



# Education and training programme

Courses for health and social care professionals



# 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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### **Spiritual support at end of life**

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This training aims to explore what spirituality means to different people, provide advice and training materials for end of life spiritual support work with patients and their families and share experiences of providing spiritual support in different ways within the community. This course is suitable for anyone regularly coming into contact with people at end of life or going through bereavement.

Course length: Half day

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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

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### **Tulip standard, Essentials of Care**

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Our flagship training course for unregistered healthcare 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. This course is suitable for unregistered clinicians and especially those new to care.

Course length: Five days

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### **Module: Complexities in communication skills in supportive and end of life care**

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This is a 20 credit module run in conjunction with the University of the West of England. It looks to develop knowledge, skills and attitudes to help individuals communicate effectively, sensitively and with confidence in conversations around supportive, palliative and end of life care. It includes both theoretical and practical training elements to help individuals become equipped for those often challenging conversations.

Course length: Eight days

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### **Module: Complexities in supportive and end of life care**

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This is a 20 credit module run in conjunction with the University of the West of England. It is designed to provide detailed knowledge and understanding of the principles of supportive and end of life care, and how societal attitudes to death and dying may impact on the provision of that care. It contains the theory of caring for people at this stage of their life including psychological, spiritual and societal, with discussion around practical guidance to symptom management. It is run by a multi-disciplinary team.

Course length: Six days



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

Course participant

# 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.

## 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

Dorothy House Hospice Care Winsley,  
Bradford on Avon, BA15 2LE

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

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