"Providing supportive palliative care should be an integral part of every health and social care professional’s role…"  
NICE, 2004

Contents

About PACE 2  
Lead educators 5  
Care home support 7  
Essential information 8  

Course Directory

Nuts and Bolts 11  
Advance Care Planning: Emotional First Aid 14  
Palliative Medicine for GPs 16  
Six Steps 18  
Sage and Thyme 20  
Palliative Care Clinical Workshops 22  

“Our Trust aims to help make dying well a natural part of a good life, while improving end of life care in the communities we serve…”  
NCH&C pledge to improve palliative care

About PACE

The majority of us who work within health and social care will come into contact with or provide care for people who have life-limiting illnesses, even if attending to their palliative care needs is not the primary focus.

As one of the county’s leading providers of specialist palliative care, at Norfolk Community Health and Care NHS Trust (NCH&C) we firmly believe that expert education in palliative care can not only benefit our patients, but that it can encourage confidence and job satisfaction among our staff and colleagues.

By being well prepared and skilled, each and every one of us can play our part in ensuring that the experiences of our patients and clients towards the end of their lives are the very best that they can be.

This is true whether we work with children or adults, within acute hospitals, care homes, GP practices, or within people’s own homes; and it is true whether we are care home assistants, nurses, doctors or receptionists.

NCH&C has therefore developed PACE (Palliative Care Education) to offer health and care staff who do not specialise in palliative care access to educational courses, workshops and conferences in best practice palliative care.

Led by NCH&C’s Priscilla Bacon Centre for Specialist Palliative Care Services, PACE brings together our own specialists with those from other health, care and educational organisations to offer practical and accessible programmes for staff of all levels and roles.

These have been created or redeveloped locally to ensure they remain up to date, and are relevant to the needs of local staff and patients. Many are based upon nationally accredited programmes, often with support funding in place.

Many courses are provided across the county, and some include ongoing support in the workplace. All are scrutinised by the PACE lead educators, who are experts in their fields.

We have developed this prospectus to outline the key courses we offer, encompassing everything from palliative care medicine for GPs, to good communication skills, how to deliver psychological support, symptom control, and focusing on a patient’s wellbeing.

We hope that you find a course which is relevant to you, your staff or organisation and would be happy to offer you any further information about choosing a course, to best suit your needs and those of your patients / clients.

David Smith  
PACE Education Coordinator  
Priscilla Bacon Centre for Specialist Palliative Care  
Norfolk Community Health and Care NHS Trust

www.pacenorfolk.co.uk
Lead educators

David Smith
PACE Education Coordinator

David is a member of the National Association of Palliative Care Educators and has spent the majority of his 25-year career working as a palliative care nurse.

He has worked within specialist community palliative care, HIV nursing, cancer care and acute medicine, including being lead nurse at NCH&C’s Priscilla Bacon Centre for Specialist Palliative Care Services, where he is now based.

As the founder and coordinator of PACE, he has been instrumental in developing a range of palliative care education and training courses for local health and social care staff, aimed at offering more effective support to local people.

David is the co-chair of the Anglia End of Life Care Facilitators Network on behalf of the National End of Life Care Programme (NEoLCP) and is the East of England representative on its educational panel.

Part of the curriculum group and teaching team for dementia courses at the University of East Anglia, he is also an Associate Tutor teaching on post-registration courses and degree programmes for student nurses.

David has recently been awarded the title of Queen’s Nurse by the national Queen’s Nursing Institute in recognition of his dedication to improving the quality of end of life care through the delivery of palliative care education.

Caring for those approaching the end of life is one of the most important and rewarding areas of care. It is challenging and emotionally demanding. If staff have the necessary knowledge, skills and attitudes, it can be immensely satisfying…

End of Life Strategy, Department of Health, 2008
The PACE education team includes NCH&C’s Care Home Facilitators whose role it is to help care home staff develop their end of life care skills. Working within a wider group, including representatives from Macmillan, Norfolk Hospice, Anglia Cancer Network, the East of England Deanery and the Norfolk & Suffolk Palliative Care Academy, they offer education and service development to care homes throughout Norfolk.

More than 80% of care homes with nursing, and nearly half of all 400 plus care homes, have received support from this group. Activities include the Six Steps programme (see page 18), e-learning and face to face training.

Dr David Plume
MBBS, DRCOG, MRCGP
Staff Grade in Palliative Medicine and GP Lead (Cancer & EOL), NCH&C

Dr David Plume is a Norfolk-based GP, Macmillan Cancer Support’s GP Adviser for Anglia and Anglia Cancer Networks’ Primary Care Lead.

A GP with Special Interest in Palliative and End of Life Care, David works part of his week as a staff grade specialist doctor at NCH&C’s Priscilla Bacon Centre for Specialist Palliative Care.

During his career, he has worked directly with the Royal College of General Practitioners, the Department of Health, the General Medical Council, National Cancer Action Team and the National Council for Palliative Care - among others - on a number of high profile projects, including the Cancer Care Review.

Teaching and training, both locally and nationally, he was responsible for devising the PACE Palliative Medicine for GPs Course, which he continues to co-lead

Dr Katie Soden
MBBS, MRCGP
Lead Consultant in Palliative Medicine, NCH&C

Dr Katie Soden has been the Lead Consultant in Palliative Medicine at the Priscilla Bacon Centre since 2004.

She trained as a GP before undertaking her specialist training in Palliative Medicine, and has a particular interest in community-based palliative care and research.

She set up the Palliative Medicine for GPs Course in 2010 with Dr Plume and continues to coordinate this.

Together with the rest of the medical team at the Priscilla Bacon Centre, she is involved in undergraduate teaching at the University of East Anglia and is the Educational Supervisor for Specialty Registrars who rotate through the unit every 12 months.

Lesley-Ann Knox
NCH&C Care Home Facilitator

Lesley-Ann has a background as a senior nurse in the inpatient unit at the Priscilla Bacon Centre. She has also managed a care home.

Working within the south of the county and south Norwich, Lesley-Ann has published information about caring for patients with diabetes while on the Liverpool Care Pathway.

Hannah Goldspink
NCH&C Care Home Facilitator

Hannah has a background as a Community Nurse, and works with care home staff in north Norfolk and north Norwich. She has a specialist interest in dementia, long-term conditions and palliative care.

Dr Katie Soden has the Lead Consultant in Palliative Medicine at the Priscilla Bacon Centre since 2004.

The PACE education team includes NCH&C's Care Home Facilitators whose role it is to help care home staff develop their end of life care skills.

Working within a wider group, including representatives from Macmillan, Norfolk Hospice, Anglia Cancer Network, the East of England Deanery and the Norfolk & Suffolk Palliative Care Academy, they offer education and service development to care homes throughout Norfolk.

More than 80% of care homes with nursing, and nearly half of all 400 plus care homes, have received support from this group. Activities include the Six Steps programme (see page 18), e-learning and face to face training.
Essential information

Booking a course
Booking enquiries should be made to the PACE team by email at pace@nchc.nhs.uk or by phone on 01603 255738. You can also visit our website to find out more at www.pacenorfolk.co.uk

Confirmation of your booking request needs to be made in writing.

A waiting list applies for most courses and places are generally allocated on a first come, first served basis, by entry criteria, and venue preference.

You will receive confirmation of your acceptance onto a course from PACE by email, along with full details on any pre-reading, venues, start / end time, and refreshments provided.

Full attendance
Many PACE courses are supported by national funding and therefore places are limited.

Some courses require confirmation from your line manager / organisation that you are able to attend the whole course and that you will fulfil any assessments. Non-attendance / assessment may incur a surcharge for funded courses.

Accreditation
Accreditation is sought for each course and PACE certification is offered as evidence of CPD for delegates' Professional Development Plans or for care home assessment.

Certificates are provided on the completion of any assessment and / or on the delegate completing any required course evaluation.

Course fees
Individual course fees are noted on each course page within this prospectus.

For non-funded courses, full payment should be made before day one of the course.

You will receive an invoice for fees, which will include details of how to make electronic payments.

Alternatively, you can make cheques payable to NCH&C (TB118) and return them to PACE, C/O Priscilla Bacon Centre, Colman Hospital, Unthank Road, Norwich, NR2 2PJ.

Course materials
All course materials are provided as part of funded and non-funded courses. These will be sent to confirmed delegates by email or via the website.

Cancellations
Notice of any cancellation or reallocation of a place must be received from you / your organisation in writing up to two weeks before the course start date.

After that time, for non-funded courses, refunds are only made in exceptional circumstances; and for funded courses a surcharge may be incurred.

If an insufficient number of delegates are booked on any PACE course, the organisers reserve the right to cancel or reschedule.

Delegates who have booked will be informed by email and given priority to attend an alternative or rescheduled event, or offered a refund for any course fees paid.
This course aims to help develop palliative care skills among registered health and social care professionals and enable them to become proficient in assessing their patients’/clients’ needs around end of life care. This encompasses not only an individual’s physical needs but their emotional and spiritual wellbeing, as well as considering the social aspects of palliative care.

Delivered by experienced palliative care clinicians, the course will include case study discussion, group work and role play, including filmed assessments.

Qualifications / outcomes
Delegates will be expected to:
• Set learning outcomes for the term of the course
• Work to the supplied competency framework within their own workplace to continue to improve on learned skills
• Assessment will involve filmed interviews between delegates and ‘simulated’ patients at the beginning and end of the course
• PACE certification provided for career professional development plans and reviews

An award-winning course
International Palliative Care Awards 2006
+ 14/15 scored
National benchmarking tool for End of Life Communication Skills training
Nuts and Bolts continued...
A six-day course for registered health and care staff

Key topics

Communication and assessment skills
- Importance of communication skills
- Facilitating open communications
- Undertaking systematic assessment

Practicing communication and assessment skills; pain as an exemplar
- Holistic assessment and management of pain
- Facilitated practice of assessing pain

Symptom management
- Nausea and vomiting
- Constipation
- Breathlessness
- Palliative care emergencies

Psychological support
- Assessment as psychologically protective
- Managing end of life conversations
- Screening for psychological distress
- Normal and abnormal reactions to life-limiting illness
- Supporting yourself

Last days of life
- Diagnosing dying
- End of Life Tools: Preferred Priorities for Care (Advance Care Planning)
- Gold Standards Framework
- Liverpool Care Pathway
- Mental capacity and ethics in palliative care

Transitions, loss and change
- What do I say to the children?
- Maintaining hopefulness
- Transitions
- Grief and bereavement

Length of programme:
Six full days. One day every two weeks.

Frequency of course:
Three times per year.

Entry requirements:
Delegates must be registered health or social care professionals, such as nurses, social workers, and allied health professionals.

Please do not agree to attend unless you are able to attend the whole course. A signature is required from your line manager to confirm that you will be released from work before your booking is confirmed.

Fees:
Free of charge to delegate.

Please note, as this is Department of Health funded at £400 per delegate and spaces are limited, any delegates who do not attend or do not complete the assessment phase will be charged accordingly.

Locations:
West Norfolk, south Norfolk, north Norfolk, Norwich.

Additional information:
- A waiting list is in place for this course
- Places allocated according to your choice of course location on first come, first served basis
- Course materials provided

This course covers all of the common core competences for health and social care workers working with adults at the end of life (National End of Life Care Programme; Skills for Health; Skills for Care; and Department of Health, 2009).

This course is expected to become available at degree and Masters level via the University of East Anglia during 2013; details are not available at time of going to print. For more information, email pace@nchc.nhs.uk
This course aims to increase the confidence and ability of health and care staff to initiate and conduct conversations relating to Advance Care Planning (ACP) with the patients and families in their care.

ACP is a process of discussions between an individual and their health or care provider, to help ensure that a person is able to make clear and document their wishes, preferences, beliefs and values, generally in the context of their condition deteriorating. This will often involve carers, partners, family and friends.

Health and social care staff of all backgrounds consistently state that they find knowing when and how to have ACP discussions problematic, and evidence has shown that developing core communication skills around ACP is the best way to improve practice and support staff and patients.

Incorporating discussions, group work and interactive exercises, this one-day course aims to give staff a ‘toolbox’ of skills to enable them to:

- Identify barriers to effective communication and end of life conversations
- Describe behaviours known to block communication with patients and the skills to enhance it
- Describe skills required to build rapport and initiate conversations
- Demonstrate familiarity and understanding of strategies required for breaking bad news, handling difficult questions, denial and collusion

The programme has been locally developed by NCH&C, NHS Norfolk & Waveney, HealthEast and the University of East Anglia in the context of the Mental Capacity Act, national guidance and local policy.

All course materials are provided.

Key topics
- Overview of ACP
- Awareness of challenges involved in putting ACP into practice
- How the Mental Capacity Act impacts on ACP
- Essential communication skills
- Toolkit of strategies to use in practice
- Experience of completing and facilitating an ACP
- Discussion about how to include ACP into your practice

Qualifications / outcomes
For courses within the south, north and central parts of Norfolk, PACE certification will be supplied as evidence of CPD for an individual’s Professional Development Plan.

Length of workshop: One-day workshop.

Frequency of workshops: Upcoming courses for south, north and central parts of Norfolk will be promoted via the PACE web pages at www.pacenorfolk.co.uk

Entry requirements: Health and care staff likely to be involved in ACP conversations with people nearing the end of their life.

Fees after March 2013:
- Free to NCH&C staff
- £30 for delegates from all other health and care providers

Locations:
The Priscilla Bacon Centre for Specialist Palliative Care provides training within north, south and central Norfolk. Bookings for these areas should be made via pace@nchc.nhs.uk
The James Paget University Hospitals NHS FT provides training within east Norfolk; the Queen Elizabeth Hospital King’s Lynn NHS FT provides training within west Norfolk. Bookings for these areas can be made via HealthEast, on 01502 719855.
This course aims to increase your confidence and clinical skills in providing high quality palliative medicine in primary care.

This is an interactive and case study-based course which offers delegates the opportunity to network with, and learn from, best practice as delivered by Norfolk’s wider palliative care team. It is intended both as an update and an opportunity to hone your skills.

Each session is led by a palliative medicine consultant, and a senior community nurse or allied health professional, from the Priscilla Bacon Centre for Specialist Palliative Care Services.

Key topics
- Pain
- Breathlessness
- Anxiety and depression
- Nausea and vomiting
- Palliative care emergencies
- End of life care

Qualifications / outcomes
- 10 hours of education
- PACE certification provided for career professional development reviews
- Opportunity to arrange individually tailored clinical GP placements at the Priscilla Bacon Centre for Specialist Palliative Care, Norwich

Length of course / programme:
Six, two-hour, evening sessions, approx one per month.

Delegates are encouraged to attend all six sessions.

Frequency of course:
Once per year.

Entry requirements:
Practicing GPs; GP principals and non-principals; locum and salaried GPs. The course is not intended for GP registrars.

Fees:
£255 per delegate.

Locations:
2013: Priscilla Bacon Centre, Norwich
After 2013: Email pace@nchc.nhs.uk

To book courses, email: pace@nchc.nhs.uk
www.pacenorfolk.co.uk

Additional information:
- Supplied course materials include Symptom Management in Advanced Cancer (Twycross and Wilcock, 2001: Radcliffe Press)
- Course notes are provided prior to each session
This FREE programme for care homes is delivered by local palliative care experts, and offers a combination of workshop learning and ongoing workplace support.

Building on the good work already present within the care home, Six Steps aims to enable you to:

• Increase support for your residents around choices on end of life care
• Help reduce inappropriate hospital admissions at the end of life
• Increase staff satisfaction, skills and support
• Understand any need for change and implement this effectively
• Keep up to date on local and national policy and best practice

It is also designed to help your care home gather a portfolio to help demonstrate how it meets the Department of Health End of Life Quality Markers for Care Homes, to assist with CQC registration.

This programme has been locally adapted by palliative care experts and is based on the ‘six steps’ described in the Route to Success: A guide to improving end of life care in care homes (National End of Life Care Programme, 2010).

All course materials are provided.

Six Steps Champions delegated to attend the workshops should be managers, deputy managers or senior carers within care homes, ie, those who have the delegated authority to audit, write policies, teach other staff, and compile a portfolio of evidence.

Key topics

The programme is underpinned by the ‘six steps’ detailed in the End of Life Care pathway:

• Programme introduction
• Discussions as end of life approaches
• Assessment, care planning and review
• Coordination of care
• Delivery of high quality care in care homes
• Care in the last days of life
• Care after death
• Plans for implementing learning

Qualifications / outcomes

Care Home:

• Audit data and portfolio to support CQC registration
• Examination of current end of life care provided
• Care home End of Life Care Policy
• Staff support and development
• Site visit from course tutors to review the portfolio of evidence of practice and policy change
• PACE certification on successful assessment

Delegate:

• PACE certification as evidence of CPD for an individual’s Professional Development Plan

Ongoing support is available from NCH&C and the Anglia Cancer Network.

Length of course / programme:
Four full days, one day per month, comprising eight workshop sessions. Ongoing practice and support within workplace.

Frequency of course:
Three times per year.

Entry requirements:
Care homes nominate their own delegate who will play a pivotal role in facilitating organisational change. They will be responsible for the dissemination and implementation of the programme within the care home. A commitment is required from care homes and their staff to support the implementation of the programme. This includes releasing their delegate to attend all workshops, and to provide a supportive environment to enable any organisational change.

Fees:
Free of charge. Please note, as this is funded by the National End of Life Care Programme, charges will be made if participants sign up but do not attend.

Locations:
West Norfolk, north Norfolk, south Norfolk, east Norfolk, Norwich.

To book courses, email: pace@nchc.nhs.uk  www.pacenorfolk.co.uk
Psychological distress is common among palliative care patients, their families and their carers. Effective communication with all of these is regarded as being a key factor in improving patient experience, encouraging their compliance with treatment, and ultimately improving any health outcomes.

The SAGE & THYME® foundation level workshop aims to teach health and care staff the core skills required to provide psychological support to people who are concerned or distressed.

This evidence-based workshop reminds staff how to best listen and respond in a way which empowers the patient and their family and friends, whether support is being provided within a hospital, a patient’s own home, hospice, or care home.

Workshops are led by community specialist palliative care nurses, physiotherapists and occupational therapists, chaplaincy and specialist palliative care doctors.

“The SAGE & THYME® foundation level workshop significantly increases confidence and competence in talking to people about their emotional troubles…”

This workshop is appropriate for any member of staff in contact with distressed people (not only patients), such as reception staff, complaints staff, practice nurses, community nurses, assistant practitioners, healthcare assistants, allied health professionals, and doctors.

Key topics
- Recognising psychological distress
- Avoiding causing psychological harm
- Communicating honestly and compassionately
- Knowing when to refer on

Qualifications / outcomes
- PACE certification as evidence of CPD for an individual’s Professional Development Plan

Length of course / programme:
One, three-hour workshop.

Frequency of course:
Two sessions offered on one day each month.

Entry requirements:
None.

Fees:
No charge for NCH&C staff
£30 per delegate for all other health and social care providers.

Locations:
Available to clinicians from all areas of Norfolk. Workshops held in Dereham, Swaffham, Norwich and Kelling.

Additional information:
All course materials are provided, including a learner pack.

The SAGE & THYME® workshop was developed to meet Level 1 skills requirements within the 2004 NICE guidance on ‘Improving Supportive and Palliative Care for Adults with Cancer’. To book courses, email: pace@nchc.nhs.uk

www.pacenorfolk.co.uk
Palliative Care Clinical Workshops
Kick start or refresh your understanding of good palliative care

This course is aimed at health and social care professionals, including care home staff, healthcare assistants, GPs, allied health professionals, social workers, and nurses.

More than 400 professionals working in a wide variety of local health and care settings have already benefitted from these informative clinical workshops.

Intended as a ‘taster’ or ‘refresher’ to support more in-depth palliative care education, many delegates use them as a first step before taking more advanced courses.

They also offer the opportunity for people to discuss practice within their own health and care settings, encouraging shared learning and problem-solving within a supportive group.

Each workshop is led by a specialist in their particular field of palliative or end of life care, including:

• Consultants
• Community specialist care nurses
• Bereavement specialists
• Occupational and physiotherapists
• Dieticians
• Social workers
• Chaplaincy

The Palliative Care Clinical Workshop programme is constantly reviewed and updated to include new topics of interest and best practice guidance / research.

Key topics
• Communication: Assessments, strategies, difficult conversations
• Pain: Assessment, tools, breakthrough pain
• Psychological: Psychology of illness and assessment of distress
• Alimentary tract: Mouth care, nausea and vomiting, constipation, nutrition
• Loss and Adjustment: Transitions, bereavement
• Symptoms: Breathlessness, fatigue
• Spiritual and Social: Holistic assessment and support, mental capacity, funding
• Urgent and Relaxed: Palliative care emergencies, complementary therapies
• End of Life: Advance Care Planning, diagnosing dying, Liverpool Care Pathway, Do Not Attempt Cardio Pulmonary Resuscitation (DNAR) decisions

Qualifications / outcomes
• PACE certification as evidence of CPD for an individual’s Professional Development Plan

Length of workshop:
Two-hour sessions.

Frequency of workshops:
Each workshop is run once on a rolling programme throughout the year.

Entry requirements:
All health and social care staff.

Fees:
• Free to NCH&C delegates
• £10 per workshop session to external delegates

Locations:
2013: Priscilla Bacon Centre, Norwich
After 2013: Email pace@nchc.nhs.uk

Additional information:
Prepared teaching information and handouts will be made available to develop delegates’ portfolios. They are also offered information about further sources of education and resources.

To book courses, email: pace@nchc.nhs.uk www.pacenorfolk.co.uk
To attend any of our courses, please email the PACE team at pace@nchc.nhs.uk or call 01603 255738.

You can also visit our website to find out more at www.pacenorfolk.co.uk