



NORTH·LONDON
H O S P I C E

Registered Charity No. 285300

Education Prospectus April 2021 – March 2022

There is an end to cure; there is no end to care

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Introduction

The past year has been incredibly challenging for all of us but what this pandemic has confirmed is the need for quality end of life care and healthcare professionals who feel confident in delivering it. The team at North London Hospice are experts in supportive and palliative care and we are passionate about helping others to also deliver quality care. We offer a range of courses, study days and workshops to share the knowledge and skills required. Learning opportunities are open to both healthcare professionals and individuals with an interest in health and social care.

In view of the ever changing restrictions, we are able to offer our courses socially distanced in our bespoke Conference centre in Finchley or virtually and would be happy to discuss the options further.

If you would like to discuss your current or future learning needs please contact the Learning and Development Team on education@northlondonhospice.co.uk or call us on **020 8343 6832**.

Kate, Jen and Jodie



Accredited Qualifications

We work closely with our partners at Barnet and Southgate College, CACHE and OCN London to provide quality assured, accredited qualifications.

Nationally recognised qualifications are available from level 2 to five, with a range of clinical and non-clinical subjects.



Level 3 Certificate in Assessing Vocational Achievement

CAVA

As a result of the changes to nurse education we are pleased to introduce the CAVA qualification to ensure quality ongoing support and supervision of all learners



The Level 3 Certificate in Assessing Vocational Achievement (CAVA) is for people that want the qualification to assess in the classroom or work environment. This includes, but is not limited to, Health & Social Care.

Since the NMC quashed the mentorship programme many nurse mentors have found themselves at a loss as to how best to assess and support their staff. A CAVA course could be the answer.

Learners will understand the different types of assessment and how effective assessing is vital in guiding candidates through the learning pathway.

Candidates will gain the skills and knowledge to evaluate practitioners carrying out assessments in the classroom and work environment as well as gain a nationally recognised assessing certificate, with the flexibility to assess in both the work and classroom environments.

Level 5 Award in Palliative Care Awareness

This 2 day course for registered nurses and health care professionals of a similar level has been developed by North London Hospice to offer learners a new and exclusive nationally recognised qualification in Palliative Care awareness.

The course will provide the learner with a comprehensive knowledge and understanding to provide high quality care to patients and their families in the palliative phase of their illness.



The qualification includes:

- The ethos and history of palliative care
- Holistic care
- Spiritual care
- Symptom management at the end of life
- Preferred place of care
- Advance care planning
- Effective communication

VIRTUAL		FACE TO FACE	
DATES	11, 12, 18 & 19 May 2021	14 & 15 September 2021	18 & 19 January 2022
TIME	09.30 – 13.00	09.30 – 16.00	
FEE	£425	£495	
FOOD	N/A	Light refreshments including lunch	
NOTES	Candidates must attend four virtual mornings or both days of a face to face course and complete a workbook in order to complete the course.		

Level 2 Award in Awareness of End of Life Care

This qualification provides the opportunity to develop an understanding of different perspectives of death and dying and the impact it has on individuals.

It covers the aims and principles of end of life care, communication skills and how to access a range of support services in end of life care.

An ideal course for health care assistants, care home staff or anyone working within end of life care.

Candidates will receive a nationally recognised level 2 qualification on successful completion of a workbook.

VIRTUAL		FACE TO FACE	
DATES	15, 16, 22 & 23 June 2021	05 & 06 October 2021	08 & 09 February 2022
TIME	09.30 – 13.00	09.30 – 16.00	
FEE	£225	£295	
FOOD	N/A	Light refreshments including lunch	
NOTES	Candidates must attend four virtual mornings or both days of a face to face course and complete a workbook in order to complete the course.		



Clinical Skills

We offer a range of practical and clinical skills training for use in healthcare settings.

Dates and times are flexible dependent on the needs of the organisations and can be delivered in-house, virtually or within one of our training rooms at our hospice sites. Please contact us for further information.



Syringe Driver

2 hour sessions include understanding the rationale for syringe driver use in palliative care, an awareness of medications commonly used in syringe drivers and how to safely set up and monitor the CME T34 syringe driver.

3 hour sessions will also include symptom control and the use of syringe drivers.

Following training learners will be able to discuss the rationale with patients and their families.

Please note that participants will need to be assessed for competency within their own workplace.

DATES

Rolling dates from £45 per delegate

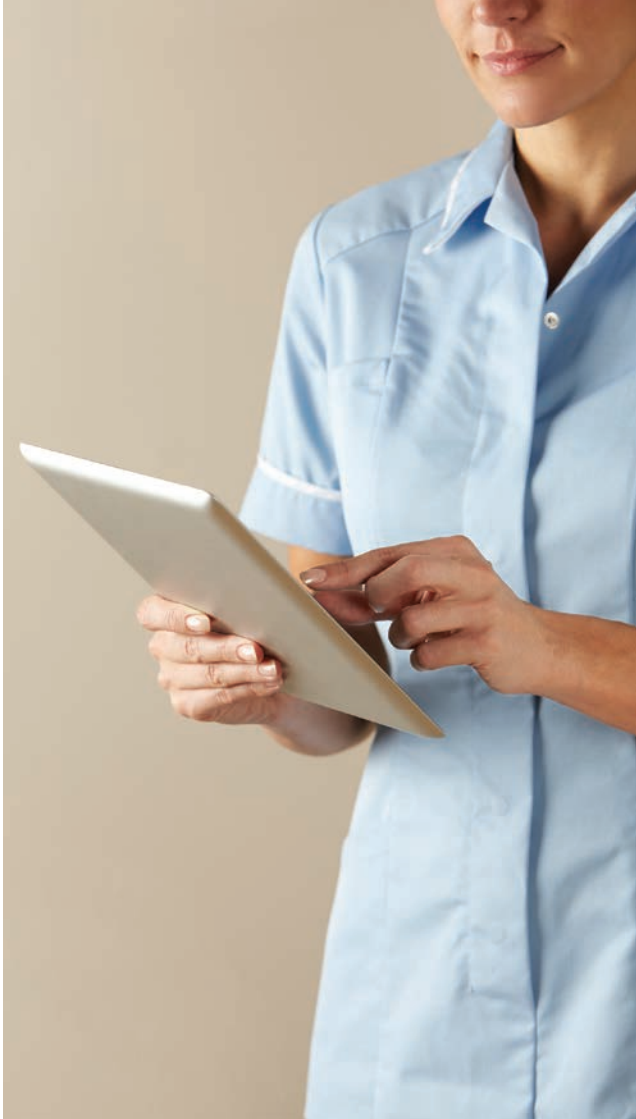


Clinical Record Keeping & Documentation - 2 hours

This short course is aimed at both registered and non-registered care staff. It will explore the legal requirement for accurate record keeping alongside the need to ensure that the patient's voice is heard. The course will encourage discussion around issues such as 'fact' and 'opinion'; how documentation makes a difference to the patient's experience and whether how we document care could be more efficient.

Advance Care Planning - 2 hours

This course is aimed at health and social care practitioners working with individuals with life limiting conditions. The course will develop understanding of the importance of the role of ACP in providing quality care. It will examine the legal and ethical principles that may need to be considered and focus on the communication skills required to hold these often challenging conversations.



DNACPR – 1 Hour

This short course is aimed at registered nurses who wish to improve their knowledge, understanding and confidence in relation to DNACPR decision making. The rationale and guidance behind DNACPR decisions will be explained and clarified. Participation will be encouraged with opportunities to discuss issues and case studies from practice.

Verification of Expected Death (VoED) - 2 Hours (plus ½ hour online pre reading)

This short course is for registered nurses. The aim of the course is to equip you with the knowledge and skills to verify an expected death. Candidates will be expected to complete a short e learning module with pre course reading prior to undertaking the face to face course. The face to face course will consolidate the e learning and provide an opportunity to practice the skills required in a supportive environment.

These sessions are ideal for care homes and can be delivered in your care home or at one of our hospice sites either singularly or combined as a whole study day!

Contact us for available dates and prices.

Study Days & Courses

North London Hospice is proud to offer a wide selection of study days and courses. These encompass a variety of topics including Communication Skills, Dementia Care and our ever popular Summer and Autumn Schools for 15-17 year olds.



Advanced Communication Skills Training

A must for all senior healthcare professionals, this two day evidence based workshop, based on the Connected model, will give learners the opportunity to practise advanced communication skills as well as give and receive feedback in a safe training environment.

This course is suitable for all clinicians, band 6 and above, registrars and consultants who manage patients with potentially life-limiting illness.

Face to face and virtual courses are available. Prices start from £455 per delegate. Please contact us for more information and available dates.



Confident Conversations in End of Life Care

Effective communication skills are fundamental to providing high quality care for people approaching the end of their lives and to properly support those close to them. There is, however, much evidence to suggest that the healthcare workforce lack confidence and skills when discussing end of life care. This foundation study day explains the importance of good communication, explores barriers to and methods of communication and culminates in the opportunity to practice dealing with difficult conversations.

DATES	29 September 2021	02 February 2022
TIME	09.30 – 16.00	
FEE	£95	
FOOD	Light refreshments including lunch	



Telephone Communication Skills in Healthcare

A course for all non-clinical staff working in healthcare environments. The study day is aimed at those whose work involves taking calls from patients, relatives, carers etc. for example, reception staff and ward clerks.

This interactive study day aims to:

- Improve your confidence in dealing with challenging calls
- Explore and understand your role and boundaries
- Understand the importance of documentation
- Understand the importance of communication skills , specifically relating to working on the phone
- Provide the opportunity to watch and practice challenging communication telephone scenarios

DATE	28 April	08 December 2021
TIME	09.30 – 16.00	
FEE	£95	
FOOD	Light refreshments including lunch	



Dementia at the End of Life

A course for all levels of health and social care professionals who provide end-of-life care for people with dementia.

850,000 people are currently diagnosed with dementia in the UK and this number is expected to continue rising.

This course aims to help health and social care professionals adapt their existing skills to achieve excellent end-of-life care for people with dementia and their families. Topics will include epidemiology, the experience of dementia, symptom management and ethical issues.

DATE	30 June 2021	23 February 2022
TIME	09.30 – 16.00	
FEE	£95	
FOOD	Light refreshments including lunch	





DATE	02 August 2021
TIME	09.30 – 16.00
FEE	£95
FOOD	Light refreshments including lunch

Namaste Care

Namaste Care is an experiential course designed for anyone caring for those with end stage dementia.

Namaste is a Hindu term meaning to 'honour the spirit within'. The Namaste Care programme was developed by Professor Joyce Simard to meet the needs of people with advanced dementia. The programme is based around the five senses, using music, massage, colour, tastes and scents, to connect with people and focus on wellbeing. No additional staff, space or expensive equipment is required.



Summer & Autumn Schools

Finding experiences and learning opportunities when exploring potential career paths can be difficult as a teenager. North London Hospice has therefore designed this 2-day workshop run during school holidays which allows learners to experience the work environment of the hospice, meet members of the health care team and enhance their CV.

Sessions will cover:

- The aims and principles of palliative care
- Understanding perspectives on death and dying
- Communication skills
- The patient experience
- The expert panel
- Inpatient Unit tour

DATE	29 & 30 July 2021	26 & 27 October 2021
TIME	09.30 – 16.00	
FEE	£95	
FOOD	Light refreshments including lunch	
NOTES	Candidates must attend both days in order to complete the course. This course is lecture room based and there will not be patient contact.	



Training for Care Homes

It has never been more important to ensure that care home staff are equipped and have the confidence to provide quality end of life Care.

Six Steps

Delivery of high quality end of life care in care homes and by home care providers is a national priority. The number of people requiring these services will be growing in the future and it is important that providers have staff trained to deliver end of life care and systems in place which support residents and clients to feel supported and experience their last months, weeks and days in the best way possible.

The Six Steps Programme is a series of workshops, based on the National End of Life Care Strategy (2008), designed to provide care homes with a toolkit to provide quality end of life care that meets CQC end of life essential standards. The course also provides staff with an ongoing commitment as an End of Life Care Champion, enabling them to share knowledge and skills to peers and colleagues.

The course provides the opportunity for up to three key people in your organisation to attend workshops and video conferences to learn about end of life care,

to review your organisational systems and to build a resource of evidence to demonstrate quality care. The workshops will be followed by a consolidation period to allow embedding of learning and completion of assessment criteria. The application to attend the course must be made by the Manager or Owner of the service who will be fully informed of content and progress.

[Contact us for prices and available dates](#)



European Certificate in Essential Palliative Care (ECEPC)

Developed at Princess Alice Hospice in 2001, over 5,000 European candidates have now completed this highly respected qualification. The course is offered at a range of sites both nationally and internationally and we are pleased to announce that this year it will be available at North London Hospice. The ECEPC is an eight week distance learning, multi-professional programme, suitable for doctors, nurses and associated healthcare professionals who have direct contact with patients requiring a palliative approach. All candidates are provided with an extensive course workbook, access to a comprehensive virtual learning site and are assigned a facilitator to support them through the course.

Topics covered include:

- What is palliative care and who is it for?
- Symptom issues in palliative care
- Patients with emergency conditions
- Breaking bad news to patients and families
- Bereavement and support
- Common ethical issues

LAUNCH DATE	19 April 2021	13 September 2021
ASSESSMENT DATE	16 June 2021	10 November 2021
TIME	TBC	
FEE	£475	
NOTES	Candidates will be required to complete a course workbook and access the virtual learning site between launch and assessment dates.	

Assessment includes:
A 2500 word portfolio based on a patient the candidate has cared for with palliative care needs. A one-hour written examination and a Viva, consisting of a short verbal assessment exploring the knowledge and skills developed during the course. There may be some changes to the format of the written and practical exams due to any on-going COVID-19 restrictions. It is recommended that 50-hours of personal study are carried out.



Staff working in hospices and care homes in the UK can apply to the Wolfson Foundation (via Hospice UK) to cover part of the cost of this programme. See Hospice UK for more details.

Educational Visits

We welcome visitors from the UK and beyond and open North London Hospice to share our palliative care knowledge and expertise through private tours.

We work with both individuals and tour companies to regularly greet international health care professionals and students from as far away as Finland, America, Japan and China.

Tailored visits are available on request to suit the particular needs of the group.

Please contact us on **020 8343 6832** for further information.



Virtual Training

Over the past 12 months we have seen an ever increasing demand in the need for online and distance learning. We are able to offer many of the courses found within this prospectus virtually via Zoom or your preferred conferencing platform. Our aim is to provide our courses to our typically high standard in a safe, convenient and easily accessible way.

Bespoke Training

The Learning & Development Team at North London Hospice are able to accommodate your bespoke training needs and can deliver these either at your place of work, virtually or within one of our dedicated training rooms at the hospice.

We are happy to discuss your specific needs to ensure that the perfect training is delivered to your staff.

We can offer any of the courses found within this prospectus or a combination of specific elements tailored to your needs.



How to Book

Joining a course or training session with North London Hospice couldn't be easier!

You can book your place by visiting our website where you will find an up to date list of available courses. Alternatively, please contact the Education department on **020 8343 6832** or email **education@northlondonhospice.co.uk** to book or obtain further information.

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 North London Hospice. Please be assured that we will not pass this information to any other organisation, unless we have your prior consent.

Cancellations

All cancellations for bookings must be received in writing or by email up to 7 days before the planned event/workshop/course date, there will be no charge applied. Less than 7 days before the planned event/workshop/course date, the full costs will continue to be charged. However a substitute delegate may be sent at any time but please inform us in writing or email of the new delegate's details prior to the event.

Course Changes

North London Hospice reserves the right to improve the specification and format of its courses for the benefit of the delegates without notice to the delegate. The location and date of the course will be as advised to the delegate at the time of booking. However North London Hospice reserves the right to change the location of the course in exceptional circumstances and will advise the delegate as soon as this change is known.

For information on travelling to and parking at the Hospice sites please see the website **www.northlondonhospice.org**

2021/22 Course Calendar

APRIL	19th	European Certificate in Essential palliative Care (ECEPC)
	28th	Telephone Communication Skills in Healthcare
MAY	11th, 12th, 18th & 19th	Level 5 Award in Palliative Care Awareness
JUNE	15th, 16th, 22nd & 23rd	Level 2 Award in Awareness of End of Life Care
	30th	Dementia at the End of Life
JULY	29th & 30th	Summer School
AUGUST	2nd	Namaste Care
SEPTEMBER	13th	European Certificate in Essential palliative Care (ECEPC)
	14th & 15th	Level 5 Award in Palliative Care Awareness
	29th	Confident Conversations in End of Life Care
OCTOBER	5th & 6th	Level 2 Award in Awareness of End of Life Care
	26th & 27th	Autumn School
DECEMBER	8th	Telephone Communication Skills in Healthcare
JANUARY	18th & 19th	Level 5 Award in Palliative Care Awareness
FEBRUARY	2nd	Confident Conversations in End of Life Care
	8th & 9th	Level 2 Award in Awareness of End of Life Care
	23rd	Dementia at the End of Life

NORTH·LONDON
H O S P I C E

**Serving the Boroughs of Barnet,
Enfield and Haringey**

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