

Hospice Isle of Man Education Prospectus 2018



*Leading the Way
in
Palliative Care*



Introduction

The need for palliative and end of life care is changing, with increasing demands and complexity for patients and their families. Therefore there is a corresponding rise in the need for education and training. Education and professional development is part of the Hospice's core business and using our experience and expertise to develop others is fundamental to our work. As a lead education provider we aim to promote the highest quality palliative and end of life care for everyone through the development of knowledge, skills and attitudes.

We are pleased to offer a range of study days and courses to help your development. You will find a selection of learning opportunities that address many aspects of clinical, communication and care issues.

There are a range of study days available for a variety of people caring for individuals which can be tailored to meet your particular requirements.

To register for listed courses please complete the [application form](#) (at the back) and email it to education@hospice.org.im

We also offer bespoke training for you and your organisation and this can be delivered either at the hospice or at your place of work. If you would like further information or would like to discuss any bespoke training needs, please contact:

Practice Development Team on 01624 647451/647487

All education is evidence-based and has the expertise of the multi-professional team.

We look forward to welcoming you to Hospice Isle of Man.

Kirstie Turner

Practice Development Lead

Training Opportunities

Introduction to **palliative** and **end of life** care

Communication skills

Care of the dying person

Advance care planning

Bereavement care

Subcutaneous **syringe pumps** in palliative care

Nurse **verification** of expected death

Opening the Spiritual Gate

Psychological Assessment Skills

Difficult telephone **conversations**

Symptom control – pain, nausea, delirium, malignant spinal cord compression, dyspnoea, bowel obstruction

All of the above can be arranged as bespoke sessions

Keep a look out for any new courses on the Hospice

Website www.hospice.org.im

Work Experience (Schools and Colleges)

We offer placements to school/college students which incorporates the clinical and non-clinical settings.

- Fourteen to sixteen year olds (Years 10 & 11) may only work in the non-clinical setting. The placement is via the 'Department of Education Work Experience Scheme'.

If you would like to find out more please contact:

Christine Chadwick Tel no. 01624 647445 or email Christine.chadwick@hospice.org.im

- For those of sixteen years and over who are wishing to pursue a health related career may have a placement in the clinical setting. This is for three days only.

If you would like to find out more please contact:

Kirstie Turner, Practice Development Lead

Tel No. 01624 647451

Email: kirstie.turner@hospice.org.im

Clinical Placement

Clinical Placements are tailored to the individuals need and include Induction, Orientation and Mentorship, access to the Hospice Education Programme, experience across the Multi-Disciplinary Team either through discussion, attending the MDT Meetings or role shadowing opportunities and thorough evaluation. We are proud of the quality of care and services delivered throughout the Hospice and sharing what we do and how we do it, is an honour and privilege.



Hospice Isle of Man Seminar Room

Terms and Conditions

Confirmation of your place on the course will be sent on receipt of completed application form

If you need to cancel your place on a course for any reason we would ask that you inform us as early as possible as places are often limited and we could free up a place for someone else to attend.

We will contact you 2 weeks prior to the commencement of the course to check you are still available to attend.

Venues

Venues are as stated on the course information pages but may be subject to change. We will be in touch as early as possible to advise of the change.

Catering

Refreshments will be provided upon arrival and during breaks.

Lunch can be ordered on the morning of the full day courses for a small cost.

Certificates

Certificates will be provided upon completion of each course.

Disclaimer

While every effort will be made to ensure the named trainers will deliver their course, circumstances may require the use of a substitute.

Further Information

Please contact Practice Development Lead on 647451 for more information and look out for posters on your notice boards or on the hospice website www.hospice.org.im advertising the sessions.

Venue:

Hospice Isle of Man
Strang
Braddan
Isle of Man
IM4 4RP

We are located next to Nobles hospital.

Parking

Limited parking is available on our site. Please park next to the Scholl Centre which is on the left-hand side as you enter the grounds.

Event Hire

Rooms are available for hire for meetings or educational events.

Please contact the Volunteer Service Manager for further details on 01624 647445

We will make every effort to meet the needs of disabled delegates, presenters and facilitators.

For further information regarding any of our courses, please get in touch.

Education Department
Hospice Isle of Man
Strang
Braddan
IM4 4RP

01624 647451/647487

Email: education@hospice.org.im

Website: www.hospice.org.im



Course Calendar 2018

Date	Topic	Time
JANUARY 2018		
8 th	Psychological Assessment Skills	09.30 – 12.30
24 th	Psychological Assessment Skills	09.30 – 12.30
31 st	Psychological Assessment Skills	09.30 – 12.30
FEBRUARY 2018		
2 nd	Symptom Management - Pain	14.00 – 16.30
7 th	Psychological Assessment Skills	09.30 – 12.30
20 th	Communication - Foundation	09.30 – 16.30
MARCH 2018		
7 th	Psychological Assessment Skills	09.30 – 12.30
14 th	Syringe Pump	14.00 – 16.00
16 th	Care of the Dying Person - Foundation	09.30 – 16.00
20 th	Malignant Spinal Cord Compression	13.30 – 16.30
28 th and 29 th	Communication – Intermediate CANCELLED	09.30 – 16.00
APRIL 2018		
13 th	Psychological Assessment Skills	09.30 – 12.30
18 th and 19 th	Care of the Dying Person - Advanced	09.30 – 16.00
20 th	Psychological Assessment Skills	09.30 – 12.30
25 th	Ethical Issues in Palliative Care	09.30 – 16.30
26 th	Opening the Spiritual Gate	09.30 – 16.30
30 th	Advance Care Planning	14.00 – 16.00
27 th	Psychological Assessment Skills	09.30 – 12.30
MAY 2018		
2 nd and 3 rd	Communication - Advanced	09.30 – 16.30
10 th	Delirium	09.30 – 13.00
10 th	Symptom Management – Nausea & Vomiting/Bowel Obstruction	14.00 – 16.30
18 th	Difficult Telephone Conversations	14.00 – 16.00
25 th	Psychological Assessment Skills	09.30 – 12.30
JUNE 2018		
13 th	Syringe Pump	14.00 – 16.00
18 th	Communication - Foundation	09.30 – 16.30
27 th	Advance Care Planning	14.00 – 16.00
28 th	Opening the Spiritual Gate	09.30 - 16.30
SEPTEMBER 2018		
13 th	Syringe Pump	14.00 – 16.00
14 th	Bereavement Care	14.00 – 16.00
18 th and 19 th	Communication - Advanced	09.30 – 16.30
27 th	Achieving a successful Home Death	09.30 – 16.30

	OCTOBER 2018	
3 rd	Psychological Assessment Skills	13.30 – 16.30
10 th	Psychological Assessment Skills	13.30 – 16.30
12 th	Ethical Issues in Palliative Care	09.30 – 16.30
17 th	Psychological Assessment Skills	13.30 – 16.30
18 th and 19 th	Communication - Intermediate	09.30 – 16.00
24 th	Care of the Dying Person - Foundation	09.30 – 16.00
	NOVEMBER 2018	
6 th	Dyspnoea	13.30 – 16.30
8 th	Syringe Pump	14.00 – 16.00
12 th and 13 th	Care of the Dying Person - Advanced	09.30 – 16.00
14 th	Psychological Assessment Skills	13.30 – 16.30
16 th	Opening the Spiritual Gate	09.30 – 16.30
19 th	Difficult Telephone Conversations	14.00 – 16.00
22 nd	Communication - Foundation	09.30 – 16.30
	DECEMBER 2018	
12 th	Advance Care Planning	10.00 – 12.00

Communication Skills – Advanced

"Excellent course with a very useful model of learning."

Who is the course recommended for?

Registered nurses Band 5 and Senior Healthcare Professionals Bands 3 and 4

Content Outline

'Effective communication is fundamental to good quality patient care'.

Explore challenging communication issues from the participants' practice.

Develop an awareness of own behaviours and barriers to good communication

Explore strategies to improve quality of clinical communication

Increase ability to deliver information effectively and explore decision making

This will be achieved through a range of interactive teaching methods and role play.

Facilitators - Communication Skills Facilitators

It is essential that both days are completed.

Communication Skills - Intermediate

"I enjoyed the whole course it really made me reflect on my communication skills and how I focus on my work, how I deal with difficult situations"

Who is the course recommended for?

Health and Social Care Staff who have some communication skills

Content Outline

Enhance skills in communicating with people with a life limiting illness and to develop strategies to deal with challenging communication situations in practice.

Develop an awareness of own behaviours and barriers to good communication

Utilise a range of skills to improve communication, empathy, questioning skills, listening skills

Identify what is bad news and develop skills to improve how this is broken to patients

Demonstrate an improvement in their communication with patients with a life threatening illness

This will be achieved through a range of interactive teaching methods and role play.

Facilitators - Communication Skills Facilitators

It is essential that both days are completed.

Communication Skills - Foundation

"I feel more confident and sharing ideas and skills with others has been very useful"

Who is the course recommended for?

Health and Social Care Staff with little communication skill training.

Content Outline

The aim of the course is to promote participants' awareness of personal communication skills and to help them develop strategies for dealing with challenging communication situations.

Address communication challenges facing front line staff:

Define what is effective communication?

Look at how do we communicate effectively?

Enhance all types of communication including written, verbal and listening skills

Facilitators - Communication Skills Facilitators

Difficult Telephone Conversations

"Speaking with other participants was very beneficial in gaining different insights into dealing with difficult conversations in different settings"

Who is the workshop recommended for?

Health and Social Care Professionals and Civil Service Personnel such as secretaries and ward clerks who speak to individuals on the phone relating to health issues.

You will have the opportunity to rehearse communication skills in a safe environment.

Content Outline

Specific communication skills

Challenges from practice

Explore how telephone contact can be used as a means of supporting terminally ill people

Risks and benefits of phone support

Reflect on the particular skills needed to provide safe and meaningful support

Try out and develop skills in assessment over the telephone

Build confidence in talking

Facilitators - Practice Development Lead

Advance Care Planning

"I realise how vital this is when care for people with a life limiting illness. Great new care plan booklet!"
Senior Nurse

Who is the workshop recommended for?

Those who are involved in the caring for people at the end of their lives.

Content Outline

What is advance care planning?

Advance decisions to refuse treatment – the legal position

Develop skills in opening and facilitating conversations about patients' preferences regarding preferred priorities

Facilitators

Nurse Practitioner

Care of the Dying Person - Advanced

"Knowledgeable, well thought out, enjoyed the day very much."

Who is the course recommended for?

Senior Health and Social Care Professionals who are involved in the care and management of people requiring care at the end of life.

Content Outline

Understanding of the advanced principles of care of the dying and how these can be effectively applied in practice.

Increased knowledge and skills in palliative care by sharing experiences and ideas using discussion and reflection.

Recognise when someone is in the last few week/days of life

Common symptoms and their management at the end of life

The importance of holistic care planning and review

The interventions to support people and their families

Verification of an expected adult death

Power-point, group work, case scenarios, practical tips and/or discussion will be used to explore the issues.

Facilitators

Hospice CNS Team and Practice Development Lead

Care of the Dying Person - Foundation

"Very good training, I learned a lot and gained knowledge and skills to make me more competent"

Who is the course recommended for?

Health Care Assistants, Social Care Assistants and Domiciliary Carers.

Content Outline?

Basic outline of common symptoms and their management at end of life

Recognise when someone is dying

Practical measures when caring for someone who is dying

The importance of good communication

How best to support the dying person and their families

Recognise the importance of boundaries and personal coping

Facilitators

Practice Development Lead and Hospice CNS Team

Achieving a Successful Home Death

"Great to hear about other professionals views on dying at home. Enlightening". Paediatric Nurse

Who is the course recommended for?

All Health and Social Care Staff who are involved with caring for individuals in the community setting

Content Outline

The 'how to' guide for health professionals including syringe driver conversions and just-in-case medications, and services available.

Explore the challenges faced when caring for patients who are dying at home.

Discussions on how best to support them and their families.

Assessment and recognition that death may be near

Management of symptoms at the end of life

Concepts surrounding care planning for the patient in the last few days of life

Verification of death

Facilitators

Hospice at Home Senior Nurse, Hospice CNS Team and Community Team

Bereavement Care

"A great course. Learned about the different stages of emotion people go through will help me care"
Counsellor

Who is the course recommended for?

Health and Social Care Professionals who provide care and support after a loved one has died.

Course Outline

The theories and models related to grief and bereavement

To give a foundation for the care of patients and their families around the time of death, and to recognise the reactions following a bereavement.

That bereavement can be both normal and complicated, and know when to refer on and who to refer to.

What the bereavement reactions are for adults and children

Which resources and organisations are available on the IOM and in the UK that help the bereaved.

Facilitators

Hospice Counsellor

Young Peoples' Support Worker

Spirituality – Opening the Spiritual Gate

"Will encourage me to ask more open questions"
"Good overview, cleared up the meaning to me and that they overlap"

Who is the course recommended for?

Health and Social Care Professionals with some knowledge about Spirituality

Content Outline

The meaning of spirituality

How to open a spiritual conversation

Learn to undertake a spiritual assessment

Document, record and communicate spiritual needs

Create a spiritual care plan

How to begin to address spiritual needs

Facilitators

Counsellor and Hospice CNS

Ethical Issues in Palliative Care

"I really enjoyed the course, it was very well delivered and lots of interesting food for thought" Clinical Psychologist

Who is the course recommended for?

Health and Social Care Professionals who are caring for people at the end of their lives.

Content Outline?

Definition of ethics

Principles and their applications

Approaches to Ethical Dilemmas

Ethical Dilemmas

Ethical Decision Making Process

Resolution

Approaching dilemmas and resolving issues

Facilitator

Palliative Care Clinical Nurse Specialist

McKinley T34 Syringe Pump

"Learning how to put the syringe pump together and converting opioid dose"

Who is the workshop recommended for?

Qualified nurses or doctors who use syringe pumps for palliative care patients.

Course Outline

Increased knowledge and skill in the use and management of syringe pumps.

Understanding of the indications and contra-indications of the use of syringe drivers

Updated knowledge of the use of drugs: compatibilities, conversions and doses

Setting up and monitor a McKinley T34 pump

How to troubleshoot for problems encountered whilst administering drugs via the syringe pump

Interactive case studies will be used to explore issues such as pain management, sedation and restlessness.

Facilitators

Practice Development Lead and Hospice CNS

Malignant Spinal Cord Compression

"The whole course has given me an understanding of MSCC, its management, especially recognising early signs."

Who is the course recommended for?

Senior Health and Social Care Professionals such as registered nurses, doctors and AHP's

Content Outline?

Gain a clear understanding of the overall management of malignant spinal cord compression which includes:

Recognising early signs and symptoms

Management including investigations and treatment

Discharge Planning & Rehabilitation

Facilitators

Hospice Team

Pain

"Management of pain in terminal phase dose titration, discussion on scenarios."

Who is the course recommended for?

Senior Health and Social Care Professionals such as registered nurses, doctors and AHP's who want to increase their level of knowledge of medicines used for pain management, especially with regard to drug choice.

Content Outline

Increase your knowledge and skills in the assessment of the causes of pain and tailoring treatments.

Update knowledge on the common medicines used for pain management in palliative care

Understand and be able to apply drug choices for symptom control

Interactive case studies will be used to explore causes and treatments.

Facilitators

Hospice Team

Nausea/Vomiting & Bowel Obstruction

*"Mix of medications to get overall benefit"
"Understanding the pathway that triggers nausea/vomiting"*

Who is the course recommended for?

Senior Health and Social Care Professionals such as registered nurses, doctors and AHP's who want to increase their level of knowledge of medicines used for management of nausea and vomiting in palliative care as well as in the management of an individual with bowel obstruction.

Content Outline

Increase your knowledge and skills in the assessment of the causes of nausea/vomiting.

Update knowledge on the common medicines used for this management in palliative care

Understand and be able to apply drug choices for symptom control

Understand and be able to apply different treatment choices for symptom management in an individual with bowel obstruction.

Facilitators

CNS Team members

Dyspnoea

"Content – advice – tips on non-pharmacological measures to help patients was excellent". Occupational

Who is the course recommended for?

Senior Health and Social Care Professionals such as registered nurses, doctors and AHP's who want to increase their level of knowledge of treatment and care of an individual with dyspnoea in advanced disease.

Content Outline

Increase your knowledge and skills in the assessment of the causes of dyspnoea in individuals with advanced disease, including end stage COPD, cancer, pulmonary fibrosis.

Update knowledge on the common medicines used for this management in palliative care

Understand and be able to apply drug choices for symptom control

Understand and be able to apply different treatment choices for symptom management in an individual with dyspnoea.

Facilitators

Senior Physiotherapist and CNS Team Member

Delirium & Agitation

Medication overview – how to manage delirium and what meds can cause delirium, looking through cases and thinking about causes of delirium and how to manage it

Who is the course recommended for?

Senior Health and Social Care Professionals such as registered nurses, doctors and AHP's who want to increase their level of knowledge of treatment and care of an individual with delirium and agitation in advanced disease.

Content Outline

Increase your knowledge and skills in the assessment of the causes of delirium and agitation in individuals with advance disease.

Update knowledge on the common medicines used for this management in palliative care

Understand and be able to apply drug choices for symptom control

Understand and be able to apply different treatment choices for symptom management in an individual with delirium or agitation.

Facilitators

Hospice Team

Psychological Assessment Skills in Cancer and Palliative Care

"Excellent course, useful information and skills on how to use available tools and access resources" – Registered Nurse

Who is the course recommended for?

All health and social care professionals who come into contact with people with cancer and other life-limiting conditions.

Content Outline

Listening skills

Psychological assessment – identifying different psychological problems and distinguishing between various levels of distress. This includes suicide risk assessment.

Knowledge of a range of evidence-based psychological interventions you can use to support distressed people.

Troubleshooting case examples from your own practice.

Facilitator

Hospice Clinical Psychologist

All **four** dates have to be attended

Application Form

Hospice Isle of Man On Island Course Application Form		
Course Title:		
Location:		
Date of Course:		
Cost of Course if applicable		
Name:		
Role:		
Place of Work:		
Contact details:	Telephone:	
	Email: (important as certificates will be sent out electronically)	
How do you intend to use the skills gained from attending this course?		
Applicants Signature:	<i>(study leave must be negotiated with line manager)</i>	Date:
Managers Signature		Date:
Please detail any requirements you have relating to a disability:		
<p>Please return completed application form to:</p> <p>Education Department, Hospice Isle of Man, Strang IM4 4RP Tel: 647487 Email: education@hospice.org.im</p> <p style="text-align: center;">Confirmation will be sent</p> <p>If you are unable to attend please inform Hospice as soon as possible to let others have your place. Tel No: 647487</p>		

