

Advanced Level Communications Skills in Palliative & End of Life Care Programme

A two day course to support conversations
with patients and families



"The course exceeded my expectation. I learnt so much; from learning about keeping the silence, recognising cues to feeling more comfortable about difficult conversations.." - Specialty Doctor

rowcroft
hospice



Who is this course for?

Experienced senior clinicians caring for people with life limiting illness and approaching death.

Taught at an advanced level, this is aimed for clinicians already working at, or having received, communication skills training looking to enhance knowledge and skills around real life conversations in palliative care.

Important: It is not suitable for those with management and organisational communication challenges, and it is different to training offered to de-escalate situations. e.g. Breakaway or conflict management.

You will need to have manager's support for study leave and funding to attend. This course is 'Essential to Role' and funded for identified clinicians working in Rowcroft and St Luke's Devon hospices.

Course aim

To prepare you to practice communicating with others at an advanced level and to develop ways of handling situations that you find most difficult. These may include communicating bad news to others, responding to anger, managing uncertainty.

The course is derived from Maguire communication skills training, meeting the National benchmarks and competencies for EOLC Core skills training framework 2017 and the NHS Career Pathway, Core Cancer Capabilities and Education Framework (ACCEND). Since 1980, this has been an essential part of specialist palliative care/hospice programmes and other medical and nurse specialist role. It is suitable for conversations and discussions leading to the writing of Treatment Escalation Plans (TEPs) or RESPECT documents.

"I have learnt a variety of strategies to enable me to be confident in picking up cues in communication and being able to communicate effectively with patients and their relatives, especially difficult situations. A really valuable course that will definitely enhance my practice." - Senior Ward Registered Nurse

What to expect

The key principle of this course is to practice (using experiential styles of learning) which is achieved by working in small groups. Experienced and trained clinical facilitators from Rowcroft, work with you to enable a safe working environment. You will bring, and work with, your own real communication challenges.

The two day course (both days must be attended) is offered at Rainbow House, Ella's Gardens, Rowcroft Hospice following some pre-course preparation of approximately two hours. This course can also be commissioned and delivered locally provided minimum numbers are met.

Course learning objectives will enable you to:

- understand evidence-based key components for effective communication skills
- recognise the impact of attitudes and beliefs within the communication process
- learn ways to tailor communication to patient needs
- identify the relevant communication challenges and explore ways of resolving them
- practice skills in a safe setting, building confidence and competence
- discuss how to take your learning back to practice

Pre-course preparation

In advance of your attendance, once booked we expect you to :

1. Complete pre course confidence questionnaire once your place is confirmed.
2. Identify your own personal learning need for this course as we will build on what you bring throughout the two days.
3. Watch the short PowerPoint presentation that we will send you. This contains key theory to help you understand and confirm your existing knowledge about communication.

Two-day course information

Registration for each day is at 08.50 for a prompt 09:00 start. Regular breaks through out will be given and the finish time is 16.45. Please ensure that you know how to get to the venue and any travel requirements. There is free parking for cars and bikes. Course costs include refreshments (let us know of any dietary requirements). **Please bring your own lunch.**

Day one:

We will establish and create a safe, supportive group. During this day you will become confident with the model used to both give, and receive, ideas and strategies for enhanced communication. This will also help consolidate your understanding and the purpose and impact of key communication skills, approaches and models. By the end of the day, you will have identified an area you wish to explore on day two.

Day two:

With safe facilitation, in groups of four you will work with, and help each other, to practice everyone's communication challenge. Each of you plays an active role in this activity - sometimes known as 'role play' or 'rehearsal'. This is not filmed, and we do not use actors. There is also a joint large group activity which affirms your skills and then helps you explore how you will take any learning back to your workplace, and most importantly the patients and families you care for.

Most people feel stretched and proud of their achievements in attending this course, returning to practice with renewed confidence, knowledge, and skills. Many also say "I've even enjoyed the role play".

"The role play helped me understand what patients and relatives hear and feel".

We really look forward to working with you.

Rowcroft Advanced Level Communication Skills facilitators

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