

## Education Programme to Promote Best Care For the Dying Including the Last Hours or Days of Life



The End of Life Care Strategy (2008)<sup>1</sup> points out that how ‘.. we care for the dying is an indicator of how we care for all sick and vulnerable people. It is a measure of society as a whole and it is a litmus test for health and social care services (page 10).

Furthermore it reiterates that ‘ensuring that health and social care staff at all levels have the necessary knowledge, skills and attitudes related to care for the dying will be critical to the success of improving end of life care’(page 14).

The Marie Curie Palliative Care Institute, Liverpool offers a range of multi-disciplinary educational events throughout the year. Applications are encouraged from all health and social care workers involved in providing care at the end of life. We also provide events for managers and commissioners responsible for ensuring the delivery of the best care possible in the last hours or days of life. Alternatively, it may be possible to arrange bespoke events, tailor-made to the requirements of your organisation. If you wish to apply for a place on any of these events or would like further information about any training or education, please contact Jan Barnard on 0151 794 8806 or [jan.barnard@liverpool.ac.uk](mailto:jan.barnard@liverpool.ac.uk)

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<sup>1</sup> Department of Health (2008) End of Life Care Strategy – promoting high quality care for all adults at the end of life DH London

## Education Programme to Promote Best Care For the Dying Including the Last Hours or Days of Life

### Overview of Events 2013 - 2014

Theme	Event	Content	Target Audience	Dates
<b>Organisational Issues</b>	Learning from Experience: Improving Care in the last hours and days of life	Understanding what the key challenges are for patients and families Reviewing complaints Action planning and quality improvement	Commissioners Managers Senior Clinicians	21.11.13 21.05.14
<b>Communication</b>	Fundamental Communication at the End of Life	Core communication skills Understanding the process of communication Providing basic psychological support	Health and Social Care Workers	10.09.13 09.01.14 06.03.14 04.06.14
	Enhanced Communication at the End of Life	Identification and Exploration of patient and relatives concerns Identification of a range of communication skills and strategies	All healthcare professionals	18/19.09.13 22/23.01.14 26/27.03.14 18/19.06.14
	Advanced Communication Skills Training (Connected)	Building on the established 2 day programme with a specific focus on communication in the last hours and days of life	Senior Clinicians	09/10.10.13 02/03.04.14
<b>Effective Care at the End of Life</b>	Delivering Best Care of the Dying in the last hours and days of life	Focussing on Best Care for the Dying Conceptual framework as a model of care for the last hours or days of life (inc Symptom Control, Nutrition and Hydration, Psychological and Spiritual Support, ethical dilemmas etc)	All healthcare professionals	22.10.13 06.02.14 23.04.14 02.07.14
	Spirituality, Culture and Diversity at the End of Life	A multi faith seminar which focuses on Spiritual care in the last hours and days of life	All healthcare professionals	Date to be confirmed
	Opening the Spiritual Gate	Building on the established programme with a specific focus on the last hours and days of life	All healthcare professionals	05.11.13 26.02.14 07.05.14 16.07.14

For further details on each event please see below:

## Education Programme to Promote Best Care For the Dying Including the Last Hours or Days of Life

### Learning from Experience: Improving Care in the last hours or days of life

A study day aimed at Commissioners, Managers and Senior Clinicians involved in End of Life Care

<p>This study day will be comprised of presentations, discussion and small group work. It will enable participants to develop the confidence and skills to improve outcomes for patients and their families by enhancing the quality and delivery of effective care in the last hours or days of life. It will explore the process of continuous quality improvement and participants will be challenged to critically analyse current organisational structures and processes supporting the delivery of clinical care. The day will also consider the use and purpose of metric and measurement in improving end of life care.</p> <p>There will be an opportunity for participants to think critically about current practices and processes in their own workplace and to begin the process of action planning to improve care and outcomes for patients at the end of life and their families.</p>	<p><b>Content</b></p> <p>The process of continuous quality improvement including the management of change Structures and Processes needed to support effective care in the last hours or days of life Metric and Measurement for quality improvement Action Planning for success</p>	<p><b>Dates and Times</b></p> <p>21<sup>st</sup> November 2013 21<sup>st</sup> May 2014 09.30 – 16.30</p> <hr/> <p><b>Cost</b></p> <p>£100</p>
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## Education Programme to Promote Best Care For the Dying Including the Last Hours or Days of Life

### Fundamental Communication at the End of Life

A study day aimed at all clinicians working with adult patients in the last hours or days of life

<p>This half day session will include presentation, discussion, videos, small group work and interactive demonstrations. It will enable participants to develop the confidence and skills to listen and respond to patients in the last hours or days of life and their families effectively. It will explore the process of verbal and non verbal communication. Participants will be challenged to consider the variety of ways behaviours can impact on communication. They will explore the ways in which people can express a range of emotions. Participants will be encouraged to recognise their own limitations and consider the boundaries of their role in their interactions with patients and families</p>	<p><b>Content</b></p> <ul style="list-style-type: none"> <li>Importance of communication in the last hours or days of life</li> <li>Definition and overview of communication</li> <li>Examples of communication in practice</li> <li>Exploration of personal limitations/boundaries of role</li> <li>Communication and the multi-disciplinary team</li> <li>The importance of self care</li> </ul>	<p><b>Dates and Times</b></p> <ul style="list-style-type: none"> <li>10<sup>th</sup> September 2013</li> <li>9<sup>th</sup> January 2014</li> <li>6<sup>th</sup> March 2014</li> </ul> <p>09.30 – 13.30</p> <p><b>Cost</b></p> <p>£75</p>
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## Education Programme to Promote Best Care For the Dying Including the Last Hours or Days of Life

### Enhanced Communication at the End of Life

A short course aimed at Clinicians working with adult patients in the last hours or days of life

<p>This 1½ day session builds on the 'Fundamental Communication at the End of Life Study Day' and will include presentation, discussion, videos, small group work and interactive demonstrations. It will enable participants to develop the confidence and skills to communicate effectively with patients in the last hours or days of life and their families. It will explore the process of verbal and non verbal communication. Participants will be challenged to consider how they can elicit and explore the concerns of patients, families and colleagues. They will have the opportunity to review a range of skills that they can use and adapt to specific situations. Participants will be encouraged to develop strategies to effectively manage difficult situations</p>	<p><b>Content</b></p> <p>Evidence underpinning the process of communication in the last hours or days of life Skills and strategies used in effective communication Examples of communication in practice Giving complex and emotional information Responding to difficult questions Handling strong emotional responses</p>	<p><b>Dates and Times</b></p> <p>18 &amp; 19<sup>th</sup> September 2013 22 &amp; 23<sup>rd</sup> January 2014 26 &amp; 27<sup>th</sup> March 2014 18 &amp; 19<sup>th</sup> June 2014</p> <p>13.30-16.30 and 09.30-16.30</p> <p><b>Cost</b></p> <p>£200</p>
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## Education Programme to Promote Best Care For the Dying Including the Last Hours or Days of Life

### Advanced Communication Skills Training for End of Life Care

A short course aimed at Senior Clinicians working with adult patients in the last hours or days of life

<p>This 2 day advanced communication skills training uses the model of training developed by the National Cancer Action Team (Connected). It will enhance senior clinicians' ability to deal with difficult communication situations in end of life care. The course includes interactive exercises, video recording and role-play in small groups with simulated patients. Participants will be expected to take part in all aspects of the course, and must attend both days. The agenda is tailored to the participant's needs, e.g. handling denial, breaking bad news and confronting colleagues. The course presents participants with an evidence base about deficits in communication skills, why difficulties arise for health care professionals and patients and how training in communication skills can be beneficial for both. Participants will have the opportunity and time to practice skills and receive positive and constructive feedback in a safe and supportive environment. The role play with simulated patients will be digitally recorded, played back and analysed.</p>	<p><b>Content</b></p> <p>Attitudes to serious illness, dying and death The concepts and frameworks of therapeutic communication models Critical appraisal of the key transferable skills required when interacting with patients, carers and families Critical exploration of the factors that enhance and impede the transfer of learning into the workplace setting</p>	<p><b>Dates and Times</b></p> <p>9 &amp; 10<sup>th</sup> October 2013 02 &amp; 03<sup>rd</sup> April 2014 09.00-17.30 and 09.00-16.00</p> <hr/> <p><b>Cost</b></p> <p>£400</p>
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## Education Programme to Promote Best Care For the Dying Including the Last Hours or Days of Life

### Delivering Best Care for the Dying in the last hours or days of life

A study day aimed at all health and social care staff working with adult patients in the last hours or days of life

<p>This study day will enable participants to focus on care in the last hours or days of life and facilitate the development of the skills and knowledge needed to provide high quality care tailored to the individual needs of the patient and family. Participants will be encouraged to examine and discuss a conceptual framework for care given to patients in the last hours or days of life.</p> <p>The study day will consider clinical decision making around key aspects and challenges facing patients in the last hours or days of life. The day will enable participants to understand the principles and developments in the provision of end of life care and Identify common symptoms experienced by patients. There will be opportunity to discuss the ethical and communication issues related to care of the dying and notions of a “good death”</p>	<p><b>Content</b></p> <ul style="list-style-type: none"> <li>A conceptual framework for best care for the patient in the last hours or days of life</li> <li>Recognising when patients are imminently dying and in the last hours or days of life</li> <li>Enhancing dignity and respect for patients and families</li> <li>Ethical decision making around hydration and nutrition</li> <li>Controlling common symptoms</li> <li>Supporting relatives and friends</li> <li>Supporting professional carers</li> </ul>	<p><b>Dates and Times</b></p> <ul style="list-style-type: none"> <li>22<sup>nd</sup> October 2013</li> <li>6<sup>th</sup> February 2014</li> <li>23<sup>rd</sup> April 2014</li> <li>2<sup>nd</sup> July 2014</li> </ul> <p>09.30 - 16.30</p> <hr/> <p><b>Cost</b></p> <p>£100</p>
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## Education Programme to Promote Best Care For the Dying Including the Last Hours or Days of Life

### Opening the Spiritual Gate

A study day aimed at all health and social care staff working with adult patients in the last hours or days of life

<p>This study day will increase spiritual awareness and improve confidence of staff in recognising, assessing and meeting the spiritual and religious needs of patients in the last hours or days of life and their families.</p> <p>It will challenge participants to explore the meanings of spirituality and religion, as well as the needs of different faith traditions, rituals and rites of passage. Participants will also explore ways of opening conversations about spiritual and religious needs. The day will provide the opportunity to consider how spiritual needs can be addressed. The importance of planning, documenting and recording spiritual and religious need and support are also examined.</p>	<p><b>Content</b></p> <p>Exploration of the meaning of spirituality and religion            Recognising spiritual and religious distress and approaches to providing effective support and care            Consideration of the differences between curing and healing            The needs of different faith traditions or religious groups            The importance of spiritual and religious rituals and rites of passage</p>	<p><b>Dates and Times</b></p> <p>5<sup>th</sup> November 2013            26<sup>th</sup> February 2014            7<sup>th</sup> May 2014            16<sup>th</sup> July 2014</p> <p>09.30 - 16.30</p> <hr/> <p><b>Cost</b></p> <p>£100</p>
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### INFORMATION / TO BOOK A PLACE – CONTACT:

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