

# HEE TV End of Life Care Communication Skills Pathway

Communication skills in Professional Curriculum

All staff to attend - level of course attendance dependent on need of individual

Refresher courses at periodic intervals

## Introductory / Foundation Level

Half day / e-Elca / Sage & Thyme

**Content:** identifying, containing and supporting distress.

**Skills:** listening skills, recognise psychological distress, communicate honestly and compassionately, know when they have reached the boundary of their competence.

**Attendees:**

All staff and volunteers in Health & Social Care.  
EoLC not main focus of work.

## Enhanced / Intermediate Level

One-day course

**Content:** identifying, containing and supporting distress.  
Responding to questions about dying.

**Skills:** as Introductory Level, plus eliciting patient concerns and actively supporting patient.  
Course includes Forum Theatre role play.

**Attendees:**

Qualified/ registered and medical staff in Health & Social Care. Pastoral Care volunteers.  
EoLC, Long Term Conditions, Chronic disease part of their work.

## Advanced Communication Skills

Two-day course / Connect

**Content:** identifying, containing and supporting distress.  
Responding to questions about dying, challenging conversations, including breaking bad news.

**Skills:** as Intermediate Level, plus eliciting patient concerns, initiating difficult conversations.  
Course contains participant role play and rehearsal of skills, usually recorded.

**Attendees:**

Qualified/ registered staff Band 6 and above, GPs, Consultants, Senior Registrars, Social Workers, Paramedics.  
EoLC, Long Term Conditions, Chronic disease significant part of their work.

# Essential Conversations at End of Life

## An Intermediate Level Communications Course in Thames Valley

HEE Thames Valley is funding Intermediate Level Communications Training courses across Thames Valley in 2017. The Thames Valley End of Life Care Education Group has developed a programme for the course.

### Format

- One-day face-to-face programme with maximum of 10 delegates per facilitator.
- Facilitators will be experienced in End of Life Care at a senior clinical level, an experienced educator / facilitator, or both.

### Target audience/participants

- Must work in health and social care in Thames Valley (Berks, Bucks, Milton Keynes and Oxon)
- Completed Foundation level communication skills training (e.g. Sage and Thyme, e-ELCA communication module)
- Have experience of working with patients with life-limiting illness / at end of life

### Venues

Providers have been chosen across Thames Valley to enhance availability of courses and dates. The first workshops will begin early spring.

Host	Locations	Contact
Rennie Grove Hospice / Bucks Healthcare NHS Trust	Amersham, Aylesbury, Chalfont, Wycombe (tbc)	Jo.clarke@renniegrove.org
Sobell Study Centre	Oxford	Kate.Butcher@ouh.nhs.uk
Thames Hospice	Various Berkshire venues	Andrea.Finch@thameshospice.org.uk
Willen Hospice	Milton Keynes	Marilyn.David@willen-hospice.org.uk

For any general queries about this programme please contact the Project Manager:  
Rhonda.Riachi@thamesvalley.hee.nhs.uk