Summary of Education Sessions and Workshops

Delivered by Springhill Hospice education team 2018
Health and care staff must demonstrate kindness as well as the skills, confidence and the application of knowledge in the care of those with Palliative Care needs. This will facilitate a culture of care that is compassionate, recognises the individual needs of the person and their families, as well as being open and transparent. Here at Springhill Hospice we believe that education is key to high quality, person-centred care delivered with compassion and dignity. The Springhill Palliative Care Education Passport (SPCEP) provides a solid set of holistic knowledge and skills for all grades of staff, whilst the additional modules can be accessed to supplement the passport, or as stand-alone sessions. We understand that learners will have different levels of ability and have individual needs themselves, and we make every effort to assist attendees to enjoy and expand their knowledge and skills whilst attending sessions. The education provided has been endorsed by Skills for Care following a rigorous quality assurance process, and they have given us a centre of excellence award.

The education team are all committed to making the sessions interesting and useful, by using group discussions and reflections, learners are able to develop their knowledge and skills in a safe environment. We promote person centred care by delivering learner centred education.

Costs:

- All sessions are FREE OF CHARGE for those working in the Heywood Middleton and Rochdale (HMR) area; although we ask that a £1 contribution is made towards the cost of refreshments for half day sessions and £5 towards lunch at full day sessions. However for full day sessions there is a £20 charge for non-attendance, cancellations are taken up to 24hours prior to the session and you may send a colleague in your place without incurring a charge.
- For those out of HMR area the cost is £25 for a half-day session and £45 for a full day session (this includes lunch).
- There are discounts available for group bookings, please contact the education team for further information education.springhill@nhs.net
Meet the education team

Jane Ashworth – Education Lead
I started work at the hospice in 2014, having previously been a Macmillan Specialist Palliative Care Nurse. I love teaching about palliative care, and can see the difference made by helping others to develop their knowledge and skills. I enjoy the group discussions which frequently show how willing to learn and motivated the attendees are. I really feel that if you can care for someone who has palliative care needs, particularly if they also have cognitive problems, with knowledge, dignity and compassion you will have a sound basis for caring for anyone. I am very proud to be working with such a motivated and knowledgeable team here at Springhill Hospice, and hope you enjoy learning with us.

Claire Tallantyre – Educator
I have worked at the hospice as a staff nurse since 2013, and moved into education in 2015. My aim when delivering teaching sessions is to make them as fun and interactive as possible, whilst at the same time ensuring that the knowledge gained is up-to-date and research based. I believe that everyone deserves a good death whether they are in hospital, a hospice or at home. This can only be achieved fully when those who care for individuals at the end of their life are trained and able to deliver gold standard palliative and end of life care.

Angela Ogden
I started as a Volunteer at the Hospice in August 2015, following 40+ years employed in banking. By December 2015 I was a paid member of staff at the Hospice, on a part time basis, working for both Community Services and Education. I publicise the trainings we offer and take bookings, so I’m the one to shout at if there is a problem with your booking! I really enjoy working with the Education Team and love to see so many people achieve the Palliative Care Education Passport.

We also invite other specialists to help facilitate sessions, in this way attendees benefit from both palliative care and disease/condition specific specialists. Dates of the sessions are sent out separately, we hope you can find an interesting session, and look forward to meeting you. If you have any questions please email education.springhill@nhs.net
Or phone: 01706 752360 and ask to speak to any of the education team
You can also follow us on Facebook at https://www.facebook.com/Springhill-Palliative-Care-Education-Passport
### Springhill Palliative Care Education Passport

These are the 6 mandatory modules that form completion of the Springhill Palliative Care Education Passport (SPCEP), additional modules can be added (please see following pages). We advise that you attend session 1 first, but the other sessions can be completed in any order.

**Costs:** These sessions are **free of charge** for those who work within the Heywood Middleton and Rochdale area. For those outside of this area, the SPCEP can be completed for a charge of £25 per session or £135 if all six sessions are paid in advance.

*We have used the term patient to refer to various groups – service user, client, resident etc.*

#### Session 1. Advance Care Planning (ACP) recognising advancing disease

This session needs to be completed first (the remaining sessions can be completed in any order).

**Session Objectives:**
- To understand the Palliative Care Passport Program
- To understand the NW End of Life Care Model and its use
- To be aware of the Prognostic Indicator Guidance (PIG) and how it relates to your practice
- To understand the need for advanced care planning
- To have an understanding of the Mental Capacity Act (MCA)
- To understand the difference between various future planning documents
- To look at guidance on best interest meetings
- Difficult Conversations

#### Session 2. Psychological and Spiritual needs for patients and families

Aimed at all disciplines and grades.

**Session Objectives:**
- To discuss spirituality and its meaning
- To explore psychological needs of those we care for
- To look at the psychological needs of patients that have dementia
- To look at ways to enhance our psychological care giving
- To understand some of the difficulties and feelings families may be having
- Develop ways to care for families
- To discuss ‘Empathy’ and how it can be incorporated into care giving

#### Session 3 part A. Assessment and care planning for Non-registered nurses

Can be taken as a stand-alone module

This session is suitable for allied health professionals, and care staff of all grades.

**Session Objectives:** for morning session
- To have an insight into common symptoms and their possible causes
- To discuss Holistic care and its meaning
- To have an awareness of the effects of illness
- To be able to identify symptoms
- To have an awareness of the causes of symptoms
- To understand when referral to other services is needed
- To be able to plan care and explain symptoms to other professionals
- To be aware of commonly used drugs and their possible side effects

*See continuing page for optional add on session*
### Session 3 part B. Assessment and care planning for Non-registered nurses

We are now offering an add on session to session 3 that covers homely remedies. Homely remedies should only be administered by staff with appropriate medication and competency training and HMR CCG have commissioned us to deliver this training for all carers that may administer medications. This part B session will follow on from the morning part A session and a light lunch will be provided.

**Session objectives:**
- Enable senior carers in residential care homes to become familiar with medication within a list of ‘Homely Remedies’ in accordance with HMR CCG guidelines.
- Enable senior carers in residential care homes to gain knowledge in initiating an appropriate ‘Homely Remedies’ medication, in response to a minor illness or ailment, as listed within HMR CCG guidelines.

### Session 3 Assessment and care planning for registered Nurses

Although this session is aimed at RN’s it may also be appropriate for Assistant practitioners depending on job role – please discuss with your manager and/or the education team for advice.

**Session Objectives:**
- To understand the need for comprehensive assessment of patients, and to plan their care accordingly.
- To have knowledge of accurate documentation, in accordance with N.M.C guidelines.
- To have an insight into common symptoms, experienced by palliative patients, and how to manage them.
- To increase knowledge around hydration and nutritional needs of palliative patients.

### Session 4 Care of the dying person for non-registered nurses

**Session Objectives:**
- To gain understanding of holistic care for the individual at the end of life
- To gain an understanding of the dying process
- Identify the purpose of an Individual Plan of Care for the Dying Person in the last days and hours of life
- Recognise common symptoms of dying and their management
- Gain an understanding of the syringe driver in practice

### Session 4 Care of the dying person for registered nurses

(Can also be taken as a stand alone module)

Although this session is aimed at RN’s it may also be appropriate for assistant practitioners depending on job role – please discuss with your manager and/or the education team for advice.

**Session Objectives:**
- Gain an understanding of the dying process
- Identify the purpose of an Individual Plan of Care for the Dying Person in the last days and hours of life
- Recognise common symptoms of dying and their management
- Recognise when Syringe Drivers may be commenced at the end of life and become familiar with how to operate a Syringe Driver competently
- Demonstrate an understanding of palliative drug conversions and calculations
### Session 5 Care after death and bereavement care

**Session Objectives:**
- How to care for a person after death
- Understand the necessary procedures following a death
- Have a basic understanding of the legal requirements involved immediately after death, and the role other agencies play
- Demonstrate an understanding of the impact of loss and grief
- Understand how to support individuals who are bereaved
- Be able to care for one’s self in times of grief and bereavement.

### Session 6 Communication skills SWEAPE (Can also be taken as a stand-alone module)

**Session Objectives:**
- To have increased confidence to Foundation skills level to support and empower a distressed person
- To be able to recognise a person’s need for support
- To have the skills to enable them to identify their worries and explore their own solutions
- To increase skills in listening and responding to a distressed person

### Palliative Care for those working within Heywood Middleton and Rochdale (HMR)*

The following sessions are all **free of charge** for those working within Heywood Middleton and Rochdale (HMR)*

For those outside the HMR area the costs are:
- Full day session: £45 including lunch and refreshments
- ½ day session: £25 including refreshments

*sessions will incur a charge of £20 for non-attendance or cancellation of less than 24 hours’ notice. (A colleague may be sent in place without incurring a charge)
working in social care and health services
• To look at how hydration and nutrition can be improved

Module 2 Objectives:
• To increase awareness around best interest decisions and DoLS
• To look at the person centred approach through discussion and role play (role play is carried out by the course facilitators)
• Reflect on current personal and professional experiences of dementia and share best practice

Finding the Words
This full day workshop is aimed at all levels of healthcare professionals in any setting and explores the difficulties around having difficult conversations.
The art of communication is critical in all areas of our lives, and even more so for people nearing the end of their lives and for those people supporting them. A group of people with life-limiting conditions, and those who have experienced the death of a loved person, came together to discuss their involvement with people who had the task of supporting those approaching the end of life. Through these discussions ‘Finding the Words’, the DVD and work book were developed to help staff in their conversations and care. (Ann McFarlane – Communication skills pilot project)

Opening the Spiritual Gate
This full day workshop was developed by the Strategic Clinical Network (formerly MCCN) as result of NICE guidelines highlighting the need for all healthcare professionals to be able to assess and meet the Spiritual needs of those we care for.
Session objectives:
• To explore the meanings of spirituality and religion
• To consider how to recognise spiritual distress
• To raise awareness of the needs of different faith traditions
• To reflect on the success and difficulties of opening a conversation about spirituality
• To gain skills for opening these conversations and how to respond to difficult questions
• To consider how to write a person centred spiritual care plan

Communication skills - Breaking bad news
This 2 hour workshop is aimed at General Practitioners or those that may need to break bad news to someone in their care
Session Objectives:
• To identify the challenges and how these may be managed
• To look at a structure to facilitate the breaking of bad news sensitively and empathically
• To be able to develop and demonstrate these skills through role play

We can also deliver more bespoke session’s specific for your area/team, please contact us to discuss further.
We hope you enjoy learning with us!

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