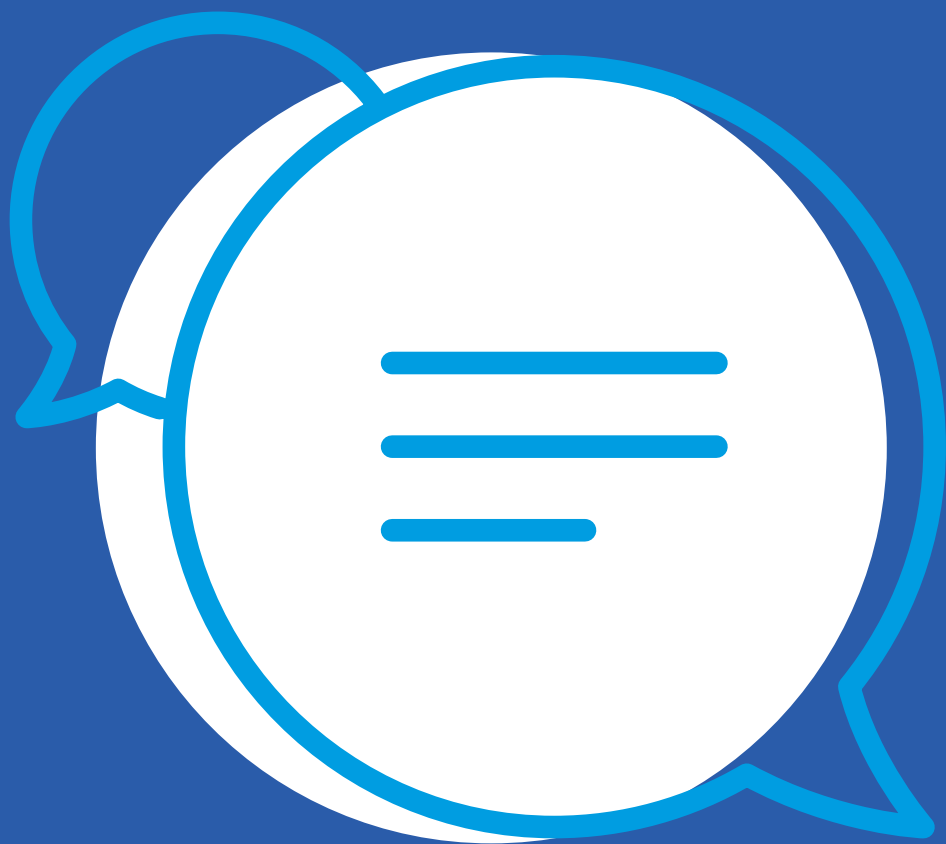


PROSPECTUS

2026





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WELCOME

Welcome to the SBH Education Prospectus.

At SBH Education, we are passionate about providing gold standard, evidence-based education in health and social care. Because of the diverse range of experience within the Education Team, in addition to specialist education in Palliative and End of Life Care, we offer a range of courses for both clinical and non-clinical staff. Benefitting patients, individuals, organisations and communities, our courses cover a range of topics from navigating challenging conversations around bereavement to Emergency First Aid. Courses are both online and in person.



Using experience and expertise rooted in health and social care, we have developed educational programmes to provide personal and professional learning and development for clinical and non-clinical organisations.

Our programmes are designed to meet the needs of a range of healthcare staff, both registered and unregistered. However many training courses are suitable for non-clinical services such as HR departments, volunteers, solicitors and funeral directors.

We take pride in using activity-based teaching methods inclusive of all learning styles. This is including but not limited to problem-based learning, case studies, high fidelity simulation, lectures, seminars, peer learning, quizzes, debates, reflection and games.

Our Educational Values



Our mission at SBH Education is to provide gold standard education in health and social care, ensuring patients receive dignified, compassionate care when they require it and where they ask for it. SBH Education provides the tools to achieve our mission and reflects our values.

AIMING HIGH

We reach for excellence and set the standards for others to follow. Celebrating individual and collective success and actively looking for ways to be even better.

We provide gold standard, evidence-based education that reflects best practice in Health and Social Care and Palliative and End of Life Care. Our staff and educators are experts in their field with specialist qualifications and knowledge, and years of experience.

BEING COURAGEOUS

We push boundaries and provide challenge – standing up for what is right and supporting others to make a difference across all aspects of our work.

Our education allows people to better care for those at the end of their life and our testimonials show how our education has impacted upon practice to make a real difference.

DOING IT RIGHT

We are ethical and honest and use resources respectfully. Taking responsibility for our actions and doing what we say we'll do – we challenge others to do the same.

Our own staff are educated to the same gold standard that we offer to others, enabling us to provide outstanding care to our patients, service users and customers.

HAVING HEART

People are at the centre of all we do. We're proud of our ability to work in tough situations with resilience, empathy, and kindness.

Feedback from our patients and clients informs the education we deliver, and service user experience underpins everything we do. We aim to make gold standard Health and Social Care and Palliative and End of Life Care education available to all who need it.

WORKING BETTER TOGETHER

We recognise the power of community; building connections and relationships which help us make a positive contribution. Respecting and valuing all contributions – we are ONE team, united and inspired by our common purpose.

Through interprofessional education and training we enable organisations and communities to expand their knowledge and skills in Health and Social Care and Palliative and End of Life Care. We offer pre-prepared or bespoke educational packages to suit the needs of individuals and organisations.

Meet the Team



Sarah Christopher
MA Ed, PGC LTHE, BSc
(Hons), FHEA, MC Para
Head of Education

Sarah joined the NHS ambulance service in 1996 and qualified as a paramedic in 1999 (Lincolnshire Ambulance Service and EMAS). In addition to her paramedic registration, she holds a first-class honours degree in Pre-Hospital Care, Royal College of Surgeons Medicine in Remote Areas and Travel and Tropical Health qualifications, PHTLS, ITLS, PGC LTHE and Master's degree in Education. Whilst in the ambulance service she acted as Practice Educator for numerous student paramedics. She worked in the private sector for a number of years including working as part of a technical rescue team and as Clinical Operations Manager managing a frontline contract for South Central Ambulance Service. Sarah joined Sheffield Hallam University in September 2011 as a Lecturer in Paramedic Practice progressing shortly after to Senior Lecturer. In 2017 she joined the University of Lincoln to develop and lead the BSc (Hons) Paramedic Science degree programme and Cert HE in Ambulance Clinical Technician Practice and taught across programmes within the School of Health & Social Care. She has also worked as External Examiner/Advisor for The University of the West of England, The University of Brighton and Anglia Ruskin University. Sarah is now Head of Education for St Barnabas Hospice where she is developing and leading the Trust's education and research strategy. She is a member of the College of Paramedics and a Fellow of the Higher Education Academy. Sarah enjoys writing for publication and has had in excess of 20 publications to date. She is currently working on a project with Class Publishing writing two books for student paramedics on how to learn anatomy, physiology and pathophysiology. Sarah also has a passion for simulation in medical and healthcare education.



Becki Gore
BA (Hons), Cert Ed, FHEA
Education & Projects Lead

Becki began her career in healthcare in 2005, joining the NHS as a Nursing Assistant in a mental health assessment unit. She holds a First-Class BA (Hons) in Health and Social Care, a Cert Ed, PRINCE2 certification and the Level 7 Mary Seacole leadership qualification, and is currently studying for a master's degree in Senior Management and Leadership in Education. She has also completed a range of Open University programmes in inclusive practice and neurodiversity awareness.

In 2009, Becki joined Lincolnshire Community Health Services, later specialising in smoking cessation across acute, mental health and primary care settings. After completing a Level 7 Public Health module, she progressed to Smoking Cessation Specialist, leading work to reduce smoking in pregnancy.

In 2019, Becki moved into further education as a Lecturer in Health and Social Care at Lincoln and Newark College, where she developed a passion for creating inclusive, engaging and practice-focused learning.

Becki is now Education and Projects Lead at St Barnabas Hospice, where she develops and delivers professional education for the wider health and care workforce. Her work focuses on innovative, accessible and inclusive learning that supports workforce development across the sector.



Dr Adam Brown
Consultant in
Palliative Medicine

Dr Adam Brown is a Palliative Medicine Consultant and is an expert in his field. He is based at the Inpatient Unit in Lincoln for St Barnabas Hospice and also spends two days a week in Pilgrim Hospital and in the community in Boston and the South East of Lincolnshire. Adam trained in Newcastle-upon-Tyne and worked as a junior doctor in Durham and in Western Australia before specialising in palliative medicine in the East Midlands. He became a consultant in Lincolnshire in 2012. Adam has always maintained an interest in training and education. He is an educational supervisor for palliative registrars and a clinical supervisor for palliative and GP registrars who rotate through the Hospice. He has also supervises Advanced Care Practitioners and Nurses completing Non-Medical Prescribing courses. He regularly teaches foundation and internal medicine doctors and GP trainees, as well as hospital and community nurses and Allied Health Professionals on a range of topics around Palliative and End of Life Care. He has also been involved with teaching and facilitating Project ECHO networks. St Barnabas has hosted medical students for the last six years and Adam has led on the creation and development of these clinical placements. St Barnabas has recently taken on hosting students from Lincoln Medical School during their 4th year clinical training, who each spend a week with across the Hospice, hospital and community. Adam has been part of a team developing the clinical experience, teaching and online resources for these attachments. He has also teaches at Lincoln Medical School.



Dr Carina Bristow
BMedSci, BMBS, MRCP(UK)
Specialty Doctor Palliative
& End of Life Care

Carina is a Specialty Doctor in the St Barnabas Hospice team. She joined St Barnabas officially in January 2017 after having started Palliative Care Specialist Training in 2012 and being placed there on rotation as a Specialist Registrar in 2016. She is passionate about the difference St Barnabas makes to patients and their families in palliative care and this passion and expertise led her to be involved in developing the palliative care curriculum for Lincoln Medical School. St Barnabas has Lincoln medical students attend for a week to experience the care provided in all of the various settings that our staff members cover. Carina plays a key part in developing their communication skills and palliative care knowledge to allow them to be compassionate foundation doctors. She is also involved in supporting nursing colleagues as they progress through Non-Medical Prescribing and Advanced Clinical Practice qualifications. As part of her ward role working with new GP trainees and nursing staff, Carina has developed educational resources for new clinical staff members within the Hospice and other organisations.

Meet the Team



Majella Wright
BSc (Hons), MSc, RGN

Nurse Consultant Advanced
Clinical Practitioner

Majella's career in hospice, palliative care, and cancer care goes back over thirty years. She finished her Registered General Nurse training in Ireland in 1992, and in 1996, completed a BSc in Cancer Nursing at the Royal Marsden Hospital.

Her role as a Clinical Nurse Specialist in lung cancer led her to work with the Institute of Cancer Research where she was part of a trial comparing nurse-led follow-up and medical follow-up in patients with a diagnosis of lung cancer.

Following this, Majella worked as a community and hospital Macmillan Nurse in palliative care in North Yorkshire, and this gave her a valuable grounding in understanding what matters to patients and their families at this critical time in their lives. It inspired her to develop an education programme to support a secondment for other members of the Multidisciplinary Team (MDT) to learn more about the value of MDT working and supporting patients with a life-limiting diagnosis.

Following successful completion of her master's Programme in Advanced Clinical Practice, Majella was recruited to the senior leadership role of Nurse Consultant for St Barnabas. In addition to working at a strategic level, Majella works and supports teams that exhibit care and compassion as a starting position and is passionate about passing on her experiences, so others will learn and go forward making a difference to the people they encounter in life and at work.



Jake Bontoft
MSc, BSc, BA, RGN, ACP

Advanced Clinical
Practitioner and
Research Nurse

Jake is an Advanced Clinical Practitioner (ACP) in palliative care based at the Inpatient Unit in Lincoln. He is also Research Nurse for the Trust and is responsible for increasing the Hospice's research activity.

Jake first graduated from Northumbria University in Newcastle in Three-Dimensional Design before a career change to nursing. He has worked, volunteered and travelled to over 60 countries around the world and 40 states in America. Jake is a critical thinker, who has a passion for exploring differing ideas and ways of living in this world.

In 2015 Jake graduated from the University of Lincoln in Adult Nursing. On qualifying, he worked in neurological rehabilitation, before securing a role in his desired speciality of palliative care. Jake has developed within the organisation from a student nurse, healthcare support worker, staff nurse - to his current roles. His evolution within the organisation has led to being an established and respected member of the team.

Jake is very passionate about palliative care. He has diverse interests in clinical leadership, patient and family experience, symptom management, evidence-based practice, and innovation.

Through leadership, Jake endeavours to develop his skills and those around him to achieve the best for those under our care.



Julie Seddon
MSc, RGN

Practice
Placement Lead

Julie started her nursing career at the Lincoln School of Nursing in 1983, progressing from Staff Nurse, Senior Sister to Matron in General Surgery, Urology and head and neck services focusing on a leadership and management role.

In 2008, she moved to Health Education England, as Workforce Planning and Development Manager later moving on to the role of Workforce Transformation Manager. This involved project management, workforce and service transformation and education and training developments, across the Lincolnshire Healthcare System. Julie also attained an MSc for Leadership in Health and Social Care at University of Northampton.

Moving to a role at the University of Lincoln, Julie held responsibility for procurement of postgraduate education and training contracts.

In August 2019, she joined St Barnabas Hospice, co-ordinating University of Lincoln medical students, securing robust practice placement areas and learning opportunities. Julie was also involved in the delivery of the Trust's education and learning agenda, predominantly in supporting post graduate course procurement, Advanced Clinical Practice, and the apprenticeship agenda. She also participated in the delivery of the annual Trust flu vaccination campaign and became a Freedom to Speak Up champion.

For the last 2 years, Julie has been Practice Placement Lead for St Barnabas, developing and growing the services for student practice placement, work experience and insight / taster days, both internally and externally.



Lisa Phillips
MSc HRM, BSc (Hons)

CIPD Associate

Working in a number of not for profit and charity organisations, Lisa joined St Barnabas Hospice in June 2015 as People Support and HR Manager, before moving into her role as Director of People and Education in October 2022. Alongside being a member of the Executive Team and Board, her role responsibilities include leadership of the HR, Volunteering, and Education departments.

Lisa plays a key role in shaping the strategic direction and delivery of the St Barnabas education offer. Working closely with the Head of Education, together they have developed this prospectus ensuring it reflects both organisational priorities as well as wider healthcare and sector requirements.

Holding an MSc in Human Resources Management and a Leader as Coach qualification, Lisa specialises in the design of leadership and management development, HR focused learning initiatives, and equality, diversity and inclusion training - spanning all levels, including the delivery of engaging Board Development sessions to senior leaders and Trustees. With a strong background in people development and organisational culture, Lisa brings a strategic lens to ensuring learning opportunities are impactful, relevant, and aligned with workforce and organisational needs.

Meet the Team



Mandy Smith

CIPD Associate

Mandy began her HR career over 15 years ago, joining St Barnabas Hospice in 2009. Over the years, she has developed extensive experience across all areas of people management, employee relations, wellbeing and organisational development. As an Associate Member of the CIPD, Mandy has built a strong foundation in HR best practice, supported by a sound and up to date understanding of UK employment law.

Her work has consistently centred on supporting colleagues, enabling positive working cultures and ensuring fair, thoughtful and people focused HR processes. Throughout her time at St Barnabas Hospice, Mandy has played a key role in shaping the employee experience, with a particular passion for communication, engagement, and supporting teams through change.

Mandy helps to deliver our Leadership and Management courses and contributes significantly to wider HR learning initiatives across the Trust. She believes deeply in kindness, fairness, and creating workplaces where people feel valued, respected, and able to thrive.



Mandy Irons

With a background spanning acute and community NHS settings, Mandy is an experienced educationalist specialising in leadership and management development. She has designed and delivered a wide range of programmes to support leaders at all levels and previously held the role of Centre Manager for the Institute of Leadership and Management, overseeing the delivery of accredited leadership and management qualifications.

Mandy's work in organisational development has focused on enhancing team performance through coaching and tailored learning interventions, including communication programmes and conflict management. Alongside this, she is an accredited psychotherapist, specialising in relationships and complex trauma. She is also a clinical supervisor supporting reflective practice and professional growth.

In her current role as Head of Wellbeing, Mandy is passionate about supporting the spiritual, psychological, family and financial wellbeing of patients, staff and volunteers. She holds a strong belief that investing in people as professionals is essential to delivering excellence in healthcare, and continuous learning and development are central to both personal fulfilment and professional excellence. Mandy provides specialist input and co-delivers many of our educational courses.



Stephanie Armstrong
MSc, RGN

BSc (Hons), RGN

Steph began her nursing journey at Bournemouth University in 1999, qualifying in 2002 with a BSc (Hons) Degree in Adult Nursing. During her training placements at Poole Hospital NHS Foundation Trust, home to The Dorset Cancer Centre, she discovered a real passion for oncology and palliative care. A placement at Forest Holme Hospice during her first year particularly inspired her and confirmed her desire to support patients and families through palliative and end of life care.

Following qualification, Steph worked in acute elderly medical care before moving into critical care, gaining experience in both HDU and ITU settings at Poole Hospital and later at Luton and Dunstable NHS Foundation Trust. Caring for patients with complex needs further strengthened her clinical knowledge and compassionate approach to nursing. During this time, she also completed additional studies in Acute Care Anatomy and Physiology and Acute Care in Context at the University of Hertfordshire.

Following a short break travelling parts of Australia and New Zealand with her now husband, Steph returned determined to follow her original passion for palliative care. In 2008, she joined the Pasque/Keech Inpatient Hospice in Luton, where she cared for and supported patients and families through symptom management and compassionate end of life care.

After relocating to Lincolnshire, Steph continued her palliative care career with St Barnabas Hospice as part of the Hospice at Home community nursing team, supporting patients across Louth and the surrounding areas. More recently, she spent time working with the community nursing team in Mablethorpe, further developing and strengthening her clinical skills.

Steph has now rejoined St Barnabas as a Clinical Educator sharing her experience, knowledge, and enthusiasm for palliative and end of life care with others. She feels privileged to support and inspire fellow healthcare professionals while continuing to champion compassionate, person centred care.

Practice Placements

As part of our developing Education department and available resources to educate young professionals, we are celebrating our work with local medical and undergraduate health professional students in our ongoing partnership with Lincoln Medical School, The University of Lincoln and other Higher Education Institutes. We also offer a range of work experience opportunities and insight days.

Every year, each student is provided with a placement at St Barnabas, sitting in varying departments across the Organisation. This forms part of the student's studies to qualify as practising doctors, nurses and allied health professionals.

We work to give students a fantastic placement experience. We have a designated Practice Placement Lead and multiple members of staff who coordinate students and ensure their placement experience runs smoothly and is something really special. All clinical staff at St Barnabas undertake practice supervisor education. This is regularly updated by both the University of Lincoln and St Barnabas to ensure Hospice staff have the skills to educate and support the students.

Harriet Francis, a medicine student at Lincoln Medical School, detailed her placement role:

"Our work here at St Barnabas has involved ward rounds, advance care planning, admissions, discharges and seeing the work they do within the hospital for palliative care".

Zainah Sindhoo, a medicine student at Lincoln Medical School, said:

"The part I enjoyed the most about working at St Barnabas is the community and environment that the charity creates, which is very supportive and uplifting."

"Seeing how everyone works in a team and works with patients is something I really enjoyed, alongside being a part of the spirit that St Barnabas brings to the care they provide."



“

What really surprised me was that St Barnabas literally pull up a chair on their ward rounds. It's so **personal**, and that's a really nice thing to be a part of.

Harriet

“

I really enjoyed seeing the spirit that St Barnabas brings, the sense of **community** and the supportive, uplifting environment.

Zainah



“

St Barnabas taught me the importance of Advance Care Planning, and having **conversations** early so patients and families know what to expect.

Joe





Roleplay & Simulation

We are proud to work in partnership with highly experienced patient actors. This allows us to embed realistic simulation into our education, replicating real life scenarios. Additionally, we have in house expertise that enables us to create realistic scenarios using moulage to increase engagement and learning in scenarios through realism.

Special Effects Make Up

We can provide special effects makeup that bring the wow factor for educational simulation sessions, corporate events, battle re-enactments, Halloween events and parties. Led by our Head of Education, an expert in special effects makeup and wound moulage, these interactive sessions provide a unique experience. We are proud to have worked in this capacity for local Scout groups, Lincoln Camera Club and Gelder Construction.

Whilst there is no fixed cost for participation, we kindly request a donation to St Barnabas Hospice to support our services. For more information or to book a session, please contact education@stbarnabashospice.co.uk.



CPD CERTIFIED

The CPD Certification Service

All our courses are certified by the CPD Certification Service.



We are delighted to be able to offer a range of courses held at the following St Barnabas venues:



LINCOLN

Hawthorn Road
LN2 4QX



GRANTHAM

86 Barrowby Road
NG31 8AF



LOUTH

Grimsby Road
LN11 0SX



BOSTON

Novak House
Endeavour Park
PE21 7TT

We offer a range of courses both clinical and non-clinical in Health and Social Care subjects and Palliative and End of Life Care. We also offer bespoke programmes of education and are able to deliver at either one of the St Barnabas venues or at a venue of our clients' choice.

To enquire about a course or discuss bespoke design and delivery, please contact the Education Team on Education@stbarnabashospice.uk

We are proud to have delivered education to:



Follow us on LinkedIn | [St Barnabas Education](#)

Testimonials

This was THE best training session I have done since joining healthcare. Fantastic!

I thought today's training was amazing! There's no better way of learning than making it fun and enjoyable. Sarah did just that!

The most interactive session yet that kept me engaged and really made me think about palliation. The case studies were very useful to apply myself to and think about my own cases I have experienced

Excellent delivery, informative and engaging

Very informative and lovely. Good teaching skills

I liked the interactive learning, the tutors were great. It was great hearing the case studies both positive outcomes and ones that could be improved!

OUR COURSES



ADVANCE CARE PLANNING & RESPECT

COURSE OVERVIEW

This highly interactive course provides participants with a confident and practical understanding of Advance Care Planning (ACP) and the ReSPECT process. Using real-world scenarios, case studies, and small-group activities, learners explore what matters most to people approaching the end of life and how to translate those priorities into clear, meaningful plans. The course demystifies clinical, ethical, and legal considerations around decision-making and equips attendees with the communication skills required to initiate, develop, and document high-quality ACP conversations. Participants will practise completing ReSPECT forms using simulated scenarios to consolidate learning.



THIS COURSE IS FOR:

Ideal for all health and social care professionals involved in caring for people with complex needs, long-term conditions, or life-limiting illness. Suitable for nurses, AHPs, GPs, paramedics, HCAs, and anyone who supports individuals in discussing and planning future care.



DELIVERY METHOD

Face-to-face teaching with optional pre-reading via Padlet.



DURATION

0915–1515



COURSE CAPACITY & COST

20 places



Organisational cost for booking full day with maximum number participants – £1450

OR

£100 per person

INDICATIVE CONTENT

- Principles, purpose, and legal context of Advance Care Planning
- Exploring patient values, priorities, and preferences
- When and how to start ACP conversations
- Communication skills for sensitive discussions, including wording to avoid and alternatives
- Completing the ReSPECT form: structure, sections, and common errors
- Ethical and legal frameworks underpinning decision-making (capacity, best interests, refusal of treatment)
- Working with families, carers, and multidisciplinary colleagues
- Using ACP and ReSPECT to guide care in practice
- Documentation quality standards and practical examples of good practice
- Case-based practice: completing sample ReSPECT forms using simulated scenarios

ADVANCED COMMUNICATION IN PALLIATIVE & END OF LIFE CARE

COURSE OVERVIEW

This course encourages staff to reflect upon and further develop their own communication skills. The course includes simulation and role play with experienced actors providing delegates with the opportunity to hone practical, core communication skills including critical reflection and feedback.

THIS COURSE IS FOR:

Both clinical and non-clinical staff who have contact with patients and families dealing with palliative and end of life care challenges.



DELIVERY METHOD

Face-to-face



DURATION

0900–1600



COURSE CAPACITY & COST

16 places



Organisational cost for booking full day with maximum number participants – £1425

OR

£150 per person

INDICATIVE CONTENT

- Key theories and models of communication relevant to palliative and end-of-life care, including their application in emotionally charged or ethically complex situations
- The use of evidence-based frameworks (SPIKES, NURSE, RED-MAP, HURIER, and Serious Illness Conversation Guide) to structure compassionate and effective communication
- Reflection on personal communication style, emotional triggers, and professional boundaries when engaging with dying patients and distressed families
- Responding sensitively to existential and spiritual questions using empathy, silence, and presence to support meaning-making and dignity
- Application of strategies for managing difficult conversations within multidisciplinary teams, recognising the impact of culture, hierarchy, and psychological safety on communication
- Evaluation of how effective communication contributes to patient-centred decision-making, quality of life, and coordination of care at the end of life
- Development of personal strategies for resilience, self-awareness, and emotional wellbeing to sustain compassionate communication in practice

ADVANCED COMMUNICATION IN PALLIATIVE & END OF LIFE CARE ONLINE

COURSE OVERVIEW

This interactive course is designed to hone the core communication skills vital in Palliative and End of Life Care. It uses a variety of learning activities to suit all learning styles and promotes reflection and critical thinking using problem based learning.

THIS COURSE IS FOR:

Suitable for staff working with people who are palliative and/or end of life, and their families. The course is online and is delivered over two, four hour sessions.



DELIVERY METHOD
Online



DURATION
Session 1: 4 Hours
Session 2: 4 Hours



COURSE CAPACITY & COST
16 places



Organisational cost for booking full day with maximum number participants – £1200
OR
£120 per person

INDICATIVE CONTENT

- The difference between palliative and end of life care
- Current practice relating to palliative and end of life care needs
- The benefits of collaborative working
- Services available to support palliative and end of life care, and how to refer
- Palliative conditions
- Recognition when individuals are approaching end of life
- Tools aimed to support recognition of palliative and end of life care
- Frailty and recognition of signs and symptoms as a palliative condition
- Comorbidities
- Communication techniques aimed to support difficult conversations relating to palliative and end of life care
- Challenges and risks associated with CPR at end of life
- Common treatments recommended at end of life and common side effects
- The benefits of anticipatory prescribing at end of life

AN INTRODUCTION TO PALLIATIVE & END OF LIFE CARE FOR HEALTH PROFESSIONALS

COURSE OVERVIEW

This course aims to provide an introduction to and overview of palliative and end of life care. It considers the complex nature of palliative and end of life patients and explores some of both the clinical and non-clinical considerations.

THIS COURSE IS FOR:

Health professionals and carers working in a clinical role who have contact with patients and families dealing with palliative and end of life care challenges.



DELIVERY METHOD
Face-to-face



DURATION
0900–1600



COURSE CAPACITY & COST
20 places



Organisational cost for booking full day with maximum number participants – £1425
OR
£150 per person

INDICATIVE CONTENT

- What is palliative and end of life care?
- Recognition of palliative needs and current thinking
- Identification of palliative care and the Gold Standard Framework (GSF)
- Using the Supportive Palliative Care Indicator Tool (SPICT) and how it helps in the referral process
- The role of the GP
- Acute deterioration and red flags
- Palliative care emergencies
- Symptom management
- Anticipatory prescribing and the gold sheet system
- Medications in palliative care
- Sub cutaneous administration of medications
- Confusion and delirium
- Expected signs and symptoms in palliative care
- The ReSPECT form
- Services available, referrals and useful contacts
- Communication in palliative and end of life care
- The importance of family and carer involvement
- Autonomy and end of life choices
- Welfare – be kind to yourself

AN OVERVIEW OF PALLIATIVE & END OF LIFE CARE ONLINE

COURSE OVERVIEW

This course aims to provide a general overview of palliative and end of life care. Delivered in two bite-sized, interactive online sessions, this is ideal for those who are not able to attend face-to-face sessions.

THIS COURSE IS FOR:

Both clinical and non-clinical staff who have contact with patients and families dealing with palliative and end of life care challenges.



 **DELIVERY METHOD**
Online

 **DURATION**
2 x 4-hour sessions

 **COURSE CAPACITY & COST**
20 places

 Organisational cost for booking full day with maximum number participants – £760
OR
£120 per person

INDICATIVE CONTENT

- Introduction to palliative and end of life care.
- Recognition of deterioration
- Managing frailty and comorbidity at end of life
- Palliative resources within Lincolnshire
- Fast Track Funding
- Communication in palliative and end of life care
- Difficult conversations
- Advance Care Planning and ReSPECT
- Symptom management
- Palliative care emergencies

BLOOD TEST INTERPRETATION

COURSE OVERVIEW

This course takes a fun, interactive and activity-based approach to a traditionally theoretical subject. Using this unique approach, learners are equipped with the knowledge, skills and confidence to interpret blood results and make management decisions, including decisions on where and when to refer. Learners will identify and differentiate between time critical blood test abnormalities that require emergency referral versus those that are appropriate for referral in a less urgent time frame to other available departments and relate blood test results with clinical significance and presentation.

THIS COURSE IS FOR:

Registered health professionals whose role demands knowledge of blood test results including interpretation, clinical decision making and appropriate management or referral pathways.

 **DELIVERY METHOD**
Face-to-face

 **DURATION**
2 days:
Day 1: 0900-1600
Day 2: 0900-1500

 **COURSE CAPACITY & COST**
20 places

 Organisational cost for booking full day with maximum number participants – £3500
OR
£250 per person

INDICATIVE CONTENT

- Physiological roles of the major blood components and the process of haemopoiesis.
- Common preanalytical and sample related factors that can affect blood test reliability and interpretation.

- Full blood count (FBC) parameters including:
 - Haemoglobin (Hb)
 - Red cell count (RCC)
 - Haematocrit (Hct)
 - MCV
 - MCH/MCHC
 - RDW
 - Reticulocytes
 - White blood cells and platelets
- Differentiation between microcytic, normocytic and macrocytic anaemias using red cell indices, blood film findings and haematinic results.
- Identification and interpretation of common haematological conditions including:
 - Iron deficiency anaemia
 - Megaloblastic anaemia
 - Vitamin B12 and folate deficiency
 - Anaemia of chronic disease
 - Polycythaemia
 - Haemochromatosis
- Relation of blood test abnormalities to underlying physiology, pathophysiology and patient presentation.
- Interpretation of inflammatory and coagulation markers including ESR, CRP, D-dimer, INR and coagulation screens within clinical context.
- Structured approach to interpreting U&Es, osmolality and renal function tests.
- Recognition of AKI, CKD and electrolyte abnormalities.
- Recognition and interpretation of common abnormalities in liver profiles, pancreatic enzymes and glucose testing.
- Systematic step by step interpretation of Arterial Blood Gases (ABGs).
- Acid-base disturbances and respiratory failure.
- Respiratory and renal compensation mechanisms in acid-base disorders.
- Endocrine blood tests, hormone axes and negative feedback mechanisms.
- Therapeutic drug monitoring, toxicology testing and the interpretation of common drug levels.
- Blood test abnormalities requiring emergency escalation and those appropriate for routine or planned referral pathways.
- Integration of patient history, medications, examination findings and risk factors with blood test results to support safe clinical decision making.
- Demonstration of collaborative clinical reasoning and justification of interpretation and management decisions through case based discussions and group activities.
- Reflection on personal confidence identifying strategies and resources to support ongoing development in blood test interpretation.

BREAKING BAD NEWS IN PALLIATIVE & END OF LIFE CARE

COURSE OVERVIEW

This highly interactive course builds confidence, competence, and emotional intelligence in delivering difficult news within palliative and end of life care. Through simulated scenarios, reflective practice, and structured communication frameworks, participants learn how to approach complex, sensitive conversations with clarity, compassion, and professionalism. The course explores the emotional impact of breaking bad news to patients, families, and staff, and equips attendees with practical tools to manage these conversations while maintaining psychological safety. Learners will practise real-world communication techniques, receive structured feedback, and apply advanced skills within immersive case-based activities.

THIS COURSE IS FOR:

Ideal for all health and social care professionals who engage in conversations about deterioration, treatment changes, or end of life decisions. Suitable for nurses, AHPs, doctors, paramedics, HCAs, social care staff, and anyone involved in supporting individuals and families through distressing or life changing news.



DELIVERY METHOD

Face-to-face teaching with simulation, case-based learning, and optional pre-reading via Padlet.



DURATION
0900–1600



COURSE CAPACITY & COST
16 places



Organisational cost for booking full day with maximum number participants – £1450
OR
£150 per person



INDICATIVE CONTENT

- Understanding the emotional, ethical, and clinical dimensions of breaking bad news
- Emotional intelligence in practice - self-awareness, empathy, and managing personal triggers
- Communication frameworks (SPIKES, BREAKS, NURSE, Ask–Tell–Ask)
- Preparing for difficult conversations: environment, team roles, clarity of purpose
- Language to use and language to avoid
- Supporting patients and families through shock, anger, denial, and anticipatory grief
- Managing conflict, unrealistic expectations, and family disagreement
- Communicating uncertainty and transitions from active treatment to end-of-life care
- Working within multidisciplinary teams to ensure consistent messaging
- Simulation-based practice: delivering difficult news using facilitated scenarios
- Reflective debriefing: developing personal resilience and communication confidence

CLINICAL OBSERVATIONS FOR HEALTHCARE SUPPORT WORKERS

COURSE OVERVIEW

This course is designed to upskill or reskill Healthcare Support Workers in the acquisition of clinical observations.

THIS COURSE IS FOR:

Healthcare Support Workers working in both NHS and independent sectors.



DELIVERY METHOD
Face-to-face



DURATION
0900–1600



COURSE CAPACITY & COST
12 places



Organisational cost for booking full day with maximum number participants – £1090
OR
£150 per person

INDICATIVE CONTENT

Clinical observations:

- What are they and when should they be taken?
- Underpinning physiology.
- Recognition of normal versus abnormal and when to escalate.

Theory and practical skills:

- Patient appearance
- Pulse and respiratory rate
- Peak Expiratory Flow Rate (PEFR)
- Pulse oximetry
- Temperature
- Blood glucose monitoring
- Manual blood pressure

CONFLICT RESOLUTION

COURSE OVERVIEW

This Conflict Resolution training aims to equip employees with an understanding of the typical causes of conflict. Delivered in a fun and interactive way, it offers practical advice and strategies to achieve positive outcomes from challenging situations.

THIS COURSE IS FOR:

Employers, employees, managers and anyone working with others as part of their role. This course is suitable for both clinical and non-clinical roles.



DELIVERY METHOD
Face to face



DURATION
0930–1545



COURSE CAPACITY & COST
20 places



Organisational cost for booking full day with maximum number participants – £1300
OR
£90 per person

INDICATIVE CONTENT

- The underlying cause of conflict in both personal and professional settings
- Effective de-escalation techniques to manage and resolve aggressive or heated situations calmly and professionally
- Conflict resolution styles and reflection on personal and professional growth in managing conflict
- Application of emotional theory to personal experiences
- How emotions interact with each other in conflict situations
- Understanding emotional responses
- Communication models to help facilitate conflict resolution and mediation

DIABETES AT END OF LIFE

COURSE OVERVIEW

This course provides a refresher on the physiology of blood glucose control in the human body. It explores the pathophysiology of different types of diabetes and equips delegates with the knowledge and skills to manage diabetes at end of life including diabetic emergencies. It considers the use of blood glucose monitoring in Palliative and End of Life Care and includes practical skills in the use of a glucometer.

THIS COURSE IS FOR:

Health professionals caring for diabetic patients at end of life.



DELIVERY METHOD
Face-to-face



DURATION
0900–1500



COURSE CAPACITY & COST
20 places



Organisational cost for booking full day with maximum number participants – £1700
OR
£100 per person

INDICATIVE CONTENT

- The physiology of normal blood glucose control in the human body
- The pathophysiology of diabetes
- Complications of diabetes
- Best practice management of diabetes in Palliative and End of Life Care
- Diabetic emergencies in Palliative and End of Life Care
- Blood glucose monitoring – practical skills

DYING TO COMMUNICATE

COURSE OVERVIEW

This two-day workshop encourages participants to reflect on the importance of good communication in the support of patients and their families when having challenging conversations around Palliative and End of Life Care. It allows delegates to practice those skills in a safe environment with knowledgeable actors and learn to identify stressors prevalent at work to facilitate and broaden coping strategies. Experienced actors allow for simulation and role play.

THIS COURSE IS FOR:

Both clinical and non-clinical staff. This course is useful for anyone who has contact with someone with a life-limiting illness or who is involved in supporting anyone who may be affected. A good example would be HR staff who may be supporting members of their organisation.



DELIVERY METHOD
Face-to-face, Online or blended model



DURATION
2 days 0930–1600



COURSE CAPACITY & COST
8 places



Organisational cost for booking full day with maximum number participants – £2500
OR
£350 per person



INDICATIVE CONTENT

- Theory of communication in complex situations
- The importance of good communication skills
- Answering difficult questions
- The SOLER method
- Breaking bad news
- The Cambridge-Calgary Observation guide
- Silence
- Self-awareness
- Distancing and blocking strategies
- De-escalation
- Managing collusion
- Life-reviewing
- Honesty
- Experiential learning, scenario work with actors and facilitators in a safe environment
- Reflection, reflective practice skills and increased self-awareness
- Encouraging individuals to explore their feelings
- Professional responsibilities and cultural issues

ECG MASTERCLASS

COURSE OVERVIEW

This course covers cardiac electrophysiology and its relationship to the ECG. It teaches a systematic approach to ECG interpretation and considers a variety of cardiac arrhythmias.

THIS COURSE IS FOR:

Health professionals working in all settings.



DELIVERY METHOD
Face-to-face



DURATION
0900–1500



COURSE CAPACITY & COST
20 places



Organisational cost for booking full day with maximum number participants – £1700
OR
£100 per person



INDICATIVE CONTENT

- Cardiac histology
- The electrical conduction system of the heart
- Cardiac polarisation, depolarisation and repolarisation and the cardiac cycle
- The cardiac axis, vectors, and axial deviation
- The normal ECG and the PQRST complex
- The 3 and 12 lead ECG
- ECG preparation and lead placement
- Cardiac arrest arrhythmias
- The ECG in acute myocardial infarction
- The stepwise approach to ECG interpretation
- Identification of common ECG arrhythmias and clinical presentations

EMERGENCY FIRST AID AT WORK

COURSE OVERVIEW

This course is the second in the four-layer framework for first aid provision as set down by the Health and Safety Executive. The course is delivered by a Health and Care Professions Council Registered Paramedic who holds a master's degree in education and who has years of experience teaching student paramedics. It is unique in that it involves high fidelity simulation making this an interactive learning experience for participants who will manage a range of realistic first aid emergencies.

THIS COURSE IS FOR:

Individuals wishing to gain basic first aid skills or organisations with 25-50 employees who require trained first aiders in order to comply with Health and Safety legislation.



DELIVERY METHOD
Face-to-face



DURATION
0900-1600



COURSE CAPACITY & COST
12 places



Organisational cost for booking full day with maximum number participants – £1000
OR
£100 per person



INDICATIVE CONTENT

- The role of the first aider
- Preventing cross infection
- Recording incidents and actions
- The first aid kit and equipment
- Scene safety
- The primary survey and identification of threats to life
- The unconscious casualty and the recovery position
- Basic Life Support (BLS) and use of the Automated External Defibrillator (AED)

Identification and management of:

- Choking
- Seizures
- Wounds and bleeding
- Shock
- Burns
- Sprains, strains and fractures

Management of minor injuries including splinter removal

EPILEPSY AWARENESS & BUCCAL MIDAZOLAM ADMINISTRATION

COURSE OVERVIEW

This course provides an overview of epilepsy and equips participants with the knowledge, skills and confidence to manage seizures including the administration of buccal midazolam. The course is mapped to the Epilepsy Nurses Association best practice guidelines for training professional carers in the administration of Buccal (Oromucosal) Midazolam for the treatment of prolonged and / or clusters of epileptic seizures in the community. Additionally it equips participants with the knowledge and skills around airway management and assisted ventilation using a bag-valve-mask.

THIS COURSE IS FOR:

Care staff and/or nurses who care for patients with epilepsy and where it is likely their responsibilities may include the administration of buccal midazolam.



DELIVERY METHOD
Face to face



DURATION
0900-1500



COURSE CAPACITY & COST
20 places



Organisational cost for booking full day with maximum number participants – £1700
OR
£100 per person



INDICATIVE CONTENT

- Pathophysiology of epilepsy
- Causes of non-epileptic seizures
- Types of seizures
- Psychogenic Non-Epileptic Seizures (PNES)
- Status Epilepticus and First Aid management of seizures
- Psychosocial issues in epilepsy
- Epilepsy treatments, emergency and individual care plans
- Sudden Unexpected Death in Epilepsy (SUDEP)
- Legalities of medicines
- Pharmacokinetics and pharmacodynamics of buccal midazolam.
- Pharmacological considerations of buccal midazolam
- Safety in medication administration
- Duty of Care
- Airway management – theory and practical
- Bag-valve-mask ventilation – practical
- Buccal midazolam administration – practical

EQUALITY, DIVERSITY & INCLUSION

COURSE OVERVIEW

This is an interactive and thought provoking course which encourages those attending to think more deeply about equality, diversity and inclusion.

THIS COURSE IS FOR:

Anyone who wishes to learn about equality, diversity and inclusion including managers who want to embed the principles of the training within their organisations.



DELIVERY METHOD
Face-to-face



DURATION
4 hours



COURSE CAPACITY & COST
12 places



Organisational cost for booking full day with maximum number participants – £600
OR £60 per person

INDICATIVE CONTENT

- Inequality, discrimination and legislation
- What do protected characteristics mean for employers?
- Inequality, equality, equity and injustice
- Discrimination
- Sexual harassment in the workplace
- Power and privilege
- The Equality Act 2010
- Bias
- ED&I in the future

IMMUNISATION FOR NON-REGISTERED STAFF

COURSE OVERVIEW

Written to the National Minimum Standards and Core Curriculum for Immunisation Training of Healthcare Support Workers (HCSW), this course is designed to train HCSWs to administer vaccines to adults

THIS COURSE IS FOR:

It is recommended that only HCSWs who have achieved education and training to Level Three of the Qualifications and Credit Framework (QCF)4 or equivalent in England and Wales with at least 2 years' experience as a HCSW should be considered for training in vaccine administration. HCSWs working at this level are likely to be at Level Three or above of the NHS Career Framework or the NHS Wales Skills and Career Development Framework for Clinical Healthcare Support Workers.



DELIVERY METHOD
Blended model



DURATION
2 days:
Day 1 e-learning
Day 2 face-to-face



COURSE CAPACITY & COST
20 places



Organisational cost for booking full day with maximum number participants – £1700
OR
£100 per person

INDICATIVE CONTENT

Day 1 – E-learning

- National Immunisation Policy and programmes
- Immunology and types of vaccine:
 - Introduction
 - Influenza
 - Meningococcal
 - Pneumococcal
- Communicating with patients, parents and carers
- Legal aspects
- Vaccine storage
- Vaccine administration
- Local PSD for all named drugs

Day 2 – Face-to-face

- Assessment of prior learning
- Allergic reactions and anaphylaxis
- Hierarchy of symptom severity
- Vaccine composition, indications and contraindications
- Storage, handling, documentation, record keeping and reporting
- Vitamin B12
- Basic Life Support
- Practical vaccination skills

IMMUNISATION & VACCINATION FOR REGISTERED HEALTH PROFESSIONALS

COURSE OVERVIEW

Written to the UK Health Security Agency (UKHSA) National Minimum Standards and Core Curriculum for Immunisation Training (2025) and PHE/RCN guidance this interactive and engaging course covers all things vaccination and immunisation. With prior notice from clients, the course can be tailored to specific vaccines. Using a variety of learning methods such as games, case studies and practical elements, this course is ideal of new and experienced vaccinators alike.

THIS COURSE IS FOR:

Registered Health Professionals who undertake vaccination as part of their role.

 **DELIVERY METHOD**
Day 1 – e-learning
Day 2 – face-to-face

 **DURATION**
2 days

 **COURSE CAPACITY & COST**
20 places

 Organisational cost for booking full day with maximum number participants – £1400
OR
£100 per person

INDICATIVE CONTENT

Day 1 – E-learning

- Completion of relevant e-lfh vaccination and immunisation modules

Day 2 – Face-to-face

- The principles of immunisation and the immune response, including how different vaccines elicit protection through innate and adaptive mechanisms
- How vaccine-preventable diseases impact public and individual health, disease epidemiology and the rationale for their prevention strategies
- Interpretation and application of the most current guidance from the Green Book and UKHSA on vaccine use, scheduling, contraindications, and post-exposure prophylaxis
- Assessment of patients’ vaccination needs accurately within the urgent treatment context, including those with incomplete histories, complex conditions, or exposure risks.Communicating uncertainty and transitions from active treatment to end-of-life care
- Clinical reasoning behind advising on or administering vaccines under Patient Group Directions (PGDs), Patient Specific Directions (PSDs), National Protocols and Written Instructions including organisational policy in ensuring safe, accountable vaccine delivery.Simulation-based practice: delivering difficult news using facilitated scenarios
- Vaccine handling, administration sites, and technique, ensuring participants can demonstrate awareness of best practice
- Key immunisation principles (storage, consent, contraindications, anaphylaxis, record keeping)
- Identification and management of potential adverse reactions and anaphylaxis using evidence-based protocols and local emergency procedures
- Professional, legal, and ethical frameworks governing immunisation practice, including informed consent, documentation, cold chain management, and adverse event reporting
- National standards for vaccine storage, handling, and record-keeping in line with UKHSA and NHS England guidance.
- Effective communication strategies to address vaccine hesitancy, misconceptions, and cultural concerns in diverse patient groups
- Professional practice and identification of areas for improvement in patient communication, education, and advocacy
- Professional competence in vaccine administration, documentation, and aftercare through observation and competency assessment
- The challenges of delivering immunisation in urgent care environments and identify strategies to maintain safety and consistency across the multidisciplinary team
- The importance of currency of practice (e.g. UKHSA Vaccine Update, Green Book revisions)
- Adult, child and infant basic life support

IMMUNISATION & VACCINATION UPDATE TRAINING

COURSE OVERVIEW

Written to the National Minimum Standards and Core Curriculum for Immunisation Training of Healthcare Support Workers (HCSW), this course is designed to act as an update for HCSWs who are already trained to administer vaccines to adults. This update is also suitable for registered health professionals requiring an update in this area.

THIS COURSE IS FOR:

Health Care Support Workers and registered health professionals who are already trained in immunisation.

 **DELIVERY METHOD**
Face-to-face

 **DURATION**
0915–1430

 **COURSE CAPACITY & COST**
20 places

 Organisational cost for booking full day with maximum number participants – £550
OR
£65 per person

INDICATIVE CONTENT

In line with National Minimum Standards and Core Curriculum for Immunisation Training of Healthcare Support Workers (2015)

- Current best practice - influenza, shingles, pneumococcal and vitamin B12
- Reasons for vaccination and the body’s immune response
- Communication skills to support individuals to make informed decisions about vaccination
- Recognition and management of anaphylaxis and basic life support
- Management of adverse reactions
- How and where to request specialist advice if required
- Vaccine storage and administration



INTERPROFESSIONAL & COLLABORATIVE PRACTICE

COURSE OVERVIEW

This course helps those working in health and social care develop the skills, attitudes and behaviours to function effectively working as part of an interprofessional team, putting the patient at the centre of everything they do.

THIS COURSE IS FOR:

Both registered and non-registered staff working in health and care settings.



DELIVERY METHOD

Face-to-face



DURATION

0900–1500



COURSE CAPACITY & COST

20 places



Organisational cost for booking full day with maximum number participants – £1300

OR

£100 per person

INDICATIVE CONTENT

- Definition of interprofessional and collaborative practice (IPCP) and their differences
- The importance of IPCP and necessary enablers
- The importance of interprofessional education
- Professional and unprofessional behaviours, professions, professionals and professionalism
- The patient journey - role appreciation and understanding
- Serious case reviews – poor IPCP and what could have been done differently
- Your practice - what is done well and positive changes to help improve outcomes

INTRODUCTION TO MEDICAL TERMINOLOGY

COURSE OVERVIEW

This is a fun, informative and interactive course that demystifies medical terminology. Using games and activities, it guides delegates through the process of interpreting medical terminology using a structured approach, beginning with how medical words are constructed. Abbreviations, acronyms, speciality, body system, disease and prescribing specific terms are also explored. The course also considers ways in which to best learn this subject and how to use useful resources.

THIS COURSE IS FOR:

Clinical, non-clinical and administrative staff whose role involves the interpretation of medical terminology.



DELIVERY METHOD

Face-to-face



DURATION

0900–1530



COURSE CAPACITY & COST

20 places



Organisational cost for booking full day with maximum number participants – £1700

OR £100 per person

INDICATIVE CONTENT

- Formation and interpretation of medical words including the use of prefixes, roots, combining forms and suffixes
- Using resources to understand medical terminology
- Medical terminology associated with specific body systems
- Medical terminology to describe anatomical positions
- Medical terminology associated with medical conditions and diagnostic tests
- Medical abbreviations and acronyms including those used in prescribing
- Interpretation of medical documentation



INTRODUCTION TO PALLIATIVE & END OF LIFE CARE FOR AMBULANCE STAFF

COURSE OVERVIEW

This course aims to provide an introduction to and overview of palliative and end of life care. It considers the complex nature of palliative and end of life patients and explores some of both the clinical and non-clinical considerations.

THIS COURSE IS FOR:

Ambulance staff working in roles that have contact with patients and families dealing with palliative and end of life care challenges.



INDICATIVE CONTENT

- What is PEOLC
- The importance of recognising PEOLC needs
- The Gold Standards Framework
- Identification of deterioration - the SPICT tool, Phase of Illness Scale and Australian Modified Karnofsky Performance Status
- Acute deterioration
- Priorities of care
- Non-pharmacological and pharmacological approach to symptom management
- Anticipatory prescribing and just in case medications.
- PEOLC medications
- Palliative care emergencies
- Useful resources and who can help
- Advance Care Planning
- Communication in PEOLC
- The ReSPECT form
- Self-care



DELIVERY METHOD
Face-to-face



DURATION
0900-1630



COURSE CAPACITY & COST
20 places



Organisational cost for booking full day with maximum number participants – £1700
OR
£100 per person

IV CANNULATION & ADMINISTRATION

COURSE OVERVIEW

This course equips delegates with skills and knowledge in IV cannulation, antibiotic and fluid administration where these skills are within their scope of practice. The course is ideal as a refresher or for those for whom these are new skills. Delegates will receive a workbook which they will need to complete and return prior to attending the course or bring it with them on the day.

THIS COURSE IS FOR:

Registered health professionals working in all settings.



INDICATIVE CONTENT

- Legal, professional, ethical issues and patient safety issues
- Anatomy and physiology underpinning IV cannulation
- Cannula and vein selection
- IV cannulation – practical skills
- Consideration of infection
- Sharps safety
- The physiology of fluid and electrolyte balance in healthy patients compared to during illness
- Assessment of fluid and electrolyte needs
- Risks, benefits and harms of IV fluids
- Administration of IV fluids and antibiotics
- Cautions, complications and adverse events
- Monitor, evaluating and documenting clinical response
- Escalation processes and actions in relation to IV administration



DELIVERY METHOD
Pre-course workbook and face-to-face session



DURATION
Face-to-face session – 3 hours



COURSE CAPACITY & COST
20 places



Organisational cost for booking full day with maximum number participants – £700
OR
£50 per person

LEVEL 2 SAFEGUARDING ADULTS FOR VOLUNTEERS

COURSE OVERVIEW

Designed around a case study, this course takes an interactive, activity-based approach to learning level 2 adult safeguarding. Learners have the option of attending the whole course face-to-face or undertaking it via a hybrid approach of half online pre-learning and half face-to-face.

THIS COURSE IS FOR:

Those working in non-clinical settings who require an awareness of adult safeguarding to level 2. The course is particularly useful for volunteers in the charity sector who may work in a variety of non-clinical environments such as retail.



INDICATIVE CONTENT

- Types of adult abuse as outlined in the Care Act 2014, including less obvious forms such as organisational abuse, modern slavery, and self-neglect
- Common signs and indicators associated with different types of abuse, with reference to guidance from the Social Care Institute for Excellence (SCIE)
- The gradual development of domestic abuse over time through patterns of coercive control, using *Murdered by My Boyfriend* as a reflective case study
- Key safeguarding legislation relevant to adults, including:
 - The Care Act 2014
 - The Mental Capacity Act 2005
 - The Domestic Abuse Act 2021
 - The Sexual Offences Act 2003
- Roles and responsibilities as a volunteer in recognising, recording, and reporting safeguarding concerns, including the boundaries of their responsibility
- Case-based discussion and scenario analysis exploring appropriate responses to safeguarding concerns, including how to escalate concerns through organisational channels and who to contact for support
- Increasing confidence in identifying 'red flags', challenging myths around abuse and responding in a non-judgemental, person-centred way



DELIVERY METHOD

Face-to-face OR hybrid (2 hours e-learning and 2 hours face-to-face)



DURATION

4 hours



COURSE CAPACITY & COST

12 places



Organisational cost for booking full day with maximum number participants – £600 **OR** £60 per person

LEVEL 3 NVQ HSC375 ADMINISTRATION OF MEDICINES TO INDIVIDUALS UPDATE

COURSE OVERVIEW

This course is an interactive and engaging update for the Level 3 NVQ HSC375 Administration of Medicines to Individuals, in medicines management and administration. Its unique activity-based format allows participants to revisit core concepts in a fun and informative way.

THIS COURSE IS FOR:

Health Care Support Workers who hold the Level 3 NVQ HSC375 Administration of Medicines to Individuals qualification and work in this capacity.



INDICATIVE CONTENT

- Identify the laws and Acts governing medicines in the UK
- Good practice in medicines management
- The role of the Health Care Support Worker (HCSW) in medicines administration
- The legal prescription and the responsibilities of the HCSW
- Excluded medications
- Classifications of medications
- Adverse reactions, adverse events and side effects
- Hypersensitivity, allergic and anaphylactic reactions
- The role of human factors and ergonomics in medication errors



DELIVERY METHOD

Face-to-face



DURATION

0900–1445



COURSE CAPACITY & COST

20 places



Organisational cost for booking full day with maximum number participants – £1000 **OR** £65 per person

NEURODIVERSITY AWARENESS

COURSE OVERVIEW

This highly interactive course is designed for all staff, including managers, HR professionals and employees at every level, and stands out through its activity-based approach. Rather than focusing on theory alone, participants engage in practical exercises, real-world scenarios and reflective discussions that bring neurodiversity to life.

The course explores how workplace systems, language and environments can create barriers, while challenging common assumptions. Participants will apply their learning directly to their own roles, developing realistic, inclusive strategies that improve communication, job design, and organisational practice, supporting a workplace where everyone, particularly neurodivergent individuals, can thrive.



INDICATIVE CONTENT

- The concept of neurodiversity and recognition of a range of neurodivergent profiles, including autism, ADHD and dyslexia.
- Current data and trends relating to neurodiversity and their implications for practice.
- Common misconceptions and assumptions and how these influence workplace behaviours and decision-making.
- How workplace systems, communication and policies may create unintentional barriers.
- Practical strategies to reduce barriers and support inclusive practice.
- Reflection on own role in creating inclusive and psychologically safe environments.
- How organisational culture and systems influence inclusion and exclusion.

THIS COURSE IS FOR:

This course is designed for all staff, including managers, team leaders, HR professionals, and employees at every level. It is particularly relevant for those who influence workplace culture, communication, and decision-making, as well as anyone who wants to better understand neurodiversity and create a more inclusive working environment.



DELIVERY METHOD
Face-to-face.



DURATION
0900–1600



COURSE CAPACITY & COST
20 places



Organisational cost for booking full day with maximum number participants – £1450
OR
£100 per person

NON-MEDICAL PRESCRIBING UPDATE

COURSE OVERVIEW

This course is an interactive and engaging update for Non-Medical Prescribers. Its unique activity-based format provides participants with the opportunity to discuss advances in NMP, share resources and revisit core concepts in a fun and informative way.

THIS COURSE IS FOR:

Advanced Clinical Practitioners who hold a NMP qualification and work in this capacity.



DELIVERY METHOD
Face-to-face



DURATION
0900–1600



COURSE CAPACITY & COST
20 places



Organisational cost for booking full day with maximum number participants – £1700
OR
£100 per person



INDICATIVE CONTENT

VERSION 1

- Useful resources, tools and best practice around NMP
- Challenges in NMP
- Anticholinergic burden including side effects, the use of anticholinergic burden scales and best practice in NMP
- The Royal Pharmaceutical Society Competency Framework – The Consultation and Prescribing Governance
- Pharmacodynamics and pharmacokinetics
- Drug-receptor interactions and their mechanisms
- Key pharmacological terms
- Polypharmacy in relation to patients with complex conditions
- Antimicrobial stewardship and NMP
- Legalities and safety
- Drug calculations

VERSION 2

- Useful resources, tools and best practice around NMP
- Safe, accountable prescribing decision making in complex and high-risk clinical scenarios
- Critical evaluation of medicines optimisation issues
- Assessing the impact of physiological changes and abnormal investigations on prescribing including the interpretation of deranged blood results
- Challenges and benefits of weight loss medications – what these mean for NMP
- Risks associated with medicines misuse and dependency
- Best practice in remote prescribing
- Differentiation between prescribing and PGD use
- Prescribing competence and compliance
- Drug calculations

MANAGEMENT AND LEADERSHIP

COURSE OVERVIEW

This course encompasses the four building blocks needed to become an effective, caring and compassionate manager and leader – self, team, goal and strategic awareness. It provides managers and leaders with the knowledge, skills and confidence to effectively manage individuals and lead teams. Delegates will leave with a toolkit of skills and useful resources to embed in everyday practice. Delegates will learn valuable skills enabling them to reflect upon their practice.

THIS COURSE IS FOR:

Managers and leaders or those wishing to work in a managerial or leadership role.



DELIVERY METHOD
Face-to-face



DURATION
2 days - 0915–1600



COURSE CAPACITY & COST
8 places



Organisational cost for booking full day with maximum number participants – £2500
OR
£350 per person

INDICATIVE CONTENT

- The difference between management and leadership
- Different leadership styles
- Development of self-awareness
- Team building and development of individual staff
- Strategic awareness
- Managers toolkit
- Creating and maintaining vision and goals
- Conflict management
- Managing and leading with care and compassion



MEDICINES MANAGEMENT UPDATE FOR REGISTERED HEALTH PROFESSIONALS

COURSE OVERVIEW

This interactive and activity-based course is designed to ensure registered staff remain current in all things medicines management, minimising the risk of error and ensuring patient safety.

THIS COURSE IS FOR:

Registered health professionals (excluding non-medical prescribers) whose role involves medicines management responsibilities.



DELIVERY METHOD
Face-to-face



DURATION
0900–1300



COURSE CAPACITY & COST
20 places



Organisational cost for booking full day with maximum number participants – £1000
OR
£65 per person

INDICATIVE CONTENT

- Definition and components of medicines management
- Medicines management good practice
- The 10 rights of medicine administration
- The legal prescription
- The role of human factors and ergonomics in medication errors and the measures that can be implemented to reduce occurrence
- Oxygen management in palliative and end of life care
- Key pharmacological terms
- Medicines calculations
- Laws and Acts governing medicines in the UK
- Policies relevant to medicines management



MENTAL HEALTH AWARENESS

COURSE OVERVIEW

This course takes an interactive, activity-based approach to all things mental health. Exploring a range of mental health conditions, it busts common myths and equips participants with the confidence and knowledge to identify when someone may be struggling and a practical toolkit of ways to support them. Attendees will explore how biological, psychological, social, and environmental factors interact to influence mental health and consider mental health across the lifespan in the context of UK legislation.



THIS COURSE IS FOR:

Anyone wishing to know more about mental health including knowledge of mental health conditions, recognition of someone who may be struggling with their mental health and how to support those in crisis in a practical way.



DELIVERY METHOD

Flipped classroom pre-learning and face-to-face



DURATION

Flipped classroom pre-learning (5 hours self-guided with Padlet resource) AND 2 days face-to-face 0915–1500



COURSE CAPACITY & COST

Organisational cost for booking full day with maximum number participants – £2500
OR
£250 per person

INDICATIVE CONTENT

- Definitions of mental health and mental illness, and how to differentiate between thriving, surviving, and struggling on the mental health spectrum
- Recognition of common mental health conditions, including their signs, symptoms, and triggers, across the lifespan
- The role and responsibilities of a Mental Health First Aider, including limits of the role and appropriate referral pathways
- Identifying and challenging common myths and stigma around mental health through reflection and discussion
- The interaction of biological, psychological, social, and environmental factors in influencing mental health, including the brain–body connection and stress responses
- The application of UK legislation (e.g., Mental Health Act, Equality Act, Health & Safety Act, Human Rights Act, Care Act, Children and Families Act) to workplace and community scenarios
- Exploration and practise of a range of practical tools (e.g., Suicide Safety Plan, Window of Tolerance, Box Breathing, Grounding, CBT tools) to support self and others in moments of need
- Risk evaluation and protective factors for mental health and their impact on wellbeing, safety, and life expectancy
- Supportive communication and appropriate signposting strategies when responding to someone in emotional distress
- Personal attitudes, strategies, and responsibilities in promoting positive mental health in self, colleagues, and the wider community

PAEDIATRIC FIRST AID

COURSE OVERVIEW

This course is designed to give a basic introduction to paediatric first aid covering children of all ages. The course is delivered by a Health and Care Professions Council Registered Paramedic who holds a master's degree in education and who has years of experience teaching student paramedics. It is unique in that it involves high fidelity simulation making this an interactive learning experience for participants who will manage a range of realistic paediatric first aid emergencies.



THIS COURSE IS FOR:

Parents or those with caring responsibilities, those working with children and those working in health and social care where children are make up part of their patient base.



DELIVERY METHOD

Face-to-face



DURATION

0900–1630



COURSE CAPACITY & COST

12 places



Organisational cost for booking full day with maximum number participants – £1500
OR
£150 per person

INDICATIVE CONTENT

- The aims of first aid
- The importance of preventing cross infection
- Recognition of the sick child
- The primary survey
- Causes of unconsciousness.
- The recovery position
- Paediatric Basic Life Support (BLS) with AED
- Management of choking
- Respiratory distress in infants and children
- Respiratory emergencies
- Management of anaphylaxis and use of an EpiPen
- Meningitis and sepsis
- Management of poisoning
- Childhood rashes – identification and management
- Management of wounds, bleeding and shock
- Splinter removal
- Burns identification and management
- Electrocution
- Identification and management of strains, sprains and fractures
- Identification and management of head injuries
- Management of eye injuries

PALLIATIVE CARE EMERGENCIES

COURSE OVERVIEW

This course provides a practical and clinically focused overview of emergencies commonly encountered in palliative and end of life care. Through case-based learning, simulations, and group problem-solving, participants enhance their confidence in recognising, assessing, and managing urgent clinical situations with compassion and clarity. The course emphasises decision-making, communication, and multidisciplinary collaboration within the context of patient wishes and personalised care planning.



THIS COURSE IS FOR:

Designed for registered health professionals working in community, hospice, primary care, ambulance, and acute settings. Ideal for nurses, AHPs, paramedics, junior doctors, and any practitioner involved in the rapid assessment and management of palliative patients.



DELIVERY METHOD

Face-to-face with simulation and case-based workshops.



DURATION

0900 –1500



COURSE CAPACITY & COST

16 places



Organisational cost for booking full day with maximum number participants – £1450
OR
£100 per person

INDICATIVE CONTENT

- Recognition and initial assessment of palliative care emergencies
- Management of catastrophic haemorrhage
- Spinal cord compression: red flags, assessment, and urgent pathways
- Hypercalcaemia of malignancy: symptoms, investigations, and treatment
- Seizures at end of life: recognition, management, and anticipatory medications
- Severe agitation, delirium, and terminal restlessness
- Breathlessness crises and compassionate care approaches
- Communication during emergencies, including supporting distressed families
- Integrating ACP, ReSPECT, and patient preferences into urgent decision-making
- When to escalate, when to de-escalate, and managing uncertainty

PALLIATIVE & END OF LIFE CARE FOR ADVANCED CLINICAL PRACTITIONERS

COURSE OVERVIEW

This interactive and activity-based course aims to increase the knowledge, skills and confidence of Advanced Clinical Practitioners whose role involves supporting patients and their families who are palliative and/or end of life. With an emphasis on the importance of person centred, holistic care the course introduces general core concepts then goes on to explore deterioration, tools used in palliative and end of life care, symptom management and palliative emergencies.

THIS COURSE IS FOR:

Advanced Clinical Practitioners whose role involves supporting people who are palliative and/or end of Life.



DELIVERY METHOD

Face-to-face



DURATION

0930 –1540



COURSE CAPACITY & COST

20 places



Organisational cost for booking full day with maximum number participants – £1700
OR
£100 per person

INDICATIVE CONTENT

- Critical evaluation of the complexities of palliative and end-of-life care, including symptom management, communication, and care coordination
- Application of clinical reasoning and evidence-based tools (e.g. SPiCT, ReSPECT, Clinical Frailty Scale) to identify and respond to signs of deterioration and end-of-life trajectory
- Leadership and interprofessional collaboration in planning and delivering personalised, holistic care for individuals approaching end of life
- Reflection on ethical, legal, and professional responsibilities, including autonomy, consent, and advance care planning, in the context of complex and uncertain clinical situations
- Integrating the four pillars of wellbeing (physical, psychological/spiritual, financial, social) into comprehensive assessments and care planning for patients and their families
- Professional curiosity and critical reflection using case-based discussion to inform and improve palliative practice

PALLIATIVE AND END OF LIFE CARE FOR ALLIED HEALTH PROFESSIONALS

COURSE OVERVIEW

This interactive and activity-based course aims to increase the knowledge, skills and confidence of Allied Health Professionals whose role involves supporting patients and their families who are palliative and/or end of life. With an emphasis on the importance of person centred, holistic care the course introduces general core concepts then goes on to explore deterioration, tools used in palliative and end of life care, symptom management and palliative emergencies.



THIS COURSE IS FOR:

Allied Health Professionals whose role involves supporting people who are palliative and/or end of Life.

 **DELIVERY METHOD**
Face-to-face

 **DURATION**
0900-1545

 **COURSE CAPACITY & COST**
20 places

 Organisational cost for booking full day with maximum number participants – £1700
OR
£100 per person

INDICATIVE CONTENT

- Principles of effective palliative and end of life care within the context of person-centred, holistic support
- Signs and symptoms of deterioration and determination of the final phase of life
- Tools in palliative care tools (SPICT, Clinical Frailty Scale, ReSPECT) to support timely clinical decision-making
- The Four Pillars of Wellbeing in assessing complex needs and developing responsive care strategies
- Palliative emergencies and appropriate professional responses.
- Interprofessional roles in managing deterioration, communication, symptom control, and carer support
- Identification of what constitutes high-quality palliative and end of life care

PALLIATIVE & END OF LIFE CARE FOR CARE HOME SUPPORT WORKERS

COURSE OVERVIEW

This course is designed to increase confidence and competence in providing Palliative and End of Life Care for Healthcare Support Workers. It increases the ability to recognise Palliative and End of Life needs, considers available services and how to refer, and increases awareness of tools available to support Advance Care Planning.

THIS COURSE IS FOR:

Non-registered Health Care Support Workers providing care for patients and families in residential and care homes with palliative and end of life care challenges.



 **DELIVERY METHOD**
Face-to-face or online

 **DURATION**
Face-to-face – 0900–1600
OR
Online – 2 x 4-hour sessions

 **COURSE CAPACITY & COST**
20 places

 **Face-to-face**
Organisational cost for booking full day with maximum number participants - £900
OR
£100 per person

Online
Organisational cost for booking full day with maximum number participants - £800
OR
£50 per person

INDICATIVE CONTENT

- The difference between palliative and end of life
- 4 pillars of wellbeing
- ReSPECT forms
- Advance Care Planning including SPICT
- Common palliative conditions inclusive of frailty
- What services are available and how to refer
- Better collaborative working

PALLIATIVE & END OF LIFE CARE FOR YOUNG ADULTS

COURSE OVERVIEW

This course aims to equip those working with young adults who have been diagnosed or affected by palliative or end of life issues with the knowledge, skills and confidence to support them. The course is interactive and activity-based, including simulation, allowing participants to hone their skills in managing difficult conversations.

THIS COURSE IS FOR:

Anyone caring for young adults deemed to be palliative or end of life or young adults and children affected by these issues.



INDICATIVE CONTENT



DELIVERY METHOD
Face-to-face



DURATION
0930–1600



COURSE CAPACITY & COST
12 places



Organisational cost for booking full day with maximum number participants – £1500
OR
£150 per person

- Personal challenges in relation to caring for young adults with palliative care needs
- Transitioning through and accessing palliative care services
- The physical, psychological, social and financial challenges facing young adults with palliative and end of life care needs and their families
- Available services and resources to support young adults
- The 4 Pillars of Wellbeing and the 5 Priorities of Care
- Communicating with bereaved children in a clinical setting
- Personal mental health and wellbeing
- Enhanced communication skills to facilitate difficult conversations in clinical practice

RECOGNITION & MANAGEMENT OF ANAPHYLAXIS

COURSE OVERVIEW

This course provides a refresher on immune physiology and the pathophysiology of allergic reactions and anaphylaxis. It equips delegates with the knowledge and skills to manage anaphylaxis and includes practical skills in intramuscular administration of 1:1000 adrenaline and use of an EpiPen.

THIS COURSE IS FOR:

Registered health professionals working in all settings.



DELIVERY METHOD
Face-to-face



DURATION
0900–1500



COURSE CAPACITY & COST
20 places



Organisational cost for booking full day with maximum number participants – £1700
OR
£100 per person

INDICATIVE CONTENT

- The normal immune response
- Antigens, allergens, and allergic reactions
- The pathophysiology of anaphylaxis
- The role of chemical mediators
- Signs, symptoms, and complications of anaphylaxis
- Refractory and rebound anaphylaxis
- Pharmacodynamics of 1:1000 adrenaline
- Anaphylaxis management
- IM injection administration

SELF-HARM, SUICIDE & SUDDEN DEATH – HELP IN GRIEF AND COPING FOR SUPPORT PROFESSIONALS

COURSE OVERVIEW

This course first covers the subjects of self-harm including causes, behaviours and strategies to help those affected. The course also explores suicide including risk factors and the unique challenges faced by those who have lost a loved one by suicide. Helping strategies are discussed using real-life experiences. Finally, the course explores the added difficulties when someone has been bereaved by sudden and/or traumatic death and explores grief and strategies to help someone work through their loss.

THIS COURSE IS FOR:

Those working in any role where they may be supporting those affected by self-harm, suicide and/or sudden death. This education is suitable for those working in both clinical and non-clinical roles.



DELIVERY METHOD

Face to face



DURATION

0900–1500



COURSE CAPACITY & COST

20 places



Organisational cost for booking full day with maximum number participants – £1700

OR

£100 per person

INDICATIVE CONTENT

- Signs of self-harm and the self-harm cycle
- Helpful interventions
- Suicide risk factors
- Suicide in older people
- The unique challenges for those bereaved by suicide versus death under other circumstances
- How to help those bereaved by suicide
- The unique challenges associated with sudden and/or traumatic death compared to death in other circumstances and how they can affect both professionals and families
- The 5 stages of grief – a critique
- Complicated grief and Prolonged Grief Disorder
- Tools and activities to help those affected by grief in managing their own personal journeys
- Factors contributing to overall wellbeing, health and wellness
- Healthy coping strategies



SEPSIS & RECOGNITION OF THE DETERIORATING PATIENT

COURSE OVERVIEW

This course equips health professionals with the knowledge and skills to recognise deterioration early and manage accordingly. It explores the identification and management of sepsis and the physiological consequences of the unchecked inflammatory response.

THIS COURSE IS FOR:

Health professionals who wish to increase their knowledge around recognition of deterioration and sepsis pathophysiology, recognition and management.



DELIVERY METHOD

Face-to-face



DURATION

0900–1500



COURSE CAPACITY & COST

20 places



Organisational cost for booking full day with maximum number participants – £1700

OR

£100 per person

INDICATIVE CONTENT

- The pathophysiology of sepsis
- The signs and symptoms of sepsis
- Red flag sepsis
- Specific complications of sepsis
- The signs of deterioration, including at end of life
- Recognition of deterioration - assessment tools including NEWS2, SPICT and the Australian-Modified Karnofsky Performance Status (AKPS)
- The relevance of NEWS2 in Palliative and End of Life Care
- The management of sepsis and the sepsis 6
- Sepsis in the context of Palliative and End of Life Care



SYRINGE DRIVER TRAINING

COURSE OVERVIEW

This course covers basic syringe driver theory and practical training equipping staff with the knowledge, skills and confidence to manage syringe drivers.

THIS COURSE IS FOR:

Health professionals, nursing associates and care home staff who wish to upskill or refresh skills in the use of syringe drivers.



DELIVERY METHOD

Face-to-face



DURATION

3 hours



COURSE CAPACITY & COST

12 places



Organisational cost for booking full day with maximum number participants – £500

OR

£50 per person

INDICATIVE CONTENT

- When to commence subcutaneous continuous infusion (CSCI)
- Reflection upon previous experiences
- Policies and guidelines to support practice including decisions around management of CSCI
- Common medications used in CSCI for 1st and 2nd line treatments
- Use of opioid conversion charts to calculate equivalent doses.
- Identify what equipment is required to commence CSCI
- Document completion and record keeping
- Subcutaneous cannulation
- Eetting up a syringe driver
- Checks, monitoring and safety
- Site reactions
- Common faults and alarms

TEACH THE TRAINER

COURSE OVERVIEW

This course aims to develop skills and knowledge in the delivery of effective education and training. Many people are experts in their field and deliver ad-hoc training on an informal basis. This course equips delegates with the skills to communicate subject knowledge using a range of educational approaches and practical activities for interactive delivery.

THIS COURSE IS FOR:

Individuals with subject specialist knowledge who deliver education and training.



DELIVERY METHOD

Face-to-face



DURATION

0900–1600



COURSE CAPACITY & COST

12 places



Organisational cost for booking full day with maximum number participants – £900

OR

£100 per person

INDICATIVE CONTENT

- Pedagogy – the theory of education
- Learning styles
- Andragogy
- Creating a positive learning environment
- Inclusivity and equity
- Teaching styles
- Session planning
- Learning activities
- Dealing with negativity and disengagement
- Assessment and feedback
- Lesson planning
- The learner voice and reflection

THE MANAGEMENT OF BREATHLESSNESS IN PALLIATIVE & END OF LIFE CARE

COURSE OVERVIEW

This course provides a refresher on respiratory physiology and equips delegates with the knowledge and skills to manage breathlessness in the palliative patient. It considers the use of pulse oximetry in Palliative and End of Life Care and includes practical skills in the use of a pulse oximeter.

THIS COURSE IS FOR:

Health professionals caring for patients with life-limiting illnesses



 **DELIVERY METHOD**
Face-to-face

 **DURATION**
0900–1500

 **COURSE CAPACITY & COST**
20 places

 Organisational cost for booking full day with maximum number participants – £1700
OR
£100 per person

- INDICATIVE CONTENT**
- The physiology of breathing
 - Recognition of breathlessness
 - Psychological aspects of breathlessness
 - Respiratory failure and respiratory acidosis
 - Breathing assessment
 - Non-pharmacological management of breathlessness
 - Pharmacological management of breathlessness
 - Pulse oximetry theory
 - Oxygen administration in PEoLC
 - Pulse oximetry – practical skills

TRACHEOSTOMY MANAGEMENT

COURSE OVERVIEW

This course equips health professionals with the underpinning theoretical knowledge, practical skills and confidence to care for tracheostomy patients. The course follows best practice guidelines and covers both routine care and care in an emergency. It considers the impact and potential complications of tracheostomy including communicating with tracheostomy patients.

THIS COURSE IS FOR:

Health professionals caring for tracheostomy patients.



 **DELIVERY METHOD**
Face-to-face

 **DURATION**
5.5 hours

 **COURSE CAPACITY & COST**
12 places

 Organisational cost for booking full day with maximum number participants – £600
OR
£60 per person

- INDICATIVE CONTENT**
- Anatomy and physiology
 - Infection control procedures and prevention
 - Different types of tracheostomy
 - Indications for tracheostomy
 - Humidification and oxygenation
 - Impact and potential complications of tracheostomy
 - Cleaning and changing a tracheostomy
 - Checking and documenting cuff pressure
 - Fitting, changing and managing an inner cannula tube
 - The use of suction in patients with a tracheostomy
 - Identification of red flags
 - The importance of communication and advance care planning in relation to tracheostomies

WOUND CARE

COURSE OVERVIEW

This course aims to equip clinical staff with the knowledge, skills and confidence to identify, assess and manage a range of wounds. The course includes learning around measurement, dressing choice and suture and staple removal. The day is interactive, activity-based and fun and involves a high degree of simulation where participants are able to get 'hands on' with a range of realistic simulated wounds. Pressure ulcers are not included as this learning is delivered on a separate course devoted entirely to this subject.

THIS COURSE IS FOR:

Both registered and non-registered clinical staff who care for patients with wounds as part of their role.



DELIVERY METHOD

Face-to-face



DURATION

0900–1535



COURSE CAPACITY & COST

16 places



Organisational cost for booking full day with maximum number participants – £2000

OR

£150 per person

INDICATIVE CONTENT

- The anatomy and physiology of the skin
- The stages of wound healing
- Factors affecting wound healing, either by promoting or preventing
- Types and classifications of wounds and wound identification
- Wound assessment best practice
- Wound assessment tools – familiarisation, critical appraisal and use
- Wound dressings – when to use what
- Management of a range of wounds including assessment, cleaning, dressing and documenting plan of care
- The importance of Infection Prevention and Control (IPC) and Non-Touch Technique (NTT)
- Suture and staple removal and identify red flags



DELERIUM IN PALLIATIVE & END OF LIFE CARE

COURSE OVERVIEW

This course explores the recognition, assessment, and management of delirium within palliative and end of life care. Using a case-based, interactive approach, learners will develop clinical reasoning skills and confidence in identifying reversible causes, applying assessment tools, and making ethically informed decisions.

The course encourages critical reflection on practice, highlighting the impact of delirium on patient experience, dignity and family distress, while supporting participants to deliver safe, person centred care.

THIS COURSE IS FOR:

Clinical staff working with patients in palliative and end of life care settings, including those in hospice, community, hospital, and urgent care environments.



DELIVERY METHOD

Face-to-face



DURATION

0900–1500



COURSE CAPACITY & COST

20 places



Organisational cost for booking full day with maximum number participants – £ 1450

OR

£100 per person



INDICATIVE CONTENT

- Understanding delirium and its impact in palliative care
- Differentiating delirium from 'confusion'
- Recognition of hyperactive and hypoactive delirium
- Why delirium is often missed in practice
- Assessment tools (e.g. 4AT) and clinical judgement
- Identifying reversible and non-reversible causes
- Case-based clinical reasoning and decision making
- Non-pharmacological management strategies
- Ethical considerations and decision making at end of life
- Mental Capacity Act and best interests
- Communication with patients and families experiencing distress
- Documentation and use of ReSPECT

ESCALATION AND DECISION MAKING IN PALLIATIVE & END OF LIFE CARE

COURSE OVERVIEW

This course focuses on escalation, decision making, and managing palliative emergencies across care settings. Through interactive case-based learning and facilitated discussion, participants will explore how to navigate uncertainty, assess risk and make proportionate, patient-centred decisions.

The course supports learners to develop confidence in discussing and documenting escalation wishes, including advance care planning and ReSPECT, whilst balancing clinical need with patient values and goals of care.

THIS COURSE IS FOR:

Clinical staff involved in decision making, escalation and management of patients approaching end of life across healthcare settings.



DELIVERY METHOD

Face-to-face



DURATION

0900–1500



COURSE CAPACITY & COST

20 places



Organisational cost for booking full day with maximum number participants – £1450

OR

£100 per person

INDICATIVE CONTENT

- Refresher on palliative and end of life care concepts
- Disease trajectories and recognising deterioration
- Identification tools (e.g. GSF, SPICT, AKPS)
- Escalation of care and managing uncertainty
- Advance Care Planning and ReSPECT conversations
- Communicating patient wishes using structured approaches (e.g. Real Talk)
- Understanding ceilings of treatment
- Decision making in complex palliative emergencies
- Managing symptoms at end of life (pain, nausea, breathlessness, seizures)
- Escalation vs non-escalation decision making
- Delivering care when escalation is not appropriate
- Interprofessional communication and shared decision making



TALKING ABOUT DEATH, DYING AND BEREAVEMENT – COMMUNICATION SKILLS FOR NON-CLINICAL STAFF

COURSE OVERVIEW

This two-day interactive workshop supports non-clinical staff to develop confidence and skill in communicating about death, dying and bereavement. It provides a safe, supportive environment to explore challenging conversations that may arise in roles such as fundraising, HR, marketing, leadership and wider organisational support.

Participants will have the opportunity to practise communication skills through simulation and role play with experienced actors, helping to build confidence in responding to emotionally charged situations. The course also encourages reflection on personal responses to death and dying, supporting resilience and professional wellbeing.

THIS COURSE IS FOR:

Non-clinical staff including those working in fundraising, marketing, HR, management, administration and leadership roles, or anyone who may support colleagues, clients or the public affected by death, dying or bereavement.



DELIVERY METHOD

Face-to-face



DURATION

0900–1600



COURSE CAPACITY & COST

8 places



Organisational cost for booking full day with maximum number participants – £2500

OR

£350 per person



INDICATIVE CONTENT

- Understanding death, dying and bereavement in society and the workplace
- The importance of effective, compassionate communication
- Answering difficult and unexpected questions
- Responding to emotional distress and uncertainty
- The SOLER model and active listening skills
- The Calgary-Cambridge communication framework (adapted)
- Use of silence and presence in conversations
- Self-awareness and emotional intelligence
- Managing personal responses and professional boundaries
- De-escalation and handling challenging conversations
- Recognising and managing collusion
- Supporting conversations around grief and loss
- Experiential learning through scenarios with actors
- Reflection and developing resilience in the workplace
- Understanding professional responsibilities and support pathways

PALLIATIVE CARE IN URGENT SETTINGS

COURSE OVERVIEW

Delivered by a specialist palliative care doctor, this interactive and engaging course provides learning on the challenges around palliative emergencies and decision making. Aimed at senior clinicians, it provides specialist education on escalation of care between settings.

THIS COURSE IS FOR:

This course is for senior clinicians such as Doctors and Advanced Clinical Practitioners who deal with palliative and end of life care patients in the course of their work in a range of different settings.



INDICATIVE CONTENT

- Recognition of patients who may be entering the last year, months or days of life within urgent and emergency care settings.
- Analysis of escalation decisions in the context of clinical uncertainty, multimorbidity and patient frailty, incorporating risk-benefit reasoning and proportionality.
- Clinical reasoning in determining when de-escalation or redirection of care is appropriate, including recognition of dying.
- Principles of patient-centred care to support shared decision making, including Advance Care Planning and respect for patient autonomy.
- Communication strategies for discussing deterioration, ceilings of treatment and end of life decisions with patients and families in time pressured environments.
- Ethical and legal frameworks (e.g. Mental Capacity Act, DNACPR, ReSPECT) into urgent care decision making.
- Professional roles and responsibilities in delivering compassionate, coordinated palliative care across urgent care pathways.
-



DELIVERY METHOD
Face-to-face



DURATION
0900–1430



COURSE CAPACITY & COST
20 places



Organisational cost for booking full day with maximum number participants – £800
OR
£50 per person

BREAKING BAD NEWS REFRESHER TRAINING

COURSE OVERVIEW

This highly interactive refresher course is designed for experienced clinicians who have previously undertaken communication skills training and wish to revisit and refine their approach to challenging conversations in palliative and end of life care.

Rather than revisiting communication theory in depth, this course briefly refreshes key principles before focusing on the real world challenges clinicians continue to encounter in practice, including managing emotional responses, expectation mismatch, uncertainty and complex family dynamics.

Using reflective discussion, case-based learning and simulation with professional patient actors, participants will refine their communication approach, strengthen confidence in responding to emotional distress and practice navigating difficult conversations with compassion, clarity and professionalism.

The course also provides an opportunity to revisit Advance Care Planning and ReSPECT conversations where relevant, ensuring participants remain confident in supporting shared decision making and person centred care planning.

THIS COURSE IS FOR:

Experienced health and social care professionals who have previously undertaken communication skills training and are involved in conversations relating to deterioration, prognosis, treatment decisions, Advance Care Planning or end of life care.

Suitable for doctors, advanced practitioners, nurses, AHPs, paramedics and other clinicians involved in challenging conversations with patients and families.



DELIVERY METHOD
Face-to-face



DURATION
0900–1400



COURSE CAPACITY & COST
16 places



Organisational cost for booking full day with maximum number participants – £ 1000
OR
£125 per person

INDICATIVE CONTENT

- Brief refresh of key communication principles relevant to difficult conversations.
- Why challenging conversations remain difficult, even for experienced clinicians.
- Managing expectation mismatch, uncertainty and emotionally charged interactions.
- Recognising emotional cues and understanding what may sit beneath visible responses.
- Responding to emotion using practical communication strategies including NURSE.
- Advance Care Planning and ReSPECT refresher (learner responsive session).
- Simulation based practice with professional patient actors.
- Structured feedback, reflection and communication refinement.
- Strategies to strengthen confidence, compassion and person centred communication in practice.

Terms & Conditions

for Education and Training Services (Revised October 2025)

1. Definitions

- Course: Any education, training, or consultancy service provided by SBH Education.
- Client: The individual or organisation purchasing a Course.
- Delegate: A participant enrolled on a Course.
- Bespoke Training: A course designed to meet a Client’s specific requirements.

2. Introduction

These Terms govern all education, training, and consultancy services (“Courses”) provided by SBH Education (“we”, “us”, “our”) to individual learners or organisational clients (“you”, “your”, “the Client”). By booking or attending a Course, you agree to these Terms. Additional rights apply to consumers under UK law (see Section 6).

3. Our Services

We provide professional education and training services, including accredited, CPD-certified, and bespoke programmes delivered online, in-person, or through blended learning. All training is delivered by qualified educators with relevant expertise.

4. Booking and Confirmation

Bookings may be made via our website, email, or telephone.

- Individual bookings are confirmed upon full payment.
- Organisational bookings are confirmed upon receipt of a valid purchase order and our written confirmation.

We reserve the right to decline or reschedule a booking.

5. Fees and Payment

All fees are exclusive of VAT.

- Individuals: Payment due at booking.
- Organisations: Payment due within 30 days of invoice unless otherwise agreed.

We may withhold certificates or materials until payment is received.

We reserve the right to charge statutory interest on late payments and recover reasonable collection costs.

6. Consumer Rights (Individuals)

Consumers have a 14-day cooling-off period after booking. Cancellations during this time receive a full refund unless the course has already begun, in which case a proportionate charge applies. Cancellations must be made in writing to education@stbarnabashospice.co.uk.

7. Organisational Clients

- The organisation remains responsible for payment even if delegates fail to attend.
- Substitute delegates may attend at no additional cost.
- Consumer rights in Section 6 do not apply to organisational clients.
- Clients must ensure delegates adhere to participation, conduct, and safety standards.

8. Cancellations and Transfers

Cancellations must be made in writing and acknowledged by SBH Education.

Notice Before Course Start	Cancellation Fee
More than 28 days	Reasonable costs incurred may be deducted
14–28 days	50% of Course fee
Less than 14 days	100% of Course fee

Requests to transfer to another course date may incur an admin fee.

9. Bespoke Course Design

The Client grants SBH Education the right to design and deliver training based on provided information. All bespoke materials remain our intellectual property. Clients receive a non-exclusive, non-transferable licence to use materials internally.

10. Intellectual Property

All course content, handouts, and online resources are protected by copyright. They may not be reproduced, adapted, or distributed without written consent. Clients are permitted to use materials for internal professional development only.

11. Data Protection and Privacy

We process personal data under the UK GDPR and Data Protection Act 2018. Personal data is retained for up to three years after course completion and then securely deleted. For full details, refer to our Privacy Notice.

12. Equality, Diversity, and Inclusion

We are committed to ensuring fair and respectful treatment for all learners. We reserve the right to remove any participant behaving inappropriately without refund.

13. Liability and Disclaimer

Courses are for educational purposes only. Our total liability shall not exceed the amount paid for the relevant course. We accept no liability for indirect, consequential, or special losses, including loss of profit, data, or goodwill. Nothing limits liability for death or personal injury caused by negligence or for fraud.

14. Force Majeure

We are not liable for failure to perform due to circumstances beyond our control, including natural disasters, pandemics, or industrial disputes. Refunds may be reduced by unavoidable costs already incurred prior to cancellation.

15. Marketing and Publicity

We may request permission to use a Client’s name, logo, or feedback in promotional materials, subject to prior written consent.

16. Complaints and Dispute Resolution

Complaints should be sent to education@stbarnabashospice.co.uk. We will acknowledge within 5 working days and aim to resolve within 14. If unresolved, either party may refer the matter to independent mediation before pursuing court action.

17. Governing Law and Jurisdiction

These Terms are governed by the laws of England and Wales. Any disputes shall be subject to the exclusive jurisdiction of the English courts.

Contact

SBH Education,
St Barnabas Hospice,
Hawthorn Road,
Lincoln,
LN2 4QX

Email: education@stbarnabashospice.co.uk

Phone: 01522 785 706



Please note that prices may be
subject to periodic review.

St Barnabas Hospice Trust
(Lincolnshire) registered address:

**Hawthorn Road
Lincoln
LN2 4QX**

**01522 785 706
education@stbarnabashospice.co.uk**

Registered Charity No. 1053814

StBarnabasHospice.co.uk

 **StBarnabasLinc**

 **St Barnabas Education**



St Barnabas