

THE HOSPICE OF ST FRANCIS

#LearnForGood

PALLIATIVE & END OF LIFE CARE EDUCATION PROGRAMME

October to
December
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 Oct - Dec 2024

The aim of this brochure is to detail palliative and end of life care education available during Oct to Dec 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 reviewing should be contact us if sessions you see or if further might be

Please



constantly the training we offering - please there are would like to you'd like details of what coming up.

contact the

Education team via:
education@stfrancis.org.uk

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.

[Click here to join our Education & Training mailing list](#)
[Follow us on X @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.

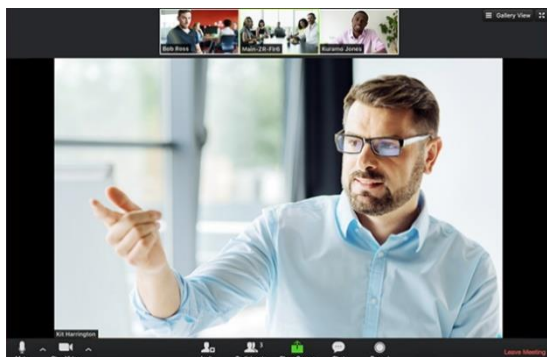
Please wait for the host to start this meeting.

Start: 2:00PM

Team Meeting

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

Test Computer Audio

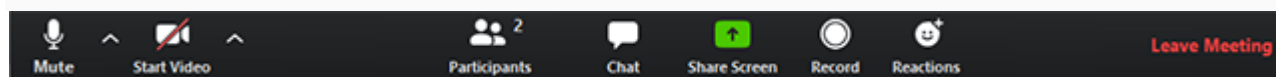


If the Host has already logged on, you will go straight into the meeting.

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.

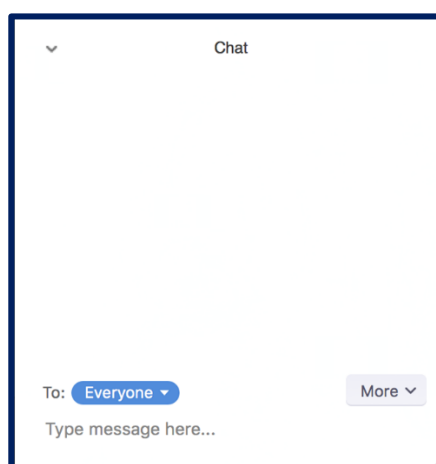
Start Video or Stop Video:



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

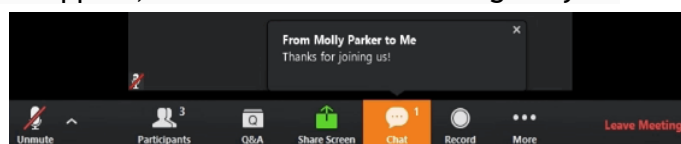
Please keep your camera on during the presentation if you are able.

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.

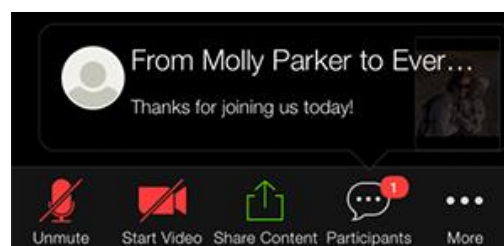


Accessing the Chat from a Mobile Device

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

MANAGING OUR STRESS TO PROMOTE WELLBEING (Face to Face)

COURSE AIMS

To explore ways of promoting wellbeing by managing our stress

OBJECTIVES

- To state how stress can impact our immune system and our overall health
- To explore salutogenesis and how it can help promote wellbeing
- To consider ways to manage our stress
- To consider the evidence behind different approaches to wellbeing

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 and to those staff who want to promote their own wellbeing

Date and Time	Venue	How to Book
Wednesday 2 nd October 2024 12:30-13:30	Acorn Suite	Staff via Accessplanit Volunteers email: education@stfrancis.org.uk

Note: For HoSF staff and volunteers only

Look out for our calendar invite!

EATING DISORDERS IN CHILDREN AND YOUNG PEOPLE

(Face to Face)

COURSE AIMS

This training session provides information on different types of eating disorder and how they present in children and young people

OBJECTIVES

- An overview of the common warning signs of eating disorders in children and young people, both physical and emotional
- Improve confidence in supporting children and young people by identifying causes
- Consider the effects of myths and stigma
- How to have a conversation about eating disorders
- Awareness of the support services available for children and young people across Hertfordshire and Nationally

WHO SHOULD ATTEND?

Open to all Staff and Volunteers

Quote from a recent attendee:

"After attending this training, I feel ready to support any child going through this and to be able to correctly signpost as needed"

Date and Time	Venue	How to Book
Wednesday 16 th October 2024 14:00-16:00	Spring Room	Staff via Accessplanit Volunteers email: education@stfrancis.org.uk

Note: For HoSF staff and volunteers only

Look out for our calendar invite!

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
8 th & 9 th October 2024	Online via Zoom
19 th & 20 th November 2024	
Alternative 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

SCHWARTZ REFLECTION

OUT WITH THE OLD AND IN WITH THE NEW.... (Face to Face)

OBJECTIVES

- To provide a forum to reflect on the impact of Schwartz Rounds over the past 10 years or so
- We will hear from previous speakers and encourage the audience to share their experiences of attending Schwartz Rounds as well as the stories/ insights that have stayed with them over the years
- We will then explore what the new may look like in the future

WHO SHOULD ATTEND?

All staff and volunteers from The Hospice of St Francis

Date and Time	Venue	How to Book
Tuesday 15 th October 2024 12:30 - 13:30	Acorn Suite	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

REHABILITATION IN LIFE-LIMITING ILLNESS - SELF-MANAGEMENT AND GOAL SETTING

(Online via Zoom)

COURSE AIMS

To equip you with some tools to support rehabilitation using a self-management and goal setting approach

OBJECTIVES

- To be able to define palliative rehabilitation and self-management
- To understand how principles of palliative rehabilitation can be applied in all settings

WHO SHOULD ATTEND?

This introductory bite size session is suitable for junior staff and clinical staff new to palliative rehabilitation

This session will support you to manage expectation and promote the principles of self-management with your service users

Date and Time	Venue	How to book
Thursday 17 th October 2024 12:00 - 13:30	Online via Zoom	Staff via Accessplanit External Learners via website

Booking fee: £10 for external learners

AHP MASTERCLASS

No Short Cuts: Supporting those with long-term / life-limiting diagnoses to remain in or return to work

(Face to Face)

COURSE AIMS

Learn a brief overview of Vocational Rehabilitation and some of the legal aspects related to work and disability.

Hear about clinical reasoning pathways to individualise the return to work or remain in work journey for those who want to work but find that there are obstacles to address.

Challenge the assumption that work is very much seen as a place where one is well

OBJECTIVES

- Begin your journey in understanding what works, for whom and when
- Be introduced to the many expert and best practice projects and toolkits currently available
- Take away an understanding of the individual with ill health within the wider workplace
- Take away references for detailed resources to consider and utilise as appropriate in your clinics

WHO SHOULD ATTEND?

Open to all AHP's interested in supporting and enabling the return to work (RTW) journey for those with life - limiting or long-term conditions.

This session will focus on the best practice in this area and explain that there are no short cuts in RTW planning.

Date and Time	Venue	How to book
Monday 4 th November 2024 18:00-20:00	Online via Zoom	Staff via Accessplanit External Learners via website

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
Tuesday 5 th November 2024 14:00 - 15:00	Online via Zoom	Staff via Accessplanit External Learners via website

This course is offered free of charge

ESSENCE OF TOUCH & HAND MASSAGE TRAINING (Face to Face)

COURSE AIMS

To learn a gentle hand massage skill that you will be able to use with patients and carers in your clinical role

OBJECTIVES

Two sessions (3 hours each) comprising practical course work & case studies for delivering gentle, safe hand massage.

- To be competent with the different massage techniques
- To demonstrate clinical reasoning for when to choose different techniques
- To demonstrate rationale for using correct mediums during treatment
- To be competent with correct record keeping on System1

WHO SHOULD ATTEND?

IPU, Community and Wellbeing staff including Wellbeing Volunteers.

Each delegate is expected to complete and record case studies in their own time between the two sessions as part of the course assessment (open to clinical staff & volunteers only)

Maximum 6 delegates

Both dates must be attended

Date and Time	Venue	How to book
Session 1 Thursday 7 th November 2024 14:00 - 17:00 Session 2 Thursday 21 st November 2024 14:00-17:00	Spring Room	Staff via Accessplanit Volunteers email: education@stfrancis.org.uk

Note: For HoSF staff only

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
Thursday 14 th November 2024 09:30 - 16:00	Online via Zoom	Staff via Accessplanit External Learners via website

Booking Fee: £25 for external learners

CORE PRINCIPLES OF PALLIATIVE REHABILITATION

- an AHP approach

(Online via Zoom)

COURSE AIMS

We aim to share the foundations of palliative rehabilitation including holistic assessment, self-management and goal setting. We hope you will then be able to apply these skills in your own healthcare setting

OBJECTIVES

- To expand knowledge and understanding of the vision and ambitions of palliative rehabilitation based on most recent evidence
- To increase understanding of the benefits of holistic assessment, self-management and goal setting strategies, in all clinical and healthcare settings
- To provide an opportunity to reflect on your own/your services ability to deliver palliative rehabilitation

WHO SHOULD ATTEND?

This a foundation level training session for AHP's interested in learning how to adopt palliative rehabilitation principles in any healthcare or community setting.

If you support people living with life limiting conditions, frailty or long-term conditions we are confident that you will learn some new skills

Date and Time	Venue	How to book
Thursday 21 st November 2024 09:30 - 12:30	Online via Zoom	Staff via Accessplanit External Learners via website

Booking fee: £15 for external learners

RESILIENCE

REFLECT, REALIGN, REBOOT... Life can be such a tricky balancing act (Face to Face)

COURSE AIMS

This session will provide an opportunity for people to work on themselves, so they can feel energised, engaged and resilient for life both at and away from work

OBJECTIVES

- To pause, take stock, and reflect on the demands of everyday life
- To think about and realign with what is important, both personally and professionally and ignite a sense of purpose
- To reboot and create a personalised plan of action

WHO SHOULD ATTEND?

All staff who would benefit from taking some time out to consider their resilience for life, both at home and at work

Date and Time	Venue	How to book
Tuesday 26 th November 2024 09:30 - 12:30	Acorn Suite	Staff via Accessplanit

This course is offered free of charge

Note: For HoSF staff only

Look out for our calendar invite!

COMPASSIONATE COMMUNICATION SKILLS: FOUNDATION LEVEL (Online via Zoom)

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
Tuesday 3 rd December 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

UNCONSCIOUS BIAS AWARENESS TRAINING

**TO HELP US GET IT RIGHT EVERY TIME FOR EVERY INDIVIDUAL
(Face to Face)**

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

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
Wednesday 4 th December 2024 14:00 - 16:00	Acorn Suite	Staff via Accessplanit Volunteers email: education@stfrancis.org.uk

Note: For HoSF staff and volunteers only

Look out for our calendar invite!

FEEDBACK FROM THE RENNIE GROVE PEACE

2024 ANNUAL CONFERENCE

(face to face)

COURSE AIMS

'Embracing the Challenges of an Evolving Palliative Care Landscape'

Feedback from Dr Rebecca Sladden

Every year RGP hold a one-day virtual conference addressing some of the most important and topical issues for UK health and social care professionals with an interest in palliative and end of life care. It provides an educational forum for nurses and clinicians. In addition, it offers partners working in community and palliative care the valuable chance to learn and network.

WHO SHOULD ATTEND?

Open to all staff and volunteers

Date and Time	Venue	How to Book
Tuesday 12 th December 2024 12:30 - 13:30	Acorn Suite	Staff via Accessplanit Volunteers email: education@stfrancis.org.uk

Note: For HoSF staff and volunteers only

Look out for our calendar invite!

PALLIATIVE CARE DEVELOPMENT PROGRAMME 2025

Delivered by:

The Hospice of St Francis (HOSF) and Rennie Grove Peace Hospice Care (RGPHC)



WHO SHOULD ATTEND?

Nurses, Allied Health Professionals (AHP's) and Associate Practitioners who provide palliative care and rehabilitation and wish to develop a good foundation in palliative care clinical practice

DATES (2 hours each afternoon 2-4pm)

- Tuesday 14th January (full day)
- Tuesday 21st January
- Tuesday 4th February
- Tuesday 11th February
- Tuesday 25th February
- Tuesday 4th March
- Tuesday 18th March
- Tuesday 25th March

COURSE STRUCTURE

Each of the 8 days includes a recommended 4 hours of self-directed learning (from provided materials) in the morning (although this study can be done at any time during the week if it suits your schedule better.) The afternoon comprises a 2 hour interactive and reflective session with experienced palliative care clinicians. The course will be facilitated virtually via zoom.

CONTENT:

This 8 day programme offers a learning opportunity to enable trained staff in all settings to develop and sustain their ability to care for people and support people who are living with life threatening illness.

Its core content is based on Health Education England 2019 (HEE) End of Life Care Learning Outcomes and includes a focus on:

- Communication Skills
- Assessment and Care Planning - Holistic Person-Centred Care
- Symptom Management – including care in the last days of life
- Advance Care Planning
- Underpinning Values of Palliative Care
- Knowledge about Palliative Care - including loss and bereavement
- Leadership and collaboration – Quality of Life and Living Well with Life Limiting Conditions
- Developing Self and others - looking at resilience
- Improving Quality and Developing Practice - completing a worked-based action plan

"This course is excellent value for money and covers a wide range of topics which are so relevant to working in Palliative Care"

"Hugely beneficial in helping me better my working practice"

(Course attendees 2024)



STUDENT OUTCOMES:

- Pre and post course outcome framework completion
- Accessing recommended learning and attendance at reflective webinars
- Two pieces of reflection
- Completion and presentation of a work-based action plan
- Completion of a personal achievement summary

HOW DO I BOOK?

For enquiries and to receive an application form, please contact education@stfrancis.org.uk

Cost - £200 per delegate for this 8 day course

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 15 th October 2024 14:00-17:00	Face to Face Acorn Suite/IPU	via Accessplanit
Tuesday 5 th November 2024 14:00-17:00		
Tuesday 10 th December 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
Tuesday 10 th December 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