



Education and training programme

Courses for residential care and nursing home 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 specifically tailored for healthcare professionals working in care homes.

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.

As well as access to our 24hr Advice Line to all care home staff, we offer training opportunities to ensure that everyone has the right skills and knowledge to deliver high quality end of life and palliative care.

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.

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.



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

Course participant

Courses on offer

Tulip Standard, Essentials of Care

Our flagship training course for unregistered care home professionals. This 5 day course includes the full remit of Care Certificate standards, adapted to meet the learning requirements of those delivering palliative and end of life care. Please see overleaf for full details.

Course length: 5 days

Communication skills

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

Dementia

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

Introduction to palliative care emergencies

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

Introduction to symptom management

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

Loss, grief and bereavement

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

Lymphoedema

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

Palliative care in vulnerable or marginalised groups

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

Spirituality

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

Syringe drivers

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

Tulip Standard, Essentials of Care

The “Tulip Standard, Essentials of Care” is an evidence based five day training course for unregistered clinical support staff. We have incorporated the full remit of Care Certificate standards, including person centred care, privacy, dignity, dementia and mental health. These topics have been adapted to meet the learning requirements of those delivering care to people with palliative and end of life care needs.

This five day course includes essential clinical skills such as mouth care, syringe driver awareness, skin care, catheter and stoma care. The course also covers therapeutic topics such as the use of complimentary therapies and skills to help support those experiencing symptoms of breathlessness, nausea and pain. Holistic practice is developed further with topics such as spirituality, bereavement and care after death.

Attendees are encouraged to share experiences and reflect on practice, creating a fantastic blend of peer support and reflective learning. On completion of the course, students are awarded both the **Care Certificate** and the **Tulip Standard, Essentials of Care**. To achieve both, participants will need to attend all five days, however can attend one day if they choose to focus on a particular aspect of care.

This course will give the participants the necessary theory and evidence based knowledge to demonstrate and achieve their practical skills competencies.

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.

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