



Education Programme 2012

Modules
Individual Module Sessions
Workshops
Locality Learning



Table of Contents



Introduction	3
Aims	4
Booking Information	5
Palliative and End Of Life Care For People With Non-malignant Illnesses (PEPNI) - Accredited Course/Module	6
PEPNI Individual Module Sessions	7 - 16
Clinical Issues in Palliative and End of Life Care (CIPEC) - Accredited Course/Module	17
CIPEC Individual Module Sessions	18 - 24
Syringe Driver Training	25 - 26
Advance Care Planning - Communication Skills and Train the Trainer programme	27
Verification of Death Workshop	28
Ways Through - Working with Grief, Loss and Bereavement	29
Complementary Therapy - Body Tambura & Laughter Yoga Workshops	30
Symptom Control Workshops - Lunchtime Sessions	31
Practical Caring & Observational Skills in Palliative and End of Life Care	32
Care Home Manager Update (3-part programme)	33
Communication Skills Training	34 - 36
NCFE Level 3 Certificate in the Principles of End of Life Care	37

Some courses may be deliverable in your workplace - please contact the Education Department to discuss

Introduction



St Michael's Hospice

Welcome to St Michael's Hospice Education Programme. Our Education Department offers a wide range of courses, workshops and other learning opportunities aimed at people whose roles involve palliative care in any setting.

All courses and learning activities incorporate WHO principles for palliative care and draw on best practice and evidence-based care guidance as highlighted by the Healthcare Commission, NICE and the Commission for Social Care Inspection.

We provide certification of attendance on all courses and offer structured frameworks to aid reflective practice for utilisation as part of your continuing professional development.

Education and learning activities are organised and facilitated by the Education Department.

Jean Fisher MSc RGN ONC FETC Cert Ed (FE) Dip PC
Head of Education

Debbie Smithers BSc (Hons) RGN FETC Cert Ed Dip PC
Teacher Practitioner

Ken Perry Ad GNVQ IT Dip HE PTTLs
Personal, Training and Administration Assistant

Other members of the Hospice Multi-disciplinary Team and professional colleagues from other areas are also involved as appropriate.

Whilst every effort is made to provide the programme advertised, the Education Department reserves the right to cancel or amend the programme without notice in the event of circumstances beyond its control.

Education Department



Aims

- To positively influence the care and support offered to individuals facing life threatening illness and their families through the provision of high quality palliative care education and training, based on current evidence and research
- To offer an education and training service that is professional, with a personal touch and that balances efficiency with friendliness
- To empower individuals and teams to develop competence and confidence in their palliative care knowledge and skills, through the learning, guidance, supervision and support offered by the Education Department
- To sustain palliative care education services in the long term future of St Michael's Hospice through flexibility and full integration with clinical services and service development
- To enhance the profile of St Michael's Hospice nationally and internationally through education activities and publication

Booking Information



Course Fees:

Course fees are payable in advance. A cancellation fee will be charged at 75% within 3 weeks of the date of the course (where appropriate fees may be carried forward to future events). If a substitute is put in place of someone who cannot attend on the day, this may incur an administration cost. Applications without payment will be treated as a provisional booking. Provisional bookings will be cancelled after two weeks if completed application forms have not been received. Payment by instalments is possible by prior negotiation with the Education Department.

Course fees are kept as low as possible to facilitate attendance by those who are self-funding. Funding support may be available from the following sources: line manager, employer, local "Trust Funds" for GP Practice, ward area. It is the responsibility of the applying student to ensure that funding and study leave is approved and granted.

Discounts:

Discounted fees may be available for pre-registration nursing students or for block bookings of 4 or more individuals from one organisation.

Catering:

All refreshments, including light lunch for full day programmes, are provided within the course fee for freestanding days; this covers individual days or half day workshops only. Module students will be required to support the cost of their own refreshments, but this is at a subsidised rate.

Course Bookings:

Our application form and news on all other education events are available on our website www.st-michaels-hospice.org.uk

Further enquiries: **Tel:** 01432 851000 **Fax:** 01432 851022

Email: kperry@st-michaels-hospice.org.uk

Data Protection Statement

St Michael's Hospice maintains databases for course management and marketing. Contact details are held and may be used as a basis for a mailing list to promote future courses (this information is not made available to other organisations).

PEPNI Module

Palliative and End Of Life Care For People With Non-malignant Illnesses - Theory & Practice Module

Introduction Day	Wednesday 25/01/12, 9.30 - 4.30
Theory Component	Wednesdays 08/02/12 - 18/04/12, 9.30 - 4.30
Reading Week	11/04/12
Presentations	Wednesday 25/04/12
Clinical Practice Days	3 days by 6th June 2012

Course Fees £300

(Plus individual registration fees as charged by University of Worcester, provisionally £80 per student)

Target Audience

Qualified health care staff engaged in the care of individuals in the palliative or end stage of life

Content

This module presents an opportunity to develop knowledge and confidence in relation to caring for and supporting individuals with non-malignant life threatening illness, and the palliative aspects of severely life-limiting illness.

- Palliative Care and Non Cancer: Models, Theories and Real Life
- The impact of disease trajectory on the individual and the family
- Survivorship and depression in life-limiting and life threatening conditions
- Theories of grief and models of bereavement support
- Children and life-limiting / life threatening illness
- Palliative and End of Life aspects of:
 - Neurological diseases / Respiratory diseases / Dementia / Cardiovascular diseases
 - Rheumatology & connective tissue disorders / Renal disease & organ failure

Accreditation

Accredited by University of Worcester. Accredited and non accredited routes available Level 5 (Diploma) and Level 6 (Degree) pathways

For continuing professional development this module has an accreditation of 20 CATS points at Level 5 or Level 6

Those unable to participate in the complete module (PEPNI) have the opportunity to attend whole day or half day sessions (see pages 7 - 16), and may be able to use these sessions for future accreditation by negotiation with us.

Individual Module Session



Palliative Care and People With Non-malignant Illnesses - A Review

Spring 2012

Wednesday 8th February

9.30 - 4.30

Course Fees £60 including refreshments and light lunch

Target Audience

Qualified health care staff engaged in the care of individuals in the palliative or end stage of life

Content

Today provides the foundation for the rest of the module. We will critically review the WHO definition and principles for palliative care, together with the national and local strategies and consider how/if your own working contexts 'fit' with these agendas and how those with non-malignant conditions and their families may/will benefit from these.

There will be an opportunity for supportive reflection and self directed study in the afternoon.

- What is Palliative Care?
- The Ethos and Philosophy Issues
- Critical Review of Models of Delivery and role for those with non-malignant and often long term conditions
- Changing Gear – Health Promotion, Independence Maintenance, Self Care – Palliation

Individual Module Session



Palliative and End of Life Care and Organ Diseases 1

Spring 2012
Wednesday 15th February
1.30 - 4.30

Course Fees £32 including refreshments

Target Audience

Qualified health care staff engaged in the care of individuals in the palliative or end stage of life

Content

This afternoon we will consider issues relevant to Palliation of organ disease. We will have the opportunity to examine the impact of such diagnosis and the impact of transitions of care for both professionals and patient/family.

We will explore:

- Renal diseases
- Liver diseases

Individual Module Session



Palliation in Respiratory Disease

Spring 2012

Wednesday 22nd February

1.30 - 4.30

Course Fees £32 including refreshments

Target Audience

Qualified health care staff engaged in the care of individuals in the palliative or end stage of life

Content

This day offers insight into aspects of coping with a long term condition and a critical review of palliative care in respiratory disease.

- The Impact of Respiratory Disease
- Management of Non-malignant Respiratory Disease
- Interventions: Pharmacological & Non-pharmacological



Individual Module Session



Palliative and End of Life Care in Dementia

Spring 2012

Wednesday 29th February

9.30 - 4.30

Course Fees £60 including refreshments and light lunch

Target Audience

Qualified health care staff engaged in the care of individuals in the palliative or end stage of life

Content

Dementia is a major health care issue locally, with an ageing population. This event offers an opportunity to review the palliative care needs in a group of people for whom assessment and communication present us with significant challenges.

- Dementia – what do we mean?
- Aims of Care & Transitional Processes
- Individual Assessment in Cognitive Impairment
- Managing Symptoms
- Maintaining Personhood
- Supporting Families

Individual Module Session



Illness & Self Concepts

Spring 2012
Wednesday 7th March
1.30 - 4.30

Course Fees £32 including refreshments

Target Audience

Qualified health care staff engaged in the care of individuals in the palliative or end stage of life

Content

We will look at specific aspects which may be pertinent to many individuals and families - whatever the life threatening illness may be.

- Self perception
- Illness behaviour
- Self care and transitions
- Living with chronicity

Individual Module Session



Palliative and End of Life Care and Organ Diseases 2

Spring 2012
Wednesday 14th March
1.30 - 4.30

Course Fees £32 including refreshments

Target Audience

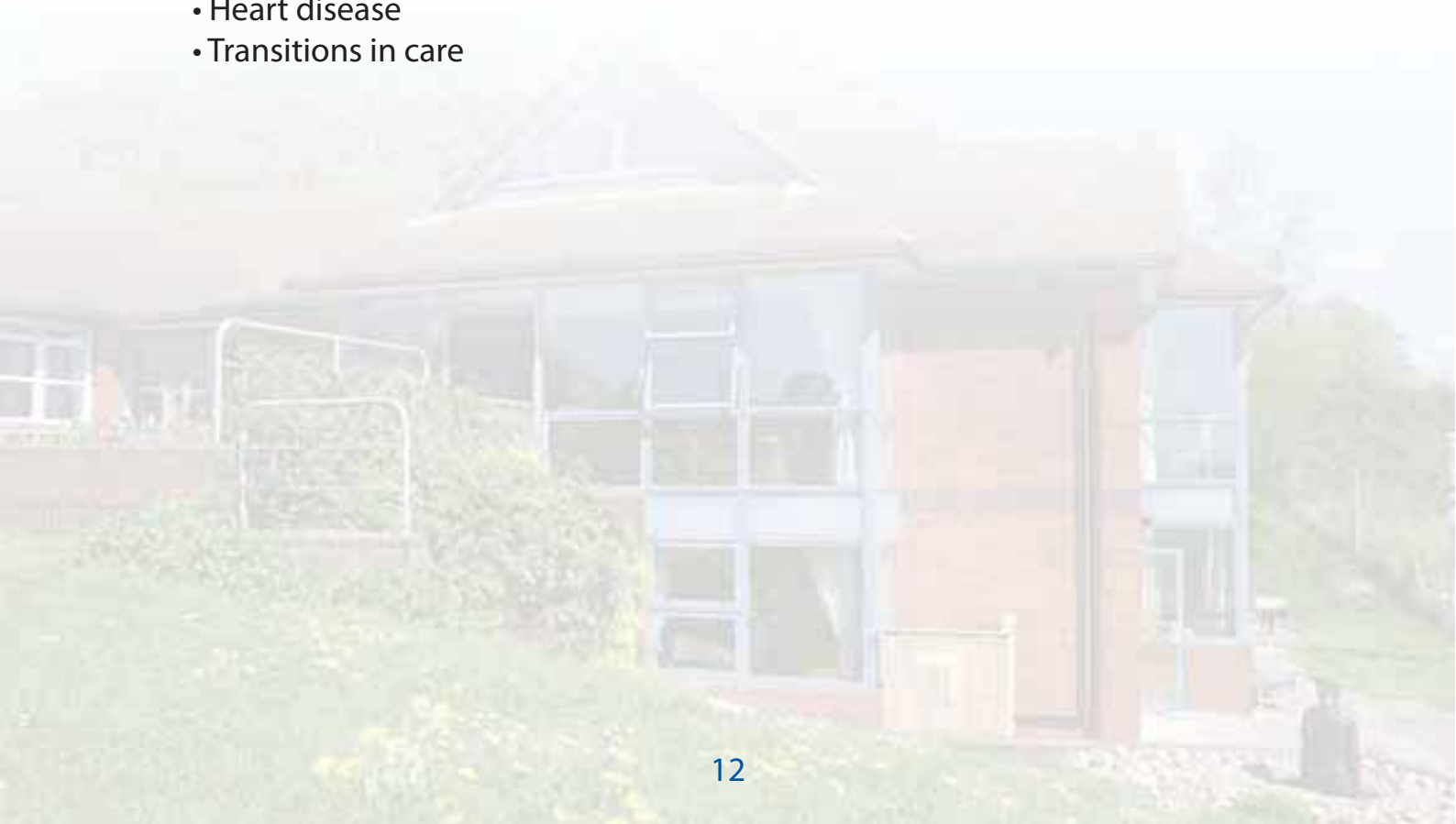
Qualified health care staff engaged in the care of individuals in the palliative or end stage of life

Content

We will consider issues relevant to Palliation of organ disease. We will have the opportunity to examine the impact of such diagnosis and the impact of transitions of care for both professionals and patient/family.

We will explore:

- Heart disease
- Transitions in care



Individual Module Session



Children, Young People and Palliative & End of Life Care

Spring 2012
Wednesday 21st March
9.30 - 4.30

Course Fees £60 including refreshments and light lunch

Target Audience

Qualified health care staff engaged in the care of individuals in the palliative or end stage of life

Content

This day provides an opportunity to consider the needs of children and young people both as family members and as patients.

- Breaking bad news to children and young people - whose role?
- Supporting children and young people when a family member is very ill
- Paediatric life threatening & life-limiting illness
- Supporting families when a child or young person is dying
- Bereavement – children and young people

Individual Module Session



Ethical and Personal Impact Issues and Palliation in Rheumatological Diseases

Spring 2012
Wednesday 28th March
1.30 - 4.30

Course Fees £32 including refreshments

Target Audience

Qualified health care staff engaged in the care of individuals in the palliative or end stage of life

Content

This morning we are going to explore some of the psychological and ethical aspects of Long Term Conditions. We will also focus specifically on Palliative care and Rheumatology.



Individual Module Session



Palliation in Neurological Diseases

Spring 2012
Wednesday 4th April
9.30 - 4.30

Course Fees £60 including refreshments and light lunch

Target Audience

Qualified health care staff engaged in the care of individuals in the palliative or end stage of life

Content

Neurological disease presents us with a raft of practical, clinical and ethical problems. The aim of this event is to consider how, when and where palliative care begins and fits in with other supportive care elements.

- Ethical considerations of treatment
- Parkinson's Disease
- Multiple Sclerosis
- Motor Neurone Disease
- Other Neurological Conditions

Individual Module Session



Communication, Grief and Loss

Spring 2012
Wednesday 18th April
9.30 - 4.30

Course Fees £60 including refreshments and light lunch

Target Audience

Qualified health care staff engaged in the care of individuals in the palliative or end stage of life

Content

The focus of this day will be facing loss and death. How we offer supportive care to individuals and families, and how this work impacts upon us as professional carers.

- Multiple Losses
- Anticipatory Grief
- Theories and Models of Grief and Loss
- Bereavement Support – What, When, Where & Who?
- Who Cares for the Carers?
- Facing Death and Finding Hope
- Stress and Coping

Clinical Issues in Palliative and End of Life Care - Theory & Practice Module

Introduction Day	Wednesday 05/09/12, 9.30 - 4.30
Theory Component	Wednesdays 19/09/12 - 07/11/12, 9.30 - 4.30
Reading Week	24/10/12
Presentations	Wednesday 14/11/12
Clinical Practice Days	3 days by January 2013

Course Fees £350

(Plus individual registration fees as charged by University of Worcester, provisionally £80 per student)

Target Audience

Qualified health care staff engaged in the care of individuals in the palliative or end stage of life

Content

This module presents an opportunity to examine principles and to update on current practice in palliative care with regard to symptom management, and to review the evidence base for practice.

- Philosophy & principles of care in the palliative context
- The assessment & management of symptoms (Theory and Practice)
- The impact of disease / End of Life Care / Teamwork in palliative care
- Current management strategies of specific symptoms, including pain, gastro-intestinal & respiratory symptoms / Coping with caring in palliative care / Specialist clinical practice

Accreditation

Accredited by University of Worcester. Accredited and non accredited routes available Level 5 (Diploma) and Level 6 (Degree) pathways

For continuing professional development this module has an accreditation of 20 CATS points at Level 5 or Level 6

Those unable to participate in the complete module (CIPEC) have the opportunity to attend whole day or half day sessions (see pages 18 - 24), and may be able to use these sessions for future accreditation by negotiation with us.

Individual Module Session



Philosophy & Principles of Palliative Care

Autumn 2012

Wednesday 19th September

9.30 - 12.30

Course Fees £32 including refreshments

Target Audience

Qualified health care staff engaged in the care of individuals in the palliative or end stage of life

Content

This workshop is suitable for those who have an interest in care of the very ill, dying and bereaved and who wish to gain some foundation knowledge in palliative care.

- What is Palliative Care?
- Who is Palliative Care for?
- The Ethos of Palliative Care
- Models of Death & Dying and their Relevance to Practice

Individual Module Session



Symptom Control in Palliative Care - Overview & Principles

Autumn 2012

Wednesday 26th September

9.30 - 12.30

Course Fees £32 including refreshments

Target Audience

Qualified health care staff engaged in the care of individuals in the palliative or end stage of life

Content

This workshop will help you gain knowledge, skills and understanding of symptom assessment and general principles underpinning our approach to providing holistic palliative symptom control.

- Symptom Patterns & Prevalence
- Personality & Symptoms
- Principles of Symptom Control
- Symptom Assessment



Individual Module Session



Gastro-intestinal Symptoms in Palliative Care

Autumn 2012

Wednesday 3rd October

9.30 - 12.30

Course Fees £32 including refreshments

Target Audience

Qualified health care staff engaged in the care of individuals in the palliative or end stage of life

Content

This session is designed to enhance your knowledge and practice in helping palliative care patients and their families manage these complex and often underrated difficulties which may have a major impact on quality of life.

- Oral Problems
- Nausea & Vomiting
- Intestinal Obstruction
- Constipation

Individual Module Session



Respiratory Symptoms in Palliative Care

Autumn 2012

Wednesday 10th October

9.30 - 12.30

Course Fees £32 including refreshments

Target Audience

Qualified health care staff engaged in the care of individuals in the palliative or end stage of life

Content

One of the key focus points of this session is the role we may be able to play in helping with, or mitigating against, particularly distressing and emotive symptoms.

- Cough
- Dyspnoea
- Haemoptysis
- Hiccoughs
- Coping and Management Strategies

Individual Module Session



Pain in the Palliative Patient

Autumn 2012

Wednesday 17th October

9.30 - 4.30

Course Fees £60 including refreshments and light lunch

Target Audience

Qualified health care staff engaged in the care of individuals in the palliative or end stage of life

Content

This day is aimed at those whose roles involve caring for people who have to face and cope with pain. The session will help you gain knowledge, skills and understanding of both the problems and a range of care and treatment strategies.

- Pain Assessment
- Pain Theories & Pain Mechanisms
- Concepts of Pain
- Acute & Chronic Pain – Aspects for Practice with Palliative Care Patients
- Palliative Pain Management Strategies
- Non Drug Management
- Drug Management

Individual Module Session



Clinical Emergencies in Palliative Care

Autumn 2012

Wednesday 31st October

9.30 - 12.30

Course Fees £32 including refreshments

Target Audience

Qualified health care staff engaged in the care of individuals in the palliative or end stage of life

Content

Even within the context of palliative care some situations are emergencies. What are they? Can we prevent them? How do we manage them? What consequences do they hold? The aim of this session is to address these questions and explore practical and non practical issues which need to be considered.

- Hypercalcaemia of Malignancy
- Superior Vena Cava Obstruction
- Haemorrhage
- Fits
- Malignant Spinal Cord Compression
- Fractures

Individual Module Session



End of Life Care - The Final Phase of Life

Autumn 2012

Wednesday 7th November

9.30 - 12.30

Course Fees £32 including refreshments

Target Audience

Qualified health care staff engaged in the care of individuals in the palliative or end stage of life

Content

- Maximising Physical Comfort (including symptom management aspects)
- Psychosocial Care for the Individual and the Family
- Offering Spiritual Care - not just 'Do You Want Your Vicar to Call?'
- Care in Context - National & Political Influences on Local Services & Configuration
- Self Preservation & Therapeutic Caring - Impossible Balance?



Syringe Driver Introduction



Spring 2012
Tuesday 6th March
1.30 - 5.00

Further Dates TBC

Please contact for info or to reserve a place

Course Fees £35 including refreshments

Target Audience

Qualified health care staff engaged in patient care

Content

This workshop offers the opportunity to gain theoretical and practical knowledge of the use of syringe drivers in the context of palliative and end of life care - in accordance with West Midlands Strategy and Local Care Trust policies. There will be an opportunity to practice skills required to use commonly used syringe drivers.

- Syringe Drivers in Palliative Care - Contexts of Usage
- Advantages & Disadvantages of Syringe Drivers
- Setting Up & Maintaining Use of Syringe Drivers (skills practice)
- Common Drugs Overview
- Troubleshooting



Syringe Driver Update

Winter 2012
Tuesday 2nd February
1.30 - 4.30

Further Dates TBC

Please contact for info or to reserve a place

Course Fees £35 including refreshments

Target Audience

Qualified health care staff engaged in patient care who have undertaken syringe driver training and who use syringe drivers in clinical practice

Content

- Foundation Knowledge Review
- Applied Mathematics
- Problem Solving

Syringe Drivers - Maximising Potential

2012 Dates TBC

Please contact for info or to reserve a place

Course Fees £35 including refreshments

Target Audience

For those who have previously undertaken syringe driver training and who use syringe drivers in clinical practice.

Content

Explore optimum management of symptoms and promotion of comfort using case studies & examples from clinical practice.

- Foundation Knowledge Review
- Applied Mathematics
- Problem Solving
- Drugs and Dilutions
- Combinations and Compatibilities



Advance Care Planning

NHS
West Midlands

FREE Communication Skills and Train the Trainer Programme

Day 1 - Communication Skills

Tuesday 24th January
Thursday 26th January
Thursday 9th February
Thursday 16th February

Day 2 - Train the Trainer

Thursday 1st March
Tuesday 13th March

All dates 9.00 - 5.00

Course Fees Free of charge (Supported by NHS West Midlands)

Target Audience

GP's, Community Matrons, Clinical Nurse Specialists, Registered Nurses & other Registered Health Care Professionals, Senior Social Care Staff, Social Workers, Care Managers, Educators, Care Assessors

Day one (Communication Skills) aims to:

Prepare health and social care practitioners to develop the confidence and skills to undertake conversations with patients and families about end of life decisions and advance care planning.

Content

- Practice issues
- Evidence base
- Key components of advance care planning
- Legal and ethical considerations
- Documentation
- Barriers to conversation

Day two (optional Train the Trainer day) aims to:

Prepare health and social care practitioners to develop the confidence and skills in the facilitation of training for advance care planning communication.



Verification of Death Workshop

Winter 2012

Tuesday 21st February

12.00 - 2.00

Autumn 2012

Thursday 20th September

12.00 - 2.00

Course Fees £20 including refreshments

Target Audience

RGNs working in any healthcare setting

Content

This workshop will clarify the terminology, professional roles and responsibilities as well as considering the practicality of how to verify death.

- Verification vs Confirmation vs Certification
- Legal Responsibilities
- When and How to Involve the Coroner
- Verifying in the Situation of an Expected Death

Ways through - Working with Grief, Loss and Bereavement

A 20 hour learning programme (8 x 2½ hour sessions)

Spring 2012

on the following Mondays:

5th March, 12th March, 19th March, 26th March
2nd April, 16th April, 23rd April, 30th April

6.30pm - 9.00pm on all dates

Course Fees Professionals and private sector organisations £160.00
Community and voluntary groups £50.00

Target Audience

- Community groups (churches, voluntary groups etc)
- Health and social care professionals
- Sheltered Housing/Extracare facilities
- Funeral Directors
- Crematorium staff
- Residential and Nursing Homes
- Solicitors

Content

This course will aim to provide the opportunity for those who may be involved in working with or supporting people who experience loss and bereavement to consider theoretical and practical aspects of grief and loss which will enhance their knowledge, skills and confidence

- Explore the parameters of loss experienced through the lifespan and the meanings people may ascribe or find within loss and bereavement
- Relevant theories - roles and responsibilities
- Resources and avenues of bereavement support within the community
- Communication skills
- Coping mechanisms and strategies

All students will be encouraged to undertake a reflective piece of work during the mid-course break

Body Tambura Workshop



Spring 2012
Friday 20th April
9.30 - 12.30

Course Fees £35 (or £60 for the whole day)

Target Audience All Healthcare Professionals

Content

The Body Tambura is a new instrument in the field of receptive music therapy and can be helpful in End of Life Care for two reasons: firstly, it requires no musical experience or training and can be played by anyone; secondly, its efficiency in significantly reducing anxiety, distress and fear.

- Basic playing technique
- Group and individual work
- Anxiety management
- Psychological and transpersonal work
- Music breathing
- Using music to support patients in the end of life phase

Laughter Yoga Workshop

Spring 2012
Friday 20th April
1.30 - 4.30

Course Fees £35 (or £60 for the whole day)

Target Audience All Healthcare Professionals

Content

A way to encourage joy and playfulness into your life and improve well-being. There has been much research that show that laughter is good for us both physically and emotionally. Laughter yoga blends laughter techniques and deep yogic breathing. It teaches us to laugh for laughter's sake. Explore laughter as an effective tool to help cope with difficult situations.

- basic laughter yoga techniques
- the benefits of laughter yoga
- group laughter
- laughing alone
- making laughter a habit

Symptom Control Workshops

Lunchtime sessions

Summer 2012

Nutrition - Wednesday 9th May

Spinal Cord Compression - Wednesday 16th May

Neuropathic Pain - tbc

Fatigue - tbc

Lymphoedema - tbc

12.30 - 2.00 on all dates

Course Fees Donations of £5

Target Audience

Registered Health and Social Care Professionals engaged in the care of individuals in the palliative or end stage of life

Content

- Nutrition - a review of latest evidence in respect of nutrition and nutritional support for people in palliative stages of their illness
- Malignant Spinal Cord Compression - Index of suspicion flags; signs and symptoms and management strategies
- Neuropathic Pain - an update of latest evidence based treatment for these particularly difficult pain situations frequently encountered in palliative and end of life care
- Fatigue - an update on latest thinking and research on holistic management of fatigue in the context of life-threatening illnesses
- Lymphoedema - content tbc



Practical Caring & Observational Skills in Palliative and End of Life Care

Summer 2012

Day 1

Friday 18th May

9.30 - 4.30

Day 2

Friday 25th May

9.30 - 4.30

Course Fees £100

A 2-day training programme

Target Audience

Health Care Assistants and Care Agency Staff in all care settings delivering palliative care

Content

- Effective Feedback
- Overview of End of Life Care including:
 - Nutrition
 - Pressure Areas
 - Oral Care
 - Your Role in Symptom Management
 - Individual and Family Support
 - Communication with Family Members



Care Home Manager Update

3-part programme

Summer 2012

Day 1

Monday 28th May

9.30 - 4.30

Day 2

Monday 11th June

9.30 - 4.30

Half-day Follow-up

Monday 10th September

9.30 - 12.30

Course Fees Free of charge (funded by Wye Valley NHS Trust)

Target Audience

Herefordshire Care Home managers. Candidates must attend all 3 days

Content

The aim of this programme is to provide opportunities for Care Home managers to increase their knowledge and understanding of aspects of the End of Life Agenda pertinent to their role.

We will provide the tools to improve care offered by your team by utilising a Commitment to Change Framework approach to the programme. This means that attendees will each be actively engaged in reflecting on the care offered within their own establishment, selecting an area for change and development. Attendees will be supported to carry this forward through an Action Learning Set methodology.

- Where are we now? Baselines on End of Life in Care Homes
- The Six Step Pathway and Care Homes
- Creative keys to success
- Quality and ELCQuA markers for End of Life Care in Care Homes

NB Attendance at all 3 sessions is required to ensure certificate of attendance

Communication Skills Introduction

Summer 2012
Tuesday 26th June
9.30 - 4.30

Course Fees £60 including refreshments and light lunch

Target Audience

Health and Social Care staff engaged in direct care with service users and families

Content

- What do we mean by communication?
- Core skills for our roles and how to use them
- Interactive exercises and skills practice
- Skills transfer - Theory to practice



Intermediate Communication Skills

2-day course

Summer 2012

Wednesday 12th & Thursday 13th September

9.30 - 4.30

Course Fees £120 including refreshments and light lunch

Target Audience

For registered Health and Social Care professionals engaged in working with service users and families.

Content

- Developing skills for practice - participant led agenda
- Interactive exercises and skills practice
- Skills transfer - Theory to practice





Enhanced Communication Skills

2-day course

Autumn 2012

Wednesday 28th & Thursday 29th November
9.30 - 4.30

Course Fees £120 including refreshments and light lunch

Target Audience

Registered Health and Social Care Professionals engaged in the care of individuals in the palliative or end stage of life

Content

- Using communication skills in complex and difficult situations - Participant led agenda
- Interactive exercises and skills practice
- Skills transfer - Theory to practice

NCFE Level 3 Certificate in the Principles of End of Life Care



2012

Please contact the Skills for Work team for the next available course dates and fees

Target Audience

NCFE Level 3 Certificate in the Principles of End of Life Care is an ideal course for those people seeking to increase their knowledge of palliative care in a vocational setting. This includes a wide range of people whose job includes caring for those who have a life-limiting illness. It has relevance to all types of care settings, including hospices, care homes, care in the community and primary care.

Content

The NCFE Level 3 Certificate in the Principles of End of Life Care is designed to provide candidates with an understanding of the principles of palliative care. It will encourage them to use a 'whole person' and 'person-centred' approach to meet the emotional, social and spiritual needs of dying people and their families and increase candidates' awareness of loss, grief and the ways in which they can offer appropriate support to the bereaved. The course also provides employers with a structured training programme which will meet the training needs of their employees.

This is a distance learning course with supportive resources. It requires attendance on a half day introduction session, and a full day session to explore aspects of communications and other key topics requiring discussion-style input. Generally this course is run over a four-month period with link tutors available to give email or telephone guidance and support on a weekly basis if required.

Please contact the **Skills for Work Team** on **01432 260539** for course dates, fees and to apply for a place.

Notes





St Michael's Hospice
Education Department
Bartestree, Hereford HR1 4HA
Tel: 01432 851000
Fax: 01432 851022
www.st-michaels-hospice.org.uk
Email: info@st-michaels-hospice.org.uk

St Michael's Hospice is a Registered Charity
Registered Charity No 511179