkit
- To state some strategies for handling different types of sensitive conversations
- To reflect on some communication scenarios in practice (video/ case study/ goldfish bowl)

WHO SHOULD ATTEND?

Open to all health and social care staff who have sensitive and complex conversations and have already attended an introductory communication skills course.

Date and Time	Venue	How to book
Tuesday 10 th September 2024 09:30 - 16:00	Online via Zoom	Staff via Accessplanit External Learners via website

Booking Fee: £25 for external learners

PALLIATIVE AND END OF LIFE CARE

An awareness day (Face to Face)

COURSE AIMS

To provide an overview of what palliative care can offer to individuals

OBJECTIVES

- To identify when individuals are deteriorating
- To recognise dying and the care individuals need
- To state the importance of effective communication
- To describe approaches to future planning
- To state what normal grief looks like and what help bereaved individuals may need

WHO SHOULD ATTEND?

Would you like to gain awareness about palliative and end of life care? Gain confidence in supporting individuals who are dying? Learn how to talk about death and dying and what might be important in the future? If so, this may be the course for you.

Open to any health or social care professional who wishes to gain a basic awareness about palliative and end of life care.

Also suitable for care home staff, social care providers, allied health professionals and anyone with an interest in palliative care.

Date and Time	Venue	How to book
Wednesday 18 th September 2024 09:30 - 16:00	In person, HP4 3GW	Staff via Accessplanit External Learners via website

This course is offered free of charge

AHP BITE SIZE LEARNING

Feel Braver to have Sensitive Conversations

AN AHP APPROACH (Online via Zoom)

COURSE AIMS

To introduce communication skills which will help you feel more confident to have sensitive conversations with your patients or service users.

OBJECTIVES

- To describe facilitative skills that can assist with sensitive conversations
- To challenge the role of AHP's in having sensitive conversations
- To share examples of communication skills using clinical scenarios

WHO SHOULD ATTEND?

This session is suitable for all Allied Health Professionals who support patients and family members.

An opportunity to learn some communication skills that will help build your confidence to facilitate sensitive conversations.

Date and Time	Venue	How to book
Thursday 19 th September 2024 12:00 - 13:30	Online via Zoom	Staff via Accessplanit External Learners via website

Booking Fee: £10 for external learners

UNCONSCIOUS BIAS

UNDERSTANDING AND MANAGING IT IN HOSPICE CARE

(Face to Face)

COURSE AIMS

To explore what unconscious bias is and how it can affect our behaviour and interactions with others

OBJECTIVES

- To explore the concept of individual and institutional unconscious bias
- To identify techniques for reducing the impact of unconscious bias at work
- To identify ways to mitigate the impact of unconscious bias within the workplace

WHO SHOULD ATTEND?

Mandatory for Hospice Staff

This course is essential in improving self-awareness about inherent bias which may impact the way we interact with people at the Hospice

Date and Time	Venue	How to book
Tuesday 24th September 2024 14:00 - 16:00	Face to Face Acorn Suite	Staff via Accessplanit Volunteers email: education@stfrancis.org.uk

Note: For HoSF staff and volunteers only

Look out for our calendar invite!

TALKING ACP and DNACPR A Practical Approach (online via Zoom)

COURSE AIMS

To explore ways to talk about ACP and DNACPR

OBJECTIVES

- State the benefits and challenges of having advance care planning (ACP) conversations
- State the legality of different ACP documentation
- Describe communication skills and approaches that may help such conversations
- Describe some approaches and phrases that may help when discussing resuscitation and DNACPR
- Highlight good practice for completing a DNACPR/ReSPECT form
-

WHO SHOULD ATTEND?

- Would you like to increase your confidence in having conversations about peoples' wishes for the future?
- Would you like to explore approaches to discussing resuscitation v natural death?
- Would you like a refresher about how to approach such conversations?

If the answer is yes to any of the above, then please come and join this interactive session. Suitable for all clinicians that regularly have these conversations including GP's, hospital doctors, clinical nurse specialists, allied health professionals.

Date and Time	Venue	How to Book
Thursday 26 th September 2024 09:30 - 12:30	Online via Zoom	Staff via Accessplanit External Learners via website

This course is offered free of charge

ECEPC

(Online via Zoom)

EUROPEAN CERTIFICATE IN ESSENTIAL PALLIATIVE CARE

The majority of healthcare professionals working in hospitals and the community look after patients with palliative care needs on a regular basis.

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.

The course is a nine week distance learning, multi-professional programme, covering:

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

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

The course runs twice a year and the fee is £500

WHO SHOULD ATTEND?

Healthcare professionals who may wish to access the course include medical and nursing staff, allied health professionals (from acute, community and hospice settings) and paramedics

Date and Time	Venue	How to book
Monday 9 th September - Wednesday 13 th November 2024	Online via Zoom	For Enquiries Email: education@stfrancis.org.uk website

ADULT BASIC LIFE SUPPORT

Full 3 Hour Session (Yearly)

COURSE AIMS

To provide a refresher and the latest update within the Resuscitation Council Guidelines in Adult Basic Life Support, AED and Anaphylaxis Training

OBJECTIVES

- To identify and unwell adult and calling for help early 999
- Have an update of anaphylaxis, causes symptoms and treatment
- Get the emergency equipment to designated location
- To start chest compressions while waiting for the equipment
- Connecting the AED as soon as possible
- Placement of gel pads on the infant/child & adult
- Administering Oxygen via the BVM (Bag Valve Mask)
- Sizes of face mask for the infant, child and adult (when using the BVM)
- Maintain CPR and safe defibrillation until 999 arrive
- Treat a choking infant/child & adult
- Recovery position to maintain airway

WHO SHOULD ATTEND?

ALL Clinical Staff

Date and Time	Venue	How to book
Tuesday 16 th July 2024 14:00 - 17:00	Face to Face Acorn Suite	via Accessplanit
Monday 23 rd September 2024 14:00-17:00		

Note: For HoSF clinical staff only

SAFEGUARDING ADULTS AND CHILDREN LEVEL 3 (2 Yearly)

COURSE AIMS

To provide a refresher and the latest update and local guidance relating to safeguarding adults. Delivery will be a virtual session (MS Teams) via a mixture of screen presentation and case study/practice discussion to provide an interactive session for participants

OBJECTIVES

- Brief outline of the legislation and local guidance relating to safeguarding adults
- Reminder of key areas of adult abuse and what professionals are most likely to encounter in a Hospice setting, including self neglect and emotional harm
- Some messages from research and learning from reviews
- Refresh awareness of the possible signs of abuse or neglect including effects of carer/parental behaviour on children
- To consider recent developments in learning around specific safeguarding issues, including topics such as FGM, radicalisation, gang/group behaviour (County Lines), self harm, emotional ill health and online harm
- The safeguarding referral processes for adults or children and what happens next
- Record keeping and information sharing
- Multi agency working to keep adults/children safe

WHO SHOULD ATTEND?

ALL Patient Facing Staff and Volunteers

Date and Time	Venue	How to book
Wednesday 25th September 2024 09:30-12:30	Online via Teams	via Accessplanit

Note: For HoSF staff and volunteers only

Watch out for diary invites to join Health Education England journal clubs and informative sessions.

As we become aware of these sessions, we will book a room and log into the session - so all you need to do is come along and enjoy the learning!



PAGE FOR YOUR NOTES

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The Hospice of St. Francis (Berkhamsted) Ltd - Company No. 1507474, Charity No. 280825