



Education Programme

2017

Accredited Courses

Palliative and End of Life Care Education

Nursing & Care Homes Training

Domiciliary Care Training

Study Days, Courses and
Health & Well-Being



“Rowans Hospice is committed to providing up-to-date and helpful education & training to support you whether you are a member of the public or a professional”



Educating ourselves, the community and fellow healthcare professionals

Rowans Hospice is an independent healthcare provider. We work collaboratively with local NHS Trusts and institutes to provide a diverse programme of evidence and practice-based education and training.

We have an extensive programme of courses for hospice staff, volunteers, members of the public and healthcare practitioners of all disciplines and grades including Nursing & Care Homes and Domiciliary Care Agencies.

Training is provided by a variety of speakers, both from within the hospice and from outside organisations. Sessions are designed to incorporate a range of learning opportunities through taught theory, reflection, group work, participation and discussion. All educational training is thoroughly evaluated.

If you are interested in any of our events, we encourage you to come and learn in a supportive environment from qualified and highly skilled practitioners. We are all committed to the ideal that provision of good education is central to good palliative care and communication.

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Accredited Courses



Our Vision:

“People living well to the end of life and attaining a good death within a caring and compassionate community”.

QCF Level 2 and 3 Awards in End of Life Care

Led by: Jill Short, Nurse Specialist & Education Lead

In collaboration with Hospice UK, Hospice Education Alliance HEA and The College in Poole and Bournemouth, we are delighted to offer QCF qualifications in End of Life Care.

QCF Level 2 Award

23rd January / 24th April / 5th September or 1st November (*please select a date*)

09:30 – 16:30

Course Fee: £100 per person

to include all course materials, refreshments and a light lunch

QCF Level 3 Award

*(please select from **one** of the two courses)*

Day 1: 15th May

Day 2: 12th June

Day 3: 10th July

OR

Day 1: 20th November

Day 2: 11th December

Day 3: 15th January 2018

09:30 – 16:30 (all dates)

Course Fee: £280 per person

to include all course materials, refreshments and a light lunch

Target Audience:

These courses are suitable for anyone wanting to undertake vocational training in EoLC, therefore, most suitable for staff working in care homes, domiciliary care agencies and health and social care assistant roles. However, all staff including RN's are able to enrol if interested, especially those new to EoLC.

Employers who provide data for the MNDS (Minimum National Data Sets) for Social Care can access Workforce Development Funding to claim back a proportion of the cost of the training and for backfill. More details on this are available from Skills for Care.

Course Information:

The Level 2 courses are 1 day and the assessment will be conducted through a workbook which will be completed during the course of the day through an interactive programme we have devised as a group of hospices with The College.

The Level 3 course will be 3 full days, with a similar format in assessment.

Palliative and End of Life Care Education

End of Life Care:

“To ensure people receive the care they need, End of Life Care has to be considered as everybody’s business and all paid carers and clinicians at every level of expertise need to be trained, supported and encouraged to bring a professional ethos to that care. They should know how to listen to people and to help them make decisions. They must be allowed to use their judgement, their values and their authority to ensure that the care is right for the individual”.

Source: Ambitions for Palliative and End of Life Care; A National Framework for local action 2015-2020

Developing Skills to Support Complex Discussions in End of Life (EOL) Care

Led by:

Jill Short, Nurse Specialist & Education Lead

Dr Paul Beadon, Lead Clinical Psychologist

Paul Salter, Clinical Nurse Specialist

Helen Wilkes, Clinical Nurse Specialist

This experiential training programme will draw upon your existing experience, knowledge and skills in end of life communication; providing an opportunity to explore the puzzles you will have experienced in your clinical work and develop new strategies for addressing these challenges.

Course dates:

1st Course

1st, 8th, 15th & 22nd March

2nd Course

21st & 28th June and 5th & 12th July

3rd Course

13th, 20th, & 27th September and 4th October

13:30 – 16:30 (all dates)

All dates within this chosen will require full commitment; requiring you to attend all of the 4 dates.

Course Fee: £200 per person

to include all course materials and refreshments

Those applying from Rowans Hospice and Solent NHS Trust will be given free places due to funding.

Target Audience:

This course is suitable for Doctors, Allied Healthcare Professionals, Social Workers and Nurses and those working in Nursing Homes. Having some form of difficult or complex conversations in end of life care within job role is a course requirement.

Course Information:

This is an experiential communications course that will support practitioners:

- to communicate effectively with patients, family members, carers and the bereaved on complex issues relating to end of life care, death, dying and bereavement – NHS KSF (level 4)
- to provide emotional support to patients, carers and the bereaved and identify when a person requires referral to a specialist service – Level 2 of the NICE Model of Psychological Assessment and Intervention

Your learning will be facilitated through the delivery of a modular programme, which will require participants to take skills learnt in each session and put these into practice between sessions. There will be opportunities to reflect on your experiences of trying new communication strategies at each training session. Participants will record their learning through completing a course workbook, which will demonstrate how they achieved stated outcomes.

Putting Ambitions into Action Programme

**This course will be delivered by a number of different professionals
working within Specialist Palliative Care and End of Life Care**

A 2 day course for those working in End of Life Care and Palliative Care in the community.

Course dates:

1st Course

6th March & 3rd April

2nd Course

9th October & 6th November

09:15 – 16:00 (all dates)

Both dates within the chosen set will require full commitment

Places on this course are free for Rowans Hospice, Southern Health and Solent NHS staff—please be aware places are limited and will be awarded on a first come first served basis.

For those working within Social Care and Hospitals, please get in touch as we are looking for other funding.

to include all course materials and refreshments; a certificate will be awarded on completion of both dates

Target Audience:

This course is suitable for Community Nurses and Qualified AHP's working in End of Life Care in Hospices, Hospitals or the Community.

Course Information:

This is a course that will cover many essential End of Life Care topics to improve the quality of care, including:

- Looking at how national and local policies impact and influence every day practice
- Person centred, personal choices and shared decision making
- Sensitive communication and supporting families
- Spirituality and diversity
- Loss, grief and bereavement
- Care of the dying in the last few days

By the end of day two, participants will be able to:

1. Identify from their clinical practice where and when interventions have worked well and also where it has been less successful: demonstrating insight into influencing factors
2. Demonstrate sensitive communication skills with those in their care
3. Demonstrate an understanding of loss, grief and bereavement—the normalities and complexities
4. Critically discuss the interventions for a person with complex symptoms at End of Life
5. Consider and give valid rationale for decisions such as: DNACPR and withholding antibiotics
6. Identify one new approach / learning that they will take back to their practice
7. Identify the local and national drivers for Health and Social Care
8. Discuss current models for EoLC in both Health and Social Care settings

Syringe Driver Training

Led by:

Jill Short, Nurse Specialist & Education Lead

A 2 hour training session to update your existing knowledge. The aim of this training is to safely practice and explore the reasons for setting up and managing a patient requiring a syringe driver.

Choice of dates:

*(please select from **one** of the twelve dates)*

10th January, 7th February, 14th March, 4th April, 9th May, 6th June, 4th July, 12th September,
7th November, **OR** 5th December

14:00 – 16:00 (all dates)

Course Fee: £25 per person
to include all course materials and refreshments

Target Audience:

This course is suitable for qualified nursing staff who use a McKinley T34 syringe driver.



Course Information:

This includes a practical session in setting up the syringe driver. A McKinley T34 syringe driver will be used during this training session. We will provide a certificate of attendance only. **This session will not check or sign off competencies of setting up a Syringe Driver or administering drugs; a policy will need to be in place in your own workplace to ensure competencies are checked within the team.**

Important areas that will be covered include:

- Accountability
- Advantages and disadvantages in the use of a syringe driver
- Common drugs used
- Conversions
- Preferred sites
- Monitoring and safety checks
- Trouble shooting

uDNACPR

Facilitated by Solent NHS Trust, Southern Health Foundation Trust and Rowans Hospice

A practical course for discussions and decision making with regard to Unified Do Not Attempt Cardiopulmonary Resuscitation (uDNACPR).

Course date:

Friday 17th March

OR

Friday 24th November

09:30 – 16:30

Places on this course are free—please see information below
to include all course materials, refreshments and a light lunch

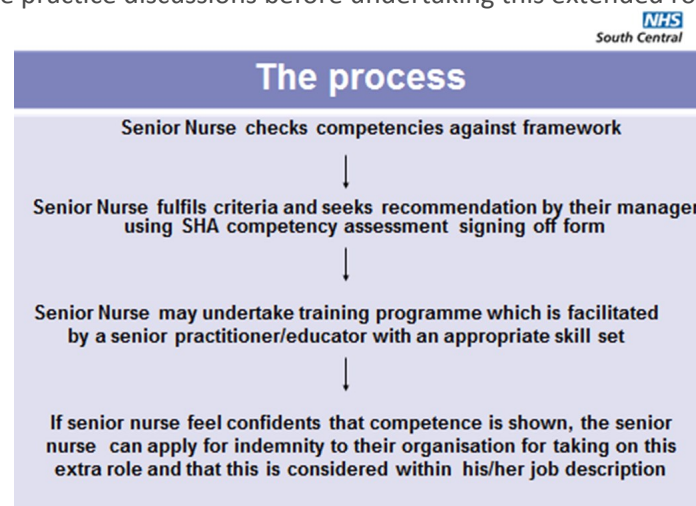
Target Audience:

Both Nurses and Doctors can attend this course.

The Nursing Midwifery Council recognises that in certain cases it will be appropriate for appropriately trained Senior Nurses to fulfil this role. **The NHS makes no obligation for individual organisations to train Senior Nurses to undertake this role, however there are Senior Nurses who have the right competency and skills set to enable them to have these discussions, to the benefit of their patients and organisations.** The decision to train Senior Nurses in this extended role lies with individual organisations that retain accountability for the clinical governance for DNACPR decisions that originate within their operational jurisdiction.

If you are interested, please ensure you have your Managers approval and then contact the Specialist Palliative Care Community CNS team within either Solent NHS Trust or Southern Health Foundation Trust.

Senior Nurses will need to complete a competency framework issued by the CNS from the SPCT's, The Senior Nurse's Manager (or appropriate person) will need to sign off their competencies before attending the study day, which will incorporate practice discussions before undertaking this extended role.



Course Information

Aim of the training:

To increase confidence and competence in making and communicating these decisions with patients and / or relatives.

Outline of the day:

- What is the uDNACPR form
- Role of the Clinician completing the form
- MCA 2005 and DNACPR decisions
- Demonstration of discussion (DVD)
- Discussion practice
- Completing the uDNACPR form

Reasons supporting this training:

- Benefits to patients / carers skilled communication in a timely discussion and less inappropriate resuscitation attempts
- Facilitates more natural and dignified deaths
- Avoids repeated and sometimes distressing discussions if Senior Nurses can complete the process
- Benefits to organisations—part of skilled advance care planning, greater user satisfaction and less complaints
- Benefits to Senior Nurses—increased job satisfaction
- Potential to influence improved bereavement outcomes

LILAC FORM STAYS WITH PERSON WHOEVER THEY ARE BEING CARED FOR.
WRITE FORM FOR ADVISOR AND NOTES.

UNIFIED DO NOT ATTEMPT CARDIOPULMONARY RESUSCITATION (DNACPR)

In the event of cardiac or respiratory arrest no attempts at CPR will be made. All other appropriate treatment and care will be provided.

DNACPR Form 2014

NHS

South of England

(Central)

www.nhs.uk/dnacr/uk/central

Name _____
Address _____
Postcode _____

Date of DNACPR Decision _____

Institution Name _____

Form completed electronically? Yes ☐ No ☐

Before completing this form, please see explanation sheet.

1. Reason for DNACPR decision

☐ A) CPR is unlikely to be successful due to:

The person has been informed of the decision Yes ☐ No ☐ If no state reason

The relevant other has been informed of the decision Yes ☐ No ☐ If no state reason

Name of relevant other _____

B) CPR might be successful, but followed by a length and quality of the which would not be of overall benefit to the person.

Person lacks mental capacity and has a legally appointed Welfare Attorney. Name _____

Person lacks mental capacity and does not have a legally appointed Welfare Attorney. Decision is made on the balance of overall benefit to the person in discussion with: Name(s) _____

C) There is a valid advance decision to refuse CPR in the following circumstances: All circumstances Yes ☐ No ☐

Specific Circumstances (please state): _____

Attach a copy of the Advance Decision to Refuse Treatment (ADRT) in the back of the DNACPR form.

2. Healthcare professional making this DNACPR decision:

Signature Position _____ GMC/NNMC _____

Date _____ Time _____

If decision has been made by a delegated professional, the decision needs to be upheld at the next opportunity:

Name _____ Position _____ GMC/NNMC _____

Signature Date _____ Time _____

3. Review: (Select ONE box only) ☐ This is an indefinite decision ☐ Needs reviewing

Review date if appropriate _____ Outcome of review: DNACPR to continue? Yes ☐ No ☐

Name _____ Position _____ GMC/NNMC _____

Signature Date _____ Time _____

4. Who has been informed of this DNACPR decision?

☐ GP ☐ Ambulance Warning Flag ☐ Out of Hours

☐ Care Provider (Please state): _____

☐ DLOber (Please state): _____

5. Other Important Information:

For example, Ambulance cover instructions on transfer, Gelling of treatment, Preferred place of care/death.

Name _____
Address _____
Postcode _____

Date of birth _____

NHS or hospital number

The DNACPR form is located:

DNACPR

DNACPR

Can off site
and place in
a box

Link Nurse Group Meetings

**Facilitated by Rowans Hospice, Solent NHS Trust and
Portsmouth Hospital Trust**

These meetings are an opportunity to meet other professionals working within Palliative and End of Life Care, consisting of an education session and supervision from qualified and experienced professional healthcare practitioners.

Meeting dates:

Thursday 9th February

Thursday 8th June

Thursday 9th November

13:30 – 16:00 (all dates)
refreshments available

Target Audience:

These meetings are suitable for nurses and allied healthcare professionals working within Palliative and End of Life Care for Southern Health NHS, Solent NHS, Portsmouth hospitals and nursing homes within this locality.

Meeting Information:

Meetings will follow the same format as seen below.

13:30 – 14:30 Education session

14:30 – 14:45 Break

14:45 – 16:00 Supervision session with Jill Short, Paul Salter, Fiona Wilson and Nikki Whyte

Topics:

Thursday 9th February

‘Difficult Conversations’

Led by Dr Paul Beadon, Lead Clinical Psychologist for Specialist Palliative Care

Thursday 8th June

‘Symptom Management in Palliative Care’

Led by Dr Katie Jerram, Staff Grade Doctor

Thursday 9th November

‘MND; types, symptoms and signs, interventions/management all within End of Life’

Led by Maggi Hardcastle, Clinical Specialist Physiotherapist

Please register your interest in attending these meetings with the Education Administrator who will add you to the distribution list for invitations.

Nursing and Care Home Training



“Unless there has been good communication between staff and relatives or carers, unnecessary misunderstandings and distress can arise. Care of the dying requires not only substantial technical knowledge and clinical skill, but above all it needs excellent communication skills. Adequate training and continued support is the key to getting this aspect of care right”

**(The Neuberger Inquiry into the Liverpool Care Pathway
“More Care Less Pathway”, 2013)**

Six Steps to Success

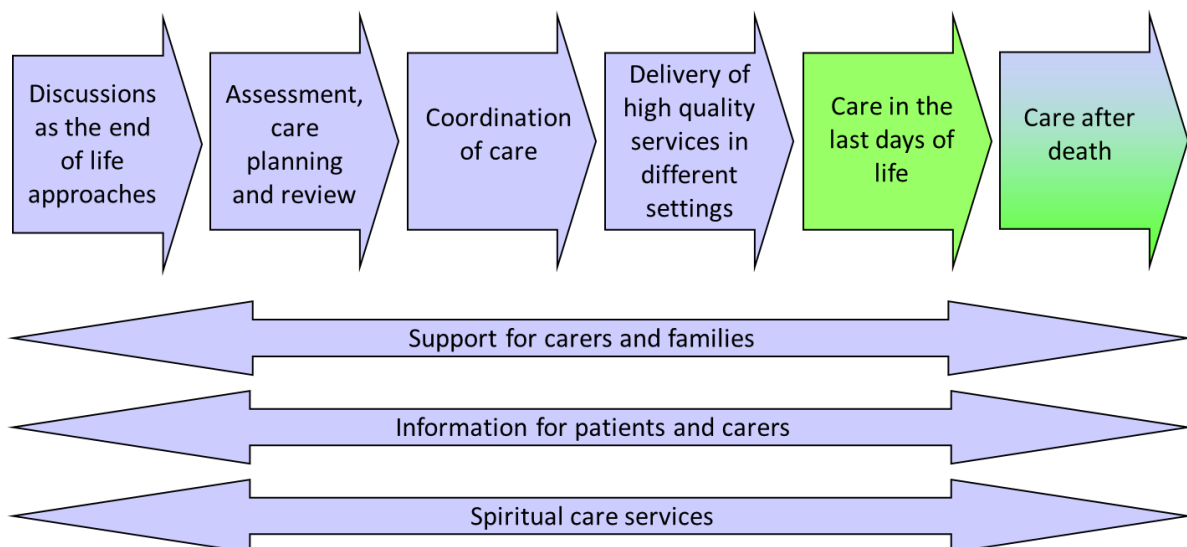
The Pathway to Quality End of Life Care in Nursing Homes

Programme Information:

The Six Steps to Success programme has been developed to aim to enhance End of Life Care through facilitating organisational change, and supporting staff to develop their roles around End of Life Care.

End of Life Care champions within the Nursing Home will be supported by the Education Facilitator to develop their knowledge, skills and confidence, and are encouraged to empower other staff members in the care home to deliver high quality End of Life Care that encompasses the philosophy of Palliative Care. This programme, with the Education Facilitator, will provide evidence that change is happening.

The programme is designed to be delivered over 8 months and consists of nine half day workshops with additional support and advice over this period. These will include an introduction workshop, one for each of the six steps of the national end of life care pathway, a dementia workshop and a concluding workshop. Each session will embrace individualised patient care and communication as key elements.



There is no charge to this programme. All that is asked is that with only 10 Homes having the opportunity, the Home is committed and engaged with this process by supporting at least 2-3 staff members to attend the full programme. One must be a senior member of staff who can support, embed and sustain organisational change within the Home as required, which will be demonstrated in a completed portfolio of evidence.

The programme is based on the Six Steps described in the Route to Success, which guides to improving End of Life Care.

The aim above all is to ensure all patients at end of life receive high quality care.

CQC inspectors will always ask specific questions about end of life as part of their inspection. Do you feel confident in all your staff to answer them with confidence and knowledge?

If this is something of interest for your home, please contact Grace Ellert.

Embedding the 5 Priorities of Care for the Dying Person

Led by:

Jill Short, Nurse Specialist & Education Lead

A 2 day course for qualified nursing staff and senior carers within Nursing and Care Homes to provide the knowledge and establish ways to embed the 5 Priorities of Care for the dying person.

Choice of dates:

*(please select from **one** of the two courses)*

1st Course

Day 1: 16th January

Day 2: 13th February

2nd Course

Day 1: 18th September

Day 2: 16th October

09:30 – 16:30 (all dates)

Course Fee: £60 per person

to include all course materials, refreshments and a light lunch

Target Audience:

Qualified nursing staff and senior carers within Nursing and Care Homes.

Course Information:

Overall learning objectives:

- Demonstrate communication skills that support the well-being of the individual and staff group, and take into consideration any sensory impairment.
- Update and regularly review the delivery of care and relevant documentation depending on the individual's abilities & pain, and recognising when there is a change other than visual.
- Recognise symptoms that individuals may be experiencing; other than that of their diagnosed medical condition.
- Develop strategies and resources to use and deliver EOLC tools.
- Be able to recognise the impact that loss has on individuals and how to offer support.

Setting up the Namaste Care Programme in your care home

The Namaste Care Programme is for people with advanced dementia at the end of their lives. It is a structured care programme which integrates compassionate nursing care with meaningful, individualised activities.

Choice of dates:

*(please select from **one** of the two courses)*

Monday 9th January

OR

Tuesday 13th June

09:30 – 16:30 (both dates)

Course Fee: £250 for 3 staff members of your Nursing or Care Home

to include all course materials, refreshments and a light lunch

Course Information:

Recent Namaste research undertaken by St Christopher's Hospice has shown clear benefits for residents, care staff and family members. No additional staff, space or expensive equipment is required.

The Rowans Hospice is now offering training and support to enable care homes to set up their own Namaste care Programme.

The workshop and toolkit will enable you to:

- Understand the purpose of the Namaste Care Programme
- Understand the benefits of the Namaste Care Programme for people with dementia, their families, and care staff
- Communicate the vision to the whole care home team
- Lead change in the way the care home team works with people with dementia and their families
- Develop a plan to implement, evaluate and sustain the Namaste Care Programme

The Namaste Care Programme Training Package consists of:

- A full day workshop at St Christopher's Hospice
- A half-day visit to the care home by a facilitator (within a month of attending a full day)
- A copy of the Namaste Care 'Toolkit', a practical step-by-step guide to implementing and sustaining the Namaste Care Programme

Full commitment of the 3 appointed staff members from each home is a requirement to ensure this training is sufficiently embedded. At least 1 of the 3 attending must be within a management role.

Namaste – “to honour the spirit within”

A home in the area has recently set up a Namaste care programme. Their Namaste programme has flourished since they started due to their commitment and passion, they recently expressed;

“Residents have commented on the increase in communication and engagement with some of the residents, their loved ones”.

Domiciliary Care Training



Advice from the Government for the workforce:

“That Health Education England, Local Education and Training Boards and Skills for Care ensure that staff responsible for the delivery of End of Life Care have training focussed on the key elements of their roles which enable choice such as early identification of needs, advance care planning, communication skills, and working in partnership with people and other organisations to deliver person-centred care”.

Source: ‘What’s important to me’, A Review of Choice in End of Life Care; The Choice in End of Life Care Programme Board, February 2015

Domiciliary Care Training

Supporting those at End of Life

Led by:

Jill Short, Nurse Specialist & Education Lead

We believe in giving people and their families a voice by working together and listening to their needs. This 1 day workshop aims to support Domiciliary Care workers to aim to provide care of the highest quality and develop & shape services for the future.

Course dates:

*(please select from **one** of the three courses)*

25th January, 19th June, OR 25th September

09:30 – 16:00 (all dates)

Course Fee: £25 per person

to include all course materials, refreshments and a light lunch

Target Audience:

Domiciliary Care workers who support and care for people, and their families, who are approaching end of life or have Palliative Care needs.

Course Information:

This workshop will:

- Identify the levels of communication skills required to communicate effectively with a person at the end of life, establish their needs and determine their preferences.
- Offer practical skills when dealing with difficult conversations.
- Explain the dying process and common signs and symptoms observed during end of life for staff providing care to a dying person.
- Consider best practice when caring for people during the dying process in respect to personal care, oral care, fluids and nutrition.
- Demonstrate how multi-agency working can achieve the best possible outcomes for the dying person.
- Describe what Advance Care Planning is and how to evaluate current methods of internal and multi-disciplinary communication & documentation in End of Life Care.
- Establish methods of person-centred care which observe and respect what is important to a person during the dying process.

Bespoke Training

These courses are adaptable for different health and social care settings and the needs of the service.



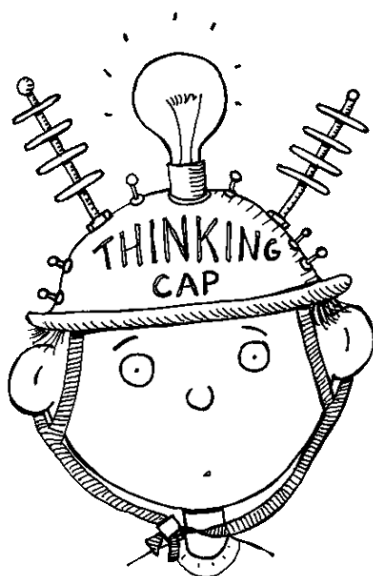
Speaking after attending a recent bereavement course, an attendee shared how their learning will influence their future communications;

“Remembering the importance of silence when supporting the bereaved.”

Area	Sessions can include	Time
Future planning	<p>Consider what is End of Life Care</p> <p>Differentiate between a statement and a decision in advanced care planning</p> <p>Can justify the need to support people in making an advance care plan</p> <p>Respond effectively within an advance care planning discussion</p>	<p>2 hours</p> <p><u>£70</u></p>
U DNACPR Session	<p>Go through the form section by section to allow confidence in how the form works</p>	<p>1 hour</p> <p><u>£35</u></p>
Symptom Management	<p>Symptoms at the end of life</p> <p>Pain</p> <p>Breathlessness</p> <p>Agitation</p> <p>Explore medication and non-pharmaceutical interventions</p> <p>Holistic needs; spiritual, psychological and social—not just the physical</p> <p>This is a very open and flexible session depending on who attends, qualified or unqualified and what the needs are</p>	<p>2 hours</p> <p><u>£70</u></p>
End of Life Care: Dying Matters	<p>Identify key elements that will help to make a persons death more comfortable and peaceful</p> <p>Recognition of the Dying Process</p> <p>Identifying pain or distress</p> <p>Communication</p> <p>Being with the patient</p> <p>Exploring the last 48 hours</p>	<p>2 hours</p> <p><u>£70</u></p>
Bereavement and Support	<p>Discuss the use of ‘empathy’</p> <p>Consider the practicalities when someone dies</p> <p>Explore Grief and Bereavement theories</p> <p>Provide ways to help those bereaved</p> <p>Look at resources that are out there</p>	<p>2 hours</p> <p><u>£70</u></p>
Difficult conversations in End of Life Care	<p>Conflict within families – managing the different agendas</p> <p>Leaving discussions until “Later” – avoiding delaying techniques</p> <p>Managing unrealistic expectations</p> <p>Knowing when to initiate End Of Life conversations</p> <p>Appropriate level of intervention</p> <p>Who's responsibility to have the conversation is it?</p> <p>How to answer the question “Am I dying?”</p>	<p>3hours with 2 facilitators</p> <p><u>£210</u></p>

Study days, Courses and Health & Well-Being

“I enjoyed the whole workshop and being able to share with others without being judged.”



• An opportunity to stand back, take some space and contemplate on the work we are all involved in •

Resilience Course

Led by:

Dr Gemima Fitzgerald, Clinical Psychologist & Bereavement Lead Associate

A personal and professional health & well-being course to provide you with the tools and techniques to help develop resilience for your journey through life.

Course date:

Friday 10th February

OR

Friday 22nd September

09:30 – 15:30

Course Fee: £80 *per person*

to include all course materials, refreshments and a light lunch

Target Audience:

This course is suitable for anyone who may wish to learn how to recognise and develop their own resilience and the resilience of the people they are working with. This includes all sorts of environments, clinical and non-clinical.

Course Information:

This workshop will aim to provide you with the tools and techniques to help develop resilience for your journey through life. Resilience is the ability to tolerate, cope with and overcome adverse events or stress, and to learn, grow and develop as a result of these. Some aspects of resilience are personality dependant whilst others are skills determined. Through reflection and learning, these skills can be enhanced to benefit your life; personally and professionally. A previous attendee, when asked about the course, recently expressed; "Life affirming—I will take more time to take stock and reflect on my own path to resilience."

Aims of this workshop:

- To have increased understanding about resilience theory
- Learn techniques on how to tap into your own inner resources and how to build on these
- Consider how to mindfully respond to situations, rather than react
- Acknowledge your own vulnerabilities and mistakes and learn to view these as precious learning experiences
- Learn how to apply techniques to help people you are working with
- Develop a sense of meaning in your story and those you are working with

***"I am not what happened to me,
I am what I choose to become."***

Mindfulness Based Stress Reduction Course

Led by:

The Bereavement & Psychology Team

A nine session course; Mindfulness is about becoming more aware from moment to moment and provides a way to experience yourself and the world around you with non-judgemental awareness.

Choice of dates:

*(please select from **one** of the two courses)*

Orientation Session: Tuesday 7th February

Course continues: Tuesday's 14th February to 4th April

17:00 – 19:00 (all dates)

A morning of silent practice will be made available on Saturday 18th March 09:30—13:00

Course Fee: £160 per person

to include all course materials such as CDs and a workbook

Target Audience:

These courses are suitable for anyone. Some of the reasons people attend the course include learning to relate differently to stress or physical problems or to learn more about themselves and how they relate to the world.

Course Information:

The course consists of an orientation session and then eight 2-hour sessions with daily home practice of up to 45 minutes. The primary form of learning in these groups is experiential, we ask that participants learn through practice and through reflecting on this practice; this requires a strong commitment to work on yourself through a gentle but rigorous daily discipline of mindfulness practice. Committing to personal exploration can feel difficult, but most people find it worthwhile.

Mindfulness training:

- Helps develop greater awareness of self and others
- Offers new ways of managing stressful events
- Increases our ability to be calm and relax
- Improves concentration and creativity
- Improves our ability to be alongside others with greater empathy and understanding
- Allows one to be fully present in the moment: opening to greater enthusiasm and appreciation of life

Working with Loss, Sage & Thyme Course

Led by:

Jill Short, Nurse Specialist & Education Lead

Dr Gemima Fitzgerald, Clinical Psychologist & Bereavement Lead Associate

Join us for this one day workshop on '**working with loss**' that we hope you will find interesting and stimulating. This workshop is an opportunity to stand back, take some space and contemplate on the work we are all involved in.

Choice of dates:

*(please select from **one** of the two study days)*

Monday 22nd May

OR

Monday 13th November

09:30 – 16:30 (both dates)

Course Fee: £80 per person

to include all course materials, refreshments and a light lunch

Target Audience:

These courses are suitable for anyone who works in a place where you might need to support people who are bereaved; facing some form of loss; or who for some reason are anxious or worried. This includes all sorts of environments, clinical and non-clinical.

Course Information:

The morning session will give you an opportunity to explore how people respond to loss and change, and some of the challenges this creates that you may face. The afternoon session is a 3-hour SAGE and THYME foundation level 1 workshop helping us support people that are worried and or distressed.

The course provides:

- An exploration of the current theories on grief and loss
- Course hand-outs
- A memorable structured approach for getting into and out of a conversation
- How to empower people who are worried or distressed
- Communication skills that are evidence based

Speaking Out

Adapted from the NCPC / Dying Matters 'Speaking out' training course 2016, with kind permission

Led by:

Jill Short, Nurse Specialist & Education Lead

A course to equip people with personal experience of End of Life Care with the skills, information and confidence to speak out about their experience and why a campaign to break the taboo around dying, death and bereavement is so important.

Choice of dates:

*(please select from **one** of the two study days)*

Monday 30th January

OR

Monday 27th November

09:30 – 16:00 (both dates)

Course Fee: £25 per person

to include all course materials, refreshments and a light lunch

Target Audience:

Public speaking includes many different elements of the work carried out by Staff, Volunteers, Hospice Ambassadors and those who are part of the Communication & Fundraising teams.

Course Information:

Staff and Ambassadors working for a hospice may have stories about families and patients that they can use to really show the compassion and depth of our work, to show the real human side. But this is something that requires support and guidance to ensure they are safe and sensitive within that sharing.

This course is not about supporting people to talk about death and dying. This course is for equipping people with personal experience of End of Life Care with the skills, information and confidence to speak out about their experience in different formal and informal events.

At the end of this course you will:

- Have prepared an outline of what to include about your personal experience when speaking at events about dying, death and bereavement.
- Been provided with some guidelines about presenting the key messages of NCPC / Dying Matters when speaking at events.
- Have identified your strengths as a public speaker.
- Identified ways you can best prepare and protect yourself when speaking out about your personal experiences.
- Considered what your presentation styles might be and how this relates to the audience.
- Been given information about where to find resources and further information.

At Rowans Hospice, we pride ourselves in our presentation styles and audience engagement. Feedback from a recent course suggests it was;

“Informed, up-to-date and paced well to all individuals. Clearly spoken and personalised examples. [The speaker was] knowledgeable, enjoyable and worthy of respect”.

Booking Information and Frequently Asked Questions



How to Book:

For all course bookings and further information, find downloadable flyers for each course on the website; please complete and return the application form on the back of the course flyer. For all enquiries contact Grace Ellert, Education Administrator.

Method of Payment:

Cheque: Please enclose a cheque made payable to Rowans Hospice with all application forms and send to the Education Administrator.

Invoice: To request an invoice to be sent to you or your employer, please complete this section on the application form, including all details. Accepted forms of payment include BACS transfer, cheques and card payment by telephone; quoting the invoice number and name of the course.

Discounts:

We don't offer discounts, however paying in instalments is negotiable for courses over £100. Please contact the Education Administrator for further details.

Refund and cancellation Policy:

In the event of a cancellation a full refund will be given for six weeks notice and a 50% refund will be given for between six weeks and 21 days notice. Unfortunately no refund can be given for less than 21 days notice, but substitutions may be made. Please note that cancellations should be made to the Education Administrator .

Data Protection:

Your details will be regarded as strictly confidential under the Data Protection Act, unauthorised disclosure of personal information is an offence.

Equal Opportunities:

All learning abilities welcome; all courses are facilitated by fully qualified, experienced practitioners who will attend to the needs of all participants. We can prepare handouts with large print text on request; guide dogs are welcome. The Seminar Room is fitted with a loop system; if this is off, please ask the facilitator or Education Administrator to switch it on. Rowans Hospice will aim to avoid any discrimination, positive or negative, direct or indirect, on grounds of race, gender, religion or belief, sexuality, gender reassignment, disability, being married or civil partner, colour or age, which is not permitted by law or on any other grounds.

Can I reserve a place on a course while I request payment from my employer?

Yes, you will remain on the reserve list until payment or invoicing details are sent to the Education Administrator, who will confirm your place on receipt. If the course becomes fully booked, you will remain on the reserve list; you will be notified of this.

Where can I park?

Parking is strictly limited on the Hospice grounds, therefore we advise that you park opposite the Hospice on Purbrook Heath, free of charge. If you do park in the Hospices visitors or staff parking areas, we reserve the right to ask you to move your vehicle at any time throughout the day.

Can I use my mobile phone?

Please refrain from using mobile phones unless during course break periods or in case of emergency. All personal phone calls, should be taken outside in the hospice grounds so as not to disturb the daily workings of the hospice, staff, volunteers or patients. Mobile phones must remain on silent for the duration of the course, for exceptional circumstances please discuss with the course facilitator.

Where can I smoke?

The Hospice is a strictly no-smoking zone, please do not smoke right outside the building. We thank you for your cooperation.

Can you cater for my dietary or religious requirements?

Special needs are considered, particularly in relation to dietary and cultural requirements. Multi-cultural dietary needs are catered for with awareness of ethnic cooking practices. Please notify the Education Administrator of all requirements upon booking your place on the course.

What happens if I am ill or running late on the day of the course?

Please contact the Education Administrator before the course is due to begin; attending a subsequent date is negotiable.

Contacting the Education Team

Education Administrator:

Grace Ellert

Email: grace.ellert@rowanshospice.co.uk

Tel: 023 9223 8535 (direct dial)



Education Lead:

Jill Short

Email: jill.short@rowanshospice.co.uk

Tel: 023 9225 0001 ext. 228



How to find us

Rowans Hospice is situated off the A3 at Purbrook, a few miles north of Portsmouth and just south of Waterlooville.

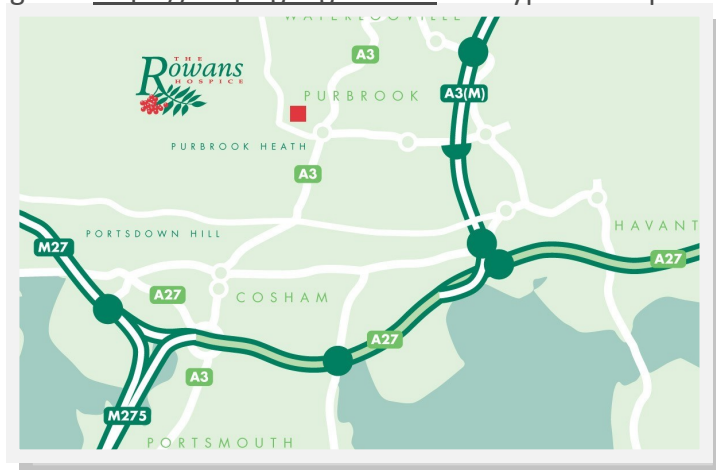
Immediately south of the mini-roundabout on the A3 in Purbrook, (at the junction of the A3 London Road and Ladybridge Road), take the Purbrook Heath Road (there is a sign to Rowans Hospice) and the Hospice is a few hundred metres on the right.

Sat-Nav

If you are using a Sat-Nav, our address is Purbrook Heath Road, PO7 5RU.

Map

For a more detailed map go to: <https://maps.google.co.uk> and type in our postcode PO7 5RU.





Purbrook Heath Road

Purbrook

Waterlooville

Hampshire

PO7 5RU

General enquires: info@rowanshospice.co.uk

Tel: 023 9225 0001

Fax: 023 9226 8567

www.rowanshospice.co.uk

Registered Charity Number 299731

