

SEPTEMBER 2019 TO APRIL 2020

Education Programme



Registered Charity No: 282723



To find out more visit: rowcrofthospice.org.uk/education

Courses at a glance

Courses for registered staff only

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Meet the award-winning team



Kerry Macnish
RN BSc (hons)

Kerry Macnish RN BSc (Hons) Cert Ed is Rowcroft's Head of Education. Kerry's career as a palliative clinical nurse specialist began working in the community in 1987. She was awarded Educationalist of the Year from the International Journal of Palliative Nursing in 2007 for work on breathlessness management.



Catherine Hughes
RN

Catherine Hughes RN started her career working as a hospice nurse in Texas in 1992. She joined Rowcroft Hospice in 2007, working on the Inpatient Unit, Day Services and the Education Team. For the past 10 years she has been the care home facilitator, offering bespoke end of life education to Southern Devon care homes.



Corine Koppenol
RGN RSCN MSc

Corine Koppenol RGN RSCN MSc started her nursing career in the Netherlands, mainly at the University Hospital Rotterdam 'Erasmus' and is dual qualified in Children & Adult care. In August 2018 she joined the education team for two days a week on secondment.



Jo Powell

Jo Powell is Rowcroft's Education Administrator. Jo is your first point of contact for booking applications and enquiries to the education team and is always happy to help. Jo has been at Rowcroft since 2013, starting off as a volunteer before joining the Education Team in 2014.

Can your company support its local hospice?

Supporting Rowcroft can bring lasting benefits to your company whilst providing end of life care in your community.



GET INVOLVED BY:

- Entering a team to take part in a fundraising challenge
- Choose us to be your charity of the year
- Sponsor an event or a project
- Get involved in volunteering opportunities

If you would like your company to get involved...

Call

01803 210821

Email

lisa.whittaker@rowcrofthospice.org.uk

rowcroft
hospice



Registered Charity No: 282723

Palliative and end of life care: 'Can I still donate?'

Learning Objectives:

- To increase knowledge about organ & tissue donation for palliative care patients
- To understand the process and requirements for donation, including consent and how to make referrals for retrieval
- To raise your confidence about talking with dying patients/clients/residents and their families about donation and what it entails

Date: 5 September 2019
26 February 2020

Designed for: Health and social care workers at all levels

Registration Time: 13:15 – 13:25

Start and Finish Times: 13:30 – 16:00

Venue:

Rainbow House, Rowcroft Hospice

Facilitator:

Karenne Weaver,
Rowcroft Clinical Nurse Specialist

To book a place, please visit our website and book online:

rowcrofthospice.org.uk/education

To maintain a 'fair to all' booking process, we allow 3 bookings per establishment/company. Any further requests will be added to a reserve list.



Enhancing palliative care skills

This six day programme incurs a subsidised fee of £275 per person

Learning Objectives:

- To increase knowledge about palliative care and enhance delivery of high quality care across all settings
- To raise awareness and confidence in communication and discussion skills, e.g. helping others to plan their future care or helping people with challenging decisions
- To understand the concept of total holistic care and applying this to the assessment, care planning and review process for end of life
- To examine grief and loss and how we can offer effective social and spiritual support to patients, families and carers and look after ourselves in the process

Date: 10, 17, 24 September 2019
1 October 2019
10 December 2019
(plus one day placement)

Designed for: Registered nurses
& healthcare professionals and
assistant practitioners

Registration Time: 08:45 – 08:55

Start and Finish Times: 09:00 – 16:30

Venue:

Rainbow House, Rowcroft Hospice

Facilitator:

Kerry Macnish,

Head of Education

and multi-disciplinary team members

To book a place, please visit our website and book online:

rowcrofthospice.org.uk/education

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MND Special Interest Group meeting



Learning Objectives:

- This special interest group runs quarterly in partnership with the Motor Neurone Disease Association (MNDA)
- It is open to all levels of health, social care and volunteer workforces across Torbay and South Devon who work with people living with MND
- Each of the sessions vary and the topics will be announced nearer the time

A sandwich lunch will be booked for you on receipt of your completed booking.

Date: 12 September 2019
21 November 2019
18 March 2020

Designed for: Health and social care workers at all levels

Registration Time: 13:45 – 13:55

Start and Finish Times: 14:00 – 16:00

Venue:

Rainbow House, Rowcroft Hospice

Facilitators:

Kerry Palmer,

MNDA Regional Care

Development Advisor

Tracy Thomas,

MND Care Network Co-ordinator

To book a place, please visit our website and book online:

rowcrofthospice.org.uk/education

To maintain a 'fair to all' booking process, we allow 3 bookings per establishment/company. Any further requests will be added to a reserve list.



T34 Ambulatory Syringe Pump Training

Learning Objectives:

- To discuss the general principles when caring for a patient with a syringe pump
- To identify and understand medications and dose ranges most commonly used in a syringe pump
- To increase confidence in assembling and setting up the T34 correctly, discussing the common problems that arise and how to deal with them

Date: 26 September 2019
3 December 2019
12 March 2020

Designed for: Registered nurses in nursing homes only

Registration Time: 12:45 – 12:55

Start and Finish Times: 13:00 – 16:00

Venue:

Rainbow House, Rowcroft Hospice

Facilitators:

Mike Knight,
SDHCFT Electronic Device Trainer
Marcus Harris or Barbara Stone,
Rowcroft Hospice at Home Nurse Specialists

To book a place, please visit our website and book online:

rowcrofthospice.org.uk/education

Bookings restricted as only 10 places available.
Any further requests will be added to a reserve list.



Advance care planning with people with learning disabilities

Learning Objectives:

- To understand the process of advance care planning and resources that have been developed for people with learning disabilities
- To recognise cues and facilitate conversations with people about their plans and hope for the future
- To consider ways to enable people you work with to have choices at end of life

Date: 3 October 2019

Registration Time: 13:15 – 13:25

Start and Finish Times: 13:30 – 16:00

Venue:

Rainbow House, Rowcroft Hospice

Facilitator:

**Primary Care Learning
Disability Team,**

Devon Partnership Trust

**Designed for: Health and social care
workers at all levels**

To book a place, please visit our website and book online:

rowcrofthospice.org.uk/education

To maintain a 'fair to all' booking process, we allow 3 bookings per establishment/company. Any further requests will be added to a reserve list.



Challenging behaviours for people living with dementia

Learning Objectives:

- To consider changed behaviour and some of its causes and the impact for someone at end of life
- To explore behaviours using case histories and consider de-escalation strategies
- To consider ways to prevent re-occurrence and support the person and those close to them

Date: 8 October 2019

Registration Time: 13:15 – 13:25

Start and Finish Times: 13:30 – 16:00

Venue:

Rainbow House, Rowcroft Hospice

Facilitator:

Dawn Stirk,
Rowcroft Dementia Champion

Designed for: Health and social care workers at all levels

To book a place, please visit our website and book online:

rowcrofthospice.org.uk/education

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End of life care and care planning in nursing and residential homes

Learning Objectives:

- To gain understanding of the Priorities for Care of Dying People
- To understand the process of Advance Care Planning (ACP) and Treatment Escalation Plans (TEPs)
- To improve knowledge about End of Life Care Plans and how to write and use them

Date: 9 October 2019

Registration Time: 13:15 – 13:25

Start and Finish Times: 13:30 – 16:00

Venue:

Rainbow House, Rowcroft Hospice

Facilitator:

Corine Koppenol,

End of Life Care Home Facilitator

Designed for: Health and social care workers at all levels working in care homes and nursing homes

To book a place, please visit our website and book online:

rowcrofthospice.org.uk/education

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Opening the spiritual gate

Learning Objectives:

- Explore the meaning of spirituality and religion, and recognising spiritual distress
- Discover a Simple Skills Secrets model to confidently and safely embark upon spiritual conversations
- Practice recording spiritual and religious needs conversations and create appropriate spiritual care plans
- Be aware of the religious needs and rituals of different faith traditions
- Create an action plan to take back to your workplace

Date: 15 October 2019
26 March 2020

Designed for: Health and social care workers at all levels

Registration Time: 08:45– 08:55

Start and Finish Times: 09:00 – 16:30

Venue:

Rainbow House, Rowcroft Hospice

Facilitators:

Kerry Macnish,
Catherine Hughes,
Rowcroft Education Team
Chris Allbrook,
North Devon Hospice

To book a place, please visit our website and book online:

rowcrofthospice.org.uk/education

To maintain a 'fair to all' booking process, we allow 3 bookings per establishment/company. Any further requests will be added to a reserve list.



Real world symptom management in the last weeks of life

Learning Objectives:

- To promote problem solving for real world end of life care situations you encounter
- To expand your knowledge about pharmacological and non-pharmacological strategies to manage common symptoms
- To explore reasonable and safe practice with the challenges you face every day

Date: 31 October 2019

Registration Time: 13:15 – 13:25

Start and Finish Times: 13:30– 16:00

Venue:

Rainbow House, Rowcroft Hospice

Facilitators:

Karenne Weaver &

Sarah Baker,

Rowcroft Clinical Nurse Specialists

Designed for: Registered Health Care Professionals only

To book a place, please visit our website and book online:

rowcrofthospice.org.uk/education

To maintain a 'fair to all' booking process, we allow 3 bookings per establishment/company. Any further requests will be added to a reserve list.



Hot topics in palliative care: 'Does a TEP matter?'

Learning Objectives:

- To increase understanding of the purpose of Treatment Escalation Plan (TEPs) and clinical judgement
- To understand the priorities for care in relation to end of life conversations and decisions
- To explore and clarify your responsibilities around TEP

Date: 6 November 2019
23 April 2020

Registration Time: 13:15 – 13:25

Start and Finish Times: 13:30 – 16:00

Venue:

Rainbow House, Rowcroft Hospice

Facilitators:

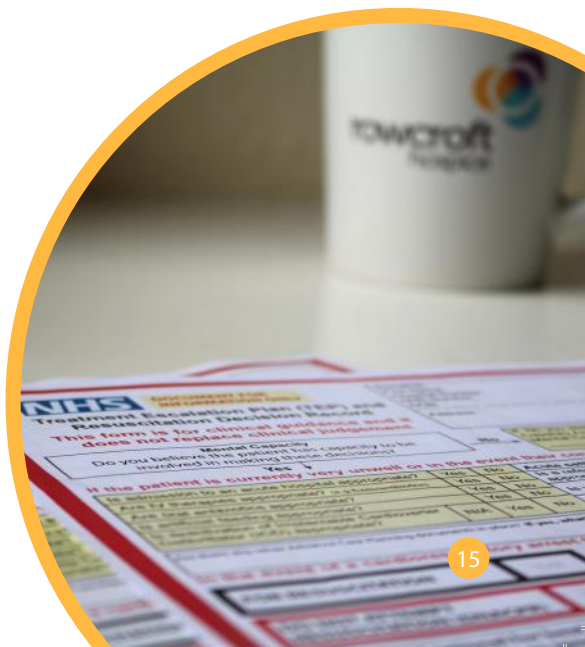
Kerry Macnish &
Catherine Hughes,
Rowcroft Education Team

To book a place, please visit our website and book online:

rowcrofthospice.org.uk/education

To maintain a 'fair to all' booking process, we allow 3 bookings per establishment/company. Any further requests will be added to a reserve list.

Designed for: Health and social care workers at all levels



Mesothelioma, lung cancer and asbestos related disease: a legal and financial update

Learning Objectives:

- This workshop is led by a specialist solicitor providing an update about the legal aspects of asbestos related disease, its causes and impact.
- It will also outline the benefits and compensation payments available to help those affected, their families and those in bereavement.
- **Lunch will be provided** 13.00-13.30 prior to workshop start.

Date: 7 November 2019

Registration Time: 13:00 – 13:25

Start and Finish Times: 13:30 – 16:00

Venue:

Rainbow House, Rowcroft Hospice

Facilitators:

Helen Grady &

Michael Abbot,

Solicitor and Welfare Benefit Advisor
with Simpson Millar

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rowcrofthospice.org.uk/education

To maintain a 'fair to all' booking process, we allow 3 bookings per establishment/company. Any further requests will be added to a reserve list.

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Designed for: Health and social care workers at all levels



Improving ways to support someone living with a dementia

Learning Objectives:

- To be able to identify and describe the most common types of dementia
- To explore assessment and promote strategies to address difficulties and increase wellbeing
- To consider best practice from a personal perspective and be updated about the Purple Angel Campaign

Date: 20 November 2019

Registration Time: 9:45 - 9:55

Start and Finish Times: 10:00 - 12:30

Venue:

Rainbow House, Rowcroft Hospice

Facilitators:

Nicola Monks,
Rowcroft Social Worker

Norman McNamara,
The Purple Angel Dementia Campaign

Designed for: Health and social care workers at all levels



To book a place, please visit our website and book online:

rowcrofthospice.org.uk/education

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Promoting skin integrity in end of life care

Learning Objectives:

- To understand causes and contributing factors of pressure ulcers
- To be able to apply preventative measures promoting skin integrity for your patients and residents, especially reviewing priorities at end of life
- To be able to assess pressure ulcers and to apply both non-pharmacological and pharmacological management measures

Date: 27 November 2019

Registration Time: 13:15 – 13:25

Start and Finish Times: 13:30 – 16:00

Venue:

Rainbow House, Rowcroft Hospice

Facilitator:

Tracey McKenzie,

Head of Tissue Viability Services

T&SD NHS Foundation Trust

Designed for: Health and social care workers at all levels

To book a place, please visit our website and book online:

rowcrofthospice.org.uk/education

To maintain a 'fair to all' booking process, we allow 3 bookings per establishment/company. Any further requests will be added to a reserve list.



Understanding pain management in palliative care

Learning Objectives:

- To identify and assess pain in people with or without capacity
- To understand the role and rationale of medication and possible side effects
- To consider non-pharmacological strategies to manage pain

Date: 5 December 2019

Registration Time: 13:15 – 13:25

Start and Finish Times: 13:30 – 16:00

Venue:

Rainbow House, Rowcroft Hospice

Facilitator:

Karenne Weaver,

Rowcroft Specialist Palliative Care Nurse

Designed for: Skilled non-registered staff - HCSWs and HCAs

To book a place, please visit our website and book online:

rowcrofthospice.org.uk/education

To maintain a 'fair to all' booking process, we allow 3 bookings per establishment/company. Any further requests will be added to a reserve list.



Advance Care Planning for end of life care Part 1: wishes and choices

Learning Objectives:

- To understand the process of Advance Care Planning (ACP) in ascertaining their wishes and making advance statements
- To increase your knowledge and confidence in choices and decision making using local and national resources to assist
- To practice skills enabling conversations about people's future wishes

Date: 12 December 2019

Registration Time: 13:15 – 13:25

Start and Finish Times: 13:30 – 16:00

Venue:

Rainbow House, Rowcroft Hospice

Facilitators:

Kerry Macnish &

Catherine Hughes,

Rowcroft Education Team

Designed for: Health and social care workers at all levels

To book a place, please visit our website and book online:

rowcrofthospice.org.uk/education

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Death in the digital age

Learning Objectives:

- To understand the legalities and practicalities surrounding death and social media
- To discuss the impact of social media on bereavement and the grieving process
- To enable participants to confidently discuss the subject in both professional and personal lives

Date: 7 January 2020

Registration Time: 13:15 – 13:25

Start and Finish Times: 13:30 – 16:00

Venue:

Rainbow House, Rowcroft Hospice

Facilitators:

Jenny Hall,

Rowcroft Bereavement Service
Co-ordinator

Naomi Davey,

Rowcroft Marketing &
Communications Apprentice

Designed for: Health and social care
workers at all levels

To book a place, please visit our
website and book online:

rowcrofthospice.org.uk/education

To maintain a 'fair to all' booking process, we
allow 3 bookings per establishment/company.
Any further requests will be added to a reserve list.



Advance Care Planning for end of life care Part 2: legal aspects

Learning Objectives:

- To understand decisions which are supported by legal and ethical frameworks in end of life care
- To have clarity about responsibility for decisions, e.g. advance decisions to refuse treatments
- To increase confidence in supporting patients and families with legal decision making and use of local and national tools

Date: 9 January 2020

Registration Time: 13:15 – 13:25

Start and Finish Times: 13:30 – 16:00

Venue:

Rainbow House, Rowcroft Hospice

Facilitators:

Kerry Macnish &

Catherine Hughes,

Rowcroft Education Team

Designed for: Health and social

care workers at all levels. We would encourage all applicants to have prior knowledge of ACP before registering on this workshop or to have attended Part 1.

To book a place, please visit our website and book online:

rowcrofthospice.org.uk/education

To maintain a 'fair to all' booking process, we allow 3 bookings per establishment/company. Any further requests will be added to a reserve list.



Fundamentals of care 1: Talking about dying

Learning Objectives:

- To understand underpinning priorities for care of dying people
- To describe the situations commonly met which challenge us when someone is dying (or believed to be dying)
- To explore our understanding of verbal and non-verbal communication
- To practice some skills through interactive work

Date: 15 January 2020

Registration Time: 13:15 – 13:25

Start and Finish Times: 13:30 – 16:00

Venue:

Rainbow House, Rowcroft Hospice

Facilitator:

Catherine Hughes,
Rowcroft Education Team

Designed for: Skilled non-registered staff – HCSWs and HCAs

To book a place, please visit our website and book online:

rowcrofthospice.org.uk/education

To maintain a 'fair to all' booking process, we allow 3 bookings per establishment/company. Any further requests will be added to a reserve list.



Improving practise in the management of swallowing for people with a dementia

Learning Objectives:

- To increase knowledge and awareness about swallowing difficulties for someone living with a dementia
- To promote good communication and enable you to make effective assessments of a person's swallow
- To feel confident to use this knowledge in practice

Date: 16 January 2020

Registration Time: 13:15 – 13:25

Start and Finish Times: 13:30 – 16:00

Venue:

Rainbow House, Rowcroft Hospice

Facilitator:

Fiona Fitzsimons,

Speech & Language Therapist,
T&SD NHS Foundation Trust

Designed for: Health and social care workers at all levels

To book a place, please visit our website and book online:

rowcrofthospice.org.uk/education

To maintain a 'fair to all' booking process, we allow 3 bookings per establishment/company. Any further requests will be added to a reserve list.



Hydration and nutrition in end of life care

Learning Objectives:

- To increase knowledge and awareness about the priorities for the care of the dying person and their carers
- To explore the practical, ethical and legal issues involved
- To increase confidence in your conversations and discussions with people about hydration and nutrition at end of life

Date: 21 January 2020

Registration Time: 13:15 – 13:25

Start and Finish Times: 13:30 – 16:00

Venue:

Rainbow House, Rowcroft Hospice

Facilitators:

Dr Sarah Human,

Consultant in Palliative Care Medicine

Tracey Hurley,

Community Nurse Specialist

Designed for: Health and social care workers at all levels

To book a place, please visit our website and book online:

rowcrofthospice.org.uk/education

To maintain a 'fair to all' booking process, we allow 3 bookings per establishment/company. Any further requests will be added to a reserve list.



Ethical challenges in every day end of life care

Learning Objectives:

- To explore your knowledge of clinical reasoning, ethical theory and principles and helpful tools
- To increase understanding of the legal aspects of care and decision making
- To apply theory to practical scenarios, including requests for assisted suicide and withdrawal of treatment

Date: 23 January 2020

Registration Time: 13:15 – 13:25

Start and Finish Times: 13:30 – 16:00

Venue:

Rainbow House, Rowcroft Hospice

Facilitator:

Dr Gill Horne,
Rowcroft Director of Patient Care

Designed for: Registered health care
professionals only

To book a place, please visit our
website and book online:

rowcrofthospice.org.uk/education

To maintain a 'fair to all' booking process, we
allow 3 bookings per establishment/company.
Any further requests will be added to a reserve list.



Managing breathlessness and fatigue at end of life

Learning Objectives:

- To explore current understanding of the mechanisms and perception of breathlessness
- To consider the evidence for pharmacological management of breathlessness and whether the use of drugs is a default option because it is easier than the practical strategies
- To confidently apply practical strategies that help

Date: 29 January 2020

Registration Time: 13:15 – 13:25

Start and Finish Times: 13:30 – 16:00

Venue:

Rainbow House, Rowcroft Hospice

Facilitators:

Dr Paul Clark,

Rowcroft Speciality Doctor

Jen Wakelin,

Rowcroft Senior Physiotherapist

Julie Lofthouse,

Rowcroft Occupational Therapist

Designed for: Registered healthcare professionals only

To book a place, please visit our website and book online:

rowcrofthospice.org.uk/education

To maintain a 'fair to all' booking process, we allow 3 bookings per establishment/company. Any further requests will be added to a reserve list.



Fundamentals of Care

2: Comfort measures – mouth, skin, bowel and bladder care

Learning Objectives:

- To be able to recognise changes in skin, know how to care for skin and when to report the changes
- To explore the importance of mouth care at end of life and recognise some common problems
- To understand the importance of managing incontinence and recognising bladder related problems
- To increase understanding about appropriate bowel care management as someone approaches end of life

Date: 30 January 2020

Registration Time: 13:15 – 13:25

Start and Finish Times: 13:30 – 16:00

Venue:

Rainbow House, Rowcroft Hospice

Facilitator:

Catherine Hughes,
Rowcroft Education Team

Designed for: Skilled non-registered staff – HCSWs and HCAs

To book a place, please visit our website and book online:

rowcrofthospice.org.uk/education

To maintain a 'fair to all' booking process, we allow 3 bookings per establishment/company. Any further requests will be added to a reserve list.



Fundamentals of Care 3: Helping people in spiritual & psychological distress

Learning Objectives:

- To improve confidence in recognising psychological and emotional discomfort or distress
- To increase your knowledge about strategies that can help support someone in pain or distress
- To raise awareness about ways to look after yourself whilst also supporting an individual's plan of care

Date: 12 February 2019

Registration Time: 13:15 – 13:25

Start and Finish Times: 13:30 – 16:00

Venue:

Rainbow House, Rowcroft Hospice

Facilitator:

Catherine Hughes,
Rowcroft Education Team

Designed for: Skilled non-registered staff – HCSWs and HCAs

To book a place, please visit our website and book online:

www.rowcrofthospice.org.uk

To maintain a 'fair to all' booking process, we allow 3 bookings per establishment/company. Any further requests will be added to a reserve list.



Fundamentals of Care

4: Care of someone in the last days of life

Learning Objectives:

- To increase understanding of the five Priorities for Care of the Dying Person and those important to them and embedding these into practice
- To be more confident in recognising and addressing individual's concerns and problems at the very end of life
- To explore measures, especially small meaningful interventions that make a difference when someone is imminently dying

Date: 25 February 2020

Registration Time: 13:15 – 13:25

Start and Finish Times: 13:30 – 16:00

Venue:

Rainbow House, Rowcroft Hospice

Facilitator:

Catherine Hughes,
Rowcroft Education Team

Designed for: Skilled non-registered staff – HCSWs and HCAs

To book a place, please visit our website and book online:

www.rowcrofthospice.org.uk

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Palliative Care Emergencies

Learning Objectives:

- To understand common palliative care emergencies including spinal cord compression, hypercalcaemia, vena cava obstruction and haemorrhage
- To increase your confidence in recognising symptoms and escalating access to treatments and management

Date: 4 March 2020

Registration Time: 13:15 – 13:25

Start and Finish Times: 13:30 – 16:00

Venue:

Rainbow House, Rowcroft Hospice

Facilitator:

Vernon Davis,

Rowcroft Specialist Palliative
Care Nurse

Jen Wakelin,

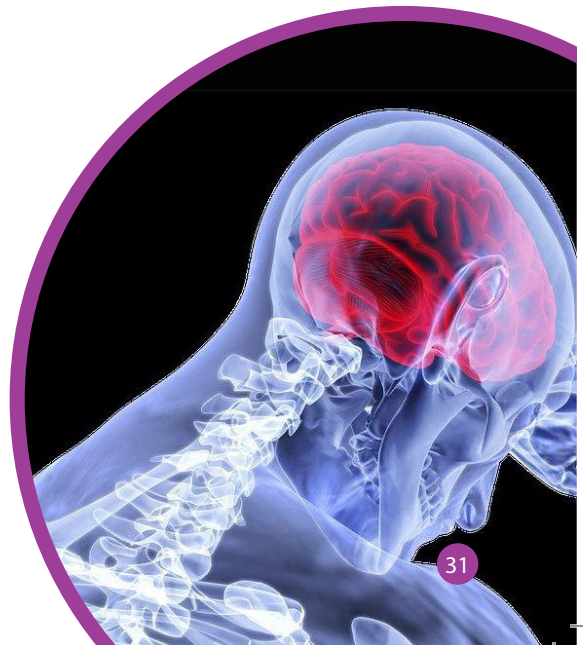
Rowcroft Senior Physiotherapist

Designed for: Health and social care
workers at all levels

To book a place, please visit our
website and book online:

rowcrofthospice.org.uk/education

To maintain a 'fair to all' booking process, we
allow 3 bookings per establishment/company.
Any further requests will be added to a reserve list.



Recognising dying in the last year and final days of life

Learning Objectives:

- To increase awareness about the Priorities for Care of the Dying Person and those important to them
- To explore our knowledge and understanding about recognising dying in the months, weeks and days before death occurs and to sensitively communicate our decisions, understandings and our uncertainty
- To explore possible impact around decision making

Date: 5 March 2020

Registration Time: 13:15 – 13:25

Start and Finish Times: 13:30 – 16:00

Venue:

Rainbow House, Rowcroft Hospice

Facilitators:

Kerry Macnish,

Head of Education

Monika Cann,

Clinical Nurse Specialist

Designed for: Health and social care workers at all levels

To book a place, please visit our website and book online:

rowcrofthospice.org.uk/education

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Improving end of life care in your workplace – how quality improvement can help

Learning Objectives:

- Understanding the principles of quality improvement and how to implement successful change
- Consider the skills required to lead on change and developments in your workplace
- Access expertise and tips on managing resistance to change

Date: 17 March 2020

Registration Time: 13:15 – 13:25

Start and Finish Times: 13:30 – 16:00

Venue:

Rainbow House, Rowcroft Hospice

Facilitator:

Sandra Boosey,

Quality Improvement Coach, Torbay & South Devon NHS Foundation Trust

Designed for: Health and social care workers at all levels

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rowcrofthospice.org.uk/education

To maintain a 'fair to all' booking process, we allow 3 bookings per establishment/company. Any further requests will be added to a reserve list.



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Supporting someone with advanced Parkinson's disease at end of life

Learning Objectives:

- To increase understanding of advanced Parkinson's disease and the needs for those who are at end of life
- To explore symptom management, the role and side effects of medication used in advanced Parkinson's disease
- To understand about the support available to access

Date: 24 March 2020

Registration Time: 13:15 – 13:25

Start and Finish Times: 13:30 – 16:00

Venue:

Rainbow House, Rowcroft Hospice

Facilitators:

Louise Trout,

Specialist Parkinson's Practitioner

Vicky Queen,

Rowcroft Deputy Director of Patient Care

Designed for: Health and social care workers at all levels

To book a place, please visit our website and book online:

rowcrofthospice.org.uk/education

To maintain a 'fair to all' booking process, we allow 3 bookings per establishment/company. Any further requests will be added to a reserve list.



Facing death creatively

Learning Objectives:

- To explore the role that music can have with patients and families at the end of life
- To raise awareness of how creativity can enable a person to remain outward looking as they approach the end of their life
- To explore the role of creativity in challenging the loss of identity and sense of self

Date: 22 April 2020

Registration Time: 13:15 – 13:25

Start and Finish Times: 13:30 – 16:00

Venue:

Rainbow House, Rowcroft Hospice

Facilitator:

David Holmes,
Rowcroft Music Therapist

Designed for: Health and social care workers at all levels

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Managing swallowing difficulties in palliative care

Learning Objectives:

- To improve knowledge and understanding about the anatomy and physiology of swallowing and illnesses affecting the swallow function
- To be able to make an assessment of a person's swallow and know when to refer for specialist support
- To improve confidence in the care and management of someone with swallowing difficulties
- To consider the communication and ethical decision making skills for people at end of life and how we can best support worried relatives and carers

Date: 28 April 2020

Registration Time: 13:15 – 13:25

Start and Finish Times: 13:30 – 16:00

Venue:

Rainbow House, Rowcroft Hospice

Facilitators:

The Speech & Language
Therapy Team

T&SD NHS Foundation Trust

Designed for: Health and social care
workers at all levels

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website and book online:

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End of life care for patients with heart failure

Learning Objectives:

- To increase your knowledge and understanding about heart failure and access to the heart failure team
- To explore common symptoms in heart failure and their palliative management
- To explore how to communicate sensitively with someone with an ICD and know how to deactivate them if necessary

Date: 30 April 2020

Registration Time: 13:15 – 13:25

Start and Finish Times: 13:30 – 16:00

Venue:

Rainbow House, Rowcroft Hospice

Facilitators:

The Heart Failure Nurse Team

T&SD NHS Foundation Trust

Designed for: Health and social care workers at all levels

To book a place, please visit our website and book online:

rowcrofthospice.org.uk/education

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I am an End of Life Ambassador & have taken lots of information back to my team mates. We are introducing EPaCCS & also EOL leaflets to our palliative care plans.

Good end of life care education that we can bring back to our home for the residents & staff. Always offer good training & they make the courses interesting. We love Rowcroft courses.

THE IMPACT OF OUR



I am more alert to end of life signs & importance of each person's needs and wishes.

As a manager of someone who attends your training, I wanted to tell you that a bereaved husband returned to our ward because he knew that my staff member had been able to have a conversation with his dying wife as he had been too distressed to do so himself. He trusted that my staff member had documented his wife's wishes and he was then able to give her the funeral she had wanted.

I have gained confidence in my work and I think more about how I talk to patients and families following the communication course.



This helped me understand when my patients had a specific dementia and I could explain the reasons for their actions to their relatives to enable them to understand what their loved one was going through.

I have organised professional development sessions about 'Sexuality and Intimacy' & 'Advance Care Planning', looking at how we can integrate it into the community service.



TRAINING

Thank you for supporting Rowcroft Hospice

Last year, with your support, we provided care to patients and families across South Devon.



Last year it cost **£7.8 million** to run our services and provide vital care and support to patients and their families. More than **70%** of our funding comes from the incredible generosity of our community, without whom we simply would not be able to deliver our care.

June 2019

Rowcroft recommends...



e-ELCA
End of Life Care for All

Learning to enhance education
and training for end of life care

e-ELCA can be accessed at:

www.e-lfh.org.uk/programmes/end-of-life-care/

e-ELCA is a fantastic resource to those working in or interested in end of life care and wishing to learn.

There are over 150 interactive sessions freely available and confidential to you.

You will need to register. If your employer does not have a registration code, contact the e-LfH Support Team.

A number of e-ELCA e-learning sessions are available to access freely and without the need for registration via **www.endoflifecareforall.com**

How easy is it to talk about dying?



Our partners at Dying Matters (www.dyingmatters.org) have produced an excellent short film exploring people's comfort in talking about death and dying. Our ambition is for everyone across Torbay and South Devon to view it! Talking about dying may not be easy, but could be one of the most important conversations you will ever have...

www.rowcrofthospice.org.uk/video

How to find us



By car

From Plymouth follow the A38 or from Exeter follow the A380 to Newton Abbot. At Newton Abbot follow signs for Torquay along the South Devon Highway. Bear left at the traffic lights at the end of the highway to join the A3022 to Torquay and follow signs to the Seafront. At Torre station (on your right), go into the right hand lane to turn into Avenue Road.

After 500 metres, turn right opposite the Bancourt Hotel. This turning is

signposted to the hospice and takes you up a narrow, long, bendy drive.

Follow signs to Rainbow House and park behind our Outpatients Centre. Enter Rainbow House from the main door, at the front of the building.

By rail (or foot)

Rowcroft Hospice is a few minutes taxi journey from both Torre and Torquay train stations. N.B. If you choose to walk to the hospice, the Rowcroft drive is a long hill with no pavement.

Terms and Conditions

Please ensure that you have read our Terms & Conditions before booking.

Rowcroft passionately believes that good education leads to good care. We provide as many courses and learning opportunities as possible free to those within Torbay & South Devon locality. Rowcroft also needs to ensure charity funds are spent wisely and so we have written these terms and conditions to reflect this.

Cancellations and charges for non attendance: If you find you are unable to attend and wish to cancel your booking, please do so by email to education@rowcrofthospice.org.uk within 3 working days prior to the training date. Please note that we cannot accept cancellations via telephone except as a courtesy call. A change of delegate's name will be accepted at any time with no cost incurred.

If you do cancel with less than 3 working days' notice or you do not attend the training for what-ever reason, a charge of £35 will be made for each delegate who did not attend, regardless of the circumstances.

Please note: Delegate's line manager will be responsible for any non-attendance/late cancellation fee(s) incurred unless we receive pre-course notification to the contrary.

Where charges for events apply: Course fees will need to be paid in advance of the training.

Refunds for charged courses: Cancellation fees will be charged at 50% within 14 days of the date of the training and 100% within 3 days or non-attendance at the training.

Applications from outside Torbay & Southern Devon locality: We welcome applications from those working outside of the Torbay and Southern Devon locality; however there will be a charge (usually £35). Please check course details for specific information and charges.

Arrival time: Please ensure you arrive in good time to be seated and ready for a prompt start to the training. Registration is 15 minutes prior to the course start time. You will not be permitted to enter the room once training commences as this disturbs the learning and you will be charged as a non-attender.

What happens if Rowcroft cancels an event? If there are insufficient bookings for a course, Rowcroft reserves the right to cancel. Where possible, this decision will be taken no later than one week before the course date and all participants will be informed. Any fees paid will be fully refunded.

Data Protection: We retain your details for education and training purposes, this includes information for financial transactions, where appropriate. Your information will not be shared with other third parties, unless your explicit consent is received. Where we have a third party trainer delivering an event, we may share your details with them.

A message from the education team



Following your positive feedback from our education and training events, we have added some new topics and opportunities with this programme.

We would love to hear from any of you who have specific requirements for end of life care training as our experienced facilitators and clinicians are keen to share their knowledge and insights with you wherever you may be based. Please contact your own community team member e.g. CNS, care home facilitator or contact our education team.

Thank you for your continued support and attendance at our events.

If you require this information in an alternative format please call our education team on 01803 217630.

All training will be held in Rainbow House at Rowcroft Hospice, unless otherwise stated.

For most of our courses, there is no charge* to those working in the South Devon locality, but delegates outside this area will incur a charge. Please check individual course details for specific information and charges will be applicable.

*A charge of £35 will be made to all delegates who fail to attend or fail to give a minimum of three working days' notice of non-attendance, regardless of circumstances. A substitute of your choice will be accepted with no charge incurred.

With thanks to NHS Devon Clinical Commissioning Group for supporting our training.

NHS
Devon
Clinical Commissioning Group