

Report for Dinwoodie Charitable Company - September 2017

The Education Centre opened in November 2016. Arthur Rank Hospice Charity provides and hosts an extensive education programme for healthcare professionals to improve knowledge and skills about palliative and end of life care. The Education Centre forms part of a new hospice and the modern, purpose-built facilities have meant that we can improve our education and training offering. The Education Centre consists of three training rooms which convert to one large conference room for up to 100 persons and a specialist library. The flexibility of the room design and layout means that we have been able to host concurrent training sessions to maximise the efficiency of the space. When appropriate the charity also hires the Education Centre to private clients for meetings, training, conferences and events.

Since we moved into the new hospice, the Education Programme has delivered 24 study days for approximately 300 healthcare professionals working with people diagnosed with a palliative condition. Study days are delivered by the Education and Clinical Teams. We have engaged with GP practices, local hospitals acute and community staff, community and district nurses, Arthur Rank Hospice staff, medical students, nursing students, care home staff and other healthcare professionals.

The Study Days we have delivered in the Education Programme to date include:

- *Working with children and young people who are facing loss and bereavement:* delivered during the week we moved into the Centre with family and social workers and healthcare professionals – 2 Study Days
- *Using the McKinley T34 Syringe Pump:* refresher training for district and community nurses – 9 Workshops
- *The Management of Oncology Related Lymphoedema* and *The Management of Chronic Lymphoedema:* delivered by our Lymphoedema Team
- *Communication Skills training for Volunteers*
- *Communication Challenges*
- *Advanced Communication Skills in End of Life Care*
- *Dignity at End of Life:* this was a new course we programmed for 2017 and subsequently developed for care homes
- *The Concept of Total Pain*
- *Verification by Nurse of Expected Death*
- *Holistic Assessment in Palliative Care*
- *The Last Few Days of Life - Reassessing Priorities*
- *How can I help a Breathless Patient?*
- *The Power of Touch in Palliative Care:* delivered by our Complementary Therapists



The education programme has been updated and we are currently planning the programme for 2018/19.

Working in Partnership with Healthcare Organisations

We have hosted 8 Community Nurse Induction workshops for the local community NHS Trust and delivered McKinley Syringe Driver Training to around 68 registered nurses; this has encouraged community based nurses into the Education Centre and introduces them to the library and hospice services.

The NeuroSIF conference is due to take place in the Education Centre on 6 November 2017. The conference is being delivered by our Medical Team with current palliative care topics delivered by external specialist speakers. It is aimed at the Neurological Palliative Care Special Interest Forum and will also be advertised to interested doctors and consultants. The hospice is keen to develop and host larger study days and conferences to promote and encourage more visitors including GPs and other professionals to the Education Centre.

Working with Care and Nursing Homes

We have also extended our education and training offer to care homes across the region, providing training to care and nursing staff on dignity and end of life care, symptom, management, syringe driver and communication skills. We created and delivered a four week programme and workbook on End of Life Care for 4 Care Homes in Cambridgeshire with sessions taking place in the Education Centre and in the care home for care home staff. Since November 2016 we have delivered bespoke training with 240 care home staff.

The hospice is the Regional Centre for the Gold Standards Framework (GSF) and delivers the GSF quality assurance programme with care and nursing homes in the East of England. GSF is a systematic, evidence based approach to optimising care for all patients approaching the end of life. Care homes participating in the programme can apply for GSF accreditation. We have worked with and supported 5 care homes during 2016/17 and 7 care and nursing homes from Cambridgeshire, Norfolk, Bedfordshire and Buckinghamshire have applied for the 2017/18 cohort. All the workshops take place in the Education Centre over a 6 month period.

Professional Development and Training for ARHC Teams

The Centre is also used for our own staff and volunteer development and CPD needs and in-house teams participate in development sessions, mandatory training and staff/volunteer inductions. Our staff team and volunteers has increased to approximately 407 since we moved to the new hospice and our new Education Centre now comfortably accommodates the larger numbers who attend staff training. We have delivered 9 monthly sessions of Basic Life Support, Moving and Handling Patients and Fire Safety training with approximately 150 members of our staff team attending in the new rooms.

This year we have also delivered a Dementia Care Workshop for internal staff and local stakeholders, Transition Meeting for child to adult hospice services and Revalidation for Registered Nurses. We are also planning to provide Non-Medical Prescribing study days for Specialist Nurses who work with dying patients.

Building Partnerships for External Hire of the Centre

Over the last year, we have developed a marketing campaign to hire the Education Centre rooms to our local partners and other organisations in order to generate income for the hospice. Organisations and clients include: Addenbrookes Leadership Team with the Kings Fund and Judge Business School, Macmillan Cancer Research, Addenbrookes Emergency Department and Palliative Care Teams, Public Health England, Cambridge Relate, Cambridge and Peterborough NHS Foundation Trust, University of Cambridge, East of England Leadership Academy, Open University and Eastern Academic Health Science Network. We have also hosted meetings for the Cambridgeshire Freemasons and the Rotary Club, National Association of Hospice Funders, Cambridge Rare Disease Network, Cherry Tree Homes Trust, East of England Palliative Care Medicine Group and Hospice UK.

We are really excited to have developed a partnership with the Addenbrookes Hospital Leadership Team; they have selected the Education Centre as the venue for their 2017/2018 Leadership Programme. The programme will reach 150 medical business leaders who will attend the Education Centre in groups of 20-25 for a dedicated programme. The programme is facilitated by the Kings Fund in collaboration with the Judge Business School and commenced on 5 September 2017 and will be held in the Centre over 42 days until July 2018 and is managed by the Education Team.

In October 2016 we appointed a Business Development Officer with a remit to develop and grow business partnerships to maximise revenues for the Centre, to date we have achieved 50 event bookings since November 2016.

The Education Centre is the venue for Cambridgeshire and Peterborough NHS Foundation Trust Away Day in September 2017, Addenbrookes Hospital Palliative Care Study Day in November and will host a conference for 50-80 persons for Cambridge University Department of Oncology in December 2017.

Student Placements

We have hosted student placements in our clinical team and in addition organised student visits to the service. The Head of Education and clinicians have provided teaching and talks to a variety of healthcare students, medical, nursing, allied health professionals, theology students, and music therapy students, these sessions have been delivered in the Education Centre and also at the College or University. Having the Education Centre helps us to continue to be a centre of excellence in the provision of patient-led specialist palliative care in the region and encourages the next generation of healthcare professionals to consider how they care for palliative patients in their future careers.

We have hosted two international Chinese delegation parties with 60 persons in the Education Centre in collaboration with the Moller Centre, this programme included a talk on palliative care and the hospice movement and a tour of the hospice. We have since been approached to provide a full day programme with our palliative care team delivering sessions to 20 Chinese nursing professionals who will visit the UK in October 2017.

