

PALLIATIVE AND END OF LIFE CARE EDUCATION PROSPECTUS

**DELIVERED BY:
THE NORTHAMPTONSHIRE
END OF LIFE CARE PRACTICE
DEVELOPMENT TEAM**

Working together to improve skills, behaviour and knowledge to deliver high quality end of life care.

"The End of Life Care Practice Development Team provide an outstanding training service."
- CQC March 2017



**MAKING A
DIFFERENCE
FOR YOU,
WITH YOU**

THE TEAM

The Northamptonshire End of Life Care Practice Development Team was the first hospice education team in the country to be awarded the Skills for Health Quality Mark, as an endorsement of the high quality education we offer. We have also been awarded a Certificate of Endorsement by Skills for Care and noted by CQC as providing an outstanding service. We provide high quality, evidence based education and support. All facilitators are highly qualified with the relevant skills and current experience, pertinent to facilitate each specific session. Primarily each session is led by 2 facilitators, as learner safety is paramount to us during the delivery of these potentially emotive subjects.



AMANDA TAYLOR

End of Life Care Practice Development Team Leader

RGN, MSc Health Care Practice, Post Graduate Certificate in Practice Education, BA (Hons) Palliative Care, Dip(Ed)

Amanda commenced her career within ITU and general medicine. As a ward sister at Leicester Royal infirmary (LRI) she developed an interest in palliative care and went on to become a Clinical Nurse Specialist (CNS) at the LRI and Kettering General Hospital. After working in New Zealand for a time, Amanda now leads the Practice Development Team and maintains her clinical skills by working as a Community Clinical Nurse Specialist and within the hospice.

CAROLYN MIZEN

End of Life Care Educator / Facilitator

RGN, Dip(Ed) Palliative Care, NMP

Carolyn came into palliative care in 1984 as SEN and then studied to convert to a Registered General Nurse in 1993, whilst working at Cynthia Spencer Hospice. After working as a senior nurse at the hospice and undertaking further study, Carolyn gained a promotion to be a Macmillan Nurse in 2000, working in the community. She then undertook further intense study to become a non-medical prescriber. Carolyn joined Cransley Hospice Palliative Care Team in 2015 as a Clinical Nurse Specialist in Palliative Care. In July 2018 Carolyn became an End of Life Care Educator/ Facilitator with the Practice Development Team and enjoys sharing her knowledge and developing the skills of others.

ASSOCIATE FACILITATORS

Our associate facilitators have a wealth of senior clinical experience and currently work in a range of clinical settings within Specialist Palliative Care. They support the Practice Development Team in the delivery of high quality education.

COMMISSIONED BESPOKE COURSES DESIGNED FOR YOU

The team welcome the opportunity to provide education to suit the needs of individual organisations. Based on your specific requirements we can design and plan bespoke half or full study day workshops; sessions can be delivered virtually or held either at Cynthia Spencer Hospice or at your workplace. Alternatively, choose from our list of topics (see pages 4-16) and we can tailor this to meet specific needs, providing you with greater flexibility and choice:-

T34/BodyGuard T syringe pump training	T34/BodyGuard T syringe pump refresher training	The role of the support worker in the management of the syringe pump medication	Sage and Thyme communication skills training (Foundation Level)	Enhanced Communication Skills training (level 2)
Practical skills and knowledge workshop	Care in the last days of life – a workshop for support workers	Care in the last days of life – a workshop for Registered Professionals	Care of adults towards the end of life - a short course for Registered Professionals	Care in the last days of life - a workshop for Newly Registered Professionals
Introduction to end of life care within the learning disability setting	Advance Care Planning workshop	5 Priorities for the care of a person who it is thought may die within the next few days or hours	Gold Standards Framework – full accreditation programme	

Learning outcomes of the education sessions are aligned to the End of Life Care Core Skills Education and Training Framework (Skills for Health, Skills for Care, Health Education England, 2017) and End of Life Care Education Standards (Health Education, East Midlands, LOROS Hospice, East Midlands Strategic Clinical Network, 2017).

Within this commissioning prospectus each session is outlined and the total inclusive session price is stated or cost per learner where applicable. This total price is inclusive of the course advertising, recruitment, administration, venue, refreshments (not meals), resources, and session delivery.

T34/BODYGUARD T SYRINGE PUMP TRAINING

SUITABLE FOR

Registered nurses working
in health and social care.



This interactive day encompasses both T34/Bodyguard T syringe pump device training and education regarding symptom assessment, management and drug calculations.

WORKSHOP LEARNING OUTCOMES:

- Safely and effectively use the T34/Bodyguard T syringe pump and follow the policies for its use.
- Demonstrate an understanding of the decision making process when commencing a syringe pump and the importance of communicating this to the person and those important to them.
- Discuss the need for anticipatory prescribing and use of different forms of drug administration.
- Assess, manage and document symptoms that may be experienced by the dying person, e.g. pain, respiratory tract secretions and agitation.
- Apply the concept of dose titration and calculation of commonly used drugs that may be required to help manage symptoms.

COMMISSIONING:

To enable high level supported education this session has a ratio of 1 facilitator to 4 learners. If the learner requires further support, at the end of the session they are invited to work with a facilitator at the hospice to further develop skills. Full day, delivered to a minimum of 4 learners, at £145 per learner.

T34/BODYGUARD T SYRINGE PUMP REFRESHER TRAINING

This 3 hour session is for Registered Nurses who have completed the full day T34/Bodyguard T syringe pump training and require a refresher to maintain competence.

SUITABLE FOR

Registered nurses working in health and social care who have completed the full day T34/Bodyguard T syringe pump training.

WORKSHOP LEARNING OUTCOMES:

- Safely and effectively use the T34/BodyGuard T syringe pump and follow the policies for its use.
- Demonstrate an understanding of the decision making process when commencing a syringe pump and the importance of communicating this to the person and those important to them.

COMMISSIONING:

This half day session can be delivered to minimum of 3 learners, at £80 per learner.

THE ROLE OF THE SUPPORT WORKER IN THE MANAGEMENT OF THE SYRINGE PUMP AND MEDICATION

This half day session for support workers aims to develop skills and knowledge regarding the management of a syringe pump and drugs which may be used towards the end of life within the scope of the support worker role.

WORKSHOP LEARNING OUTCOMES:

- Explain the rationale for the use of a T34/BodyGuard T syringe pump and discuss the principles that underpin its use.
- Discuss the need for anticipatory prescribing and ordering of drugs which may be used towards the end of life.
- Be familiar with local prescription documentation.
- Have an understanding of how to maintain syringe pump infusion sites, and who/how to refer to in the event of a problem.
- Apply knowledge of commonly used drugs towards the end of life to clinical practice within the scope of one's role.

COMMISSIONING:

This half day session, can be delivered to a minimum of 6 learners at £70 per learner.

SAGE AND THYME COMMUNICATION SKILLS TRAINING

SUITABLE FOR

Staff working in health and social care.

The practice development team are qualified to teach this nationally recognised Sage and Thyme communication skills training. This model for training health and social care staff, aims to teach the core skills of dealing with people in distress to meet the Level 1 skills requirement. This workshop can be delivered in person or virtually.

THE WORKSHOP AIMS TO TEACH PARTICIPANTS TO:

- Recognise psychological distress and give general emotional support.
- Communicate honestly and compassionately.
- Recognise when they have reached the boundary of their competency.

COMMISSIONING:

Three hour session, facilitated by 3 trainers, to maximum of 20 learners, total inclusive cost £1920.

Individual learners can attend this course at a cost of £90 - for dates please contact the Team.

ENHANCED COMMUNICATIONS SKILLS TRAINING



This course has been developed in collaboration with the internationally recognised Maguire Communication Skills Training Unit. This one day Enhanced Communication Skills course, (level two), is for Registered professionals who have already completed SAGE & THYME Communication Skills and covers key communication skills and behaviours within an evidence based structure 'ENGAGE'.

WORKSHOP LEARNING OUTCOMES

- Discuss the importance of person-centred communication in health & social care.
- Identify the challenges in communicating with others.
- Recognise the barriers to effective communication.
- Describe the ENGAGE structure: a person-centred model of communication.
- Identify the importance of working with the person's cues.
- Describe the key communication skills necessary for person-centred communication.

COMMISSIONING:

£120 per learner to a minimum of 8 learners, full day workshop.

PRACTICAL SKILLS AND KNOWLEDGE WORKSHOP

SUITABLE FOR

Non registered, novice carers working in health and social care; Social care staff (including domiciliary care, day care, residential care).



This introductory half day workshop is aimed at novice carers wishing to develop skills, knowledge and behaviours of caring for an individual towards the end of their life. The workshop will focus particularly on the practical elements of this care and the theory to support this. This workshop can be delivered in person or virtually.

WORKSHOP LEARNING OUTCOMES:

- Understand the definition of end of life care and its associated demographics.
- Listen and respond sensitively to questions and concerns, providing information where able to do so but also acknowledging own limitations and referring onto the appropriate member of the care team.
- Define what Advance Care Planning is and describe their role in this process.
- Recognise the need to support the wellbeing of those important to the dying person.
- Identify changes in the dying persons condition and report these to the relevant care team.
- Describe the need for referral to other services.
- Actively promote the maintenance of privacy and dignity of the patient.
- Describe and recognise the symptoms that may be present when a person is dying.
- Support the dying persons care needs in areas such as eating and drinking, oral care and skin integrity.
- Have an understanding of the 5 priorities for care of the dying person and how this underpins care.
- Understand the potential impact the death of an individual may have on own feelings.

COMMISSIONING:

This half day workshop, can be delivered to a minimum of 6 learners at £70 per learner.

CARE IN THE LAST DAYS OF LIFE - A WORKSHOP FOR SUPPORT WORKERS



SUITABLE FOR

Support staff working in health and social care.

Support workers play a vital role in caring for people in the last days of their lives. This one day workshop aims to provide the knowledge and skills to assist staff to fulfil this role with confidence.

WORKSHOP LEARNING OUTCOMES:

- Understand the definition of end of life care and its associated demographics.
- Use active listening skills to support individuals and those important to them.
- Respond sensitively to questions and concerns relating to Advance Care Planning and refer to an appropriate member of the care team where appropriate.
- State which agencies and teams may be involved in the care and support of the dying person and those important to them.
- Recognise that a person may die within the next few hours or days.
- Describe, recognise and help to monitor symptoms and the effectiveness of symptom management interventions.
- Respect the needs of those important to the dying person.
- Be aware of local and national policies shaping the delivery of end of life care, including the 5 priorities for care of the dying person.
- Understand the potential impact the death of an individual may have on own feelings, making good use of the support available to support self and colleagues.

COMMISSIONING:

This full day workshop, can be delivered to a minimum of 6 learners at £120 per learner.

CARE IN THE LAST DAYS OF LIFE - A DAY WORKSHOP FOR REGISTERED PROFESSIONALS

SUITABLE FOR

Registered professionals
working in health and
social care.

This session is for Registered Professionals wishing to update their knowledge and skills in key aspects of care of a person in the last days of life. The session is based on the latest evidence from the NICE (2015) guidance for care of dying adults in the last days of life.

WORKSHOP LEARNING OUTCOMES:

- Understand the definition of end of life care and its associated demographics.
- Describe the changes in condition that could be anticipated in the individual and discuss the possible responses to these changes.
- Initiate conversations with the individual regarding their preferences at the end of life, utilising Advance Care Planning in compliance with the MCA (2005) and its code of practice, acknowledging own limitations and referring onto an appropriate member of the care team.
- Offer the individual, and those important to them, honest conversations, clear information and support.
- List and describe the specialist services and identify when it might be appropriate to refer to these services.
- Discuss the need for anticipatory prescribing and the use of different forms of drug administration.
- Assess, manage and document physical and psychosocial symptoms that may be experienced by the dying person.
- Assess the nutritional and hydration needs of the dying person and manage these needs appropriately.
- Create an environment that promotes the maintenance of privacy and dignity and is appropriate to the wishes of the dying person and those important to them.
- Be aware of the local and national policies shaping the delivery of end of life care, including the 5 priorities for care of the dying person.
- Understand the potential impact the death of an individual may have on own feelings and be able to offer support to colleagues.

COMMISSIONING:

This full day workshop, can be delivered to a minimum of 6 learners at £120 per learner.

CARE OF ADULTS TOWARDS THE END OF LIFE - A SHORT COURSE FOR REGISTERED PROFESSIONALS



SUITABLE FOR

Registered professionals working in health and social care.

This course is designed for registered professionals wishing to update their knowledge and skills in key aspects of the care of adults coming towards the end of life. Using the latest research, this course aims to equip learners with sustainable skills, knowledge, and behaviours; enabling them to feel confident and supported to deliver high quality care. The course is delivered virtually over four 2-hour workshops. Each workshop will have key themes.

WORKSHOP LEARNING OUTCOMES:

- Be aware of proactive identification of adults coming towards the end of their life and the supportive tools available.
- Have an understanding of how the haematological picture may contribute to prognostication.
- Understand the principles of Advance Care Planning, national policy and legislation. Have a working knowledge of how to implement ACP and initiate conversations.
- Be able to discuss making every contact count using holistic assessment.
- Have a working knowledge of drug calculations and pain management.
- Understand neurological pain and patients with renal failure.
- Discuss the need for assessment and management of symptoms towards the end of life.
- Understand the potential impact the death of an individual has on relatives and staff by discussing Grief and Bereavement.

COMMISSIONING:

This course is delivered virtually over four 2-hour workshops; total cost for all four workshops is £120 per learner.

CARE IN THE LAST DAYS OF LIFE - A SHORT COURSE FOR NEWLY REGISTERED PROFESSIONALS

SUITABLE FOR

Newly registered professionals or those new to palliative care; working in health and social care.



This course is co-designed for newly registered nurses or for those new to palliative and end of life care. This highly interactive course aims to equip learners with sustainable skills, knowledge and behaviours; enabling them to feel confident and supported to deliver high quality care. The course is delivered virtually over seven 2-hour workshops.

WORKSHOP LEARNING OUTCOMES:

- Understand the elements of proactive identification of people coming towards the end of their life and the supportive tools available.
- Have a working knowledge of the principles of Advanced Care Planning, national policy and legislation, local resources, how to implement ACP and the associated communication skills.
- Understand how to assess and manage key symptoms in last days, anticipatory prescribing, and communication regarding symptoms.
- Level one communication skills training by attending the Sage & Thyme communication skills course.
- To consider the national 5 priorities for care and the application to practice.

- To understand the roles within end of life care and how to refer to appropriate services in Northamptonshire
- Understand the importance of caring for one's self

COMMISSIONING:

This course is delivered virtually over seven 2-hour workshops; total cost for all 7 workshops is £340 per learner.

INTRODUCTION TO END OF LIFE CARE WITHIN THE LEARNING DISABILITY SETTING

SUITABLE FOR

Health and social care staff working within the learning disability setting.



This introduction to end of life care is for care staff wishing to increase their knowledge and skills in key aspects of end of life care, specifically within the learning disability setting.

WORKSHOP LEARNING OUTCOMES:

- Understand the definition of end of life care.
- Recognise the emotional and information needs and concerns of the person approaching the end of life and those important to them.
- Define what Advance Care Planning is and can describe their role in the process.
- Describe their own role in assessing, planning and reviewing the care of the dying person.
- Describe what to expect in the last days of life.
- Identify who to contact for support in the last days of life.
- Understand the potential impact the death of an individual may have on own feelings.

COMMISSIONING:

This half day session, can be delivered to a minimum of 6 learners at £70 per learner.

ADVANCE CARE PLANNING WORKSHOP

SUITABLE FOR

Staff working in health and social care.



The Universal Principles for Advance Care Planning (2022) is seen as a key enabler to achieving high quality end of life care. It can give people the opportunity and choice to plan for their future care. Planning in advance can help guide others to make the best decisions about a person's care, if the person loses mental capacity, or can no longer communicate.

As Advance Care Planning (ACP) use increases it is imperative that we have the knowledge and skills to facilitate an individual's end of life wishes, therefore we are pleased to offer this practically focused ACP education. This workshop can be delivered in person or virtually.

WORKSHOP LEARNING OUTCOMES:

- Define what ACP is and describe their role in this process.
- Recognise the need for ACP.
- Initiate and manage conversations with a person regarding their wishes, preferences and priorities in compliance with the MCA (2005) and its code of practice .
- Respond sensitively to questions and concerns relating to advance care planning and refer to an appropriate member of the care team when necessary.
- Is aware of the importance of documenting and sharing ACP decisions with the appropriate health and social care providers
- Be familiar with the Northamptonshire Advance Care Planning booklet.

COMMISSIONING

This half day session, can be delivered to a minimum of 6 learners at £70 per learner.

5 PRIORITIES FOR THE CARE OF A PERSON WHO IT IS THOUGHT MAY DIE WITHIN THE NEXT FEW DAYS OR HOURS

SUITABLE FOR

Staff working in health and social care.

This session explores each of the nationally recognised 5 Priorities for the Care of a person who is thought may die within the next few days or hours. This workshop can be delivered in person or virtually.

WORKSHOP LEARNING OUTCOMES:

- Have an awareness of national policies shaping the delivery of end of life care and how these influence service delivery.
- Understand each of the 5 priorities.
- Understand the importance of being able to recognise that a person may die in the next few days or hours.
- Appreciate why sensitive communication must take place between staff and the dying person.
- Involve the dying person, and those identified as important to them, in decisions about treatment and care.

- Actively explore the needs of families.
- Understand the rationale for an individual plan of care in the last days of life.

COMMISSIONING:

This half day session, can be delivered to a minimum of 6 learners at £70 per learner.

GOLD STANDARDS FRAMEWORK - FULL ACCREDITATION PROGRAMME



This nationally recognised and accredited programme is the most widely used training programme for care homes in the UK. It supports and develops the whole organisation to offer high quality care towards the end of life, leading to an Accreditation Quality Hallmark Award.

The Practice Development Team is a Regional Centre endorsed to deliver this programme on behalf of the National Team. The demand for this programme is ongoing and costs are individually negotiated in collaboration with the national GSF team (please discuss costings with the Practice Development Team).

NOTES AND QUESTIONS

The team welcome the opportunity to provide education to suit the needs of individual organisations. We can design and plan bespoke workshops, or you can choose from the courses within this prospectus.

Please contact us with any questions:



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If you require this leaflet in other formats or languages please contact PALS: 0800 917 8504

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Dacă aveți nevoie de acest prospect în alte formate sau limbi, vă rugăm să contactați PALS: 0800 917 8504

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Inspected and rated

Outstanding ☆

