



**WAKEFIELD  
HOSPICE**

SHARING THE CARE IN THE COMMUNITY

**Welcome to the Wakefield Hospice**

# Education Prospectus 2024

One of the core elements of Wakefield Hospice is that our long term mission and vision is to deliver quality educational programmes to both our workforce and stakeholders across the wider community.

All our courses are facilitated by expert clinicians working within specialist palliative care and end of life care. Education is fundamental to improving the quality of care for everyone through development of knowledge, skills and attitudes.

We are pleased to offer a range of short courses to help you to develop both professionally and personally. Within our prospectus for 2024 you will find a variety of learning opportunities, this list is no means exhaustive so for further information as to how we could best meet your educational needs please contact Wakefield Hospice on 01924 331400 or send an email to [externalbookings@wakefieldhospice.co.uk](mailto:externalbookings@wakefieldhospice.co.uk)



**WH TRAINING**



# Introducing the Education Team at Wakefield Hospice

With a wealth of experience in Specialist Palliative Care and End of life Care over the last 20 years, our Education Team are passionate about sharing their knowledge across the wider community.

## **Maria Jones**

### **Nurse Educator Lead**

Maria obtained her Advanced Diploma in Adult Nursing Practice in 2008 and worked on the Acute Stroke and Neurology Unit as Palliative Care Link Nurse. Following a degree in 'Palliative Care and End of life Care, Supporting Learning in Practice and Research studies' Maria secured a position as a Specialist Palliative Care Nurse working in Wakefield Hospice Inpatient Unit. In 2019 Maria worked within the Macmillan team as an End of Life Specialist Nurse/End of Life Care Fast track Facilitator, and recently returned to the hospice as a Specialist Palliative Care and End of Life Care Educational Lead.



## **Charlotte Dickinson**

### **Practice Educator**

Qualified Nurse for 12 years with a background in Gynaecology and Palliative care. Has worked in hospices for nine years and as an educator for four years.



## **Lisa Henry**

### **Bereavement Coordinator/Counsellor**

Qualified Counsellor since 2010 following six years as Volunteer Counsellor at Kirkwood Hospice. Set up the Family Support Services at Forget Me Not Children's Hospice as Team Leader & Counsellor (2011-2017) before taking up current position at Wakefield Hospice. Extensive experience in palliative and end of life care - pre-post bereavement support; family support and education facilitation for variety of audiences.



## **Janet Millard**

### **Director of Clinical Services**

Janet has extensive experience in Specialist Palliative and End of Life Care and worked in a number of different roles including education where she has led on a number of end of life care initiatives and also developed and delivered on palliative and end of life care training. She is an accredited Bradford University facilitator for dementia care and also Maguire affiliated advanced communication skills trainer providing training for health and social care professionals. She has also helped in the development and the delivery of the Advanced Care Planning and bereavement training programme that was delivered across the region.



## **Dr Emma Lowe**

### **Consultant in Palliative Medicine and Medical Director**

After previously working at the hospice as a junior doctor, Emma joined the team as a Consultant in September 2016 and became Medical Director in August 2020. She completed speciality training in various locations across Yorkshire, and is also the MND Lead for Mid-Yorkshire.



## **Debby Veigas**

### **Admiral Nurse**

Debby is the hospices End of Life Admiral Nurse, she has vast amount of experience and skills in Specialist Palliative and also in dementia care. She has also helped in the development and the delivery of the Advanced Care Planning and bereavement training programme that was delivered across region. She is Accredited Bradford University Facilitator for Dementia care and wealth of knowledge and expertise in end of life project & communication skills development. Most recently Debby has successfully completed her CLEAR training and is able to train others in regards to this behavioural model of care for people with Dementia.





1

## Advance Care Planning and Communication Skills Training

An interactive course which explores key elements of advance care planning; principles and application of the Mental Capacity Act 2005; the process and reason for best interest decision making.

Advanced Care Planning (ACP) is a process which supports healthcare professionals to facilitate discussions with people with life limiting illness to plan and make decisions about their end of life care and who they would like to be involved.

**The study day offers the opportunity to build confidence and develop their practice focusing on;**

- Principles which underpin Advanced Care Planning (ACP)
- Identify ways advance care planning conversations and information is recorded and shared with all involved in a patients care across different services.
- Supportive communication skills that support patients and their families to have conversations about future care.

### **Suitable for:**

Registered Nurses or Allied Healthcare Professionals, or any other Health and Social Care staff.

### **Facilitators:**

Wakefield Hospice

**Cost: £80 per person (excl VAT)**

This full day sessions will be held at Wakefield Hospice, we also offer virtual sessions via Microsoft teams dependant on your requirements.





## 2

## Enhanced Communication Skills

This one day workshop will focus on theory and practical skills required to communicate both sensitively and effectively. Good communication is a central aspect of end of life care and has shown to enhance dignity and respect, reduce complaints and improve the quality of care not only for individuals and their families but also the environment which we work in.

### Topics will include:

- Theory and principles of communication
- Discuss barriers to communication
- Recognising cues and concerns
- Strategies when you 'don't know what to say'
- Awkward questions
- Listening skills
- Managing difficult conversations.

### Format:

- Presentation
- Group discussions
- Interactive Session

### Suitable for:

- Staff involved with Service Users who have a life limiting illness
- All Health and Social Care workers
- For staff who End of Life Care is not the main focus of their work

### Learning Outcomes:

- The delegates will build their confidence when communicating and responding to a person with End of Life Care needs
- Recognise and practice key facilitative communication skills in a safe and supportive environment.
- Identify own learning needs and apply the skills to challenging situations.

### Available Dates

18th January, 15th February, 14th March all FULLY BOOKED. Further dates TBA.

**Cost £80 per person (excl VAT)**

### Facilitators:

All sessions will be delivered by the educational team at Wakefield Hospice whom have experience in Specialist Palliative Care and End of Life Care.

# Introduction to End of life Care

Introduction to the key principles of supporting people living towards the end of their life with long-term or terminal conditions, including dementia.

**This three-hour training will help participants to gain understanding of:**

- What is Palliative Care and End of life Care
- What their role is in supporting people at the end of life;
- How to work collaboratively with other professionals involved in the person's end of life care;
- How to support people to plan ahead for their future health and social care needs;
- Skills to enhance effective and sensitive communication;
- Identify individuals and families priorities of care in the last few days/hours of life. How to recognise own needs and develop strategies to support self-care and build resilience.

## **Available Dates:**

Wed 15th May | Thurs 13th June

## **Suitable for:**

Any health and social care support workers who have not previously studied within this area.

**Cost: £45 per person (excl VAT)**

For virtual sessions please ensure you have access to both microphone and camera as this session will facilitate delegates participation.

## **Facilitators:**

The training will be delivered by the Education Team, hosted at Wakefield Hospice or online via Microsoft Teams.

3







4

## End of Life Care Champions

Wakefield Hospice are pleased to offer End of Life Care training based on the “The Six Steps Programme”. The programme is designed as a toolkit for Care Homes providing end of life care to support them to meet best practice and CQC (Care Quality Commission) end of life essential standards. As an End of Life Care Champion, there will be an ongoing commitment to share the knowledge and skills from “The Six Steps Programme” amongst their peers and colleagues.

### How can it help you?

Individual End of Life Care Champions will be presented with a personal certificate and are invited to an end of life forum twice a year to keep updated. Organisations who have two End of Life Care Champions within their setting, and who meet the organisational criteria, will receive a plaque and certificate from Wakefield Hospice showing they have met the standards of the programme.

The Six Steps programme does not hold any inspectorate authority such as that held by CQC, so does not monitor or regulate day to day care,. However it can verify that at least two members of staff have successfully completed the training and that the policies and procedures in place are in line with the Six Steps End of Life Care criteria. If the care home/agencies do not re-verify annually that they have kept these policies and standards up to date then the Six Steps Verification status is discontinued.

### How is the course delivered?

The course is run as eight four hour workshops delivered over six months, followed by a three month consolidation period to allow embedding of learning and completion of assessment criteria (via case study/portfolio).

### Suitable for:

All those who work within a care home setting.

### Facilitators:

Wakefield Hospice

For further information, including how to book, course dates and costs, please contact the Education Department at Wakefield Hospice on 01924 331400 or email [enquiries@wakefieldhospice.co.uk](mailto:enquiries@wakefieldhospice.co.uk).

# Managing Bereavement in the Workplace

## Understanding bereavement and loss

This full day training session will give participants the opportunity to develop their understanding of the principles which underpin bereavement. Suitable for all professionals/organisations/voluntary services who support people within the workplace who have or are experiencing a bereavement.

### The Introduction to Bereavement will include the following topics

- The Experience of grief
- Overview of theories and contemporary models of grief
- Developmental reactions to death and bereavement
- Understanding 'Complex Grief' and when to refer for further support.
- Identify symptoms of grief and how loss impacts on people experiencing loss
- Communication Skills - empathic listening and the use of appropriate language.

"Fantastic course, really informative and well presented, will be recommending it to colleagues"  
Training attendee

### Learning outcomes

- Understanding of what loss and grief are
- Understanding of the grieving process and how it affects people.
- Develop their own skills for effectively supporting someone who is grieving within the workplace.
- Understanding their own support needs when working with people who are grieving.

### Available Dates

In-person: Thurs 11th April | Thurs 16th May | Thurs 12th September | Thursday 28th November  
Online: Thurs 20th June | Thurs 24th October

**Cost: £80 per attendee (excl VAT)**

### Suitable for:

Anyone wishing to gain a greater understanding on how to support those experiencing grief in the workplace or anyone who works in a healthcare setting.

### How is the course delivered?

This full day training will be presented face to face at Wakefield Hospice, or we can also offer virtual sessions delivered via Microsoft Teams. We are very flexible in our approach and are also able to offer bespoke group sessions within the workplace for a minimum of 10 people per organisation. Please contact us for further details. Further post-training reflective sessions also arrangeable at request.

Further session dates can be arranged at your request.

5

### **\*NEW Lunch & Learn Sessions\***

We are delighted to now be offering our "Managing Bereavement in the Workplace" training via a one-hour lunch and learn session!

Hosted entirely online and for an unlimited amount of your staff, the course offers a bitesize version of our half-day course, with dates available on an ad-hoc basis throughout the year.

Contact [jess.lees@wakefieldhospice.co.uk](mailto:jess.lees@wakefieldhospice.co.uk) for further information.





6

## Bereavement Training

supporting children and young people

Grief affects children and young people differently. This can be impacted by age, temperament, time of life and circumstances of the death. Not knowing what is 'normal' or helpful to say or do to support them can be challenging.

This half day training session will give participants the opportunity to attend a workshop focusing on Children & Young People who have or are experiencing grief, loss and bereavement.

The course is run by Wakefield Hospice's Education Team in conjunction with Bereavement Coordinator/ Counsellor Lisa Henry and takes place at the hospice.

### Available Dates

Mon 4th March | Mon 10th April | Mon 24th May

**Cost: FREE**

### Suitable for:

- Professionals working with children
- Teachers
- Support workers
- Health visitors
- Community group leaders

“Great session, informative, will be more confident when supporting children in my roles”  
Training attendee



# Dementia Awareness Training

Affiliated with School of Dementia Studies, University of Bradford.

This full day Dementia Awareness Training course will:

- Provide a foundation level of knowledge about dementia and person centred dementia care.
- Help to increase confidence in supporting people with dementia.
- Help to provide person centred care for people with dementia.
- Provide an enhanced knowledge of communication skills to support people living with dementia to engage in a meaningful way.
- Increase confidence around communicating with people living with dementia.
- Increase understanding of how to provide opportunities for positive communication when working with people living with dementia.
- Provide an understanding of person centred approaches to the holistic assessment and management of pain and distress for people living with dementia.
- Increase knowledge of frameworks of how to support families to build and maintain a positive relationship with their loved one and with professional carers when their loved one is nearing the end of life.
- Include a dementia experience

## Available Dates:

TBC

## Cost: £80 per person (excl VAT)

(We are pleased to discuss special rates for group bookings if you would like a number of staff to attend).

## Suitable for:

This study day is suitable for anyone wishing to increase their understanding of dementia. Suitable for learners of all levels, including those work in a care home setting or any other healthcare setting.

7



# Further development opportunities

## Bespoke & Ad-hoc Training Opportunities

Alongside the offerings found within this prospectus, throughout the year Wakefield Hospice also runs a number of ad-hoc training opportunities when funding is available to do so. If you would like to be kept up to date with these opportunities as and when they come about, please email [enquiries@wakefieldhospice.co.uk](mailto:enquiries@wakefieldhospice.co.uk) or call 01924 331400.

We are also able to offer bespoke training courses for you/your workplace on a variety of other care related subjects. Please get in touch for an informal, no-obligation chat or email your enquiry to the address stated above.

## Further information

If you would like any further information on any of the courses mentioned within this booklet, or would like to suggest content for future courses, please get in touch with our Education Team by calling 01924 331400 or email [externalbookings@wakefieldhospice.co.uk](mailto:externalbookings@wakefieldhospice.co.uk).



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