

2011



THE PEPPERELL EDUCATION CENTRE
Annual Prospectus

2012

saint
francis
hospice



living with dignity

OUR VISION FOR 2011-2012

Dear Colleagues,

As we begin our fourth year in The Pepperell Education Centre, we have been absolutely bowled over by the response and success in our first three years. Saint Francis Hospice has rapidly gained an excellent reputation as a renowned provider of palliative care education and as a high quality education venue.

Since opening our doors three years ago we have:-

- ▶ seen over 3000 people come through the doors to use our facilities
- ▶ increased our education programme by around 200 %
- ▶ developed our reputation as a provider of quality conference and room hire facilities
- ▶ registered nearly 1000 library users
- ▶ had over 3500 book loans

Saint Francis Hospice is committed to education and our courses and study days are aimed at those working in generalist as well as specialist areas, both qualified, non-qualified and all disciplines. With our vision to see excellent palliative care becoming 'mainstream,' we welcome delegates from all areas and our study days and courses underpin the Common Core Competencies and Principles for Health Practitioners working with

adults at the end of life. Without doubt, education and training are essential to ensure that we continue to improve our care for dying patients.

Please feel free to contact me or a member of the education team if you have questions about any of the educational events in this publication. We are able to tailor-make any palliative care training to meet your requirements, delivered here in the education centre, or at a venue nearer to you.

If you are looking for a venue for an event that you are putting on, please do not hesitate to contact us as we have a range of rooms available to meet your needs, as well as catering and equipment to support your day. We have also added a 'pull-out' calendar section in the middle of the prospectus for you to see monthly events at a glance.

We look forward to seeing you at one of our events in the near future.

With best wishes



Caroline Scates

Head of Education

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WHY CHOOSE THE PEPPERELL EDUCATION CENTRE AT SAINT FRANCIS HOSPICE?

The Very Best in Education and Training

The Pepperell Education Centre is amongst the very best in the country for developing and providing specialist education and training services, something we are very proud of. We are especially renowned for our work in advanced communication skills and areas highlighted by the End of Life Care Strategy.

For designated courses and study days we also apply for Continuing Professional Development (CPD) points and delegates on our programmes, will receive a certificate of attendance for their professional portfolio. Lecturers, speakers and facilitators that we use on our education programme are all trained and qualified in their chosen field and we pride ourselves on offering the very best quality education experience.

Superb Purpose Built Centre

We are proud of our purpose-built education centre that was opened in 2007. With its superb, modern teaching rooms, breakout rooms and the atrium for socialising and relaxing in, what better place could there be to study and network?.

State-of-the-Art Facilities and Superb Equipment

Within the Centre, we have up-to-date superb equipment to support your learning including electronic whiteboards, laptops, projectors and flipcharts.

The Pepperell Education Centre also has state-of-the-art facilities that are available for you and your organisation to hire. This includes a variety of rooms for groups from 2 – 100. Whether you wish to hold a small meeting or conference, we can accommodate your needs. Equipment available within the booking price includes electronic whiteboards, laptops, projectors and flipcharts. We can also offer you the use of our Video Conferencing equipment for an additional fee.

Room Hire Opportunities

Prices for room hire :

- ▶ **Full day rate** £17 per person including lunch
- ▶ **Half day rate** £14 per person including lunch

Rooms are available for hire Monday to Friday, 8.45am until 4.45pm. Please get in touch to discuss your requirements on 01708 771408 or email education@sfh.org.uk

If you require palliative care training for your team or organisation, we are able to tailor-make courses to suit your individual needs. Please contact Caroline Scates (Head of Education) on **01708 758646** or email education@sfh.org.uk



Excellent Library Facilities

We are delighted to share with you our comprehensive, state-of-the-art library located within The Pepperell Education Centre. Lorraine Cheek (Library Services Co-ordinator) is on hand between 09.45 and 16.15 Monday - Friday to assist you (see contact details on next page).

We offer an excellent and informative resource for all hospice staff and volunteers, and for external health care professionals and students on related courses. Any individual or group may visit us in person, contact us by telephone, email or fax, or have a library tour (by prior arrangement) and all users can benefit from our library as a facility for academic research and clinical awareness.

We offer an extensive range of information about palliative care, bereavement, chaplaincy and much more. If there is a book or journal that you would specifically like, please let us know and if we do not have it already, we will look to source it for you. We have computers available for use and our friendly staff will be happy to assist you with finding relevant websites. We look forward to welcoming you – for any enquiries please email: lorrainecheek@sfh.org.uk or telephone 01708 771406.



Flexible Learning & Study Opportunities

We provide the very best range and up-to-date courses in the education centre, with specialist speakers amongst the very best in the profession.

We offer a range of study days, short courses and accredited courses at the centre up to Masters Degree level, on both specialist and generalist subjects. We know that studying, working and family commitments are very challenging and so we constantly review our programmes to try and ensure we can provide as many flexible or repeat sessions as possible, at different times.

Our study facilities at the centre are modern and very flexible, with accommodation that can be changed according to the learning style and needs of a particular session or group.

Bespoke Training Opportunities

As part of this, we can also offer tailor-made programmes in your workplace. We can offer any of our programmes within this prospectus on a bespoke basis to any organisation or group of staff. Please ask us for more information! (also see partnership working on page 41).

Professional and Friendly Staff

Our teaching and medical staff are at the very top of their profession. We have experts in all areas of palliative care, who have up-to-date specialist knowledge of their areas and bring a wealth of experience to support you in your learning. For example, our medical team headed up by our medical consultant in palliative care, Dr Corinna Midgley, are actively involved in developing and delivering specialist programmes at the hospice.

Our support staff are also here to provide you with the very best experience and will support you in all aspects of your learning, e.g. library (see library facilities on page 5).

Ambulance

End of Life Care Day 2010

“Excellent presentations by obviously passionate and experienced professionals”

Excellent Environment

Our environment in Havering-atte-Bower is second to none, our green field location providing the perfect setting for a relaxing environment in which you can learn or hold your own events through our room hire facility.

Good Transport Links and Parking

We are fortunate enough to be within close distance of major road networks such as the M25 and also Romford Town Centre. We also have on-site, free parking for delegates.

Funding Supports Direct Patient Care

We are proud of the fact that any profits made through our course provision and room hire, goes back in supporting direct patient care at the hospice. So when you study with us, you may also be making a valuable contribution to direct patient care.

COURSES ON OFFER

Please find below a quick and easy alphabetical reference to all the courses and study days being held at The Pepperell Education Centre during 2011/2012 together with the relevant page number where further information can be found.

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BSc (Hons) in Professional Nursing Practice (Palliative Care) Pain and Symptom Management	9	Medical Ethics Afternoons Advance Care Planning	34
BSc (Hons) in Professional Nursing Practice (Palliative Care) Grief, Loss and Bereavement	10	Medical Ethics Afternoons Assisted Suicide and Euthanasia	34
Children and Young Persons' Study Day	33	Medical Ethics Afternoons Autonomy, Paternalism and Truth	35
Church Leaders Afternoon - Ethics	39	Medical Ethics Afternoons The Mental Capacity Act	34
Church Leaders Afternoon - Healing, A Forgotten Christian Ministry	39	Meeting the Cultural and Faith Needs in a Diverse Community	24
Church Leaders Afternoon The Challenge of Providing Contemporary Funerals	39	MSc in Nursing or MSc in Health Care	10
Church Leaders Afternoon Understanding People's Pain	39	Non-Malignant Palliative Care: HIV/AIDS	32
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Communication Skills Culture and Perceptions Workshop	25	Non-Malignant Palliative Care: Heart Disease	32
Communication Skills for Non-Clinical and Administration Staff Workshop	26	Non-Malignant Palliative Care: Multiple Sclerosis	32
Complementary Therapies in Palliative Care Study Day	31	Plaudit Meetings	38
Connected National Communication Skills Training	11	Report Writing and Record Keeping Workshop	28
Delivering Impressive Presentations!	29	Resolving Conflict and Understanding Anger Study Day	20
Dementia Study Day	23	Schools and Bereavement Study Day	23
Developing Your Communication Skills Workshop	25	Study Skills Workshop	29
Developing Your Telephone Triage Service	40	Syringe Driver Study Days	20
Dignity in Practice Workshop	27	Teaching Improvement Project System (TIPS)	12
Exploring Grief, Loss and Bereavement 1: An Introduction	30	The GP at the Heart of Care Course	15
Exploring Grief, Loss and Bereavement 2: Looking Deeper	30	The Last Days of Life	22
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COURSES 2011-2012

Course:
**BSc (Hons) in Professional
 Nursing Practice
 (Palliative Care)**

Course dates

29th March & 12th April & 26th
 April & 10th May & 24th May &
 7th June 2011

Course hours

09.30 - 16.30

In partnership with the Faculty of Health and Social Care at London South Bank University (LSBU), we offer the following three units, which are held at The Pepperell Education Centre, Saint Francis Hospice. Booking and details of commissioned funding is via Colin Monks at the LSBU administration office on 0207 815 5974 and applicants must already hold 120 credits at level 5. If you are unsure, we are happy to advise you. Each module is a course of **6 full study days** and assessment is via written assignments and/or practice competency documents.

Levels 6 and 7 Units:
Principles and Practice of Palliative Care

Core Unit - 20 credits

This module is designed for you, as a health or social care professional, if your work brings you in to contact with people with a life-limiting illness and their carers. Although specialist palliative care is a highly skilled speciality, generalist palliative care can be provided by anyone with the necessary knowledge and skills, in any care setting (NICE 2004).

This module addresses palliative care provision and practice and takes into account the socio-economic, political and ethical paradigms which underpin care delivery.

Pain and Symptom Management

Core Unit- 20 credits

This module is for you, as a health care professional if you deal with pain and symptom management during the course of your work. Palliative care is a highly skilled speciality, which is constantly developing research based methods of managing the distress of symptoms associated with life-limiting illness.

This module explores current palliative pain and symptom management strategies to enable health care professionals to apply associated principles and research when caring for patients/clients with a life-limiting illness and their family.

Course dates

20th September & 4th October
 & 18th October & 1st November
 & 15th November & 29th
 November 2011

Course hours

09.30 - 16.30

Course dates

10th January & 24th January &
7th February & 21st February &
6th March & 20th March 2012

Course hours

09.30 - 16.30

Grief, Loss and Bereavement

Specialist unit - 20 credits

Many people become involved with caring for those with a life-limiting illness and those suffering grief, loss and bereavement. This module offers a range of psychological and practical strategies to enable the provision of effective and empathic care. It is designed to enhance a knowledge base in grief, loss and bereavement and related issues to enable course members to enhance their competency within their own clinical setting.

**MSc in Nursing or MSc in Health Care**

Building on the success of the BSc Degree Palliative Care Programme, we are pleased to announce that from September 2011, these units will now be available at Masters Degree level and are open to you as a health care professional, if you have a first degree or equivalent and are working within the appropriate health care environment.

You should preferably have a Bachelors Degree and be working within the appropriate health care environment to achieve the learning outcomes of the chosen units.

This innovative framework leading to the award of either an MSc in Health Care or MSc in Nursing, offers you the opportunity to build a masters level qualification around your own area of practice and personal development plan. The primary focus is to enable you to demonstrate self-direction and originality in tackling and solving problems and to act autonomously in planning and implementing care at a professional level. This highly flexible programme focuses upon core skills of leadership research application and critical thinking applied to the workplace.

To discuss the range of levels 6 and 7 units available to you, please contact Des Nolan, Lecturer in Palliative Care in the first instance who will be able to discuss your requirements - Tel 01708 758646 or email desnolan@sfh.org.uk.

Connected National Communication Skills Training

Course hours
09.00 - 17.00

Course materials and refreshments included.

Who is the course for?

This course is targeted at senior health care professionals, including doctors, nurses and allied health care professionals who are involved in cancer care delivery (nurse band 6 and above). To enable you to feel safe within the group, there is a maximum of 10 participants.

What will I study?

The Connected National Communication Skills Training Programme has been developed by the National Cancer Action Team in response to a number of major government reports e.g. The NHS Cancer Plan (2000), NICE Supportive & Palliative Care Guidance (2004), Cancer Reform Strategy (2007) and The End Of Life Strategy (2008). The programme is based on evidence showing the effectiveness of three-day workshops which are learner centred and are experiential. Role play is a key element of the workshop and will involve working with actors.

The programme includes:-

- ▶ A didactic overview (lecture) of the evidence base for communication skills training
- ▶ Handouts, references and reading lists
- ▶ An agenda set by the participants
- ▶ Presentation/demonstration of communication skills in practice
- ▶ Practice of key skills using role play and involves:
 - Constructive feedback on performance
 - A discussion of the emotional impact of different communication behaviours
 - A reflection on practice

You are expected to take part in all aspects of the course and must attend all three days to receive your certificate. All courses are CPD accredited and carry 18 CPD points for the Royal College of Physicians.

The training is delivered by two experienced facilitators who have been approved by the National Cancer Action Team.

This course will provide you with accredited Advanced Communication Skills Training as specified in NICE guidance and some MDT Standards.

We are running several courses throughout the year, some of which are commissioned by The Cancer Network and some via Saint Francis Hospice. Please contact the education team on 01708 758646 for further details and to see which course you are eligible to attend.

Teaching Improvement Project System (TIPS)

Please note that attendance on both days is essential and some pre-course preparation is required.

Course dates

4th & 5th July 2011 or
27th & 28th September 2011 or
14th & 15th December 2011 or
13th & 14th March 2012

Course hours

09.15 – 17.00

What are the fees?

£295 per person for two days

Sandwich Lunch, tea and coffee included, and all course materials

Who is the course for?

This course is for you if you are a health care professional who uses teaching as part of your role and wish to develop your skills further.

What will I study?

The course helps to demystify the theory of effective teaching for teachers in the health care profession and uses a mixture of small group sessions with constructive feedback to help to increase confidence.

Topics on the course include:

- ▶ Planning effective teaching
- ▶ Identifying and targeting content to learners' needs
- ▶ Ensuring student involvement
- ▶ Discovering how to involve and maintain the group's interest and attention
- ▶ Interactive micro teaching sessions with individual and peer group feedback

To ensure maximum benefit to the participants, this course is limited to 6 places per course, so book early to avoid disappointment.

“This course has helped me to make sense of my teaching ideas. Thank you!”

Delegate attending
TIPS 2010

Health Care Assistants Introduction to Palliative Care (three day course)

Course dates

5th, 6th & 7th October 2011 or

26th, 27th & 28th March 2012

Course hours

09.30 - 16.30

What are the fees?

£150 per person for three days

Lunch, tea and coffee and all course materials.

(an education bursary has been applied for and if successful we will be able to reduce the cost).

Who is the course for?

This well-established three day introduction to palliative care course, is appropriate for all health and social care assistants, auxiliary nurses, and support workers working in hospitals, hospices, nursing homes or in the community setting.

What will I study?

The course aims to explore the importance of palliative care provision and to promote good practice in a variety of settings. The course programme will include topics such as:

- ▶ Principles of palliative care
- ▶ Incorporating the philosophy of holistic care into every day work
- ▶ Communication skills
- ▶ Introduction to grief, loss and bereavement
- ▶ Spiritual care
- ▶ Practical tips – mouth care, positioning in bed etc
- ▶ End of life care –including the use of the Liverpool Care Pathway
- ▶ Ethical Issues

This is a three day course held at Saint Francis Hospice, or it can be delivered on site (at your place of work) as a series of half days, or alternatively you may wish to join with another care home to have joint delivery of the programme. We can also arrange for a palliative care specialist nurse to spend time with you in your care home working alongside your team, addressing hands-on practical issues. Please contact us for individual prices.

Delegate from
2010 HCA
Course

“Lots of great practical tips and useful information. Thumbs up to the trainers!”

MEDICAL EDUCATION 2011-2012



“The GP at the Heart of Care”

Course dates

15th, 22nd & 29th September &
6th, 13th October 2011

Course hours

18.30-21.00

What are the fees?

£150 per five week course
inclusive of supper, handouts and
CPD application.

(NB: A minimum of 10 delegates
required for this course to run
-so please apply early)

Who is the course for?

General Practitioners play a crucial role in caring for patients during the palliative phase of their illness. To be able to adequately support GPs and build on our existing links, we have devised a five week evening course for all GPs to attend. These evenings will be lead by our consultants in palliative care and we do hope that you are able to support this venture.

What will I study?

The session will start at 18.30 with a buffet supper on arrival, followed by a teaching session/discussion on the topics listed below, starting around 19.00 finishing by 21.00. For this five evening course, we will be applying for CPD points.

- ▶ Pain control
- ▶ Advance care planning
- ▶ GI symptoms
- ▶ Palliative care emergencies
- ▶ Psychological support
- ▶ Confusion
- ▶ Respiratory symptoms

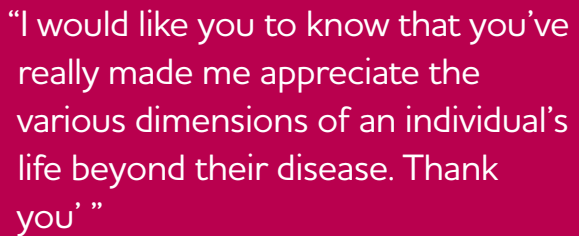
“Well presented and an excellent session - will recommend to my colleagues.”

Delegate from
GP evening
2010

Medical Students

During the months of March, June and November we welcome groups of medical students from Bart's and the London to learn more about palliative care. In addition to a formal teaching session on a palliative care symptom control issue, we also include an extremely valuable session called 'the goldfish bowl'. During this session, medical students are able to hear first-hand the experiences of current patients from our day hospice. Hearing their stories is a very humbling and powerful experience that is always evaluated very highly.

Please contact the education centre for more information on this session on 01708 758646.

A quote is presented inside a dark red speech bubble with a white border. The text is white and reads: "I would like you to know that you've really made me appreciate the various dimensions of an individual's life beyond their disease. Thank you' "

Medical Students goldfish bowl

Local Opportunities

We are happy to outreach to our local communities and run sessions for GP Vocational Training as well as speak at protected time initiatives. These opportunities bring together GPs and trainees from the local area to have the opportunity to discuss, explore and address palliative care issues in an informal and friendly atmosphere. There are always opportunities to look around our day hospice and inpatient unit facilities when visiting Saint Francis Hospice.

Please contact us for further details on 01708 758646.



STUDY DAYS 2011-2012



5th Annual Conference When Chronic Mental Illness and Palliative Care Meet

Course date

3rd November 2011

Course hours

09.30 – 16.30

What are the fees?

£85 per person (£75 per person if booked before 30th September 2011)

Lunch, tea and coffee included and all course materials.

An examination of the challenges for patients, families and care teams and identification of good practice models towards best care

Who is the conference for?

Following on from the success of our previous four conferences we do hope that you are able to join us again. This conference is suitable for any health care professional with an interest in supporting patients with mental illness as well as health care workers in end of life care.

What will I study?

People with pre-existing mental health problems who then develop a life-limiting illness and require palliative and end of life care are possibly amongst the most under represented and deprived populations in our society (Davie 2006). Research shows us that people with mental health issues are more likely to suffer poor physical health, and that people with chronic mental health problems are more vulnerable to presenting late with advanced disease and struggle to manage treatment regimes (McGrath, P & Holewa, H 2004). However there is little literature on how best to approach and support people and little research into end of life decision making in this patient group.

The conference will address the specific challenges of people with mental illness such as bi-polar, schizophrenia, depression, and alcohol and drug addiction, within the field of palliative care, and will look at workable ways of supporting them. Our speakers are drawn from both psychiatry and palliative care and will share their experiences of patient care and look at service models that work well with examples of good practice and will discuss challenges faced. We are delighted to welcome Dr Willy Notcutt as one of our keynote speakers.

“Always the day
passes too quickly”

4th Annual
Conference

““Excellent – it was a long
trip from Yorkshire but
worth it!”

Davie (2006) A social work perspective on palliative care for people with mental health problems.)
(McGrath, P & Holewa, H (2004) Mental Health and Palliative Care: Exploring the ideological
Interface. International Journal of Psychosocial Rehabilitation. 9 (1) 107-119)

Syringe Driver Study Days

Course dates

24th June or 27th September
2011 or 20th January 2012
or 22nd March 2012

Course hours

09.30 – 16.30

What are the fees?

£75 per person

Lunch, tea and coffee included
and all course materials.

Resolving Conflict and Understanding Anger Study Day

Course date

23rd February 2012

Course hours

09.30 – 16.30

What are the fees?

£75 per person

Lunch, tea and coffee included
and all course materials.

Who is the course for?

This study day is aimed at qualified staff who use syringe drivers in the course of their work or for students wishing to learn about syringe drivers.

What will I study?

This is a one day workshop that provides you with an opportunity to renew the skills and knowledge needed to set up and monitor syringe drivers. Teaching will include both the MS16a and the MS26 Syringe Drivers, an understanding of the commonly used drugs and the rationale behind using a syringe driver.

An opportunity will be given to practice setting up syringe drivers in a safe environment with access to experienced facilitators to discuss any concerns.

Who is the course for?

This day is suitable for all levels of professionals who are working with families, patients and colleagues and is facilitated and led by Paul Sullivan, Head of Family Support Services.

What will I study?

This study day will begin to identify some of the causes and effects of anger and how it is triggered and our own personal responses to anger and conflict. A big element of this day is looking at these elements and how it makes us feel. We will introduce communication techniques and self control, which will help in dealing with the negative effects of anger. It will explore the different methods used to resolve conflict situations that arise in everyday lives and identifies the basic skills required to deal with these situations.



Introduction to End of Life Care Tools Study Day

Course dates

9th May or 22nd November
2011

Course hours

09.30 – 16.30

What are the fees?

£75 per person

Lunch, tea and coffee included
and all course materials

An introduction to three of the end of life tools to facilitate best practice in line with the End of Life Care Quality Markers (2009).

Who is the course for?

This study day is aimed at all staff working in the community, care home, hospital or hospice settings who would like to learn more about the end of life care initiatives.

What will I study?

This study day aims to:

- ▶ Encourage and increase the knowledge and awareness of the tools for health & social care givers at all levels working in all health care settings such as; community, residential care homes, nursing homes, hospital and hospices who are caring for people at the end of life
- ▶ Support the end of life core competencies (2009)
- ▶ Explore each of the initiatives in the context of the end of life care pathway
- ▶ Give an overview of the Gold Standards Framework, Liverpool Care Pathway and Preferred Priorities for Care

Urology and Palliative Care Study Day

Course date

28th February 2012

Course hours

09.30 – 16.30

What are the fees?

£75 per person

Lunch, tea and coffee included
and all course materials

Who is the course for?

This day is aimed at all multi professional healthcare workers, working with patients who have urological diseases.

What will I study?

The day will cover the possible treatment options available for this patient group.

It will serve as an update on current practice, as well as looking at future developments in the urology field. We will be welcoming experts in this field to share good practice in caring for patients, and learning about palliative care in this area.

Delegate
End of Life Care
Course 2010

Delegate
End of Life Care
Course 2010

“Excellent day – I feel more confident in dealing with end of life care now”

“It was fantastic”

The Last Days of Life 'You Only Get One Chance... To Get It Right!'

Course dates

7th July 2011
or 21st March 2012

Course hours

09.30 – 16.30

What are the fees?

£75 per person

Lunch, tea and coffee included
and all course materials.

Ensuring that the last stages of life are as comfortable and peaceful as possible.

'How we care for the dying is an indicator of how we care for all sick and vulnerable people.' The End of Life Strategy (DH July 2008).

We only get one chance to make a difference to those we care for who are dying and for the memories of those who are left behind.

Who is the course for?

This study day is suitable for both qualified and non-qualified staff wanting to learn more about how to manage the practical aspects of end of life care.

What will I study?

This study day will focus on the last days of life and the last stage of the end of life care pathway.

The content of the day includes:

- ▶ Diagnosing dying
- ▶ The signs and symptom management of dying
- ▶ The Liverpool Integrated Care Pathway
- ▶ I.C.D (Implantable Cardioverter Defibrillator)
- ▶ Organ donation
- ▶ Care after death

Advance Care Planning for End of Life Care – A Process of Thinking Ahead

Course dates

13th October 2011 or
15th March 2012

Course hours

09.30 – 16.30

What are the fees?

Normally £75 per person, but due to a generous sponsorship by Herongate Wood Funeral Directors we can offer this at £45 per person.

Lunch, tea and coffee included
and all course materials.

Who is the course for?

This course is for you if you are a health care professional who helps patients to address end of life care issues –and is suitable for both qualified and non-qualified staff.

What will I study?

Health and Social Care professionals have an important role in caring for people at the end of their lives. One aspect of that role, and one which health care professionals find most difficult, is to discuss with individuals their preferences regarding the type of care they would wish to receive and where they wish to be cared for, in the event of an expected deterioration.

This study day aims to help equip you with the skills necessary for this process and will include:

- ▶ What is advance care planning?
- ▶ Advance care planning and the Mental Capacity Act
- ▶ Communication skills
- ▶ Attitudes and cultural awareness

Schools and Bereavement Study Day

Course dates

26th April 2011 or
1st November 2011

Course hours

09.30 – 16.30

What are the fees?

£75 per person

Lunch, tea and coffee included and all course materials.

Who is the course for?

This study day is for you if you are a teacher or member of teaching staff, to assist you in dealing with the needs of bereaved children that you may come into contact with during the course of your work.

What will I study?

We will look at children's responses when a family member dies, as well as a death of a sibling or school friend.

We will address topics such as:-

- ▶ The needs of bereaved children
- ▶ How to respond to the needs of bereaved children
- ▶ When should the teachers be worried?
- ▶ How do we answer children's questions?
- ▶ How to look after yourselves

Whether you work in primary or secondary education, this day will inform you and give you tips in assisting children during vulnerable times. As well as this one day course, we are able to come to your school during inset days or evenings, and bring the sessions that you wish to address to you. Two of the above topics can be delivered in a morning, afternoon or evening session. Please contact us for further details on 01708 758646.

Dementia Study Day

Course date

February 2012 (TBC)

Course hours

09.30 – 16.30

What are the fees?

£75 per person

Lunch, tea and coffee included and all course materials

'Dementia - is everyone's business!'

'Everyone has the right to live well with dementia'

(The National Dementia Strategy: Living well with Dementia (2008))

'Improving end of life care for people with dementia affects health and social care professionals across sectors, settings and disciplines.' 'Dementia care will not be effective unless it is integrated with end of life care' (National Council Palliative Care 2009).

Who is the course for?

This study day is aimed at all health and social care professionals at all levels providing end of life care for people with dementia and their carers.

What will I study?

The day is designed to share experiences of best practice, of integrating care services and in dealing with the challenges and the successes of delivering good quality end of life care for people with dementia. It will also explore when to do an advance statement and issues around mental capacity.

Meeting the Cultural and Faith Needs in a Diverse Community

Course date

9th February 2012

Course hours

09.30 – 16.30

What are the fees?

£75 per person

Lunch, tea and coffee included and all course materials

‘The diversity of cultures that we care for is growing all the time. How, where and with whom are all vital questions that we have a responsibility to explore, gain confidence and competence if we are to provide the best end of life care for all people.’

End of Life Core Competencies for End of Life Care (2009)

Who is the course for?

The day is designed for all levels of health and social care professionals who provide end of life care in a variety of settings: residential, care and nursing homes, community (PCT), hospice and hospital and who support patients and families from diverse cultural and religious backgrounds.

What will I study?

Together we will explore the various customs and rituals which are important as death approaches.

- An introduction to culture
- An introduction to faith
- Customs and rituals of dying and death from a faith perspective
- An exploration of different faiths and cultures in dying and death
- Caring for ourselves as care givers

Lymphoedema Study Day

Course date

2nd November 2011

Course hours

09.30 – 16.30

What are the fees?

£75 per person

Lunch, tea and coffee included and all course materials.

Come and join us for a day looking at the challenges of managing lymphoedema.

Who is the course for?

This study day is aimed at any health care professionals who are interested in lymphoedema.

What will I study?

We will review the anatomy and physiology and look at diagnosis and how to assess as well as other issues such as:

- Skin care in lymphoedema
- Cellulitis in lymphoedema
- Guidance on bandaging techniques for oedema reduction
- Practical advice in measuring for pressure garments
- Management of palliative oedema

We will also be holding study afternoons throughout the year for any health professional interested in learning more about specific lymphoedema treatments. They will include kinesiotaping for lymphoedema, bandaging for leaky legs and bandaging for palliative oedema. Please contact the education centre on 01708 758646 or email education@sfh.org.uk for further details.

Developing your Communication Skills Workshop

Course dates

5th April 2011 or 1st July
2011 or 5th October 2011 or
9th December 2011 or 22nd
February 2012

Course hours

09.30 – 16.30

What are the fees?

£75 per person

Lunch, tea and coffee included,
and all course materials.

Communication Skills – Culture and Perceptions Workshop

Course dates

19th July 2011 or
7th November 2011 or
26th January 2012

Course hours

09.30 – 16.30

What are the fees?

£75 per person

Lunch, tea and coffee included,
and all course materials.

Who is the course for?

This one day workshop is designed for all members and all levels of the multidisciplinary team and focuses on basic communication skills. The day explores the confidence needed to become a better communicator.

What will I study?

You will explore how to communicate effectively with patients, families and colleagues in a safe and supportive environment. You will learn some good techniques on how to communicate with people and how to listen effectively.

Who is the course for?

This one day workshop is designed for all members and all levels of the multidisciplinary team and leads on from our basic communication skills day, but can be attended independently.

What will I study?

This day aims to address impacts on communication issues around different cultures and how this affects communication with our patients, families and colleagues. It looks at how we make judgements about different groups of people and how this could affect the communication we have.



Intermediate Communication Skills Workshop

Course dates

31st October 2011 or
1st March 2012

Course hours

09.30 – 16.30

What are the fees?

£75 per person

Lunch, tea and coffee included
and all course materials

Communication Skills for Non-Clinical and Administration Staff Workshop

Course dates

13th May 2011 or
6th February 2012

Course hours

09.30 – 16.30

What are the fees?

£75 per person

Lunch, tea and coffee included
and all course materials

Who is the course for?

This new one day workshop is for you, as a member of the multidisciplinary team, unable to access longer advanced communication skills courses. This study day will give you the ability to build on existing communication skills and knowledge.

What will I study?

The day will address more complex communication skills issues such as dealing with anger and conflict, and gives you tips and ideas of how to assert yourself and remain an effective communicator. You must already have had some form of basic communication skills training to gain the most from this day.

It can be difficult to know how to respond when asked difficult questions, or when answering a distressed telephone call. This can leave professionals feeling helpless, worried or lacking in confidence.

Who is the course for?

This workshop is for non-clinical and administrative staff who regularly deal with patients, carers and families either in person or on the telephone.

What will I study?

The workshop will include:-

- What hinders communication
- Principles of effective communication
- Handling difficult communication situations
- How to respond to difficult emotions e.g. anger
- Telephone tips
- Looking after yourself



Dignity in Practice Workshop**Course date**

17th October 2011

Course hours

09.30 – 16.30

What are the fees?

£75 per person

Lunch, tea and coffee included
and all course materials

Who is the course for?

This workshop is aimed at all health care professionals, including staff from hospitals, community or care homes.

What will I study?

This one day workshop is designed to explore the concept of dignity and to enable you as health care professionals to reflect upon the care that you provide. Questions around respect, treating people as individuals and respecting people's right to privacy will be central to the main sessions for the day. If you believe that dignity is at the heart of all we do, and are interested in enabling patients and clients to feel valued, then this day could be of interest to you.

**Innovations in Motor
Neurone Disease –Study Day****Course date**

18th July 2011

Course hours

09.30 – 16.30

What are the fees?

£75 per person

Lunch, tea and coffee included
and all course materials

This year has seen Saint Francis Hospice working in partnership with the Motor Neurone Disease Association. The intention of the joint working has been to plan and implement a programme of support and information, which is aimed at patients who have recently been diagnosed with this devastating and debilitating disease. Although the programme is not due to conclude until May 2011, it is anticipated that the formal evaluation will reveal an increase in ability to appropriately access local support services, whilst increasing ability to self-manage common problems.

Who is the course for?

If you are a health care professional and interested in motor neurone disease, you would benefit from attending this study day.

What will I study?

Saint Francis Hospice and the Motor Neurone Disease Association have now developed a study day for any health care professionals who could find themselves caring for a person with motor neurone disease. The day will begin with an overview of what is motor neurone disease, followed by consideration of the common problems associated with the disease. Practical management advice and signposting to appropriate support services will be outlined, along with consideration of the latest research and results from our very own patient programme of support and information.

Report Writing and Record Keeping Workshop

Course dates

12th May 2011 or 14th October 2011 or 8th February 2012

Course hours

09.30 – 12.30

What are the fees?

£40 per person

Sandwich Lunch, tea and coffee included and all course materials.

Who is the course for?

This half day workshop is designed for you if you need to produce clear and concise reports in the course of your work. The course will review current legislation in relation to keeping accurate data and when writing incident reports.

What will I study?

This is designed to be a very practical workshop. You will have the opportunity to engage in report writing during the morning and to share best practice with others.

Assertiveness Training Workshop

Course dates

6th April 2011 or 21st September 2011 or 12th January 2012

Course hours

09.30-12.30

What are the fees?

£40 per person

Sandwich Lunch, tea and coffee included and all course materials.

Who is the course for?

This study morning is aimed at anyone who would like to improve their techniques in managing tricky situations – it is appropriate for all levels of healthcare or administration staff.

What will I study?

This half day workshop allows you to explore established assertiveness techniques to help you to be more effective in your workplace.

Whether you would like to have the 'right words' for the right moment or just be able to simply convey your point without getting angry or without feeling intimidated, then this workshop is what you are looking for.

“I intend to use techniques taught in both my working and my personal life”

Assertiveness
Workshop 2010

Study Skills Workshop

Course dates

13th June 2011 or

16th January 2012

Course hours

09.30 – 16.30

What are the fees?

£75 per person

Lunch, tea and coffee included and all course materials.

Who is the course for?

This study day will appeal to anyone who is about to embark on an academic course of study and who is required to submit written assignments as part of an assessment process.

What will I study?

Using a variety of teaching approaches, the facilitators will help you explore the following skills:

- Conducting a literature review
- Academic writing
- Critical analysis
- Referencing technique
- Presentation of assignment

Delivering Impressive Presentations!

Course date

25th May 2011

Course hours

09.30 – 16.30

What are the fees?

£75 per person

Lunch, tea and coffee included and all course materials.

We are delighted to offer this wonderful study day facilitated by 'Positive Change' who are highly skilled in the art of presentations and confidence building.

Who is the course for?

The one day course is aimed at those involved in teaching groups, facilitation of groups and presenting at meetings. Attending this study day will give you a transferable set of skills allowing you to present confidently to a group.

What will I study?

The content of the day will include:

- Understanding different learning styles
- Improving your self-belief
- Discovering your potential
- Preparing, presenting and perfecting your presentation and overcoming your nerves!



Exploring Grief, Loss and Bereavement 1: An Introduction

Course dates

11th October 2011 or
10th February 2012

Course hours

09.30 – 16.30

What are the fees?

£75 per person

Lunch, tea and coffee included
and all course materials.

Who is the course for?

This study day is aimed at those who have not had the opportunity of learning about grief and loss before and would like a basic introduction to the concepts – appropriate for qualified and non-qualified staff.

What will I study?

This study day is an introduction to bereavement and loss, the issues faced both personally and professionally, grief theories and our own personal responses to death and dying.

This study day will take a look at our understanding of grief and loss, explore theories, models of grief, and tools to support the bereaved.

Delegates will draw from personal and professional experience in understanding their relationship with bereavement, grief and loss. Because of the sensitive nature of this study day, it is advisable if you have had a recent bereavement, to speak with the facilitator prior to applying.

Exploring Grief, Loss and Bereavement 2: Looking Deeper

Course dates

7th April 2011 or
13th December 2011

Course hours

09.30 – 16.30

What are the fees?

£75 per person

Lunch, tea and coffee included
and all course materials.

Who is the course for?

This study day builds upon your existing knowledge and expertise in bereavement and loss issues, gained either through professional experience or attending the Exploring Grief, Loss and Bereavement 1 study day.

What will I study?

The aim of the day is for you to gain a more in-depth understanding of the impact of bereavement at different life stages, enhance existing knowledge and skills in dealing with strong feelings such as anger and guilt and to be clear about your own role in supporting bereaved people. We will also look at tools for assessing bereavement needs and risks.

If you have had a recent bereavement, it is advisable to speak with the facilitator prior to applying.

Exploring Spirituality: Finding Meaning

Course dates

26th May 2011 or
17th November 2011

Course hours

09.30 – 16.30

What are the fees?

£75 per person

Lunch, tea and coffee included
and all course materials.

Complementary Therapies in Palliative Care Study Day

Course date

9th June 2011

Course hours

09.30 – 16.30

What are the fees?

£75 per person

Lunch, tea and coffee included
and all course materials.

Can you meet the End of Life Care Strategy Core Competencies? 'Everyone has spiritual needs - the spiritual dimension of palliative care is that which gives existential meaning and aspiration to a persons' life, and may or may not include a formalised set of beliefs'. (AHPCC 2009)

Who is the course for?

This study day is appropriate for all levels of care staff that support patients who may want to discuss their spiritual needs.

What will I study?

This one day course will explore how spiritual and religious needs can be assessed and addressed for patients and their families living with life-limiting illnesses. The day will also explore those connections which help to provide hope, purpose and comfort (Core Competencies for End of Life Care 2009), for all those involved.

Who is the course for?

This new and informative study day will appeal to you if you are working in palliative care with an interest in using complementary therapies, and is suitable for qualified and non-qualified multidisciplinary team staff as well as complementary therapists.

What will I study?

We will be looking in particular at reflexology, aromatherapy and reiki and other therapies if time permits. We hope to have some practical sessions available for some therapies to give delegates a more practical experience.

The day will also cover the integration of complementary therapies into a clinical setting and generally explore complementary therapies and their use in palliative care.

“Very thought provoking - I feel that I have a much greater understanding of the subject now.”

Delegate from Spirituality Day 2010

Hot Topics (CPD applied for)**Course date**

12th October 2011

Course hours

09.30 – 16.30

What are the fees?

£75 per person

Lunch, tea and coffee included and all course materials.

Who is the course for?

This increasingly popular study day is aimed at all health care professionals, working in palliative care. This day is aimed at doctors, GPs, nurses and other health care professionals with an interest in current palliative care issues. We will be looking at some of the current 'Hot Topics' being discussed and debated in palliative care and ask experts, both locally and nationally, to speak for us as key speakers.

Come and join the discussion and debate and learn in a friendly environment that will allow for lots of questioning and consideration!

What will I study?

Some of the Hot Topics we will be addressing this year are:

- ▶ Haematological malignancy
- ▶ Palliative drugs update
- ▶ Inherited ataxia
- ▶ European Association for Palliative Care Guidelines
- ▶ Benefits for patients with palliative care needs
- ▶ Complementary therapies
- ▶ Chronic pain

We are delighted to be working with Havens Hospices on this day. They will be holding the same programme on the 17th May 2011.

**Non-Malignant
Palliative Care****Course hours**

09.30 – 12.30

What are the fees?

£40 per person

Sandwich Lunch, tea and coffee included and all course materials.

Who is the course for?

These sessions are appropriate for all levels of health care professionals with an interest in non-malignant disease and palliative care.

What will I study?

Following this successful programme, we have decided to repeat some of the most popular sessions and have expanded other topics to full study days. Each of these half day sessions will be led by an experienced practitioner in the field and, where appropriate, we will look at the anatomy and physiology of the specific disease, as well as the end of life care management and services. Speakers to be confirmed.

HIV/AIDS - Course date: 8th June 2011

End Stage Renal Failure – Course date: 29th September 2011

Heart Disease - Course date: 6th December 2011

Multiple Sclerosis – Course date: 7th March 2012

Children and Young Persons' Study Day

Course date

16th June 2011

Course hours

09.30 – 16.30

What are the fees?

£75 per person

Lunch, tea and coffee included
and all course materials.

Who is the course for?

This study day would be of benefit to all those health care professionals who come into contact with children or young people who have suffered bereavement or who are living with a main carer who has a life-limiting illness.

What will I study?

Fed up with Power Point? Heard all the theories?

Come and learn from real life scenarios and put your learning into practice. Not just the why but the "How".

We will look at lots of issues including:

- ▶ Looking at attachment – childhood experiences
- ▶ Childhood development and what happens when there is loss and trauma
- ▶ Ideas to take away, preparing your own tool kit for direct work
- ▶ Having the confidence to go away and make a difference to the children and young people you are working with

NB It is not advisable to attend this course if you have experienced a recent close bereavement.

Managing Difficult Symptoms in Palliative Care: What Do I Do Next?

Course date

13th September 2011

Course hours

09.30 – 16.30

What are the fees?

£75 per person

Lunch, tea and coffee included
and all course materials.

Who is the course for?

This day is suitable to any health care professional faced with some of the challenging symptom control situations presented by some patients and will be facilitated and led by Saint Francis Hospice Triage and Community Palliative Care Team.

What will I study?

Maintaining good symptom control and managing difficult symptoms in palliative care can often be very challenging.

Management of difficult symptoms requires a combination of skills, knowledge and resourcefulness to achieve the desired outcomes. This day will address and support some of those challenging symptoms.

Some of the topics will be:-

- ▶ Oncology emergencies – e.g. super vena cava obstruction, spinal cord compression, bleeding, neutropenia, bowel obstruction, hypercalcaemia
- ▶ Breathlessness
- ▶ Pain control
- ▶ Nausea and vomiting
- ▶ The dying phase - the last 24 hours
- ▶ Professional anxiety

The Role of Specialist Palliative Care in Chronic Respiratory Disease

Course date

29th March 2012

Course hours

09.30 – 16.30

What are the fees?

£75 per person

Lunch, tea and coffee included and all course materials.

Come and join us for the day exploring how Specialist Palliative Care can help patients with Chronic Respiratory Disease!

Who is the course for?

This study day is aimed at GPs, community nurse specialists (palliative and respiratory), physiotherapists and other interested parties in the wider multidisciplinary team.

What will I study?

We will provide an overview of Chronic Respiratory Disease (CRD), as well as outlining the specific challenges involved in providing palliative care to this group of patients. The study day will help you establish the range of symptoms that CRD patients are faced with and how these can be managed by a multidisciplinary team approach, including the role of a key worker. We will also look at how to incorporate the use of the end of life documents and pathways (Preferred Priorities for Care, Gold Standard Framework and Liverpool Care Pathway) in CRD patients.

Medical Ethics Afternoons

Course hours

14.00 -16.30

What are the fees?

£25 per session or £75 for all four sessions.

Sessions/Course Dates and Content

These sessions will provide an informal environment in which interaction and discussion are encouraged. Each session is self-contained, although discussions might link back, or forward, to other sessions.

Dr Nambisan has a long standing interest in medical ethics, and is currently studying for a professional doctorate degree in this subject at Keele University. He also leads the UCL Medical School 3rd year undergraduate medical ethics and law programme.

Who is the course for?

These sessions are suitable for all healthcare professionals, including GPs, district nurses, community, hospital and hospice staff who have an interest in ethics and law relating to end of life care.

1. Assisted Suicide and Euthanasia. Course Date: 6th April 2011

A discussion of ethical and legal issues relating to assisted suicide and euthanasia, including recent legal developments and their impact on practice.

2. The Mental Capacity Act. Course Date: 6th July 2011

A discussion of the Mental Capacity Act and its practical implications. This will include an examination of legal, ethical and practical issues concerning capacity and best interests.

3. Advance Care Planning. Course Date: 21st September 2011

A discussion of the concept and use of advance care planning and how it might help patients. The value of tools such as advance decisions and advance statements will be discussed.

4. Autonomy, Paternalism and Truth. Course Date: 23rd November 2011

A discussion of these concepts as applied to healthcare. This will include discussion of the current emphasis on autonomy as a guiding principle of modern healthcare, whether a more paternalistic approach can ever be justified and what it means to be truthful.

Leadership & Management Skills Workshops

Course dates

Course one

13th June 2011 &
10th October 2011

Course two

28th November 2011 &
19th March 2012

Course hours

09.30 – 16.30

What are the fees?

£75 per person per day

Lunch, tea and coffee included and all course materials.

Who is the course for?

This two day course can be attended in full or on a sessional basis. Led by Tony Shaw, Human Resources Manager, and Sara Glover, Director of Finance and Support Services, this introductory two day course is a must for all those dealing with leadership challenges and is suitable for new or aspiring managers.

What will I study?

Each session will cover one or two topics and be delivered in a morning or afternoon workshop. Subjects will include:

- ▶ **Session one/Day one**
Change Management
- ▶ **Session two/Day one**
Appraisal Skills/Performance Management
- ▶ **Session three/Day two**
Interview Skills
- ▶ **Session four/Day two**
Conflict Management

Delegate from
Leadership and Management 2010

“Excellent opportunity to digest various opinions on this very complex issue.”

“As a new team leader this course has given me ideas of how to be more effective as I perform my job.”

Delegate from
Assisted Suicide and
Euthanasia 2010



VISITORS PROGRAMME 2011-2012

Clinical Nurse Specialist Updates

Course dates

8th June 2011

14th September 2011

7th March 2012

Course hours

14.00 -16.00

Sessions run three times a year, on different topics.

Who are the Updates for?

Would you like the opportunity to discuss palliative care issues and develop your palliative care knowledge? Would you like the chance to network with colleagues—to share practice problems and ideas? If you are a clinical nurse specialist then these sessions could be for you.

What will I study?

You will have the opportunity to develop your palliative care knowledge through discussing issues and through the networking opportunities the session/s provide.

Please register to come and join us for this free event. The first hour is used as a teaching session on a current issue in palliative care with the second hour spent networking with colleagues. Donations towards the work of the hospice are welcomed.



Introduction to Palliative Care Services Study Afternoon

Session dates

2011; 11th April, 25th May, 20th June, 20th July, 28th Sep, 17th Oct, 28th Nov, 19th Dec

2012; 16th Jan, 15th Feb, 21st March

Course hours

14.00 – 16.00

What are the fees?

There is no fee for this afternoon. However donations are very welcome.

This is an afternoon session designed to give an insight into the type of services and provisions provided by Saint Francis Hospice.

Who is the course for?

This afternoon is available to anyone working in health care who has an interest in learning more about palliative care and hospice philosophy. This afternoon is ideal for new GPs, doctors, medical students, nurses, student nurses, health care assistants or any other health care professionals who have not visited a hospice before or are new to post in this area.

What will I study?

You will have the opportunity to hear about the philosophy of palliative care and hear about the services of Saint Francis Hospice. There will also be an opportunity to view our day hospice and in-patient unit.

Clinical Placements

If you have attended the introductory visit and would still like to learn more about palliative care, please get in touch with us. Although we cannot accommodate individual short placements, we may be able to guide you in the best way to meet your needs. We welcome students from the wider multidisciplinary team.

Plaudit Meetings (CPD applied for)

Course dates

18th May 2011 or
9th November 2011

Course hours

09.30-12.30.

The morning starts at 10.00hrs (coffee from 09.30hrs) until 12.30hrs with lunch.

What are the fees?

There is no fee for this session, but a donation of around £3 towards the cost of lunch is appreciated.

This bi-annual regional audit meeting attendance has continued to grow over a number of years. The meeting consists of audit presentations which have been conducted in a variety of care settings, discussion and networking in a relaxed and friendly atmosphere.

Who are the meetings for?

If you are involved in audits in palliative care or are interested in audits being conducted in this locality, then come along and join us. This meeting is open to anyone with an interest in general and/or specialist palliative care. If you are willing to present your audit at one of our meetings, then we would like to hear from you.

What will I study?

Audits that are presented are programmed in advance so please contact the education centre nearer the time for a programme.

Church Leaders Afternoon

Course hours

14.00-16.00

Course fees

There is no fee for this afternoon.
However donations are very welcome.

For further information please contact Stephen Henwood/ Graham Laut, the Chaplains at Saint Francis Hospice, or to book a place please contact the Education Team on 01708 758646.

Who is the course for?

These afternoons are designed for clergy and lay members of churches who may have a significant responsibility for pastoral care. Each afternoon we will address issues pertinent to the care of individuals who have a life-limiting illness. Each afternoon will include teaching by the chaplaincy department but a major part of the session will be devoted to reflecting together on these important pastoral issues.

What will I study and course dates?

▶ The Challenge of Providing Contemporary Funerals:

16th June 2011

Many people have very specific requests for their funeral. These range from choosing the music to choosing a special coffin or burial plot. Mourners want to be particular regarding the choice of words used at the service. We shall look together at the changing nature of funerals and how we can be accommodating to the many requests we receive.

▶ Understanding People's Pain: 7th September 2011

Palliative care physicians are very skilled in dealing with physical pain which can give patients a great deal of freedom. What about the big existential questions such as "Why is this happening?" or "What have I done to deserve this illness?" This session will explore why people ask such questions as well as considering what our responses should be.

▶ Ethics: 12th January 2012

As you listen to the news there are often reports of patients making specific requests about their treatment and future care. We shall look at such requests and what may be behind them. Importantly we will think about our role as pastoral care givers in supporting members of our community whose illness prompts them to think about their future.

▶ Healing, A Forgotten Christian Ministry: 7th March 2012

The Church has a long tradition of praying for health and wholeness. Healing services are held regularly in many churches. We shall reflect together on this important ministry especially with patients who are approaching the end of their lives.

Developing Your Telephone Triage Service

We are delighted to introduce our new training/teaching package that demonstrates how to introduce, set up and maintain a telephone triage service. Our successful Triage service was initially started in 1999 and over time we have welcomed numerous visitors wanting to learn about it. In response to a rapidly increasing number of requests, we have produced a DVD and teaching pack to guide you in establishing a similar service in your palliative care setting. As well as providing you with the resource pack – training package and DVD – we are also able to offer you direct support to assist you in setting up your service

The cost of the DVD, training pack and 4 hours of telephone support in the initial service set up is £195 inclusive of p&p. You may also join us for a free introductory workshop on the 20th June 2011 and purchase your package in person and meet the team. For more in-depth support we are able to come to your workplace to facilitate a day's training, or provide a day's training here at Saint Francis Hospice for your team.

We would be happy to arrange available options on an individually priced basis. For further information, please contact education@sfh.org.uk



Partnership Working

We are delighted to work with a range of partners in providing the very best services we can to you. This includes **London South Bank University** for our degree programmes. We would like to thank **Herongate Wood Funeral Services** for their generous sponsorship towards the running of our Advanced Care Planning study days this year. We would also like to thank **West & Co Funeral Directors** for their support with events and the following pharmaceutical companies for sponsorships towards various events:-

Norgine
Cephalon
Nycomed
NAPP
Grunenthal
Flynn Pharma

We are delighted to announce, new for 2011, that we have partnered with a local company 'Positive Change' who are able to facilitate team away days.

Research shows that investing in your team pays dividends in staff loyalty, performance and customer satisfaction. That is why we have developed this unique teambuilding day that can be tailored to your companies individual needs to help enhance all aspects of your business with a 'One Team' attitude and approach. The content can include the following to ensure that you get the development your team needs with the maximum benefit to individuals, your customers and your business:

- › Having fun and getting to know each other
- › Learning new skills to improve customer service
- › Resolving conflict
- › Improving communication
- › Building a shared team vision and strategy to grow your business

This can be delivered at the destination of your choice but we are happy to host your day at The Pepperell Education Centre..

Price: Available upon request

If you would also like to sponsor a study day or event within this prospectus, please contact education@sfh.org.uk for further information. We would be delighted to hear from you.

How to attend

Please complete the course booking form (found on page 43 of this Annual Prospectus) and send the course booking form to:

**Saint Francis Hospice,
The Pepperell Education Centre,
The Hall, Havering-atte-Bower,
Romford,
Essex RM4 1QH**

Alternatively, fax **01708 758641**, or email education@sfh.org.uk or you can make an enquiry via our website or just give us a call **01708 758646** for further information. This form can be photocopied for additional applications.

Booking conditions

The closing date for applications is 7 days prior to the start date. No refunds can be made after the closing date and where participants do not attend without prior notice to education administration. Your place on the course will be confirmed following receipt of your booking form and fee. In the event of a booking being cancelled less than 2 weeks before the course start date, 50% of the course fee will be charged.

Payment

Payment can be made by Cheque, Invoice, BACS or by Credit Card

Data protection

In accordance with The Data Protection Act 1998, we are required to inform you that your details will be retained and held on file for administrative purposes by Saint Francis Hospice. Please be assured that we will not pass this information on to any other organisation, unless we have your prior consent.

Did you know?

We can tailor-make any palliative care training to meet your requirements, delivered at the centre or at a venue near to you.

Contact us now on 01708 758646.

Room Hire

If you are looking for an event venue what better than to contact the education centre! We have a range of rooms to support your needs as well as catering and equipment – in excellent surroundings.

COURSE BOOKING FORM

Send this form to: Saint Francis Hospice, The Pepperell Education Centre, The Hall, Havering-atte-Bower, Romford, Essex, RM4 1QH.
Tel: 01708 758646 Fax: 01708 758641 Email: education@sfh.org.uk
(Bookings will soon be available on www.sfh.org.uk/education)

Course Title: _____

Date: _____

Fee: _____

PERSONAL INFORMATION (Please complete a new form for each delegate. Photocopies are acceptable)

Title (Dr/Mrs/Miss/Ms/Mr/Rev'd) _____ Email _____

Surname _____ Telephone No _____

First Name _____ Job Title _____

Professional group/area of practice _____

Organisation _____

Address _____

Town _____ County _____ Postcode _____

It would be really helpful for us to know roughly how many patients you care for with end of life care needs: _____

Booking Conditions

The closing date for applications is 7 days prior to the start date. No refunds can be made after the closing date or where participants do not attend without prior notice to education administration. Your place on the course will be confirmed following receipt of your booking form and fee. In the event of a booking being cancelled less than 2 weeks before the course start date, 50% of the course fee will be charged. This form can be photocopied for additional applications.

PAYMENT

Please select your preferred method of payment with an 'X'.

By cheque

Please make the cheque payable to Saint Francis Hospice
Please place the course name on the back of the cheque.

By BACS

Please email education centre for details.
Email: education@sfh.org.uk

By Credit Card

Please contact us on 01708 758646

By Invoice

Please invoice the following (if different from the above address)

Name _____

Address _____

Tel: _____

Data Protection

In accordance with The Data Protection Act 1998, we are required to inform you that your details will be retained and held on file for administrative purposes by Saint Francis Hospice. Please be assured that we will not pass this information on to any other organisation unless we have your prior consent

Signature _____ Date _____



Meet some of our facilitator team.

Head of Education

Caroline Scates
carolinescates@sfh.org.uk

Lecturers in Palliative Care

Denise Douglas
denisedouglas@sfh.org.uk
Des Nolan
desnolan@sfh.org.uk
Mary O'Sullivan
maryo'sullivan@sfh.org.uk

Education Secretaries

Kay Strudwick
kaystrudwick@sfh.org.uk
Nancy Bishop
nancybishop@sfh.org.uk
Lynne Bootle
lynnebootle@sfh.org.uk

Events Bookings

Sally Crawley
sallycrawley@sfh.org.uk
Elaine Middleditch
elainemiddleditch@sfh.org.uk

Library Services

Lorraine Cheek
lorrainecheek@sfh.org.uk

For Library service call
01708 771406

Telephone enquiries
01708 758646 for
education service

saint
francis
hospice



living with dignity