



# Education and training programme

Courses for health and social care professionals



# Welcome

Dorothy House Hospice Care is the leading provider of education and training for end of life care in Bath & North East Somerset, and parts of Somerset and Wiltshire.

Working closely with you, we want to ensure that the very best care is available to everyone facing the end of life. That's why we provide education and development opportunities which aim to build confidence and competence for anyone working in end of life and palliative care.

A life-limiting illness affects the body, mind, spirit, social wellbeing, the family of the patient, their loved ones and those who care for them. Our education programme for health and social care professionals strives to improve skills, knowledge and attitudes in all of these areas.

## About us

Dorothy House provides compassionate care and support for people who have a palliative or end of life care need. Our services are provided entirely free of charge, whenever and wherever they are needed: at home, in the Hospice, or in the community. We focus on the uniqueness of each patient, and their family, and empower them to choose the type of care they receive.

The Education Team is dedicated to ensuring that our workforce, and the community we serve, have the right skills and knowledge to deliver high-quality end of life and palliative care.



All sessions gave me new knowledge and understanding of different situations that I will carry into my future practice.

**Course participant**

## Our experience

Our team of skilled clinicians are at the heart of our education programme and work alongside our Education Team. They are passionate about sharing their skills and experience, ensuring all activities are delivered with integrity and are relevant to local need.

We have particular expertise in palliative care, advance care planning, syringe driver management, bereavement, multi-professional working, clinical supervision and communication skills.

## Access to our training

Appropriate training courses are available for all grades and disciplines of health and social care staff, non-clinical staff and volunteers.

## Courses on offer

We can help you to develop your professional end of life care skills. This programme provides an overview of our range of courses on offer, from introductory sessions to full study days.

Our mixed programme of practical and developmental courses are taught through a range of teaching methods including lectures, experiential learning, group work, case studies and role play. We can offer in-person and online training.

# Courses on offer

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## Communication skills

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An introduction to the principles of successful communication. This course will cover a variety of communication techniques to help in situations where it is difficult to know how to respond. The course looks at the principles of communication, including practical elements, whether it is face to face communication, online or telephone skills. During the session we will talk through a number of scenarios and situations that you may encounter at work, and look at suitable communication responses.

Course length: Half day

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## Dementia

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Understanding the complexities of looking after people with dementia to increase confidence when dealing with patients and their families. Raising awareness and understanding, so that people living with dementia can continue to live in the way they want. The course also included 'Dementia Friends' training.

Course length: Full day

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## Introduction to palliative care emergencies

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An introduction to the key types of emergencies frequently encountered in palliative care. The course begins to explore the manifestation of symptoms, strategies to aid, referral pathways and effective ways of working with patients and families/carers. This course is suitable for those new to palliative care, or in need of a refresher.

Course length: Half day

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## Introduction to symptom management

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An introduction to the key symptoms frequently encountered in palliative care, and how to best manage them. The course covers managing pain, breathlessness and anxiety, fatigue and sleep, nausea and vomiting, obstruction and constipation, nutrition and appetite, agitation, delirium and terminal restlessness. This course is suitable for those new to palliative care, or in need of a refresher.

Course length: Full day

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## Link Practitioners

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For external clinicians to understand the key themes in palliative and end of life care, promoting teamwork across our community. These sessions offer clinicians a safe environment to discuss concerns and care of their patients, enabling safe and effective care delivery. This course is suitable for registered clinicians.

Course length: Half day

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## Loss, grief and bereavement

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The course looks at the theoretical models around grief and bereavement. The course covers healthy grieving as a normal response to losing a loved one, how that differs from a pathological presentation of grief and the impact that can have on the individual and those around them. This course is aimed at health and social care professionals working in any environment where they encounter those affected by grief and bereavement.

Course length: Half day

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## Lymphoedema

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An update on Lymphoedema and maintaining tissue viability. This course is made up of 1.5hrs directed learning and 1hr discussion forum, giving participants the opportunity to ask questions and learn from each other's experiences. This course is suitable for clinical staff of all levels.

Course length: Half day

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## Palliative care in vulnerable or marginalised groups

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Within palliative and end of life care the overall aim is to be inclusive and to understand that every patient is individual. This course will focus on inequalities in health care and how this may impact individuals and their families. The session will provide evidence around why it is important to recognise and understand inequalities, and how we can work to promote equality and accessibility. The work will be based around case studies to promote learning, awareness and discussion.

Course length: Half day

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## Spirituality

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Discussion forum focussing on the spiritual needs of palliative patients, their families and carers. These short sessions are designed to promote open discussion about what spirituality means to different people, and how best to support patients through their spiritual journey.

Course length: 1 hour

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## Syringe drivers

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Understanding how and when syringe drivers can promote quality and effective care. The course looks at medication and potential interactions when using syringe drivers. There are two separate sessions, one for newly qualified clinicians, and one for experienced registered nurses.

Course length: Half day



**Candy McCabe**  
Head of Education

Leading the Education and Research work at Dorothy House is Candy McCabe. Candy is Head of Education and Research at the Hospice and Professor of Clinical Research and Practice at UWE, Bristol. She is a previous Florence Nightingale Foundation Clinical Professor in Nursing (January 2015 to June 2021).

Candy trained as a nurse at St. Thomas' Hospital, London and after working in a variety of specialties including ward based and research work, she moved to the Royal National Hospital for Rheumatic Diseases (RNHRD), Bath in the mid-90s, which is now part of the Royal United Hospitals Bath NHS Foundation Trust.

During the 20+ years she spent at the RNHRD she established with colleagues the national centres for multi-disciplinary rehabilitation for those with Complex Regional Pain Syndrome and for those suffering with Complex Cancer late effects.

In 2019 Candy joined Dorothy House as Head of Research and became Head of Education and Research in May 2021. She brought a new dimension to our expertise in end of life, and offers the opportunity to influence more nursing staff across our community and, in fact, nationally and internationally.

She is an NIHR Mentor and a strong advocate for clinical academic careers.

### For further information and booking

For more information on any of our courses, contact our Education Team. This programme is designed to give you an overview of the main types of course we offer but is not an exhaustive list, so contact us to discuss any specific training requirements. The team can also advise of upcoming course dates, times, locations and cost.

Phone: 01225 722 988

Email: [education@dorothyhouse-hospice.org.uk](mailto:education@dorothyhouse-hospice.org.uk)



This has been a really great module – very informative and would 100% recommended to colleagues.

**Course participant**

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[dorothyhouse.org.uk](http://dorothyhouse.org.uk)

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