



Pennine Lancashire
**PALLIATIVE AND
END OF LIFE CARE**



East Lancashire
Hospice

... a special way of caring

CLEARER COMMUNICATION SKILLS 2018

Communication skills are vital to delivering safe, effective, responsive and compassionate care. The CLEARER communication skills programme provides participants with the knowledge, skills and confidence to provide open, honest compassionate communication in practice. Candidates can select the level of course that best suits their skills and experience completing one or more of the three workshops

Cost

Funding has been received so that this course can be offered free of charge to all those involved in provision of supporting people with Health and Social Care needs across East Lancashire.

Booking Conditions

NB ELHT staff can book via the learning hub to attend sessions held at ELHT.

ALL other bookings – for a booking form contact General Administration at East Lancashire Hospice
Telephone - 01254 287016, E-mail - General.Administration@eastlancshospice.org.uk

There is a high demand for places on our courses and places are allocated on a first come first served basis. If necessary, we will create a waiting list. Those on the waiting list will be offered a place in the event of a cancellation or another date being provided.

Please note our booking conditions detailed below, I am sure you will understand we need to apply these consistently to ensure the equity of access and cost effectiveness of our provision.

- Bookings should be made at least 2 weeks prior to the session date
- All bookings will receive a confirmation email
- It is acceptable to transfer the place to another member of staff within the same organisation should the booked candidate be unable to attend

Alternatively, we can provide sessions on your premises for a minimum number of ten candidates

Please contact Denise Williams 01254 287036 E mail Denise.williams@eastlancshospice.org.uk



CARE Communication Skills

Learning Objectives:

- Know how to communicate compassionately and effectively
- Recognise verbal and non-verbal cues in the conversation
- Understand the duty of confidentiality
- Know how to acknowledge emotions
- Understand how to use questions to explore people's feelings, thoughts and wishes
- Understand active listening and how it contributes to effective communication
- Understand the concept of respect and how it can be demonstrated in communication
- Know how to respond effectively
- Understand when and how to use reassurance effectively
- Know how to report things you cannot resolve on your own
- Know what empathy is and how to use it

Level: INTRODUCTION - for people who have not accessed education on communication skills before and are inexperienced in communicating compassionately in practice

Target Audience: Staff and Volunteers working in support services in health and social care organisations: Volunteers, Porters, Reception staff, Administration staff, Catering staff, Domestic

DATE	TIME	VENUE	FACILITATOR
23 rd August 2018	13.00-15.00	Royal Blackburn Hospital	Victoria Dixon
19 th September 2018	10.00-12.00	Board Room East Lancashire Hospice	Melanie Riordan
13 th November 2018	10.00-12.00	Board Room East Lancashire Hospice	Lianna Dickinson

CLEAR Communication Skills

Learning Objectives:

- Analyse how we communicate and the impact effective and ineffective communication can have
- Explore barriers to effective communication and how to overcome them
- Explore how we demonstrate compassion and respect in communication
- Explain the duties of confidentiality and disclosure
- Understand how to use “Chat” appropriately
- Identify verbal and non-verbal cues and the importance of picking up on cues in a conversation
- Understand the importance of letting people lead the conversation and explore ways of achieving this
- Identify key components of listening actively and demonstrate the application of listening actively in practice
- Know what empathy is and how to use it
- Understand how to explore people’s needs, choices and wishes
- Consider how to demonstrate acceptance in a conversation
- Recognise how and when to acknowledge emotions in conversations
- Know how to use questions effectively
- Explore responses and their impact on communication
- Explore how and when to provide reassurance
- Identify what and when to refer and whom to refer to

Level: FOUNDATION - for people with some knowledge and experience communicating with people in receipt of health and social care who want to explore how to hold clear, sensitive and honest conversations about: disease progression, treatment options, care options, exploration of their experiences, needs, priorities and choices

Target Audience: All Staff and Volunteers involved in providing health and social care; Volunteers, Health Care Assistants, Care Home Staff, Domiciliary care providers, Nurses, Doctors, Allied Health Professionals

DATE	TIME	VENUE	FACILITATOR
20 th September 2018	9.30-13.30	Board Room East Lancashire Hospice	Rachel Shovelton
12 th October 2018	9.00-13.00	Learning Centre Royal Blackburn Hospital	Stuart Warburton
16 th November 2018	13.00-17.00	Pendleside Hospice	Jeanette Shepherd

CLEAREST Communication Skills

Learning Objectives:

- Analyse how we communicate with compassion
- Consider the duty of confidentiality and disclosure
- Recognise cues in conversations
- Explore how to check and clarify in conversations
- Know how to let people lead the conversation
- Demonstrate active listening
- Use communication skills to explore people choices, wishes and concerns
- Analyse the use of questions in effective communication
- Analyse acknowledgment of emotions and the impact this has
- Understand how to respond showing respect
- Know how to use reassurance appropriately
- Reflect on the use of empathy and its impact in conversations
- Know how to effectively use silence in conversations
- Consider how to use time effectively to make conversations count
- Apply communication skills to challenging scenarios

Level: Intermediate - for people working in health and social care who want to develop their communication skills in order to meet the challenges of providing compassionate communication in complex and challenging situations

Target Audience: All involved in providing care and support to families facing the death of a family member: Nurses, AHP, Doctors Health Care Assistants, Students studying for a career in health and social care, Personal Assistants for people with personal care budgets, Domiciliary Care providers

DATE	TIME	VENUE	FACILITATOR
25 th July 2018	9.30-16.30	Board Room East Lancashire Hospice	Lianna Dickinson
4 th September 2018	9.30-16.30	Rosendale Hospice	Jeanette Shepherd