# THE HOSPICE OF ST FRANCIS

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



# stfrancis.org.uk

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#### Welcome to our Palliative and End of Life Care (EOLC) Education Brochure for Apr - Jun 2025

The aim of this brochure is to detail palliative and end of life care education available during April to June 2025.

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 Principals 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 via: <u>education@stfrancis.org.uk</u> and we can discuss this with you.

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. <u>Click here to join our Education & Training mailing list</u> <u>Follow us on Facebook</u>

#### 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-isclip/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. <u>https://www.mariecurie.org.uk/professionals</u>

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

#### 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.

# <image>

#### Please contact us if you have any queries

# HOW TO JOIN A 'ZOOM' MEETING

#### Please keep your microphone on mute during the call.

#### 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



mouse in the Zoom window.

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

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Mute	Start Video	Participants	Chat	Share Screen	Record	Reactions	_

#### 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'

~	Chat	
To: Everyone 🔻	)	More 🗸
Type message h	ere	

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

Chat

host controls.



#### Accessing the Chat from a Mobile Device

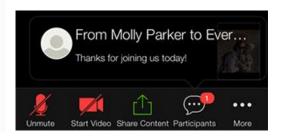
- 1. While in a meeting, tap the screen to make the controls appear.
- 2. Click on 'Participants'.



- 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.
- Incoming chats will be displayed at the bottom of your screen and you can click on 'Participants' then 'Chat' to view them.



Invite



# LIVING WELL AND DYING WELL WITH HEART FAILURE How Can Palliative Care Help?

(Attend online or in person)

#### COURSE AIMS

To learn more about the management of heart failure and the role of palliative care to support individuals

#### **OBJECTIVES**

- To state the pathophysiology and types of heart failure including progression of heart failure
- To gain insights into the patient's experience of living with heart failure
- To describe the role of the specialist heart failure nurses and the role of palliative care
- To identify common symptoms in heart failure and state some drug and non-drug approaches to its management
- To explore approaches to advance care planning including difficult conversations about managing ICDs

#### WHO SHOULD ATTEND?

Open to any health or social care professional who supports individuals living with heart failure. May be of particular benefit to GP's, Practice Nurses, Resident Doctors at NHS Trusts, Community Teams, Community Matrons or Palliative Care staff who want to learn how they can support such individuals

#### **PRESENTED BY**

Dr Sharon Chadwick: Consultant in Palliative Medicine

Stephen Kirkham: Patient Advocate and Trustee of Cardiomyopathy UK

Zoe Jayne: Advanced Clinical Practitioner and Lead for Community Cardiology, CLCH

Julie Wilcock: Palliative Care Heart Failure Specialist/Expert by experience

Date and Time	Venue	How to book
Wednesday 2 <sup>nd</sup> April 2025 09:30 - 15:00	Acorn Suite, HP4 3GW and online via Zoom	Staff via <u>Accessplanit</u> External Learners via <u>website</u>

#### Booking fee: £25 for external learners

# INTERMEDIATE COMMUNICATION SKILLS TRAINING Having Sensitive Conversations Within the Context of Palliative and End of Life 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
Thursday 3 <sup>rd</sup> April 2025 09:30 - 16:00 Thursday 5 <sup>th</sup> June 2025 09:30 - 16:00	Online via Zoom	Staff via <u>Accessplanit</u> External Learners via <u>website</u>

Booking Fee: £25 for external learners

# AHP Bite Size Learning Breaking Bad News - Communication Skills to Manage Sensitive Conversations in Rehabilitation

(Online via Zoom)

#### COURSE AIMS

To learn communication skills to help with managing difficult or sensitive conversations

#### **OBJECTIVES**

- To identify what scenarios are difficult to practice
- To summarise facilitative skills to use in difficult conversations
- To state some strategies for handling different types of complex conversations
- To observe facilitators in role play demonstrating communication skills LIVE!

#### WHO SHOULD ATTEND?

This session is suitable for all AHP clinicians in any health care setting. If you have ever found a difficult conversation challenging to navigate, we will help unpick some core verbal and non-verbal skills that can be helpful

We will ensure this session is rehab focused so that these skills are transferable in your working practice.

Date and Time	Venue	How to book
Thursday 24 <sup>th</sup> April 2025 12:00 - 13:30	Online via Zoom	Staff via <u>Accessplanit</u> External Learners via <u>website</u>

Booking fee: £10 for external learners

## 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

Dates	Venue
8 <sup>th</sup> & 9 <sup>th</sup> May 2025	
4 <sup>th</sup> & 5 <sup>th</sup> June 2025	
1 <sup>st</sup> & 2 <sup>nd</sup> July 2025	Online via Zoom
17 <sup>th</sup> & 18 <sup>th</sup> September 2025	
More 2025 dates available!	

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

# ASSISTED DYING WORKSHOP Exploring the Facts and Feeling Around Assisted Dying

#### (Face to Face)

#### **COURSE AIMS**

To provide a safe forum in which to explore the facts and feeling around assisted dying

#### **OBJECTIVES**

- To state the current legal position re assisted dying
- To hear some commonly held views for and against assisted dying
- To state what is, and is not, included in the bill
- To consider the impact of the debate for the Hospice and hospice staff

#### WHO SHOULD ATTEND?

All staff and volunteers who are keen to explore the facts and feeling around assisted dying.

This workshop will involve the use of videos, case studies, group work and guided discussions to help everyone engage in this subject matter

Date and Time	Venue	How to book
Friday 9 <sup>th</sup> May 2025 14:00-16:30	Acorn Suite	Staff via <u>Accessplanit</u> Volunteers email: <u>education@stfrancis.org.uk</u>

#### Note: For HoSF staff only

#### Look out for our calendar invite!

# LET'S TALK INTIMACY

(Online via Zoom)

#### COURSE AIMS

By the end of this session you will have explored the word intimacy, challenged its place in wellbeing and be able to look beyond physical intimacy to support the wellbeing of others and yourself

#### **OBJECTIVES**

- To build knowledge on how medical conditions can have an impact on intimacy
- To feel more confident to have discussions with service users on intimacy
- To explore the non-verbalised issues surrounding intimacy and discover ways to create opportunity for openness
- To have knowledge on relevant resources that you can use for signposting your service users

#### WHO SHOULD ATTEND?

Suitable for anyone in a patient facing role.

Let's explore together intimacy beyond sex in the context of communication, relationships and connections, for the benefit of wellbeing.

This session is a great opportunity to challenge your thoughts on intimacy and break down some barriers, ask questions and learn about ways in supporting people living with a longterm condition with their wellbeing and intimacy.

Date and Time	Venue	How to Book
Wednesday 14 <sup>th</sup> May 2025 09:30 - 12:00	Online via Zoom	Staff via <u>Accessplanit</u> Volunteers email: <u>education@stfrancis.org.uk</u> External Learners via <u>website</u>

#### Booking Fee: £15 for external learners

# **ReSPECT AWARENESS for EVERYONE**

(Online via Zoom)

#### **COURSE AIMS**

To familiarise yourself with the ReSPECT form

#### **OBJECTIVES**

- Know what ReSPECT stands for
- Know what the aims of the ReSPECT process are
- Understand which patients are suitable for a ReSPECT form
- Know how to interpret a ReSPECT form in an emergency situation
- Know who can complete a ReSPECT form
- Know the answers to commonly asked questions about the use of the ReSPECT form in different settings

#### WHO SHOULD ATTEND?

Any social and healthcare professional who supports people living with long term illnesses or life limiting illnesses who may have a ReSPECT form in place Health and social care professionals who want to familiarise themselves with the form and know what to look for.

This session is not targeted at healthcare professionals who will be completing the ReSPECT forms.

Date and Time	Venue	How to Book
Thursday 15 <sup>th</sup> May 2025 14:00 - 15:00	Online via Zoom	Staff via <u>Accessplanit</u> External Learners via <u>website</u>

This course is offered free of charge

# PALLATIVE AND END OF LIFE CARE - an Awareness Day

#### (Online via Zoom)

#### **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 21 <sup>st</sup> May 2025 09:30 - 16:00	Online via Zoom	Staff via <u>Accessplanit</u> External Learners via <u>website</u>

This course is offered free of charge

# BEREAVEMENT, LOSS & GRIEF An Introduction

#### (Online via Zoom)

#### **COURSE AIMS**

To explore ways to support individuals experiencing grief and loss

#### **OBJECTIVES**

- Describe what normal grief might look like
- State some bereavement models
- Identify some approaches and strategies that might be helpful for supporting those who are bereaved

#### WHO SHOULD ATTEND?

Anyone and everyone who comes alongside bereaved individuals and wants to learn how best to support them

Date and Time	Venue	How to Book
Wednesday 4 <sup>th</sup> June 2025 09:30 - 12:30	Online via Zoom	Staff via <u>Accessplanit</u> Volunteers email: <u>education@stfrancis.org.uk</u> External Learners via <u>website</u>

#### Booking Fee: £15 for external learners

# ASSISTED DYING A Clinical Response

(Face to Face)

#### **COURSE AIMS**

To equip clinicians with the information and confidence to navigate discussions around assisted dying

#### **OBJECTIVES**

- To state the legal position around assisted dying
- To identify some useful responses to this topic when raised by individuals
- To state what should and should not be written on SystmOne
- To identify when such conversations need to be raised as a concern
- To state what should and should not be shared with other organisations

#### WHO SHOULD ATTEND?

All clinical hospice staff who want to get it right when responding to the topic of assisted dying.

A complementary session is also being run to explore the facts and feeling around assisted dying

Date and Time	Venue	How to book
Wednesday 4 <sup>th</sup> June 2025 14:00-16:00	Acorn Suite	Staff via <u>Accessplanit</u>

#### Note: For HoSF staff only

#### Look out for our calendar invite!

# LUNCH & LEARN Managing Anxiety - a Toolbox Approach

(Face to Face)

#### **COURSE AIMS**

To equip you with a "toolkit" of techniques and approaches for supporting people experiencing anxiety

#### **OBJECTIVES**

- To understand what is meant by the term anxiety and other related terminology
- To understand the mechanism and impact of the stress response
- To leave with 3 4 simple techniques for supporting anxiety management
- To recognise the importance of self-care in relation to supporting others

#### WHO SHOULD ATTEND?

This session is aimed at anyone likely to support someone experiencing anxiety. Everyone welcome - clinicians, non-clinicians and volunteers could all benefit from attending this session

Date and Time	Venue	How to book
Thursday 12 <sup>th</sup> June 2025 13:00-14:30	Acorn Suite	Staff via <u>Accessplanit</u> Volunteers email: <u>education@stfrancis.org.uk</u>

#### Refreshments available. Feel free to bring your lunch

#### Note: For HoSF staff only

#### Look out for our calendar invite!

# AHP BITE SIZE LEARNING All Things Groupwork How to Develop and Run Successful Therapeutic Groups

(Online via Zoom)

#### COURSE AIMS

By the end of the session, we aim for you to have a greater level of confidence in your ability to develop, facilitate and evaluate groupwork interventions. The session will cover topics relevant to a range of different styles of groupwork e.g one-off workshops and structured group programmes.

#### OBJECTIVES

- To have an awareness of the current evidence supporting group intervention within a healthcare setting, considering the pros and cons of this style of intervention
- To understand the key components to be considered when developing / planning a group intervention
- To learn practical strategies for facilitating a group effectively and for dealing with challenging situations within this context
- To have an awareness of how to evaluate group intervention

#### WHO SHOULD ATTEND?

This session is aimed at AHP's involved in developing and facilitating therapeutic intervention within a group setting. People working in an assistant or volunteer role within a groupwork setting could also benefit from the session.

Date and Time	Venue	How to book
Thursday 19 <sup>th</sup> June 2025 12:00-13:30	Online via Zoom	Staff via <u>Accessplanit</u> Volunteers email: <u>education@stfrancis.org.uk</u> External Learners via <u>website</u>

Booking fee: £10 for external learners

# WHY IS PALLIATIVE CARE RELEVANT IN THE HOMELESS COMMUNITY?

#### (Face to Face)

#### **COURSE AIMS**

To raise awareness of issues and concerns in relation to the Homeless community specific to palliative care

#### **OBJECTIVES**

- To have a more rounded overview of compassionate palliative care
- To explore how to help the homeless community live well with life limiting conditions
- To be aware of the principles of good communication and become braver with conversation
- To become more aware of our impact on the homeless community

#### WHO SHOULD ATTEND?

Open to all staff, volunteers and the public who want to know more about supporting the homeless community living with a life-limiting condition

#### **PRESENTED BY:**

Guest Speaker Mark Pedder, Inclusive Health Palliative CNS, Keech Hospice Care

Date and Time	Venue	How to book
Tuesday 24 <sup>th</sup> June 2025 14:30-16:00	Acorn Suite, HP4 3GW	Staff via <u>Accessplanit</u> Volunteers email: <u>education@stfrancis.org.uk</u> External Learners via
		<u>website</u>

#### This course is offered free of charge

# EUROPEAN CERTIFICATE IN ESSENTIAL PALLIATIVE CARE (ECEPC)

#### (Online via Zoom)

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 £600.

#### 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 8 <sup>th</sup> September 2025 to Wednesday 12 <sup>th</sup> November 2025	Online via Zoom	Staff: email <u>education@stfrancis.org.uk</u> External Learners: via our <u>website</u>

# PREPARED TO CARE?

# Supporting Patients with Mental Health & Palliative Care Needs - Level 1

#### (face to face)

#### COURSE AIMS

This one day course aims to bring healthcare professionals from both disciplines together with the primary objective of learning from each other. The programme will allow for collaborative work during sessions alongside separate sessions for each discipline and will build on the success of previously run sessions.

#### OBJECTIVES

Mental Health Professionals	Palliative Care Professionals	
<ul> <li>Recognising deterioration</li> <li>What can palliative care offer individuals</li> <li>How to approach future planning discussions</li> </ul>	<ul> <li>An overview of mental health care conditions</li> <li>What support and services can mental health offer individuals</li> </ul>	
Referral pathways Collaborative approaches through case study work and discussion		

#### WHO SHOULD ATTEND?

Open to all mental health or generalist/palliative care staff who want an introduction into this important area of care.

#### HOW TO APPLY

Mental health staff should book a space via ESR.

Generalist/palliative care staff should please contact <u>education@isabelhospice.org.uk</u> to book a space - please include your name, job title and place of work along with any special dietary requests.

Date and Time	Venue	Fee
Thursday 19 <sup>th</sup> June 2025 09:30 - 16:30	The Hospice of St Francis HP4 3GW	This course is offered free of charge Lunch is provided thanks to the generosity of HPFT

Please be advised your place on this course is not confirmed until you receive a confirmation email from Isabel Hospice Education Team. Please only apply for a space if you can definitely attend - Lunch is provided but this is booked in advance based on number of bookings received.

## 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
Monday 28 <sup>th</sup> April 2025 14:00-17:00 Monday 23 <sup>rd</sup> June 2025 14:00-17:00	Face to Face Acorn Suite/IPU	via <u>Accessplanit</u>

#### 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
Tuesday 10 <sup>th</sup> June 2025 09:30-12:30 Tuesday 23 <sup>rd</sup> September 2025 09:30-12:30	Online via Teams	via <u>Accessplanit</u> Volunteers email: <u>education@stfrancis.org.uk</u>

#### Note: For HoSF staff and volunteers only

# UNCONSCIOUS BIAS

### Awareness Training to Help us Get it Right Every Time for Every Individual

#### **COURSE AIMS**

To explore what unconscious bias is and how it might impact our interactions with others

#### **OBJECTIVES**

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

#### WHO SHOULD ATTEND?

All hospice staff and volunteers

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
Thursday 8 <sup>th</sup> May 2025 14:00 - 16:00	Face to Face Acorn Suite	Staff via <u>Accessplanit</u> Volunteers email: <u>education@stfrancis.org.uk</u>

#### Note: For HoSF staff and volunteers only

#### Look out for our calendar invite!

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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