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PALLIATIVE & END OF LIFE CARE EDUCATION PROGRAMME



**July to Sept
2025**

stfrancis.org.uk



The Hospice
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WELCOME

to our Palliative and End of Life Care (EOLC) Education Brochure for Jul - Sep 2025



The aim of this brochure is to detail palliative and end of life care education available during Jul to Sep 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 Principles of Palliative and End of Life Care
- Communication Skills
- Assessment and Care Planning
- Symptom Management, Comfort and Well-being
- Advance Care Planning

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: 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

[Join our Education and Learning Mailing List](#)

See our [website](#) for full details about each event

See our events on the Herts and West Essex Training Hub

<https://www.hwetraininghub.org.uk/>

Follow us on [Facebook](#) for News, Events, Palliative Care and Rehabilitation Insights.

MEND THE GAP - PALLIATIVE CARE EDUCATION



E-LEARNING

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



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. It also highlights the use of the ReSPECT process to document individual recommendations for patients.

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

Hospice UK and Dying Matters

Hospice UK's Dying Matters campaign is working to create an open culture in which everyone is comfortable talking about death, dying and grief. The website hosts many useful resources including leaflets, information sheets and short films.

<https://www.hospiceuk.org/our-campaigns/dying-matters>

End of Life Care for All (E-elca)

A range of modules that are nationally recognised and very useful. Some modules are open to everyone - to access the whole library of online materials you will need to register.

<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>

BOOKING & 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.

Our short 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.

There is a cost implication for our long courses and so we do ask staff to seek funding.

Please contact us if you have any queries at education@stfrancis.org.uk

NOTE: Please ensure you have permission from your line manager before booking – thank you!



MASTERCLASS

Understanding Cancer Related Cognitive Impairment

Tuesday

8

July

12pm - 1.30pm



Online



£15

Presenters:

Dr Sarah Stapleton
Clinical Academic
Nurse Researcher

Tamsin Longley
Senior Occupational
Therapist



This session is aimed at health care professionals looking to gain a better understanding of cancer related cognitive impairment. An opportunity to learn basic skills to help address the symptoms with this patient group

Course Aims:

This lunchtime masterclass aims to enhance your knowledge on some of the mechanisms behind cancer related cognitive impairment (CRCI). We will also look at current research into CRCI including assessment tools, basic strategies and interventions to help patients manage their symptoms

Objectives:

- To understand the definition of cancer related cognitive impairment (CRCI)
- To be able to recognise the contributing factors and mechanisms associated with CRCI
- To have an awareness of the CRCI work at the Royal Marsden and the Emerging from the Haze Programme

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COMPASSIONATE COMMUNICATION SKILLS

- Foundation Level

Alternative Date:

Thursday 4th December 9.30am-1pm

Thursday

**10
July**

9.30am - 1pm



Online



Free

Presenters:

Manisha Cook

Lecturer Practitioner/
Specialist
Physiotherapist

Dee Cooke

Lecturer Practitioner/
Nurse



Open to all internal and external
patient facing staff & volunteers

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

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

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AHP BITE SIZE

A Beginner's Guide to Service Innovation and Improvement in Palliative Care

Thursday
17
July

12pm - 1.30pm



Online



£10

Presenters:

Manisha Cook
Lecturer Practitioner/
Physiotherapist

Amy Smissen
Lecturer Practitioner/
Occupational Therapist



This session is suitable for all AHP professionals in any health care setting. If you are thinking of making a positive difference in your service but don't know where to start, this session will give you some starting points and top tips

Course Aims:

An AHP focused session suitable for anyone keen to understand the process of service development, service improvement and innovation. We will explore some processes and share examples from our own practice. We hope you feel motivated to make some positive changes after this session

Objectives:

- To understand the process of service development
- To come away with some starting points for making a positive change in your service
- To share service innovation ideas and explore the process using real examples

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PALLIATIVE AND END OF LIFE CARE OVERVIEW for Ambulance Clinicians

Tuesday
12
August

9.30am - 12.30pm



Online



Free

Presenters:

Claire Nicell
Joint Head of Education
and Learning



Open to any ambulance staff who have direct patient contact and who wish to gain a basic awareness about palliative and end of life care

Course Aims:

To provide an overview of palliative care essentials

Objectives:

- To recognise dying and deterioration
- To describe the role of anticipatory medicines in making patients comfortable
- To explore documents available to aid decision making in palliative care (including ReSPECT)
- To state services that can support the management of palliative care patients (particularly in Hertfordshire)
- To highlight key communication skills

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ReSPECT AWARENESS for EVERYONE

Wednesday
13
August
2pm - 3pm



Online



Free

Presenters:

Claire Nicell
Joint Head of
Education and
Learning

Dee Cooke
Lecturer Practitioner/
Nurse



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

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

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LEAN IN DON'T STEP BACK

Supporting individuals with complex dual mental health and palliative health care needs

Who Should Attend?

Senior mental health and palliative care clinicians who support individuals with complex dual needs- may be particularly suitable for GPs, clinical nurse specialists, mental healthcare doctors and pharmacists

Wednesday
3
September
9.30am - 4.30pm



**The Colonnades
AL10 8YE**



**Fully Funded
by HPFT
(Lunch provided)**

Presenters:

Consultants and experienced clinicians from The Hospice of St Francis, Isabel Hospice, Hertfordshire Partnership University NHS Foundation Trust (HPFT)



This one day course aims to bring senior healthcare professionals from mental health and palliative care disciplines together to share knowledge, learn from each other and consider new ways of working together to ensure that all patients living with a dual mental health and palliative care diagnosis get the care and support they need.

The day will be delivered by consultants and senior staff working within the mental health and palliative healthcare field

What will be covered?

- The Suicide Prevention Pathway (to include treatment of depression)
- Total pain and symptom management (including delirium and anxiety)
- The mental capacity act and the mental health act
- Managing conversations around assisted dying and advance care planning
- Detailed case study work and group discussion

Note: For those who want an introduction into this subject area please note that it may be more appropriate to attend "Prepared to Care" session running 6th November 2025 AL7 1GD

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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 £600

For the date of the next course and to register please visit our [website](http://www.stfrancis.org.uk).

Remember to choose The Hospice of St Francis as your chosen site!

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.



Information for Prospective candidates



Course information

Candidates are invited to an optional introductory evening at The Hospice of St Francis

Course resources:

Candidates will receive the Course Handbook containing the core text material. Candidates will also have access to the Princess Alice Hospice virtual learning environment – learningzone.pah.org.uk and be allocated a facilitator who will support them through their portfolio submission. The facilitators are experienced practitioners in specialist palliative care, who will be available by email or telephone.

Assessment

Candidates undertake three different forms of assessment; a pass is required in each of the sections.

Portfolio – each candidate will complete a portfolio, involving critical reflection, based on a patient they have cared for with palliative care needs. It will include the effect it had on both a personal and professional level. The portfolio should be supported by literature and demonstrate how the learning will influence future care. It will be 2,500 words and is submitted two weeks prior to the assessment day.

Written examination – There will be a one hour examination, which will include short true / false questions covering the principles of palliative care explored in the Course Handbook. There will be an additional short written paper of four questions on common opioid dose conversions.

Practical / oral assessment – The final element will be a short oral assessment exploring the knowledge and skills developed during the course.

On successful completion of the assessments candidates will be awarded the Princess Alice Hospice European Certificate in Essential Palliative Care.

How long is the course?

This is a nine-week course which can be carried out at a distance from the chosen site. Please note however, attendance at the local site assessment day is mandatory. It is recommended you carry out around 50 hours personal study, but this will vary depending on previous experience of palliative care.

Where does the course run?

The course is run centrally by Princess Alice Hospice in Esher but the Hertfordshire local site is run by The Hospice of St Francis, Berkhamsted.

Funding?

External funding opportunities may be available for hospice and Hertfordshire community staff. Please contact education@stfrancis.org.uk for more information.

To register with The Hospice of St Francis or for more information contact:

01442 869566

education@stfrancis.org.uk

For information about other sites, please contact 01372 461858

europeanecertificate@pah.org.uk

Dates for Autumn 2025:

Monday, 8 September 2025

Wednesday, 12 November 2025

Dates for Spring 2026:

To be confirmed

TRANSITION TO AUTONOMOUS PRACTICE

For Nurse/AHPs transitioning from a generalist to a specialist/site specific role in Palliative and End of Life Care, Oncology and Life-limiting conditions

Sep 25-Feb 26
2025/6
6 sessions
10.00am-4.30pm



Keech Hospice Care



to be confirmed

Presenters:

Experienced Clinicians from The Hospice of St Francis, Keech Hospice Care and East and North Herts NHS Trust



6 session programme funded by the BLMK and Hertfordshire and West Essex Integrated Care Boards and administered by Keech Hospice. The programme comprises six sessions which must all be attended to receive certification. Participants will meet regularly with a specialist mentor, reflecting on practice and taking part in action learning sets. Each day of the course is themed around an aspect of your specialist role.

Six Session Programme

- Day 1 Setting the scene and developing self
- Day 2 Leadership and collaborative practice
- Day 3 Developing self and others, through teaching and audit
- Day 4 Improving quality and developing practice
- Day 5 Developing self through self-management and self-care
- Day 6 Developing self; theory to practice

Dates

Starting September 2025 - exact dates to be confirmed

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INTERMEDIATE COMMUNICATION SKILLS

**Having Sensitive Conversations within
the Context of Palliative Care**

Thursday
11
September
9.30am - 4pm



Online



£25

Presenters:

Manisha Cook
Lecturer Practitioner/
Physiotherapist

Dee Cooke
Lecturer Practitioner/
Nurse



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

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)

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MASTERCLASS

Metastatic Spinal Cord Compression an Overview on the Initial and Ongoing Management

Tuesday
17
September
12pm - 1.30pm



Online



£15

Presenters:

Amy Elliott
Lead Spinal Practitioner MSCC
University College Hospitals
London



Open to all clinical staff who are interested in learning and developing their knowledge base on the fundamental management of metastatic spinal cord compression and the need for ongoing care post MSCC, or neuro-oncology services

Also suitable for clinically based staff who are interested in advancing their knowledge

Course Aims:

This session will provide a comprehensive understanding of metastatic spinal cord compression (MSCC). We hope to equip participants with the knowledge and skills required to initiate and coordinate the acute management of MSCC as well as considering the long-term physical, psychological, and social effects of spinal cord injury (SCI)

Objectives:

- To correctly identify the key symptoms and understand the pathophysiology behind spinal cord injury secondary to MSCC
- To understand the notion of goal based rehabilitation and key outcomes and quality of life measures which are fundamental after sustaining SCI secondary to MSCC

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PALLIATIVE AND END OF LIFE CARE an Awareness Day

Thursday
18
September
9.30am - 4pm



Online



Free

Presenters:

Amy Smissen
Lecturer Practitioner/
Occupational Therapist

Dee Cooke
Lecturer
Practitioner/Nurse



Would you like to . . .

Gain confidence in supporting individuals who are dying?
Learn how to talk about death and dying and what might be important in the future?
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.

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

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TALKING ACP and DNACPR

A Practical Approach

Wednesday
24
September
9.30am - 12.30pm



Online



Free

Presenters:

Claire Nicell
Joint Head of Education and
Learning



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?

Suitable for all clinicians that regularly have these conversations including GP's, hospital doctors, clinical nurse specialists, allied health professionals

Course Aims:

To explore ways to talk about ACP and DNACPR

ACP = Advance Care Planning

DNACPR = Do Not Attempt Cardiopulmonary Resuscitation

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

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AHP BITE SIZE

Boom and BUST: Supporting People to Manage Fatigue – An AHP Approach

Thursday
25
September
12pm - 1.30pm



Online



£10

Presenters:

Manisha Cook
Lecturer Practitioner/
Physiotherapist

Amy Smissen
Lecturer Practitioner/
Occupational Therapist



Open to all Allied Health Professionals and Wellbeing Practitioners. The principles of fatigue management can be utilised in any health care setting.
An opportunity to refresh your skills or learn new techniques.

Course Aims:

By the end of this session you will have a better understanding of why people often struggle with fatigue when living with a long-term health condition. You will leave with a range of practical theories and strategies to apply to your practice in order to enable your patients to self-manage, optimise their function and improve their quality of life.

Objectives:

- To be able to define fatigue and understand the 'boom and bust' concept
- To understand common pitfalls associated with fatigue management
- To share our resources and top tips for managing the impact of living with fatigue

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PALLIATIVE CARE DEVELOPMENT PROGRAMME (PCDP)

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.

We recommend this course for Band 5/6 practitioners.

AUTUMN 2025 DATES

(2 ½ hours each afternoon 1.30-4pm)

- Day 1 (full day) 23rd September
- Day 2 - 30th September
- Day 3 - 14th October
- Day 4 - 21st October
- Day 5 - 4th November
- Day 6 - 11th November
- Day 7 - 25th November
- Day 8 - 2nd December

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 ½ 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.

It's 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



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

"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)

HOW DO I BOOK?

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

Cost: £250 per delegate for this 8 day course

Administrated by:

The Hospice of St Francis
Spring Garden Lane, Northchurch,
Berkhamsted, Herts HP4 3GW
Tel: 01442 869550



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Reg. Charity No. 280825

ADVANCED COMMUNICATION SKILLS TRAINING

Delivered by the HERTS AND BEDS PALLIATIVE AND END OF LIFE CARE EDUCATION GROUP

WHO SHOULD ATTEND?

All experienced Health and Social Care Professionals (Band 6 & above) who have difficult conversations as part of their everyday role and have had previous communication skills training.

WHEN IS THE COURSE?

7 & 8 January 2026
10 & 11 February 2026
11 & 12 March 2026
8 & 9 April 2026
7 & 8 May 2026
3 & 4 June 2026

Delivered virtually via Zoom

View dates online at
stfrancis.org.uk/clinicians

CONTENT:

Based on the connected model using professional actors, this 2 day course will provide delegates with key communication strategies for managing difficult conversations that they experience in their role: Small groups of (maximum 6) delegates practice scenarios with the actors playing different roles (such as the patient or family member). These scenarios may include:

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

Delegates are expected to have completed Foundation & Intermediate level communication skills training at least 3-6 months prior to enrolling for the Advanced course.

WHAT HAVE OUR DELEGATES SAID?

"This course really makes you think differently about the way you can communicate with patients/families and gives you strategies and techniques that you might have never thought about before. Furthermore, it teaches you about cues the patient gives which can make such a difference to the whole consultation. I found the course extremely beneficial and interactive"

"This course was highly recommended to me. Everyone who has been on it raves about how amazing it because it is 'so real' and relevant to what I do every day"



HOW DO I BOOK?

For enquiries and to book onto the course, please contact education@stfrancis.org.uk Cost -£500 per delegate for the 2 day course(**£600 for courses after 01/09/25**). Fees are required on application. Previous delegates have been able to obtain funding from external organisations, particularly those from hospice and community nursing settings.

Please ask education@stfrancis.org.uk for more details or visit our website www.stfrancis.org.uk/clinicians

Administrated by:

The Hospice of St Francis
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Berkhamsted, Herts HP4 3GW
Tel: 01442 869550



Notes