

**Ayrshire
Hospice**

Making today matter

**Palliative and End of Life Care
Learning and Development
Opportunities
2018/2019**

L E A R N

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The Ayrshire Hospice Clinical Governance and Practice Development Team

Introduction

Ayrshire Hospice aims to provide a learning environment where everyone can learn and develop knowledge, skills and confidence through course content and each other. Sharing knowledge and experience can allow people to make changes to their practice which may enhance the care they provide.

To ensure the course is relevant and meets your needs, we will undertake an anonymous evaluation of the course content and delivery and provide feedback to our trainers. This will help us to ensure we provide a high standard of education based on current, evidence based practice.

Who delivers the training?

Training is delivered by the education team with input from other health and social care professionals, all of whom are experienced palliative and end of life care practitioners.

Which course?

The content of each course has been carefully chosen to address the knowledge and skills required. Where relevant, the course content has been mapped to the NHS Education for Scotland Palliative and End of Life Care Framework to support the learning and development needs of the health and social service workforce in Scotland. Course outlines are provided to help you select a course to meet your needs, however, if you are unsure, please discuss with your line manager or speak to a member of the clinical governance and practice development team. Each course aims to be:

- Relevant to the workplace, facilitating reflective practice
- Empowering and enabling
- Supportive and non-judgemental
- Confidence building

Cost

All courses are free for staff working in the hospice. Due to our funding agreement with NHS Ayrshire and Arran, all health board staff also have free access to courses. Staff working in Care Homes who are current members of the Palliative Care Champions Network will qualify for a 50% reduction in each course. Further details about this initiative are available on page 16. Occasionally, we may provide training free of charge to a Care Home if it is part of a joint education, research or service development initiative.

How to book

Please contact: Corporate Administration on 01292 294408 or email: learn@ayrshirehospice.org

Introduction to palliative care

Target group

All levels of health and social care support workers providing palliative care in any health or social care setting.

Course aim

This course aims to promote a greater understanding of the importance of applying a palliative care approach towards the care of people who are living with and dying from a life-limiting illness. Topics covered will include:

- principles of palliative care
- symptom management in advanced disease
- loss, grief and bereavement
- end of life care
- communication
- care of self

Outcomes

By the end of the course, participants will be able to:

- define common terms in palliative care
- discuss the importance of holistic care
- give examples of illness where palliative care is relevant
- explain the importance of effective communication skills when caring for palliative care patients
- list the common symptoms experienced by palliative care patients and discuss their role in symptom management
- describe the normal process of coping with loss

Dates available:

Monday 30th April 2018, Tuesday 25th September 2018 or
Monday 25th February 2019

Time: 0930 - 1630

Cost: £100 (£50 for Palliative Care Champions)

Hospice and NHS Ayrshire and Arran Staff - free



Namaste Care™

Target group

All health and social care staff caring for people with end stage dementia or other conditions where Namaste principles can improve the person and their carers/ family's end of life experience.

Course aim

This course aims to increase awareness of the Namaste Care™ philosophy and how it could be applied across different health and social care settings.

About Namaste

Namaste comes from Hindu and means to 'honour the spirit within'. The primary intention of Namaste is to honour each individual for their unique personhood, who they were and who they are. People who enter the end stages of dementia are often profoundly physically and cognitively impaired and their psychological well-being is threatened by loneliness, boredom and helplessness. Namaste Care™ uses the five senses to maintain a connection with the person, thereby improving theirs and their family's quality of life during the end stages of dementia. It is the essence of palliative care. Namaste Care™ is a simple to initiate programme which is based on evidence.

The course includes evidence based theory and practical elements with a one day placement in a practicing care setting in Ayrshire.

Outcomes

By the end of this four day course, participants will have:

- a greater understanding of how to improve the quality of life for a person and their family living with the end stages of dementia
- completed a one day placement in a practicing care home

Dates available:

In Ayrshire Hospice

Day 1: 18th April 2018
Day 2: 24th April 2018
Day 3: placement day TBC
Day 4: 26th June 2018

In Accord Hospice

Day 1: 26th September 2018
Day 2: 10th October 2018
Day 3: placement day TBC
Day 4: 12th December 2018

Time: 0930 - 1630

Cost: £350 (£175 for Palliative Care Champions)
Hospice and NHS Ayrshire and Arran Staff - free



CME McKinley T34 Pump™

Target group

Registered professionals who have the responsibility of caring for people who require medication to be delivered via the CME McKinley T34 pump™. The course content will have both a theoretical and practical element to it.

Course aim

This course aims to provide the knowledge and best practice skills required to competently assess and care for a person requiring medication using the CME McKinley T34 pump™.

Outcomes

By the end of the course, participants will be able to:

- discuss the rationale for using the CME McKinley T34 pump™ following the Scottish Palliative Care Guidelines.
- demonstrate how to set up and monitor the CME McKinley T34 pump™
- identify the drugs commonly used and combined
- identify where drug compatibilities and diluents information can be obtained
- discuss the common side effects associated with the drugs used
- describe site management

Dates available:

Tuesday 1st May 2018

Wednesday 27th June 2018

Monday 29th October 2018

Tuesday 5th February 2019

Time: 1330 - 1600

Cost: £40 (£20 for Palliative Care Champions)

Hospice and NHS Ayrshire and Arran Staff - free



Bereavement workshop (Internal Ayrshire Hospice staff only)

Target group

All levels of Ayrshire Hospice staff who regularly contribute to provide, co-ordinate and manage the care and support of people with palliative and end of life care needs.

If you wish further information about the course, please contact a member of the clinical governance and practice development team.

Workshop aim

The workshop aims to provide an overview of the theories of loss, grief and bereavement and how they apply to individuals at end of life. The workshop will provide an awareness of appropriate support mechanisms available to staff.

Outcomes

By the end of this workshop, participants will be able to:

- discuss the theories of loss, grief and bereavement and how they impact on an individual
- respond sensitively and empathetically to the needs of people experiencing loss, assisting them to access appropriate support
- recognise and respond appropriately to stress trigger points for self care

Dates available:

Wednesday 13th June 2018, Wednesday 31st October 2018 or
Thursday 14th March 2019

Time: 0930 - 1630

Internal for Ayrshire Hospice staff only at this time.

Please note: This course is not suitable if you have experienced a personal bereavement within the last 6 months.

Communication skills pathway

Within the hospice all clinical staff are expected to follow this communication skills pathway.

By following the pathway you will have the opportunity to develop and enhance your existing communication skills. Progressing to each level, enables you to become more confident to respond effectively to the communication challenges encountered in palliative care.

Following discussion with your mentor/line manager you can exit the pathway at the appropriate level for your role.

Sage & Thyme®



Topic related communication skills



Advanced communication skills

Sage & Thyme®

Foundation level communication skills

Target group

All levels of health and social care staff providing palliative care in any setting or staff who regularly respond to the needs of distressed people. This course must be completed before attending a topic related communication skills training course.

Course aim

This course aims to increase the participant's knowledge, skill and confidence when communicating with someone who is upset and requires basic psychological support.

Outcomes

By the end of the course, participants will be able to:

- recognise psychological distress
- communicate honestly and compassionately
- be aware of their own level of competency and when to refer to someone more experienced to avoid increasing level of distress

Dates available:

Thursday 3rd May 2018, Tuesday 2nd October 2018 or
Tuesday 29th January 2019

Time: 1330 - 1630

Cost: £50 (£25 for Palliative Care Champions)
Hospice and NHS Ayrshire and Arran Staff - free



Topic related communication skills (Internal Ayrshire Hospice staff only)

Target group

All levels of clinical staff who have completed Sage & Thyme® and require to have challenging conversations as part of their job.

Course aim

Building on existing communication skills, this half day session aims to boost your confidence and skills in initiating and managing challenging conversations around specific topics e.g. future care and plans.

The communication topics explored will be from your own personal experience.

Outcomes

At the end of this session you will be able to:

- apply verbal and non verbal communication skills to create open and empathic relationships
- be aware of how our own perceptions may impact on challenging conversations
- reflect on own communication skills, seek feedback and where appropriate further training

Dates available:

Monday 25th June 2018, Thursday 30th August 2018 or
Wednesday 27th March 2019

Time: 1330 - 1630

Internal for Ayrshire Hospice staff only at this time.



Advanced communication skills (for Hospice staff only)

Target group

All levels of clinical staff who are required to have challenging and complex conversations as part of their role.

Participants must have completed Sage & Thyme® and a topic specific communication skills session.

Course aim

This two day interactive evidence based communication skills course will be based on participants own experiences and is designed to enhance your skills of communication effectively through experiential learning and constructive feedback.

The evidence based content will be participant led, and follows the McGuire Advance Communication Skills Training framework. Each course has a maximum of ten places.

Outcomes

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

- demonstrate effective communication skills to sensitively engage in conversations that explore peoples understanding of their situation, feelings and expectations
- apply verbal and non verbal communication skills to create and sustain trusting relationships that enable people to feel safe and comfortable, and work within the context of their distress
- respond to the communication challenges encountered in palliative care and end of life care, including uncertainty, strong emotions, denial, tension and conflict
- Reflect and recognise own communications skills strengths and limitations, seeking support, feedback and where appropriate further training

Dates available:

In Ayrshire Hospice

22nd & 29th November 2018

In Accord Hospice

19th & 27th April 2018

In Ardgowan Hospice

7th & 14th June 2018

Time: 0930 - 1600

This course is only available to staff employed by Hospices at this time.

Simulation workshop

(Internal Ayrshire Hospice staff only)

Target group

All levels of clinical staff. Each workshop will focus on a specific scenario and the skills required to manage the situation safely and effectively. Attendance will be dependent on your role in relation to the topic.

Course aim

The workshop aims to enable staff to refresh or gain new skills by learning from events in a safe, supported and controlled environment, designed to be as realistic as possible.

About simulation

Simulated learning provides a safe environment to refresh knowledge and develop new skills using "Sam", our manikin with integrated computer software. In this environment, we can learn without fear of harming our patients, reflecting on what went well and identifying areas for improvement. Staff will gain more confidence by participating in pre-planned simulated learning scenarios that mimic real life situations.

Outcomes

By the end of the workshop, you will be able to :

- apply critical thinking skills
- carry out appropriate and accurate patient assessment relevant to the scenario
- learn new skills, practising within a safe learning environment
- develop confidence and competence

Dates available:

Wednesday 16th May 2018, Wednesday 5th September 2018 or
Wednesday 6th March 2019. Topic for these dates - Male Catheterisation.

Time: 1330 - 1600

Please note: a course workbook must be completed and submitted to the clinical educator 1 week before the course.

Internal for Ayrshire Hospice staff only at this time.

Intravenous therapy

(Internal Ayrshire Hospice registered staff only)

Target group

Registered professionals within the Ayrshire Hospice clinical areas. who have the responsibility of caring for people who require medication to be delivered via the small volume intravenous administration route. The course content will have both a theoretical and practical element to it.

Course aim

The intravenous (IV) therapy course in conjunction with e-learning materials and workbook aims to provide basic theoretical knowledge and practical skills for the administration of Intravenous medication. On successful completion of the course participants will be able to add IV medication to small volume infusions and administer them. The course assumes a base level knowledge of anatomy and physiology, consistent with basic training given to all nurses.

Outcomes

By the end of the course, participants will be able to :

- demonstrate awareness of the resources available to increase knowledge of IV therapies thus ensuring safe practice
- define the legal and professional responsibilities in the checking, preparation and administration of IV therapies
- identify local and national policies in relation to IV therapy
- demonstrate the steps required to safely check, prepare and administer intravenous medications including the equipment required
- critically analyse the potential complications associated with IV therapy and discuss appropriate actions to prevent and/or treat these including initial management of anaphylaxis

Dates available:

Wednesday 13th June 2018, Wednesday 26th September 2018, Tuesday 13th November or Wednesday 27th February 2019

Time: 0930 - 1130

Internal for Ayrshire Hospice staff only at this time.

Single nurse drug administration training (SNDA) (Internal Ayrshire Hospice registered staff only)

Target group

Registered nursing staff who have the responsibility of drug administration, whilst caring for people within the hospice clinical areas.

The training programme consists of a workshop covering theory relevant to SNDA and revision of calculation conversions. Completion of the SNDA workbook is essential to encourage reflective practice. Participants will also complete supervised practice with an approved nurse mentor to consolidate training.

Course aim

The Ayrshire Hospice SNDA training programme is aimed to equip registered nurses with the knowledge and skills to safely administer medications (including controlled drugs) to patients without the necessity for a two person check.

Evidence suggests the historical two nurse check does not reduce the incidence or seriousness of drug errors, therefore this initiative will raise the nurses awareness of the importance of drug administration responsibilities whilst making more efficient use of their time. Two nurses will still be required to check the preparation of:

- subcutaneous infusions
- all complex calculations
- parenteral drug administration via the intrathecal route or hickman line

The option to consult a colleague for assistance will always remain at the nurse's discretion.

Outcomes

By the end of the training, you will be able to :

- discuss the rationale for using SNDA
- demonstrate an understanding of the issues pertaining to safe prescribing and administration of medicines
- demonstrate skill and competence using the SNDA process by successfully completing supervised SNDA sessions

Dates available:

Tuesday 8th May 2018, Monday 25th June 2018 or
Wednesday 12th December 2018

Time: 1230 - 1500



Spiritual care

(Internal Ayrshire Hospice staff only)

Target group

All levels of Ayrshire Hospice staff providing or contributing to palliative care in any setting.

Course aim

This course aims to increase the participant's knowledge, skill and confidence when dealing with someone who is experiencing spiritual distress.

Spiritual distress is a disruption in a person's belief or value system. It may occur when a person is unable to find sources of meaning, hope, love, comfort, strength, and connection in life or when conflict occurs between his/her beliefs and what is happening in their life. It may affect his or her entire being.

Outcomes

By the end of the course, participants will be able to:

- recognise spiritual distress
- be able to respond to spiritual care needs with appropriate techniques
- be aware of their own level of competency and when to refer to someone more experienced to avoid increasing levels of distress

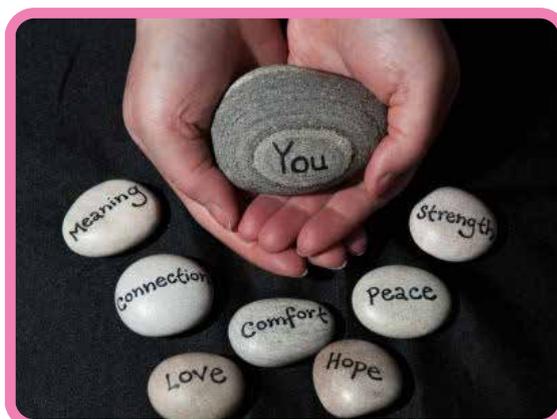
Dates available:

Thursday 21st June 2018

Thursday 6th December 2018

Time: 1330 - 1630

Internal for Ayrshire Hospice staff only at this time.



Palliative care champions network

Working with NHS Ayrshire and Arran, the hospice Clinical Governance and Practice Development Team has successfully established a Palliative Care Champions Network which facilitates the sharing of palliative care knowledge, skills and experience across the whole of Ayrshire.

The network is open to all members of the multi-disciplinary team providing health and social care across Ayrshire and Arran.

As a partner organisation, membership is free for staff in NHS Ayrshire and Arran, however, care homes and local authority staff are required to pay a small annual membership fee.

Membership of the network provides the following benefits:

- access to palliative care champion sessions
- 50% reduction in hospice courses and study days
- anyone in a participating care home can take advantage of the reduced rates - attendance is not limited to the named Palliative Care Champion.
- up to date and current information on local and national developments in palliative and end of life issues
- sharing of best practice and policies

Meeting dates for 2018/2019

Tuesday 5th June 2018

Thursday 13th September 2018

Wednesday 7th November 2018

Time: 1330 - 1630

Annual fee for 2018/2019

Care Home Membership £75
(per care home)

If you are interested in this initiative
and would like further information

please contact:

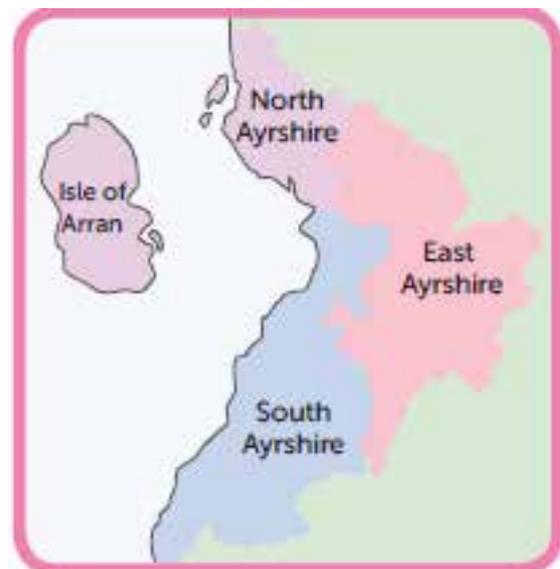
Fiona Irvine

Clinical Educator

on 01292 294408

or email:

learn@ayrshirehospice.org



Meeting rooms for hire

Whether its informal or formal meetings, training sessions, seminars or interviews the Education Centre at the Ayrshire Hospice has fully equipped meeting and training rooms available to hire.

Our meeting rooms are of various sizes which can accommodate from 2-20 people and we also have a lecture theatre which can accommodate 58.

We will ensure that your room is prepared to your specification and that your meeting and event goes smoothly. We can also offer a catering service - whether you are just after refreshments or require a full buffet we will do our very best to meet your needs.

Ayrshire Hospice Education Centre offers:

- great value accommodation
- central location in Ayr
- close to bus and rail links
- flexible room layout
- facility for breakout area
- use of all equipment included in the hire
- loop facility in lecture theatre

For further details please contact:

Corporate Administration on 01292 294408
or email: learn@ayrshirehospice.org



Ayrshire Hospice
35 Racecourse Road
Ayr
KA7 2TG

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