

Rowcroft Hospice Education Programme

April - September 2018



NHS
South Devon and Torbay
Clinical Commissioning Group

www.rowcrofthospice.org.uk/education



rowcroft
hospice **education**

Registered Charity No: 282723

How to find Us

Directions to Rowcroft:

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 South Devon Highway and join the A3022 to Torquay. Follow signs for Torquay seafront. At Torre railway station (on your right), go into the right hand lane, past Halfords (also on your right) and onto Avenue Road. Half way along Avenue Road, opposite the Bancourt Hotel, is the turning to Rowcroft. This narrow, long and bendy stretch of lane will take you up to the Rowcroft site.

If you are using Sat Nav our postcode is TQ2 5LS.

Rail - Rowcroft is only a few minutes taxi journey from both Torre Station and Torquay Station. However, if you intend to walk, the easiest stop is Torre Station.

Walking - If you decide to walk up to Rowcroft, please note that the drive is a steep hill with no pavement (please allow at least 20 minutes if you are walking).

Directions to Education events:

The first building on your left is our Inpatient Unit, please do not go to this building, continue along the road and bear right following the signs to Rainbow House.

The building on your left with green windows is our Outpatients Centre and Rainbow House on your right. Please use the car park behind the Outpatients Centre. Please enter Rainbow House using the main door at the front, up the steps.

Exit - When you leave the site you may use the same driveway back to Avenue Road or you can carry on past Rainbow House and use the Shiphay Lane exit, which is one way.



Site Map



Please adhere to the site speed limit, which is 15 mph, at all times.

Courses at a glance

Courses specifically for **Registered Staff:**

Workshop	Page No.
Advanced Communication Skills	7
Real world symptom management in the last weeks and days of life	8
T34 ambulatory syringe pump training	10 & 17
“To treat or not to treat?” - issues around withholding and withdrawing treatments in end of life care	11
Enhancing palliative care skills - 6 day course	16

Courses for **Registered & Non-Registered Staff:**

Workshop	Page No.
Hot topics in palliative care - “Does a TEP matter?”	4
Promoting skin integrity in end of life care	5
Preparing to help others think and plan ahead - ACP	6
MND Special Interest Group meeting	9 & 18
Recognising dying - a priority for end of life care	12
Improving ways to support someone living with a dementia	13
End of life care for patients with heart failure	14
Opening the spiritual gate	15



Hot topics in palliative care - "Does a TEP matter?"

Learning Objectives:

To increase understanding of the purpose of Treatment Escalation Plans (TEPs) and clinical judgements.

To understand the priorities for care in relation to end of life conversations and decisions.

To explore and clarify your responsibilities around TEP.

Designed for: Health and social care workers at all levels

Date: 17 April 2018

Registration Time: 13:15 - 13:25

Start & Finish Times: 13:30 - 16:00

Venue: Rainbow House, Rowcroft Hospice

Facilitators:

**Kerry Macnish & Catherine Hughes
- Education Facilitators**

To book a place, please complete and return the attached booking form by email to:

education@rowcroft-hospice.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.



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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.

Designed for: Health and social care workers at all levels

Date: 19 April 2018

Registration Time: 13:15 - 13:25

Start & Finish Times: 13:30 - 16:00

Venue: Rainbow House, Rowcroft Hospice

Facilitator:

Tracey McKenzie - Head of Tissue Viability Services, T&SD NHS Foundation Trust

To book a place, please complete and return the attached booking form by email to:

education@rowcroft-hospice.org.uk

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Preparing to help others think and plan ahead - advance care planning

Learning Objectives:

To understand the process of advance care planning (ACP) for end of life care and help increase your access to resources that help.

To feel more confident in having conversations with people about their future wishes and care to feel prepared in helping others be prepared.

To improve knowledge about some legal and ethical aspects that may impact decision making.

Designed for: Health and social care workers at all levels

Date: 9 May 2018

Registration Time: 13:15 - 13:25

Start & Finish Times: 13:30 - 16:00

Venue: Rainbow House, Rowcroft Hospice

Facilitators:

**Kerry Macnish & Catherine Hughes
- Education Facilitators**

To book a place, please complete and return the attached booking form by email to:

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Advanced Communication Skills



Hospiscare
Caring in the heart of Devon



National policy and research continues to emphasise the importance of effective communication skills for health and social care professionals and the impact this has on the person experiencing care.

This well evaluated 2 day experiential course explores challenging communication issues from the participant's practice. The approach to learning is interactive and uses video. Facilitators guide and support the participant through the process to ensure everyone feels safe.

The course addresses - background and evidence, specific communication skills, strategies in certain contexts, e.g. breaking bad news, dealing with anger and handling distress, and developing confidence in managing challenging scenarios.

This course is free as part of a funded project by Health Education England South West. However, there is a charge for non-attendance, detailed in our special terms and conditions for ACS courses (please note that these are different from our usual terms and conditions).

Designed for: Registered healthcare professionals

Date: 22 & 23 May 2018

Registration: 08:45 - 08:55

Start & Finish Times: 09:00 - 17:00

Venue: Rainbow House, Rowcroft Hospice

For more information, please email:
education@rowcroft-hospice.org.uk

Places are limited and not guaranteed - applications
invited by **16 April 2018**

Due to the funding of this course, a key requirement is that you have managerial support. In agreement with your manager, we require you to provide clear, personal learning objectives to secure a booked place. We also require your agreement to be contacted 12 weeks after the programme to assess any outcomes as a result of your attendance of the programme.



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Real world symptom management in the last weeks and days of life

Learning Objectives:

To promote problem solving opportunities for the real world end of life care situations you wish to bring.

To explore reasonable and safe practice and competence with the challenges you face every day.

To expand your knowledge about pharmacological and non-pharmacological strategies that help.

Please note that this workshop is not practical syringe pump training

Designed for: Registered doctors, nurses and healthcare professionals

Date: 24 May 2018

Registration Time: 13:15 - 13:25

Start & Finish Times: 13:30 - 16:00

Venue: Rainbow House, Rowcroft Hospice

Facilitator:

**Vernon Davis or Karenne Weaver
- Specialist Palliative Care Nurse**

To book a place, please complete and return the attached booking form by email to:

education@rowcroft-hospice.org.uk

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Registered Charity No: 282723



MND Special Interest Group meeting



This special interest group runs quarterly in partnership with Motor Neurone Disease Association (MND).

It is open to all levels of health, social care and volunteer workforce across Torbay and South Devon who work with people with MND.

Each of the sessions vary and we will inform you of the topic nearer to the event.

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

Designed for: Health and social care workers at all levels

Date: 6 June 2018

Registration Time: 13:45 - 13:55

Start & Finish Times: 14:00 - 16:00

Venue: Rainbow House, Rowcroft Hospice

Facilitators:

**MNDA Specialist Advisor/Network
Co-ordinator**

To book a place, please complete and return the attached booking form by email to:

education@rowcroft-hospice.org.uk



Registered Charity No: 282723



T34 ambulatory syringe pump training

This course incurs a subsidised fee of £35, payable before the course date

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.

Designed for: Registered nurses in nursing homes

Date: 12 June 2018

Registration Time: 12:45 - 12:55

Start & Finish Times: 13:00 - 16:00

Venue: Rainbow House, Rowcroft Hospice

Facilitators:

**Mike Knight - SDHCFT Electronic Device Trainer
Rowcroft Hospice at Home Nurse
Specialist**

To book a place, please complete and return the attached booking form by email to:

education@rowcroft-hospice.org.uk



Registered Charity No: 282723



"To treat or not to treat?" - issues around withholding and withdrawing treatments in end of life care

Learning Objectives:

To understand the medico legal basis of treatments.

To explore a practical approach to interpreting the law and the impact for patients and carers.

To understand the principles of shared decision making and professional responsibilities.

Designed for: Doctors and registered health care professionals

Date: 21 June 2018

Registration Time: 13:15 - 13:25

Start & Finish Times: 13:30 - 16:00

Venue: Rainbow House, Rowcroft Hospice

Facilitator:

Rowcroft Medical Team

To book a place, please complete and return the attached booking form by email to:

education@rowcroft-hospice.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.



Registered Charity No: 282723



Recognising dying - a priority for end of life care

Learning Objectives:

To increase awareness about the Priorities for the Care of the Dying Person and those important to them.

To explore our knowledge and understanding about recognising dying and what helps us to communicate our decisions, understandings and our uncertainty sensitively.

To explore possible impact around decision making.

Designed for: Health and social care workers at all levels

Date: 26 June 2018

Registration Time: 13:15 - 13:25

Start & Finish Times: 13:30 - 16:00

Venue: Rainbow House, Rowcroft Hospice

Facilitator:

Kerry Macnish - Head of Education

To book a place, please complete and return the attached booking form by email to:

education@rowcroft-hospice.org.uk

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Improving ways to support someone living with a dementia



The Purple Angel

The Purple Angel Campaign & update

Designed for: Health and social care workers at all levels

Date: **11 July 2018**

Registration Time: **13:15 - 13:25**

Start & Finish Times: **13:30 - 16:00**

Venue: **Rainbow House, Rowcroft Hospice**

Facilitators:

Nicola Monks - Social Worker, Rowcroft

**Norman McNamara - The Purple Angel
Dementia Campaign**

To book a place, please complete and return the attached booking form by email to:

education@rowcroft-hospice.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.



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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.

Designed for: Health and social care workers at all levels

Date: 19 July 2018

Registration Time: 13:15 - 13:25

Start & Finish Times: 13:30 - 16:00

Venue: Rainbow House, Rowcroft Hospice

Facilitators:

Heart Failure Team, Torbay Hospital

To book a place, please complete and return the attached booking form by email to:

education@rowcroft-hospice.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.



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Opening the Spiritual Gate

A face-to-face one day course developed by and for clinicians.

www.openingthespiritualgate.net

Explore the meaning of spirituality and religion
Consider the relationship between spirituality & religion for an individual
Think about how we recognise spiritual distress

Discover a Simple Skills Secrets model to confidently embark upon spiritual conversations with safety
Learn how best to respond to unexpected questions about your own beliefs

Practice recording spiritual and religious needs conversations succinctly
Consider how to report spiritual & religious issues to other team members
Create appropriate spiritual care plans

Be aware of the religious needs & rituals of different faith traditions
Become familiar with the standards & guidelines of local Spiritual Care Policies and consider how they are met
Create an action plan to take back to your workplace and much more...



Date: 11 September 2018

Time: 08:45 - 16:30

Location: Rainbow House, Rowcroft Hospice

Contact: education@rowcroft-hospice.org.uk



Enhancing palliative care skills - 6 day course

This 6 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 plan their future care or helping people with challenging decisions.

To understand 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.

Designed for: Registered nurses, healthcare professionals & assist. practitioners

**Dates: 18 & 25 September, 2 & 9 October and 11 December 2018
(plus one full day or 2 half days placement)**

Registration Time: 08:45 - 08:55

Start & Finish Times: 09:00 - 16:30

Venue: Rainbow House, Rowcroft Hospice

Facilitators:

**Kerry Macnish - Head of Education
Rowcroft multi-disciplinary team members**

If you would like to book a place, or find out further information, please contact Education on 01803 / 217630 or email

education@rowcroft-hospice.org.uk

Booking form attached.



Registered Charity No: 282723



T34 ambulatory syringe pump training

This course incurs a subsidised fee of £35, payable before the course date

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.

Designed for: Registered nurses in nursing homes

Date: 20 September 2018

Registration Time: 12:45 - 12:55

Start & Finish Times: 13:00 - 16:00

Venue: Rainbow House, Rowcroft Hospice

Facilitators:

**Mike Knight - SDHCFT Electronic Device Trainer
Rowcroft Hospice at Home Nurse**

To book a place, please complete and return the attached booking form by email to:

education@rowcroft-hospice.org.uk



Registered Charity No: 282723



MND Special Interest Group meeting



This special interest group runs quarterly in partnership with Motor Neurone Disease Association (MND).

It is open to all levels of health, social care and volunteer workforce across Torbay and South Devon who work with people with MND.

Each of the sessions vary and we will inform you of the topic nearer to the event.

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

Designed for: Health and social care workers at all levels

Date: 27 September 2018

Registration Time: 13:45 - 13:55

Start & Finish Times: 14:00 - 16:00

Venue: Rainbow House, Rowcroft Hospice

Facilitators:

**MNDA Specialist Advisor/Network
Co-ordinator**

To book a place, please complete and return the attached booking form by email to:

education@rowcroft-hospice.org.uk



Registered Charity No: 282723

Terms & 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@rowcroft-hospice.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 **whatever 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 of 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: Information will be used only for the provision of statistics to the relevant funding bodies and Rowcroft Trustees and will not be shared with any third parties.

Beautifully presented
in an understanding
and meaningful way.
Very informative.
Thank you.

Phenominal, inspiring, one
of the best and captivating
training sessions I've had
the opportunity to come to.
Thank you for providing this.

It is always good to
stop, sit down and
think about what
REALLY MATTERS.
Thank you.

What people say about our training

Absolutely
excellent!

Keep up the
fantastic work!

All of the sessions I
have been to have
been beneficial and
insightful. It's
refreshing to have
open conversations
with a range of
professionals.

Love coming along to
these courses.
Rowcroft are
always so welcoming
and I always learn so
much.

Brilliantly taught.
Really informative
& interactive

Rowcroft Recommends...



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 ambition is for everyone across Torbay and South Devon to view this short film. The purpose of the video is to discover people's comfort in talking about death and dying. Talking about dying may not be easy, but could be one of the most important conversations you will ever have.

<https://www.youtube.com/watch?v=aoiU1w1qCqM>

Rowcroft Hospice

For 35 years, Rowcroft Hospice has supported local people with life-limiting illnesses and their families to make every day the best it could possibly be.

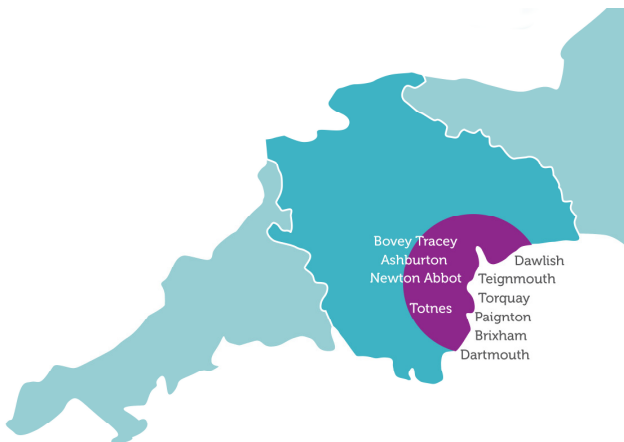
By providing comfort, support and specialist services in patients' homes, in the community and at Rowcroft's Inpatient Unit in Torquay, many families have been able to share precious and joyful moments when they are needed most – whether it's a beautiful wedding, remarkable reunion, simple thank you or gentle cuddle.

From Dartmouth to Dawlish, the hospice serves a population of 275,000 and cares for over 2,000 patients each year. Three out of every four patients are cared for in their own homes by Rowcroft's community nurses, social workers, occupational therapists and bereavement counsellors. Some patients and their loved ones will also receive support at the hospice as out-patients, including therapies, bereavement support and medical consultation.

For patients with more complex needs, the team of doctors, nurses, social workers and a range of other health and social care professionals in Rowcroft's Inpatient Unit provide specialist care in an environment that helps patients and families make the most of precious time together.

The care of three out of every four patients is funded thanks to donations and gifts in Wills. Please support your local hospice.

Rowcroft's catchment area:



Facts about Rowcroft Hospice

As a charity we rely on voluntary donations and gifts in Wills to enable us to provide our care and support to our local community



2112

local people received care and support from us last year

1142

patients were supported at home by members of our Community Team last year

Last year **1,340**

people attended our training and education events



Gifts in Wills fund the care of **1** in **5** patients

We care for **3/4** of our patients at home

It costs **£2174** to provide care in the last weeks of life to a patient at home



Our volunteers served

5000

cups of tea

to patients and their families last year

500 volunteers gave up their precious time and saved us in the region of **£400k** each year



144

relatives received support from our bereavement team last year



Our supporters raised **£5.7m** last year; that's **£15,616** per day

Last year it cost **£8.3m** to run Rowcroft Hospice; that's **£22,644** per day

June 2017

A message from the education team

Last year Rowcroft's education service ran 91 training and education events attended by 1,340 of you.

We are proud of this achievement demonstrating our commitment to you in sharing expertise in great palliative and end of life care.

You rate our training very highly and we hope this new programme will also inspire you and help you and your staff gain valuable knowledge and insights.

As always, we would be pleased to hear from you with your ideas for future topics or if you have any palliative care training needs.

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



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 where 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.



Our thanks to the South Devon and Torbay Clinical Commissioning Group for supporting this education programme.

NHS
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Clinical Commissioning Group