



**EAST & NORTH HERTS  
PALLIATIVE AND  
END OF LIFE CARE  
EDUCATION PROGRAMME  
OCTOBER TO DECEMBER 2023**

## CONTENTS

Topic	Title	Level or Tier	Page Numbers
Introduction		3	
Herts Core Education		4	
E-Learning		5	
Booking and Attendance		6	
How to join a 'Zoom' meeting guidance		7,8	
Education and Support for Care Homes		9	
Communication	Sage & Thyme	1,2,3	10
	Advanced Communication Skills	2,3	11
Introduction to Palliative Care	Introduction to Palliative Care	1,2	12
	Introduction to Palliative Care for Non-Clinicians	1	13
Supporting Patients at End of Life	Registered Nurse Verification of Expected Adult Death (RNVOEAD)	2,3	14
Learning Zone	The Learning Zone - various short sessions covering topics in Palliative & End of Life Care	1,2,3	15
Advance Care Planning	Advance Care Planning and ReSPECT	2,3	16
Condition Specific	Frailty Training	2,3	17
Advanced Palliative Care Skills	Level 2 Psychological Assessment Skills	2,3	18
CNS Forum	CNS Forum	2,3	19
Compassionate Neighbours	Compassionate Neighbours - North Herts	1	20
	Compassionate Neighbours - East Herts	1	21

# Welcome to our Palliative and End of Life Care (EOLC)

## Education Brochure for 2023/24

The aim of this brochure is to detail the palliative and end of life care education available in East & North Hertfordshire during 2023/24.

It is not exhaustive and there are likely to be additional sessions organised throughout the year and these will be advertised through flyers and on our websites.

The programme is open to all health and social care professionals within Hertfordshire who provide palliative 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. Page five suggests training depending on your role.

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 principals of Palliative and End of Life Care
- Communication Skills
- Assessment and Care Planning
- Symptom Management, Comfort and Well-being
- Advance Care Planning

### **REND THE GAP - PALLIATIVE CARE EDUCATION**



We will facilitate ad hoc training when possible, for a minimum of 5 attendees. This could include:

- Do Not Attempt Cardiopulmonary Resuscitation
- Registered Nurse Verification of Expected Adult Death
- Symptom Management
- Other palliative care topics

Please contact the Education team depending on your location via:  
[education@isabelhospice.org.uk](mailto:education@isabelhospice.org.uk) or [education@ghhospicecare.org.uk](mailto:education@ghhospicecare.org.uk)  
and we can discuss this in further detail with you.

# East and North Herts Recommended Core Education for Palliative and End of Life Care

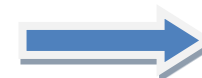
## TIER 1, Foundation

End of life care awareness



## TIER 2, Intermediate

Those who deliver person centred, high quality EOLC



## TIER 3, Advanced

Those who require an in-depth knowledge of EOLC

Staff working in the adult health and social care sector who have limited contact with people approaching end of life. e.g., physio, admin or maintenance roles. Also newly qualified staff, those new to palliative care or interested in a career in palliative care.

- Advance Care Planning (ACP)
- E - learning (E-LFH)
- Introduction to Palliative Care
- Introduction to Palliative Care for Non-Clinicians
- Learning Zone
- Compassionate Neighbours

**Communication Skills**  
Sage and Thyme

Staff who care for individuals at end of life, as part of their role e.g., Community nurses, GPs, acute hospital staff, AHPs working in a palliative care setting and care home staff.

- 
- Advance Care Planning
  - Verification of Expected Adult Death
  - Introduction to Palliative Care
  - Learning Zone
  - CNS Forum
  - Frailty Training
  - Level 2 Psychological Assessment Skills

**Communication Skills**  
Sage and Thyme  
Intermediate Communication Skills

Staff working in services that primarily offer end of life care for individuals requiring complex interventions. E.g., hospice staff, clinical nurse specialists, community matrons, GPs.

- 
- Level 2 Psychological Skills Training
  - CNS Forum
  - Verification of Expected Adult Death
  - Learning Zone
  - Advance Care Planning
  - Frailty Training

**Communication Skills**  
Sage and Thyme  
Intermediate Communication Skills  
Advanced Communication Skills

## E - LEARNING

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

**If you are reading this on-line, hold the control button on your keyboard and click on the link to access.**

### 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.

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

### Dying Matters

The National Council for Palliative Care (NCPC) set up the dying matters coalition to promote public awareness of dying, death and bereavement. Its mission is to help people talk more openly about dying, death and bereavement. The website hosts many useful resources including leaflets, information sheets and short films.

[www.dyingmatters.org](http://www.dyingmatters.org)

### End of Life Care for All (E-elca)

A range of modules that are nationally recognised. Scroll down the page to 'Priorities for care of the dying person'. Part one will show a range of recommended modules depending on your role. You will need to register to access the modules.

<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>

### Palliative Drugs.com

A comprehensive and well-respected site that provides a wealth of information about medication in palliative care and much more.

[www.palliativedrugs.com](http://www.palliativedrugs.com)

### NHS England

These resources will help healthcare staff from across NHS and independent sector organisations to identify the skills required to deliver safe care for our population during this pandemic, providing easy access to education and training in a single place.

<https://www.england.nhs.uk/coronavirus/workforce/education-and-training/>

## BOOKING AND 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. A place should be booked as per booking information for each course.

**Please note there may be a booking fee or small charge for selected courses.**

### TO BOOK ONTO A TRAINING SESSION SEE FLYER OR PLEASE CONTACT:

#### **East & North Herts, Lister Hospital:**

East & North Hertfordshire NHS Trust  
Education Administrator Palliative care  
Frogmore, Flat 77,  
Lister Hospital, Coreys Mill Lane,  
Stevenage, SG1 4AB  
Tel No. 01438 285248  
Or e-mail: [educationtraining.enh-tr@nhs.net](mailto:educationtraining.enh-tr@nhs.net)

#### **Garden House Hospice Care**

Natasha Dawson  
Education Administrator  
Garden House Hospice Care,  
Gillison Close, Letchworth, SG6 1QU  
Tel: 01462 416788  
Or e-mail: [education@ghospicecare.org.uk](mailto:education@ghospicecare.org.uk)

#### **Isabel Hospice:**

Laura Ashworth  
Education Co-ordinator  
Isabel Hospice, 61 Bridge Road East,  
Welwyn Garden City, Hertfordshire, AL7 1JR  
Tel No. 01707 954940  
Or e-mail: [education@isabelhospice.org.uk](mailto:education@isabelhospice.org.uk)

**Please contact us if you have any queries.**

# HOW TO JOIN A 'ZOOM' MEETING

Please keep your microphone on mute during the call so as not to distract the presenter.

## Preparation

Find a private space where you will not be disturbed. Use headphones with a microphone or talk directly into your laptop if it has a built-in microphone and camera.

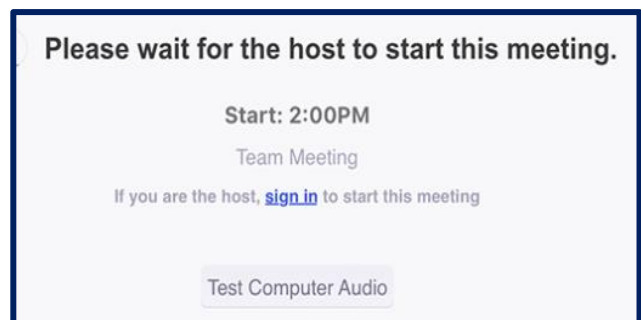
Make sure your face is well lit either by facing a window, or having a light in front of you (i.e. behind the computer). If the light is behind you it tends to shadow your face. Position the camera so it is directly in your eye line - this way we can see your head and upper torso.

Think about your background. What do you have on show?

## Joining a Meeting

Click on the link that you were sent in the e-mail regarding the training session. If the person hosting the meeting has NOT logged on, you will see a screen that looks similar to this.

You will have the opportunity to test the computer speakers and volume while you are waiting. Just click on the 'Test computer audio' button.

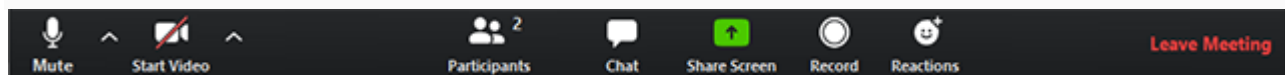


If the Host has already logged on, you will go straight into the meeting.

Once you have joined a meeting, your screen should look like this. You may also see the first slide of the PowerPoint presentation as well as the host.

## In-Meeting Controls

The attendee controls appear at the bottom of your screen. To access the meeting controls, just move your mouse in the Zoom window.



## Attendees have access to these features:

### Mute or Unmute:



To mute or unmute your microphone, click the ^ arrow next to the picture of the microphone.

**Please keep your microphone on mute during the presentation.**

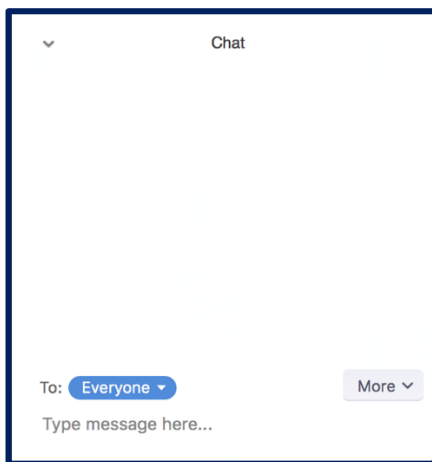
### Start Video or Stop Video:



To turn your camera 'on' or 'off', click the ^ arrow next to the picture of the video camera.

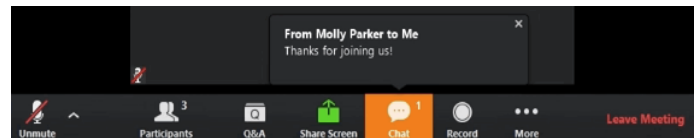
**Please keep your camera on during the presentation if you are able.**

### Asking Questions or 'Chat'



During the presentation you can ask questions to the host using the 'Chat', rather than asking questions directly. Using the 'Chat' icon on the control bar at the bottom of the screen, click on the 'Chat' icon and type your message at the bottom of the white screen. When you press 'Enter' or 'Return' your message will then be displayed for the host and other participants to see.

When new chat messages are sent to you or everyone, a preview of the message will appear, and 'Chat' will flash orange in your host controls.

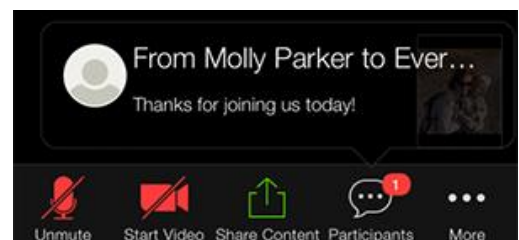


### Accessing the Chat from a Mobile Device

1. While in a meeting, tap the screen to make the controls appear.
2. Click on 'Participants'.
3. At the bottom of the participants list, click on 'Chat'.



4. You can type your chat message and click 'Send' or if you want to change who it is being sent to, click the arrow next to 'Send to:' and choose a different person or group of people.
5. Incoming chats will be displayed at the bottom of your screen and you can click on 'Participants' then 'Chat' to view them.





# EDUCATION AND SUPPORT FOR CARE HOMES

Dear Care Home Managers,

## Can we help you and your staff?

Care Home Specialist Educator, Wendy Freeman (Isabel Hospice), is able to provide free education for you and your staff in your Care Homes covering a range of topics such as:

- Principles of palliative and end of life care (09.30-3.30)
- Oral hygiene (One Hour session)
- Communication skills (2-hour session stand-alone) \*\*
- Advance care planning (2-hour session or stand-alone) \*\*
- Difficult/significant conversations (2-hour stand-alone session) \*\*
- Do Not Attempt CPR (DNACPR) discussions/ ReSPECT Training (2-hour stand-alone session) \*\*
- Dementia Awareness (3-hour session)
- Resilience, grief, loss, and bereavement (2-hour session)
- Syringe Pump Awareness (2-hour session)
- Supporting staff/residents who may deteriorate with Learning Disabilities(2 hour session)
- Relative and residents’ meetings/ clinics to support understanding of deterioration that may lead to dying and relevant documentation. These can be at your meetings or I can do a clinic all day in your care home for relatives to drop in.

\*\*\* means these sessions are incorporated into the Principles of Palliative and EOLC sessions but can be stand-alone bespoke sessions.

We can also provide education whilst we work alongside your staff so we can provide 2-3 days working with you embedding all of the above education as we observe and see how you care for your residents/relatives, all supportive to you and your staff.

This delivery is all face to face within your work setting. We want you and your staff to be skilled in recognition of deterioration that may lead to dying and prevent unnecessary hospital admissions for your residents. We hope all these sessions skill your staff to have confidence in keeping the residents where they want to be at deterioration leading to end of life.

For further information or to book any training, please do not hesitate to contact us.

Wendy Freeman - 07843218316 or [wendy.freeman@isabelhospice.org.uk](mailto:wendy.freeman@isabelhospice.org.uk)



## SAGE AND THYME COMMUNICATION WORKSHOP



This training will give participants the tools to carry out a level one psychological assessment and support distressed patients (as defined in the NICE guidance Supportive and Palliative Care for Adults with Cancer, March 2004) using the SAGE & THYME model.

This workshop teaches a memorable structured approach for getting into and out of a conversation, how to empower patients/carers who are worried or distressed and communication skills that are evidence based.

This training is intended for both clinical and non-clinical staff who come into contact with patients/carers who are affected by cancer.

**All Sage & Thyme training will be held online via Zoom.**

Date and Time	How to book
Wednesday 4 <sup>th</sup> October 2023, 14.00 - 16.30	To book a space, please contact <a href="mailto:education@ghospicecare.org.uk">education@ghospicecare.org.uk</a>
Monday 20 <sup>th</sup> November 2023, 09.30-12.00	To book a space, please contact <a href="mailto:education@ghospicecare.org.uk">education@ghospicecare.org.uk</a>

This course is offered free of charge.


# ADVANCED COMMUNICATION SKILLS TRAINING

## ABOUT THE COURSE

This two-day course provides delegates with key communication strategies for managing conversations experienced in their role. Small groups (maximum of 6 - 10 delegates) practice scenarios with professional actors playing different roles (such as the patient or family member). This course is for all experienced health and social care professionals who have difficult conversations as part of their everyday role and who have had previous communication skills training.

## WHAT WILL I LEARN?

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

Dates	Venue
10 <sup>th</sup> & 11 <sup>th</sup> October 2023	Online via Zoom 
22 <sup>nd</sup> & 23 <sup>rd</sup> November 2023	
5 <sup>th</sup> & 6 <sup>th</sup> December 2023	

Cost of £500 per delegate is required on application.

Previous delegates have been able to obtain funding or grants from external organisations.

For enquiries and to book your space, please email [education@stfrancis.org.uk](mailto:education@stfrancis.org.uk)



# INTRODUCTION TO PALLIATIVE CARE FOR NON-CLINICIANS

## ABOUT THE COURSE

This half day course provides an overview of an introduction to palliative care to give non-clinicians the knowledge required to support their colleagues, patients, families and the community we live in.

## WHAT WILL I LEARN?

- What is palliative care?
- Who is palliative care for?
- Holistic assessment - seeing the whole person
- What is dying like?
- The benefit of a team approach
- Importance of looking after yourself



## WHO SHOULD ATTEND?

This course is for any non-clinician who supports palliative patients in their role. This may be as a receptionist, secretary or admin staff working within a GP surgery or hospital. It may be as a fundraiser or someone who works in a hospice setting who wants to gain a better understanding of what palliative care is. This course is also open to anyone working in a religious setting who may support anyone receiving palliative care.

Date/times	Venue	Booking via
Thursday 19 <sup>th</sup> October 2023 09.30 - 14.00	Online via Zoom	<a href="#">Click here to book</a> For further details, please contact Laura Ashworth at <a href="mailto:education@isabelhospice.org.uk">education@isabelhospice.org.uk</a>

This course is offered free of charge.

# REGISTERED NURSE VERIFICATION OF EXPECTED ADULT DEATH (RNVOEAD)

## ABOUT THE COURSE

This course is aimed at staff who wish to develop their skills to recognise and verify an expected adult death.

## WHAT WILL I LEARN?

- How to verify an expected adult death
- The legalities surrounding verification of death
- The situations when you are unable to verify death as a nurse

## WHO SHOULD ATTEND?

Suitable for registered nurses who can verify expected deaths in their role and are supported by their employer to do so.

Dates & Times	Venue	Booking via
Thursday 5th October 2023 14:00 - 16:00	Isabel Hospice Inpatient Unit, Howlands, Welwyn Garden City, AL7 4GN	<a href="#">Click here to book</a> For further details, please contact Laura Ashworth at <a href="mailto:education@isabelhospice.org.uk">education@isabelhospice.org.uk</a>

This course is offered free of charge.

## THE LEARNING ZONE

The Learning Zone provides an opportunity to engage in education as part of your working day. We hope that you may add these dates in your diary as a regular education event which takes place on the first or second Tuesday of each month (unless otherwise stated).

All sessions will run 12.30 - 14.00 via Zoom and are offered free of charge.

DATE	TOPIC	BOOKING VIA
Tuesday 10 <sup>th</sup> October 2023	Frailty - GHHC	<a href="#">Click here to book</a>
Tuesday 7 <sup>th</sup> November 2023	Supporting Homelessness in Palliative Care - IH	<a href="#">Click here to book</a>
Tuesday 12 <sup>th</sup> December 2023	Changing Dietary Needs at End of Life - GHHC	<a href="#">Click here to book</a>



These courses are offered free of charge.

# ADVANCE CARE PLANNING AND ReSPECT

## ABOUT THE COURSE

A session to gain an understanding in Advance Care Planning and ReSPECT, including DNACPR and the associated legal and ethical issues.

## WHO SHOULD ATTEND?

This course is designed for health and social care professionals working in a hospice, acute setting, community setting or care homes who require an introduction to advance care planning or who wish to develop their communication skills in relation to difficult conversations.

Dates & Times	Venue	Booking via
Tuesday 17 <sup>th</sup> October 2023, 09.30 - 13.00	Ware Priory, High Street, Ware, SG12 9AL	<p><a href="#">Click here to book</a></p> <p>For further details, please contact Laura Ashworth at <a href="mailto:education@isabelhospice.org.uk">education@isabelhospice.org.uk</a></p>
Wednesday 22 <sup>nd</sup> November 2023, 09.30 - 13.00	Garden House Hospice Care, Gillison Close, Letchworth Garden City, SG6 1QU	<p>For further details, please contact Natasha Dawson at <a href="mailto:education@ghhospicecare.org.uk">education@ghhospicecare.org.uk</a></p>

This course is offered free of charge.

For senior staff wishing to book into the ReSPECT and DNACPR competencies course,  
please contact [education@isabelhospice.org.uk](mailto:education@isabelhospice.org.uk)



# FRAILTY TRAINING

## ABOUT THE COURSE

This course aims to identify patients at risk to consider the best course of management.

## WHAT WILL I LEARN?

- To understand what frailty is and what it looks like
- To consider the effect of frailty on patients in the hospice, hospital and community settings
- To be aware of the assessment process of frailty, including the electronic Frailty index and Rockwood clinical frailty score
- To consider case studies and how we can best support patients with frailty

## WHO SHOULD ATTEND?

This course is aimed at clinical professionals involved with patients over the age of 18, who may have received a diagnosis of frailty, or may require an assessment of frailty.

Dates & Times	Venue	Booking via
2 <sup>nd</sup> November 2023 10.00-12.00	Online via Zoom	To register and for further details, please contact Natasha Dawson at <a href="mailto:education@ghospicecare.org.uk">education@ghospicecare.org.uk</a>

For more information please contact:  
Natasha Dawson at [education@ghospicecare.org.uk](mailto:education@ghospicecare.org.uk) or call 01462 416788

# LEVEL 2 PSYCHOLOGICAL ASSESSMENT SKILLS

## ABOUT THE COURSE

A two-day course for band 6 and above nurses who need to support patient's psychological needs at Level 2. Attendees would ideally have already attended the Advanced Communication Skills Training two-day course.

**PLEASE NOTE BOTH DATES MUST BE ATTENDED.**

## WHAT WILL I LEARN?

### Day 1

- What is a normal reaction to illness/what is not?
- Stages of illness
- Depression Vs Anxiety
- A brief understanding of personality disorders
- Supporting post traumatic growth
- Why do we need holistic needs assessments?
- The importance of communication
- What is distress?
- Use of tools such as the CBT Hot Cross Buns model and daily diaries

### Day 2

- Review of reflective exercise on Hot Cross Buns model
- Assessing suicide risk - spotting the signs and what to do
- Exploring suicidal ideation
- Practical case studies

**Attendees will receive a workbook and a pre-course reading list.**

Dates & Times	Venue	Booking via
Day 1 - 3 <sup>rd</sup> November 2023 Day 2 - 24 <sup>th</sup> November 2023  09.30 - 16.30	Garden House Hospice Care, Gillison Close, Letchworth Garden City, SG6 1QU	To register and for further details, please contact Natasha Dawson at <a href="mailto:education@ghospicecare.org.uk">education@ghospicecare.org.uk</a>

# CLINICAL NURSE SPECIALIST FORUM

## ABOUT THE COURSE

Isabel Hospice and Garden House Hospice Care are delighted to be working alongside the palliative educationalists at Lister Hospital and HCT to support our CNS teams in the work we do. This half day is an opportunity for CNS teams to meet each other from different areas. There will be educational topics alongside an awareness about organisations who are there to support the work we do. There will be an opportunity to learn from each other and we hope the CNS Forum will evolve to meet your highlighted training needs.

## WHO SHOULD ATTEND?

This session is for any clinical nurse specialists or Community Matrons who wish to create collaborative links and learn from each other.

Dates & Times	Content	Booking via
Thursday 30 <sup>th</sup> November 2023 <b>Lunch - 12.30 - 13.00 (please bring lunch with you)</b> Session will run 13.00 - 16.30  Garden House Hospice Care, Gillison Close, Letchworth Garden City, SG6 1QU	Suggested content will include;  Interpreting blood results Managing breathlessness (focusing on anxiety) Financial advice  Final programme will be confirmed nearer the time	Click here to book  For further details, please contact Natasha Dawson at <a href="mailto:education@ghhospicecare.org.uk">education@ghhospicecare.org.uk</a>

This course is offered free of charge.

## COMPASSIONATE NEIGHBOURS - NORTH HERTFORDSHIRE



Compassionate Neighbours are trained volunteers who are matched with a member of the community based on their interests and hobbies. Offering regular visits, companionship, emotional support, and a listening ear, they help them do the things they like doing and stay connected to their community, family, and friends.

Our training is fun, informal, and transformative. Not only will you learn more about the project, but you'll also meet like-minded people and find out how you can support those people in your local community who would love to meet you. You don't need any specific skills, qualifications, or experiences to attend, you don't even need to bring a pen! Just bring yourself and a positive attitude.

Training takes place at Garden House Hospice Care, Gillison Close, Letchworth Garden City, SG6 1QU.

Dates	Time
Wednesday 22 <sup>nd</sup> November 2023	09.30 - 16.30

**Spaces need to be booked in advance.**

To book on to a session, please complete the Compassionate Neighbour application form at <https://www.ghospicecare.org.uk/supporting-you/compassionate-neighbours>

# COMPASSIONATE NEIGHBOURS - EAST HERTFORDSHIRE



Compassionate Neighbours with Isabel Hospice offers friendship and companionship to anybody who feels lonely or isolated across Eastern Hertfordshire over the age of 18.

We offer a free informal one-day training session and continued monthly support for all involved.

All sessions will be held at Living Well with Isabel Community Hub, Hall Grove, Welwyn Garden City, AL7 4PH unless otherwise stated.

Dates	Time
Friday 20 <sup>th</sup> October 2023	09.30 - 17.00
Friday 17 <sup>th</sup> November 2023	09.30 - 17.00

For further information or to book a space please contact:

[compassionate.communities@isabelhospice.org.uk](mailto:compassionate.communities@isabelhospice.org.uk)

## PAGE FOR YOUR NOTES