



St. Richard's
Hospice

CARING FOR LIFE

Education Programme

Specialist palliative and
end of life care
course information

Communication Skills

Using a stepped approach and practical examples we are able to support progression in generic and specialist communication skills.

Courses available:

An introduction to Communication Skills:

- Understanding the context of communication
- Different communication styles
- Do's and don'ts when communicating
- The importance of self-care

This course is for all staff and volunteers who care for people with life-limiting conditions across a range of settings including residential care, domiciliary care and hospitals. One day. Cost: £70 (including lunch).

Intermediate Communication Skills:

This three day course is suitable for RNs, HCAs, Social Workers, care staff and volunteers working within residential and healthcare settings. The Introduction to Listening Skills should be completed prior to this. Three days. Cost: £210 (including lunch).

Advanced Communication Skills Training (ACST) - NHS Connected Legacy Programme

A 2 day NCAT Accredited communication skills course for senior clinicians whose daily work involves conversations around diagnosis and prognosis and dealing with intense emotional situations. This course is facilitated by accredited trainers and delivered through a variety of mediums. There is real-time analysis and feedback. This is an intensive programme that includes pre-course work and a commitment to full and uninterrupted attendance. Two days. Cost: £400 (including lunch).

Pre and Post Death Support for Children and Families:

Aimed at individuals already working within a palliative care setting who wish to expand their skills to include child and family support. The course will cover a number of aspects surrounding support for children and families when someone has been diagnosed with a life-threatening illness, including on-going support around bereavement.

The course will cover:

- Pre-death support for children and families
- Bereavement support for children and families
- Memory work
- Practical resources assessment

Three days. Cost: £210 (including lunch).

Group Dynamics:

This two-day training raises awareness of how to work in group settings. It will include how to sustain groups through the management of issues, such as how to effectively manage challenging attitudes and behaviours in group settings. The training is especially useful for people who lead and manage groups of clients/patients, their carers, families and other professionals.

Day one: parts one and two. Day two: part three. Cost: £70.00 per day or £140.00 for both days (including lunch)

Loss and Grief Support:

This is a three day course for individuals working with families and patients facing life-limiting illnesses and bereavement. It is aimed at those new in post who have minimal training and experience of working with loss and grief.

The course aims to:

- Enable the participants to develop the necessary knowledge, skills, self -awareness and confidence to offer effective pre and post death support.
- Develop appropriate qualified support workers who will be effective within the context of their work.

Three days. Cost: £210 (including lunch).

Gold Standards Framework

As an accredited Gold Standards Framework Regional Training Centre, St Richard's Hospice can offer new flexible ways of learning including:



- The Premium Gold Programme
- Foundation Level - Silver
- Gold Standards Framework Basics - Bronze
- Blended Learning – Gold
- Refreshers for those care homes which have previously achieved accreditation or attended the Gold Programme training and need to be updated.

Gaining Gold Standards Framework accreditation provides regulators with key evidence indicators they look for during inspection visits. For more information contact us, or visit www.goldstandardsframework.org.uk

Clinical skills in palliative and end of life care

Underpinned by National Occupational Standards, our Clinical Skills Programme provides Registered Nurses with the knowledge and skills they need to become competent practitioners.

The courses available are:

Syringe pump training (McKinley T34):

This training is for registered nurses in all care settings.

Course content includes:

- Use of syringe pumps in palliative care
- Setting up and maintaining syringe pump
- Drugs most commonly used
- Troubleshooting

Verification of expected adult death:

This training is for registered nurses in all care settings.

Course content includes:

- Definitions & key terms
- Legal and professional aspects
- Physical assessment skills

Cost £40. We can also provide bespoke training sessions at your place of work (minimum six attendees).

Other courses are available. For a full list with more details visit our website strichards.org.uk/education

Why study with us

Education and training is a core organisational value and we encourage and support continuous learning and improvement to support excellence in care.

As providers of specialist palliative care we have the resources to help you develop your knowledge and skills. Our teaching staff will support you to learn at the pace you are comfortable with.

They are experts in their field and provide a supportive learning environment.

Are courses are competitively priced and excellent value. Payment by installments can be arranged.

Not sure if what we offer will meet your needs as an employer or learner?

We recognise that sometimes the most effective and efficient method of delivery is in the workplace.

We can deliver most programmes in the places where people work. Just give us a call and we will listen to what you want and explore ways to deliver the most effective learning to meet your needs.

Contact

If any of these programmes interest you and you need further information then please contact us at:

Email: education@strichards.org.uk

Phone: 01905 763963

Or visit our dedicated education pages on the hospice website:

www.strichards.org.uk/education

St Richard's Hospice is inspected and regulated by the Care Quality Commission.

If you have any reason to comment upon any of the services provided by our organisation please don't hesitate to contact:

**Tracey Grint,
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Worcester,
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Or telephone 01905 763963.

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