

# Programme

Courses, workshops and study days

October 2018 – December 2019



Welcome to our programme of educational courses. We have a purpose built Learning and Development Centre where we deliver training to both our internal staff and external organisations. Many of our courses are open to both internal and external applicants, thereby encouraging networking and the sharing of experiences. The majority of our courses are delivered by our Practice Educators, who have a wealth of knowledge and practical experience in end of life care.

## How do I apply?

To book on one of the courses please download a course booking form and email this to [education@sthelena.org.uk](mailto:education@sthelena.org.uk)

For any queries email the Education Team at [education@sthelena.org.uk](mailto:education@sthelena.org.uk) or phone us on 01206 851560 between 8.30am and 4.30pm Monday to Friday.

## How to find us

Our full address is: St Helena, Myland Hall, Barncroft Close, Colchester CO4 9JU. The Learning and Development Centre is at the rear of the main building. Parking is limited. If parking in the street please be considerate of local residents.

Please be aware that we are a no smoking site.

### Communication Skills for Residential and Nursing Homes (1 day course)

For staff, both registered and non-registered who care for people with life limiting illness. This course is tailored to situations that may be encountered in the care or residential home setting.

By the end of this course you should be able:	Dates/Time	Venue	Cost
<ol style="list-style-type: none"><li>1. To identify the fundamental meaning of communication and to increase awareness of your own communication skills.</li><li>2. To recognise the importance of effective communication and the consequences of poor communication.</li><li>3. To identify blocking and facilitating strategies used when communicating.</li><li>4. To explore strategies to develop your communication skills.</li></ol>	9am-4pm	St Helena Learning and Development Centre	£50 per person
	Wed 31 <sup>st</sup> Oct 2018		
	Tues 26 <sup>th</sup> Feb 2019		
	Wed 8 <sup>th</sup> May 2019		
Wed 13 <sup>th</sup> Nov 2019			

### Intermediate Communication Skills (1 day course)

For health and social care staff in registered or associate roles. This course is good preparation for the Advance Communication Skills Training course.

By the end of this course you should be able:	Dates/Time	Venue	Cost
<ol style="list-style-type: none"><li>1. To identify the fundamental meaning of communication and to increase awareness of own communication skills.</li><li>2. To recognise the importance of effective communication and the consequences of poor communication.</li><li>3. To identify blocking and facilitating strategies used when communicating.</li><li>4. To explore strategies to develop your communication skills.</li></ol>	9am-5pm	St Helena Learning and Development Centre	£50 per person
	Fri 12 <sup>th</sup> Oct 2018		
	Wed 5 <sup>th</sup> Dec 2018		
	Mon 29 <sup>th</sup> April 2019		
	Wed 25 <sup>th</sup> Sep 2019		
Wed 8 <sup>th</sup> Jan 2020			

### Advance Communication Skills Training (ACST) (2 day course)

Applicants should be senior healthcare professionals (band 6 and above) who are working directly with patients and families. A willingness to use experiential methods of learning and to undertake a video recorded role-play once during the course is an expectation of the course.

By the end of this course you should be able:	Dates/Time	Venue	Cost
1. To understand the importance of effective communication and the consequences of poor communication.	9am-5pm Mon 19 <sup>th</sup> and Tues 20 <sup>th</sup> Nov 2018	St Helena Learning and Development Centre	£400 Lunch provided
2. To identify blocking and facilitating strategies used when communicating.	Thurs 21 <sup>st</sup> and Fri 22 <sup>nd</sup> Mar 2019		
3. To increase awareness of own communication skills.	Mon 1 <sup>st</sup> and Tues 2 <sup>nd</sup> Jul 2019		
4. To explore strategies to develop your communication skills.	Thurs 7 <sup>th</sup> and Fri 8 <sup>th</sup> Nov 2019		
5. To increase ability to deliver information effectively and explore decision-making.			
6. To increase confidence in responding to difficult communication situations.			
7. To enhance inter-professional communication.			

### Breathlessness and Fatigue Management (½ day course – 4 hours)

For clinical staff working with patients who may present with the breathlessness and fatigue commonly associated with heart failure and respiratory disease.

By the end of this course you should be able:	Dates/Time	Venue	Cost
1. To recognise common causes of disease related breathlessness.	9am-1pm Tues 12 <sup>th</sup> Mar 2019	St Helena Learning and Development Centre	£25 per person
2. To illustrate the anatomy of the respiratory system.	Wed 9 <sup>th</sup> Oct 2019		
3. To discuss how oxygen is prescribed and safe administration.			
4. To review the use nebulisers and how to administer nebulised drugs.			
5. To assist patients to manage breathlessness and fatigue using non-pharmacological strategies.			



### Clinical Supervision (2 day course)

For clinical staff facilitating individual or group clinical supervision sessions. Clinical supervision is a formal process of professional support and learning that addresses practitioners' developmental needs in a non-judgemental way.

By the end of this course you should be able:	Dates/Time	Venue	Cost
1. To define what is clinical supervision.	9.30am – 4pm	St Helena Learning and Development Centre	£100 per person
2. To discuss potential benefits and barriers associated with clinical supervision.	Tues 6 <sup>th</sup> and Weds 7 <sup>th</sup> Nov 2018		
3. To explore different learning styles and to identify your own.	Tues 14 <sup>th</sup> and Wed 15 <sup>th</sup> May 2019		
4. To identify the importance of the clinical supervision relationship.	Tues 26 <sup>th</sup> and Wed 27 <sup>th</sup> Nov 2019		
5. To appreciate how communication skills relate to clinical supervision.			
6. To outline the process of reflection introducing common reflective models.			

### Discussions around Advanced Care Planning and Do Not Attempt Cardio-Pulmonary Resuscitation (ACP/DNACPR) (1 day course)

For clinical staff who are directly involved in facilitating conversations and completing documentation regarding ACP/DNACPR (medical staff, nurse consultants; clinical nurse specialists; developmental clinical nurse specialist; advanced nurse practitioners and developmental advanced nurse practitioners).

By the end of this course you should be able:	Dates/Time	Venue	Cost
1. To define terminology associated with ACP/ DNACPR.	10am-4pm	St Helena Learning and Development Centre	£80 per person
2. To recognise the legal framework/professional guidance surrounding ACP/DNACPR decisions.	Tues 16 <sup>th</sup> Oct 2018		
3. To explain the role of the Mental Capacity Act (2005) regarding ACP/DNACPR.	Tues 29 <sup>th</sup> Jan 2019		
4. To appreciate the role of a Welfare Attorney.	Tues 21 <sup>st</sup> May 2019		
5. To identify the potential difficulties when having ACP/DNACPR discussions.	Tues 12 <sup>th</sup> Nov 2019		
6. To identify communication skills to facilitate the ACP/DNACPR discussions.			
7. To describe the My Care Choices Register.			



### Foundations of Palliative and End of Life Care (1 day course)

For staff who are new to end of life care or who have limited experience in this field. It is primarily aimed at non-registered staff, but registered staff new to this field of care are also welcome to attend.

By the end of this course you should be able:	Dates/Time	Venue	Cost
<ol style="list-style-type: none"> <li>To recognise the different stages of the dying trajectory.</li> <li>To describe symptom management at the end of life.</li> <li>To identify how to deliver practical care at the end of life.</li> <li>To recognise when someone is dying.</li> <li>To explore what happens after someone dies.</li> <li>To discuss communication strategies when supporting patients and their loved ones about end of life issues.</li> <li>To reflect on feelings and to be able to identify the importance of self-care to promote emotional resilience.</li> </ol>	9am-4pm Fri 11 <sup>th</sup> Jan 2019 Mon 1 <sup>st</sup> Apr 2019 Tues 9 <sup>th</sup> Jul 2019 Wed 2 <sup>nd</sup> Oct 2019	St Helena Learning and Development Centre	£50 per person

### Holistic Assessment in Palliative Care (1 day course)

For registered and non-registered staff who care for people with life limiting illness.

By the end of this course you should be able:	Dates/Time	Venue	Cost
<ol style="list-style-type: none"> <li>To define the term 'holistic assessment'.</li> <li>To appreciate the physical, emotional, social and spiritual components of holistic assessment.</li> <li>To value the importance of completing meaningful holistic assessments.</li> <li>To discuss the use of objective assessment measures.</li> <li>To consider the fundamental importance of good communication skills when conducting holistic assessments.</li> </ol>	9am-4pm Thurs 25 <sup>th</sup> Apr 2019 Mon 7 <sup>th</sup> Oct 2019	St Helena Learning and Development Centre	£50 per person

### Introduction to End of Life Care (3 hour course)

For staff with little or no prior knowledge of end of life care.

By the end of this course you should be able:	Dates/Time	Venue	Cost
<ol style="list-style-type: none"> <li>To identify the five priorities in EOL care.</li> <li>To recognise the likely signs of the dying process and how to manage these.</li> <li>To discuss the importance of effective communication and how it can be facilitated.</li> <li>To demonstrate the importance of care that is tailored to the individual and delivered with compassion.</li> </ol>	3 hour course for a minimum of 10 people and a maximum of 20 people Dates by negotiation	Delivered at your residential or nursing home	£250 per 3 hour session

### Promoting person-centred care at the end of life (1 day course)

For non-registered nursing/care staff.

By the end of this course you should be able:	Dates/Time	Venue	Cost
1. To recognise the anatomy and physiology of the skin and methods to prevent pressure ulcers. 2. To recognise the process of elimination including catheter care, stoma care, bowel / fluid charts and continence aids. 3. To promote care in a dignified manner at the end of life. 4. To describe the importance of nutrition and oral care at the end of life.	9am-4pm	St Helena Learning & Development Centre	£50 per person
	Thurs 17 <sup>th</sup> Jan 2019		
	Wed 1 <sup>st</sup> May 2019		
	Tues 17 <sup>th</sup> Sep 2019		

### Nurse Verification of Expected Death (NVoED) (½ day course – 4 hours)

For Registered Nurses.

By the end of this course you should be able:	Dates/Time	Venue	Cost
1. To recognise the law regarding verification and certification of death, in order to differentiate between the two. 2. To explain the possible considerations involved NVoED. 3. To recall the physical checks involved in verifying death.  There will be a 3.5 hour teaching session followed by completion of a workbook and a one hour verbal assessment.  If the patient is in the North Essex area and known to SinglePoint, they will endeavour to support the course participant with their first verification in the community.	9am-12.30pm	St Helena Learning & Development Centre	£70 per person
	Tues 27 <sup>th</sup> Nov 2018		
	Tues 19 <sup>th</sup> Mar 2019		
	Wed 10 <sup>th</sup> Jul 2019		
	Fri 15 <sup>th</sup> Nov 2019		

### Symptom Management at the End of Life (1 day course)

For Registered Nurses, Carers, Assistant Nurses and HCAs with limited experience of caring for people at the end of life. It is also suitable for any health care professional wishing to revise their knowledge of end of life pain and symptom control.

By the end of this course you should be able:	Dates/Time	Venue	Cost
1. To differentiate between reversible conditions and the dying process. 2. To discuss symptom management at the end of life focusing on: <ul style="list-style-type: none"> <li>• Pain</li> <li>• Nausea and vomiting</li> <li>• Agitation</li> <li>• Excess respiratory secretions</li> </ul>	9am-4pm	St Helena Learning & Development Centre	£50 per person
	Wed 16 <sup>th</sup> Jan 2019		
	Wed 3 <sup>rd</sup> Jul 2019		

### Syringe Pump Training (1 day course)

For Registered Nurses who need to administer medication to patients via the McKinley T34 syringe pump.

By the end of this course you should be able:	Dates/Time	Venue	Cost
1. To describe what is syringe pump is and explain when it might be used.	9am-4pm Mon 12 <sup>th</sup> Nov 2018	St Helena Learning & Development Centre	£60 per person
2. To identify what a sub cutaneous port is and the rationale for its use.	Wed 6 <sup>th</sup> Feb 2019		
3. To recognise the documentation that supports the use of a syringe pump and stat doses in the community setting.	Tues 7 <sup>th</sup> May 2019		
4. To discuss the importance of accurate assessment and good communication when setting up or reassessing a syringe pump.	Tues 19 <sup>th</sup> Nov 2019		
5. To recognise drug compatibility and diluents when preparing drugs for syringe pumps and to be able to calculate drugs accurately.			
6. To practise setting up the syringe pump.			
7. To review symptom management at the end of life.			

### Understanding Loss and Bereavement (1 day course)

For any health or social care staff who have contact with patient/clients or families facing loss and bereavement.

By the end of this course you should be able:	Dates/Time	Venue	Cost
1. To discuss your own feelings towards death and dying.	9am-4pm Mon 7 <sup>th</sup> Jan 2019	St Helena Learning & Development Centre	£50 per person
2. To explain the grieving process.	Thurs 18 <sup>th</sup> Jul 2019		
3. To explore theories associated with attachment and loss.			
4. To outline communication strategies when supporting the bereaved.			
5. To explore death customs and rituals.			
6. To recognise mechanisms to looking after yourself and supporting each other.			

### What do You See Nurse When You Look at Me? (1 day course)

For nurses and carers, but would be of value to any health or social care professionals with patient/client contact.

By the end of this course you should be able:	Dates/Time	Venue	Cost
1. To define the term 'holistic assessment'.	9am-4pm	St Helena Learning & Development Centre	£50 per person
2. To explore how physical changes may impact on the patient / loved ones.	Wed 13 <sup>th</sup> Feb 2019 Wed 16 <sup>th</sup> Oct 2019		
3. To explore the concept of spirituality, and how we may support the essence of the person.			
4. To introduce some of the non-pharmacological therapies, such as the M technique used to support patients.			