

# **St Gemma's Academic Unit Education and Training Brochure**



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# Communication Skills Training Programmes

## Advanced Communication Skills Training

### **Aim of the training:**

This 2 day workshop will help you develop advanced communication skills for dealing with complex and challenging situations.

### **Who can attend?**

Senior doctors, nurses and health and social care professionals (Band 6 and above) who communicate with patients with non-curative illnesses in challenging and complex situations (including cancer, non-malignancy or long term conditions).

*Evaluations submitted by course participants showed that 100% would definitely recommend the course.*

### **Course dates and times:**

To be informed of any future sessions, please email Emma Farrer on [AUPCCourses@st-gemma.co.uk](mailto:AUPCCourses@st-gemma.co.uk)

*The below session(s) will be held over Zoom on both days.*

- Wednesday 17th May 2023 (9am – 1pm) and Thursday 18th May 2023 (9am – 4.30pm)
- Wednesday 7th June 2023 (9am – 1pm) and Thursday 8th June 2023 (9am – 4.30pm)
- Wednesday 12th July 2023 (9am – 1pm) and Thursday 13th July 2023 (9am – 4.30pm)
- Wednesday 18th October 2023 (9am – 1pm) and Thursday 19th October 2023 (9am – 4.30pm)
- Wednesday 22nd November 2023 (9am – 1pm) and Thursday 23rd November 2023 (9am – 4.30pm)
- Wednesday 28th February 2024 (9am – 1pm) and Thursday 29th February 2024 (9am – 4.30pm)

*The below session(s) will be held over Zoom on the 1st day and the face-to-face at St Gemma's Hospice on the 2nd day:*

- Wednesday 20th September 2023 (held on Zoom, 9am – 1pm) and Thursday 21st September 2023 (held at St Gemma's Hospice, 9am – 4.30pm)
- Wednesday 13th March 2024 (held on Zoom, 9am – 1pm) and Thursday 14th March 2024 (held at St Gemma's Hospice, 9am – 4.30pm)

### **Facilitators:**

This course is facilitated by St Gemma's Communication Skills Group

### **Cost:**

The course cost is £400 per delegate.

### **Booking:**

Please fill in an application form by clicking [here](#), and email to [AUPCCourses@st-gemma.co.uk](mailto:AUPCCourses@st-gemma.co.uk)

### **Venue:**

This is a virtual training delivered on Zoom. You will require access to a PC / laptop with a microphone and camera to access the training online. Details for joining will be sent out prior to the session.

# End of Life Communication Skills

## **Aim of the training:**

To increase confidence and competence whilst communicating with patients approaching the end of life and their carers. This is an opportunity to explore some key communication skills around having conversations with patients about care at the end of life: e.g. preferred priorities of care. Also to discuss why, when and how to have them, how to manage different situations / reactions and to explore skills you can take back into practice through scenario based learning.

## **Who can attend?**

Band 5 Registered Nurses and Therapists working within Leeds Community Healthcare, Registered Nurses or Allied Healthcare Professionals working with Harrogate District and any Registered Nurses (Band 5), Allied Health Care Professionals (Band 4/5).

## **Facilitators:**

Communication facilitators from St Gemma's Hospice.

## **Cost:**

The cost of this course is £25 per delegate

This course is funded for staff working within Leeds Community Healthcare and Harrogate District.

## **Course dates and times:**

*To be informed of any future sessions, please email Emma Farrer on [AUPCCourses@st-gemma.co.uk](mailto:AUPCCourses@st-gemma.co.uk)*

## **Venue:**

This is a virtual training delivered on Zoom. You will require access to a PC / laptop with a microphone and camera to access the training online. Details for joining will be sent out prior to the session.

## **Booking for staff working within Leeds Community Healthcare and the Harrogate District:**

Please book your place on the course by contacting Emma Farrer on 0113 218 5500 or email: [AUPCCourses@st-gemma.co.uk](mailto:AUPCCourses@st-gemma.co.uk) with date of the training you want / your job role / where you work.

## **Booking for all other Health and Social Care Staff:**

Please book your place on the course by completing the booking form [here](#), and then email it to Emma Farrer via [AUPCCourses@st-gemma.co.uk](mailto:AUPCCourses@st-gemma.co.uk)

# Advance Care Planning Training Programmes

## Advance Care Planning and Communication Skills Training

### Aim of the training:

By attending this training, delegate will:

- Gain an understanding of key elements of advance care planning; the principles and application of the Mental Capacity Act 2005; the process and reason for best interest decision making.
- Explore communication skills that support patients and their families to have conversations about future care.
- Identify ways advance care planning conversations and information is recorded and shared with all involved in a patients care across different services.

### Who can attend?

Registered Nurses or Allied Healthcare Professionals working with Harrogate District.  
Any other Health and Social Care staff.

### Cost:

The cost of this course is £30 per delegate  
Funded for Registered Nurses or Allied Healthcare Professionals working within the Harrogate District.

### Facilitators:

Facilitators from St Gemma's Hospice.

### Venue:

This is a virtual training delivered on Zoom. You will require access to a PC / laptop with a microphone and camera to access the training online. Details for joining will be sent out prior to the session.

### Course dates and times:

*To be informed of any future sessions, please email Emma Farrer on [AUPCCourses@st-gemma.co.uk](mailto:AUPCCourses@st-gemma.co.uk)*

### Booking for staff working with the Harrogate District Foundation Trust:

Please book your place on the course by contacting Emma Farrer on 0113 218 5500 or email: [AUPCCourses@st-gemma.co.uk](mailto:AUPCCourses@st-gemma.co.uk) with date of the training you want / your job role / where you work.

### Booking for all other Health and Social Care Staff:

Please book your place on the course by completing the booking form [here](#), and then email it to Emma Farrer via [AUPCCourses@st-gemma.co.uk](mailto:AUPCCourses@st-gemma.co.uk)



# End of Life Care Webinars – Leeds City Council

Funded for staff working within Leeds City Council.

## Aim of the training:

This is a series of four separate webinars aimed at health and social care staff working with Leeds City Council who have attended previous introductory learning on end of life care and wish to refresh their understanding and reflect further on their experience.

The topics of the webinars are:

- Bereavement and Loss
- Difficult Conversations
- Advance Care Planning (ACP)
- Care in the last days of life

*\*there is no particular order of attendance required\**

The webinars will be delivered by the education team from St. Gemma's Hospice. They will comprise of facilitated discussions based on participants' experiences. They will give participants the opportunity to ask the hospice team questions and to gain peer support.

## Pre-webinar preparation:

Participants will be sent a worksheet two weeks before the webinar. Participants are required to bring the completed worksheet to the webinar.

## Pre-webinar resources:

A one hour recorded presentation of each topic will be available for the participants prior to the webinars. The content of these is as follows:

*Bereavement and Loss:* This presentation gives an overview of bereavement and loss; it considers how individuals experience bereavement and the impact that COVID has had. It aims to develop participant's skills in supporting people going through loss. It also highlights the importance of self-care and participants' own emotional needs.

*Difficult Conversations:* This presentation explores the challenges of communicating with people about the end of life. It identifies effective communication skills and techniques and considers how participants can use these to support the people they care for and their families.

*Advance Care Planning (ACP):* This presentation explores what ACP is and why it is important to address it, particularly with people living with a life-limiting illness, including frailty and dementia. It looks at the various components to ACP, including the legal aspects. It considers the participant's role in starting conversations about ACP with the people they support; and how they might do this.

*Care in the last days of life:* This presentation looks at supporting someone who is in the last days of life both physically and emotionally and considers the needs of their family. It also gives an understanding of the process that is followed immediately after the person has died.

## Venue:

This is a virtual training delivered on Zoom. Details for joining will be sent out prior to the session.

## Booking:

Please book your place on PAL via Leeds City Council.

### Course dates and times:

Date	Time	Subject area
Thursday 15 September 2022	12pm – 2.30pm	Advance Care Planning
Monday 10 October 2022	9.30am – 12pm	Difficult Conversations Training
Friday 11 November 2022	9.30am – 12pm	Last Days of Life
Thursday 8 December 2022	12pm – 2.30pm	Bereavement and Loss
Thursday 12 January 2023	12pm – 2.30pm	Advance Care Planning
Tuesday 7 February 2023	9.30am – 12pm	Difficult Conversations
Thursday 9 March 2023	12pm – 2.30pm	Last Days of Life
Tuesday 18 April 2023	12pm – 2.30pm	Bereavement and Loss
Thursday 11 May 2023	9.30am – 12pm	Advance Care Planning
Tuesday 13 June 2023	12pm – 2.30pm	Difficult Conversations
Wednesday 19 July 2023	9.30am – 12pm	Last Days of Life
Tuesday 22 August 2023	12pm – 2.30pm	Bereavement and Loss



# An Introduction to End of Life Care – Leeds City Council

Funded for staff working within Leeds City Council.

## Aim of the training:

This training day is an introduction to the key principles of supporting people living towards the end of their life with long-term or terminal conditions, including dementia. It is aimed at health and social care support workers who have not previously studied this area. It will be face to face training delivered by the education team from St Gemma's Hospice.

The training day will help participants to gain understanding of:

- What their role is in supporting people at the end of life;
- How to work collaboratively with other professionals involved in the person's end of life care;
- How to support people to plan ahead for their future health and social care needs;
- Skills to enhance effective and sensitive communication;
- How to support the dying person and their family in their last days of life.
- How to recognise own needs and develop strategies to support self-care and build resilience.

## Pre- training day preparation

Participants will be sent a worksheet two weeks before the training day. Participants are required to bring the completed worksheet to the training day.

## Venue:

This is a face-to-face training which will be held at Enterprise House.

## Booking:

Please book your place on PAL via Leeds City Council.

## Course dates and times:

- Friday 9 September 2022, 9am – 3.30pm
- Friday 4 November 2022, 9am – 3.30pm
- Tuesday 31 January 2023, 9am – 3.30pm
- Tuesday 20 April 2023, 9am – 3.30pm
- Wednesday 14 June 2023, 9am – 3.30pm

# End of Life Care Webinars

Funded for staff working around personalised care across West Yorkshire.

## Aim of the training:

These End of Life Care Webinars are for those who deliver personalised care across West Yorkshire, including health, social care and VCSE staff and volunteers who need to be able to deliver culturally competent personalised care, taking into account individual needs, preferences and circumstances.

The virtual interactive education sessions will focus on 4 key areas of end of life:

- Supporting personalised and advance care planning discussions at the end of life.
- Difficult conversations at the end of life.
- Supporting carers to care for patients in last weeks and days of life.
- Bereavement and loss (including self-care).

## Venue:

This is a virtual training delivered on Zoom. You will require access to a PC / laptop with a microphone and camera to access the training online. Details for joining will be sent out prior to the session.

## Booking:

Please book your place through Eventbrite [here](#).

## Course dates and times:

Supporting personalised and Advance Care Planning discussions at End of Life	
Date	Time
Monday 5 <sup>th</sup> June 2023	1pm – 3.30pm
Monday 8 <sup>th</sup> September 2023	9.30am – 12pm
Thursday 5 <sup>th</sup> October 2023	9.30am – 12pm
Thursday 9 <sup>th</sup> November 2023	1pm – 3.30pm
Difficult Conversations at End of Life Care	
Date	Time
Monday 12 <sup>th</sup> June 2023	9.30am – 12pm
Thursday 14 <sup>th</sup> September 2023	1pm – 3.30pm
Tuesday 10 <sup>th</sup> October 2023	9.30am – 12pm
Thursday 16 <sup>th</sup> November 2023	1pm – 3.30pm
Care of patients in last weeks and days of life	
Date	Time
Thursday 22 <sup>nd</sup> June 2023	1pm – 3.30pm
Tuesday 19 <sup>th</sup> September 2023	9.30am – 12pm
Tuesday 17 <sup>th</sup> October 2023	9.30am – 12pm
Tuesday 21 <sup>st</sup> November 2023	1pm – 3.30pm
Bereavement and loss (including self-care)	
Date	Time
Monday 26 <sup>th</sup> June 2023	1pm – 3.30pm
Thursday 28 <sup>th</sup> September 2023	1pm – 3.30pm
Wednesday 25 <sup>th</sup> October 2023	9.30am – 12pm
Wednesday 29 <sup>th</sup> November 2023	9.30am – 12pm

# Palliative and End of Life Care Training for Leeds Clinician Crews

**Funded for Leeds Clinician Crews working with Yorkshire Ambulance Service.**

## **Aim of the training:**

To increase confidence and competence when managing patients approaching the end of life and their carers. This session will include covering key areas of: 'Expected' and less expected dying; signs that death is near; common symptoms at the end of life; drugs used at the end of life; administration of medication; sources of information and support; case studies.

## **Who should attend?**

This course is for Leeds Clinicians.

## **Facilitators:**

Senior Clinicians from St Gemma's Hospice, Sue Ryder Wheatfield's Hospice, Leeds Teaching Hospital Trust Specialist Palliative Care Team.

## **Venue:**

This is a virtual training delivered on Zoom. You will require access to a PC / laptop with a microphone and camera to access the training online. Details for joining will be sent out prior to the session.

## **Course dates and times:**

*To be informed of any future sessions, please email Emma Farrer on [AUPCCoures@st-gemma.co.uk](mailto:AUPCCoures@st-gemma.co.uk)*

# Other Training Programmes

## Specialist Palliative Care Clinical Nurse Specialist Development Programme, 2022-2023

**Funded by NE & Y Palliative and End of Life Strategic Clinical Network.**

### **Aim of programme:**

This programme offers you the opportunity to develop your palliative care CNS role. It entails a tele-education approach over 6 months with 5 direct learning sessions (90 minutes per session) facilitated by specialist palliative care experts using the Hospice UK approved ECHO model. Participants will contribute to planning their programme of teaching for the cohort, presenting a case study (with other participants) on an identified aspect of clinical care and actively contributing to the discussions on each session.

The programme is underpinned by the Health Education England- End of Life Learning Outcomes Framework. Participants will have the opportunity to record evidence of learning within an interactive e-portfolio.

The competency framework focuses on 4 key areas of development:

- Direct clinical care: communication, assessment and care planning, symptom management and maintaining well-being, advance care planning, underpinning knowledge and values.
- Leadership and collaborative working.
- Improving quality and developing practice.
- Developing self and others

You will be required to identify a workplace mentor to support you locally and will require line manager support to attend the programme.

### **Who should attend?**

Clinical Nurse Specialists' who are within their first 2 years of working in Palliative Care and would like to further their knowledge, skills and confidence within the role.

### **Venue:**

This is a virtual training delivered on Zoom. You will require access to a PC / laptop with a microphone and camera to access the sessions online. Details for joining will be sent out prior to each session.

### **Programme dates:**

Programme 4: January 2023 – July 2023

Programme 5: July 2023 – January 2024

### **Booking:**

For further information about criteria for application or to apply for the Programme, please see your line manager or contact Emma Farrer on [Emma.Farrer@st-gemma.co.uk](mailto:Emma.Farrer@st-gemma.co.uk)

# End of Life Care for People with Dementia – Study Session

## Aim of the study session:

This study session will cover international and national guidelines and best practice examples for supporting the end of life care needs of people with dementia will be explored.

Topics will include:

- The experience of living and dying with dementia.
- Assessment of pain and distress.
- End of Life decision making.
- Care at the End of Life.
- Supporting family/carers.
- Bereavement.

## Who should attend?

Healthcare professionals working with patients with dementia and end of life care needs.

## Cost:

Please see individual sessions.

## Facilitators:

Jane Chatterjee, Lecturer in Palliative Care at St Gemma's Hospice and Dr Felicity Wood, Consultant Psychiatrist, LYPFT.

## Venue:

See individual course dates. Virtual training will be delivered on Zoom. You will require access to a PC / laptop with a microphone and camera to access the training online. Details for joining will be sent out prior to the session.

## Course dates and times:

- Friday 6 October 2023, 9.30am – 3.30pm (face-to-face at SGH), £55 per delegate.

## Booking:

Please download and fill in an application form, and email to [AUPCCourses@st-gemma.co.uk](mailto:AUPCCourses@st-gemma.co.uk):

- [April 2023 booking form](#)
- [October 2023 booking form](#)

# Ethical Issues in Palliative Care and End of Life Care – Study Session

## **Aim of the study session:**

This session will cover major ethical issues in palliative and end of life care will be explored with reference to key contemporary cases.

Discussions will include:

- The significance of death and the sanctity and value of life.
- Ethical and legal debate concerning withdrawing and withholding life-prolonging treatment.

## **Who should attend?**

Healthcare professionals working with patients with palliative and end of life care needs.

## **Cost:**

The cost of this session is £60 per delegate.

## **Facilitators:**

Dr Janet Holt, who is an Associate Professor in Healthcare Ethics in the School of Healthcare, University of Leeds, with extensive experience of teaching and researching healthcare ethics and nursing philosophy.

## **Venue:**

This training will be delivered face-to-face at St Gemma's Hospice in Moortown, Leeds.

## **Course date and time:**

*To be informed of any future sessions, please email Emma Farrer on [AUPCCourses@st-gemma.co.uk](mailto:AUPCCourses@st-gemma.co.uk)*

## **Booking:**

Please fill in an application form by [clicking here](#), and email to [AUPCCourses@st-gemma.co.uk](mailto:AUPCCourses@st-gemma.co.uk)

# European Certificate in Essential Palliative Care

## Aim of the course:

This is a 9-week distance learning course for healthcare professionals. The European Certificate in Essential Palliative Care (ECEPC) is aimed at helping those professionals consolidate and develop their palliative care confidence and expertise, in accordance with National End of Life Care Strategy and Guidance.

The course is a 9-week home-based learning, multi-professional programme, covering:

- Who is palliative care for; who provides the care?
- Symptom issues in palliative care; physical, psychosocial and spiritual
- Dealing with emergency conditions in palliative care
- Caring for people in the last days/hours of life
- Ethical issues at the end of life
- Loss, grief and bereavement

## Facilitators:

The course was developed and is coordinated by **Princess Alice Hospice**, Esher and is run at local sites nationally including St. Gemma's Hospice.

## Course dates:

The programme runs twice a year – once in April and then again in September.

## Booking:

For further candidate information [click here](#), and [download an application form](#). Any questions or queries please contact Jane Chatterjee, Lecturer in Palliative Care, on [jane.chatterjee@st-gemma.co.uk](mailto:jane.chatterjee@st-gemma.co.uk)

**Fully funded places by HEE are available for non-NHS medical, nursing staff and allied health care professionals working in care homes, hospices, social care and voluntary sector working within West Yorkshire and Harrogate.** Please [see here for further information](#), and to download an application form, [please click here](#).

## Cost:

The course cost is £500 per delegate.

## Venue:

This is a virtual course with sessions delivered on Zoom. You will require access to a PC / laptop with a microphone and camera to access the training online.

# The Principles to Palliative and End of Life Care

## **Aim of the course:**

This is a twelve week blended learning course aimed at registered Health and Social Care staff who are band 4 and above (or equivalent), who want to enhance their knowledge and skills in palliative and end of life care.

## **The programme will include the following sessions:**

- Introduction to the programme.
- Palliative and end of life care strategies and guidance.
- Communication skills- difficult conversations at the end of life.
- Holistic assessment and multidisciplinary approach to symptom management.
- Care in the last days of life.
- Advance care planning and end of life decision making.
- Long-term conditions, frailty and dementia.
- Supporting people in loss, grief and bereavement.
- Self-care and resilience.

## **Virtual topic sessions will include:**

- Pain; Nausea & Vomiting, Constipation; Breathlessness and Fatigue; Anxiety and Depression; Palliative Care Emergencies; Delirium and Terminal Agitation.
- Models of Loss, Grief and Bereavement; Equity and Diversity; Ethical issues; Spirituality.

The programme is run by **St Gemma's Hospice in Leeds**.

## **Course dates:**

The programme runs twice a year – once in spring (February – May) and then again in autumn (September – December).

## **Booking:**

For further candidate information [click here](#), and [download an application form](#). Any questions or queries please contact Emma Farrer, AUPC Administrator on [AUPCCourses@st-gemma.co.uk](mailto:AUPCCourses@st-gemma.co.uk).

## **Cost:**

Programme places are fully funded by West Yorkshire Combined Authority.

## **Venue:**

This is a virtual course with sessions delivered on Zoom. You will require access to a PC / laptop with a microphone and camera to access the training online.



# Symptom Management: Live Online half day study sessions

## Aim of the study sessions:

The sessions are for all registered healthcare professionals working in areas where patients and their families receive palliative and end of life care. It is particularly relevant for those who take a lead in palliative / end of life care within their area of practice as well as those who work in specialist palliative care.

The course is split into 4 half day study sessions, please note you do not need to attend all sessions.

- Breathlessness and Fatigue. For further details of the session, please click [here](#).
- Gastrointestinal Symptoms. For further details of the session, please click [here](#).
- Palliative Care Emergencies and Refractory Symptoms. For further details of the session, please click [here](#).
- Pain. For further details of the session, please click [here](#)

## Facilitators:

The sessions are run by St Gemma's Hospice in Leeds and is facilitated by St Gemma's Hospice education and clinical teams.

## Session dates and time:

Breathlessness and Fatigue: Tuesday 16<sup>th</sup> May 2023, 1pm – 5pm

Gastrointestinal Symptoms: Tuesday 27<sup>th</sup> June 2023, 9am – 1pm

Palliative Care Emergencies and Refractory Symptoms: Friday 29<sup>th</sup> September 2023, 1pm – 5pm

Pain: Wednesday 22<sup>nd</sup> November, 9am – 1pm

## Booking:

Please fill in an application form by [clicking here](#) and email to [AUPCCourses@st-gemma.co.uk](mailto:AUPCCourses@st-gemma.co.uk)

## Cost:

The cost is £50 per session or all sessions for £150.

## Venue:

This is a virtual course with sessions delivered on Zoom. You will require access to a PC / laptop with a microphone and camera to access the training online.

# Palliative and End of Life Education day for supporting people who are homeless and vulnerably housed

## Aim of the study sessions:

This training is for outreach workers, support workers and non-clinical workers. By attending this training, participants will:

- Gain an understanding of Palliative and End of life (EOL) care for people that are homeless and vulnerably housed.
- Key areas covered by the training include:
  - A basic overview of Palliative Care
  - Advance care planning
  - How to start conversations surrounding palliative care referral
  - Referral process to the Inclusion Service
  - Bereavement
  - Wellbeing.

## Facilitators:

The sessions are run by Palliative Care Clinicians from Leeds

## Session dates and time:

Please only choose one of following dates to attend the training:

Date	Time
Tuesday 26 <sup>th</sup> September 2023	08:30-15:30
Friday 17 <sup>th</sup> November 2023	09:00-16:00
Friday 26 <sup>th</sup> January 2024	09:00-16:00
Friday 1 <sup>st</sup> March 2024	09:00-16:00
Friday 3 <sup>rd</sup> May 2024	09:00-16:00
Thursday 4 <sup>th</sup> July 2024	09:00-16:00

## Booking:

To register onto a date or for queries please email [LPCNcourses@st-gemma.co.uk](mailto:LPCNcourses@st-gemma.co.uk)

## Cost:

This training is fully funded.

## Venue:

All training will be delivered at St Gemma's AUPC lecture theatre.

# Requests for Education / Training

Please complete the [request for education or training form](#) if you would like to commission the education team to deliver a training programme or package for your organisation.

Please return the completed form to [AUPCCourses@st-gemma.co.uk](mailto:AUPCCourses@st-gemma.co.uk) and one of the education team will be in touch to discuss your request further.

## Contacts

Education and Training Team		
Trish Stockton	Head of Education (AUPC/Leeds Palliative Care Network)	Email: <a href="mailto:trish.stockton@st-gemma.co.uk">trish.stockton@st-gemma.co.uk</a> Tel: 0113 218 5283
Jane Chatterjee	Lecturer in Palliative Care	Email: <a href="mailto:jane.chatterjee@st-gemma.co.uk">jane.chatterjee@st-gemma.co.uk</a> Tel: 0113 218 5282
Emma Farrer	AUPC Administrator	Email: <a href="mailto:emma.farrer@st-gemma.co.uk">emma.farrer@st-gemma.co.uk</a> Tel: 0113 218 5500 ext 2600