

*Sometimes
it's knowing the
little things that
makes the difference*



**EDUCATION
& LEARNING
DIRECTORY
2017**

A photograph of a woman in teal scrubs standing behind a man in a wheelchair. Both are smiling. The man is wearing a white t-shirt and dark trousers. They are outdoors, possibly on a balcony or walkway, with greenery and a building in the background.

Look out for our new Programmes in 2017

- Sonas: 3 Day programme
- Cognitive Stimulation Therapy (CST) Workshop
- Mindfulness
- Grief at Work for Managers
- “THE BLUE ZONE” The Key to Resilience, learning to live life in the BLUE ZONE.
- Manage Your Life by Managing Your Mind, “Creating Resilience in Tough Challenging Times”

Build your own programme according to your organisation’s needs!

The Education Service is offering an innovative way to meet the educational needs of staff in all healthcare environments. A broad range of individual tutorials providing short, up to date evidence based knowledge on palliative care/end of life and caring for the older person can be delivered in your workplace. These can be delivered independently or combined to half or full day in your place of work or here in Milford Care Centre.

See pages 10 and 11 for further details.

Off-site Education

Education is also provided externally on request - the majority of programmes outlined can be delivered by our education team in your organisation.

We hope that you find a course of interest and if there is anything you would like to recommend for delivery, please do not hesitate to contact us and we will try our best to meet your needs.

CONTENTS



Pg. Title	Suitable for: (PLEASE REFER TO TARGET AUDIENCE COLOR CODE)
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MINI TUTORIALS

10	Mini Tutorials: Palliative Care / End of Life Care	
11	Mini Tutorials: Caring for the Older Person	

E-LEARNING

12	Introduction to Palliative Care for Healthcare Professionals	
13	Formal Family Meetings: A Structured Approach to Communication in Palliative Care	

BLENDED LEARNING - ONLINE & CLASSROOM TEACHING

14	The European Certificate in Essential Palliative Care	
15	The European Certificate in Holistic Dementia Care	
16	Intravenous Medication Administration for Nurses	

COMMUNICATION SKILLS

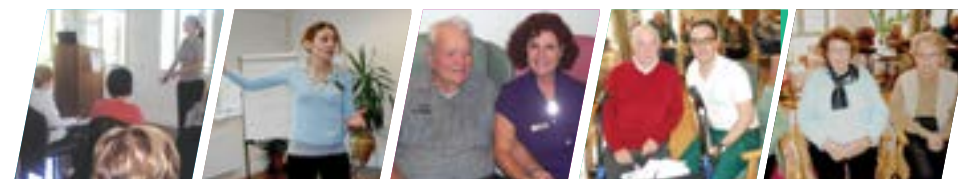
17	Advanced Communication in Palliative & End of Life Care	
18	Communication and Personal Skills in Palliative Care Workshop	
19	What Matters to Me - One-day Workshop on End of Life Care and Communication	

PALLIATIVE CARE

20	Palliative Medicine and Cancer Management for General Practitioners	
21	Reflective Portfolio Writing Skills & Opioid Conversions Workshop	
22	Caring for Patients with Pain & Syringe Driver Workshop	
23	Palliative Care in Intellectual Disabilities: Working Together	
24	Palliative Emergencies and the Last Days of Life Workshop	
25	Essential Palliative Care for Allied Health Professionals Workshop	
26	The Palliative Approach: A 2-Day Programme for Nurses	
27	Palliative Care Support - QQI/Fetac Level 5 Certificate	
28	Introductory Workshop on End-of-Life Care in Residential Homes	
29	Ethical framework for End of Life Care	
30	Medication Management and Palliative Care Medication Workshop	

BEREAVEMENT EDUCATION

31	Bereavement Education Support Programme	
32	Bereavement Information Evenings	
33	Grief at Work for Managers	



CLINICAL SKILLS EDUCATION

34	Management and Replacement of Gastrostomy Tubes	
35	Tracheostomy Care for Health Care Practitioners	
36	Intravenous Medication Administration for Nurses	
37	Venepuncture Study Day	
38	Venepuncture & Peripheral Intravenous Cannulation	
39	Male Catheterisation and Suprapubic Re-Catheterisation Study Day	
40	Subcutaneous Fluid Administration	
41	General Wound Management	
42	Basic Life Support for Healthcare Providers	
43	An Introduction to Central Venous Access Catheters	

GERONTOLOGY

44	Care of the Older Person: 2 Day Programme for Nurses	
45	Introduction to Dementia Care and challenging behaviour workshop	
46	Safeguarding Vulnerable Adults	
47	Nutritional Care in the Older Adult	
48	Responding to Behaviours that challenge 1/2 day workshop	
49	Medication Management 1/2 day workshop	
50	Medication Management and Care of the Older Adult Programme	
51	Assessment and Person Centered Care Planning in Residential Care Settings for Older People	

EVIDENCE-BASED PRACTICE

52	Searching the Literature	
53	Clinical Audit Workshop	

LIFE SKILLS

54	"THE BLUE ZONE" The Key to Resilience. Learning to live life in the "BLUE ZONE"	
55	Manage Your Life by Managing Your Mind	
56	Mindfulness Based Stress Reduction for Health Care Practitioners	
57	Mindfulness	

THERAPUTIC ACTIVITIES

58	Creative Arts and Social & Therapeutic Horticulture Activities Workshop	
59	Sonas: 3 Day programme	
60	Cognitive Stimulation Therapy (CST) Workshop	

63	Frequently Asked Questions	
64	Contacts	
65	Library & Information Service	
67	Application Form	



COURSES by Month

JANUARY

- 11 Bereavement Education Support Programme Information Evening
- 25 Male Catheterisation & Suprapubic Re-Catheterisation
- 31 Intravenous Medication Administration For Nurses - Blended

FEBRUARY

- 1 Bereavement Support Education Programme
- 2 Introduction To Dementia Care & Behaviours That Challenge
- 3 Venepuncture
- 8 Safeguarding The Vulnerable Adult
- 9 Searching The Literature - Pubmed
- 10 Clinical Audit (Day 1)
- 14 Male Catheterisation & Suprapubic Re-Catheterisation
- 14 - 4Th Apr Mindfulness
- 23, 24 Advanced Communication In Palliative Care
- 27 Ethical Framework For End Of Life Care (Day 1)
- 28 Care Of The Older Person (Day 1)
- 28 Bereavement Information Evening

MARCH

- 3 Intravenous Medication Administration For Nurses
- 8 Care Of The Older Person (Day 2)
- 9 Level A Caring For A Child With Life Limiting Illness
- 10 An Introduction To Central Venous Access Catheters
- 21 Management And Replacement Of Gastrostomy Tubes
- 22 Grief At Work For Managers
- 23 Venepuncture
- 24 Medication Management & Palliative Care Medication For Nurses, Doctors And Pharmacists
- 24 Clinical Audit (Day 2)
- 27 Ethical Framework For End Of Life Care (Day 2)
- 28, 29 The Palliative Approach; A 2-Day Programme For Nurses
- 31 "What Matters To Me" IHF Program - End Of Life Care & Communication

APRIL

- 4 Safe Guarding Vulnerable Adults
- 6 "The Blue Zone" The Key To Resilience
- 7 Nutritional Care In The Older Adult
- 10 European Certificate In Essential Palliative Care - Introductory Evening
- 12 Assessment And Person Centered Care Planning In Residential Care Settings For Older People
- 20 Palliative Care & Intellectual Disability
- 21 Sonas (Day 1)
- 24 European Certificate In Holistic Dementia Care - Introductory Evening
- 25 Reflective Portfolio Writing Skills & Opioid Conversions Workshop
- 26 Basic Life Support For Health Care Providers
- 28 Male Catheterisation

MAY

- 2 Caring For Patients With Pain & Syringe Driver Workshop
- 3 Venepuncture & Cannulation
- 8 Wound Management
- 9 Palliative Emergencies And The Last Days Of Life Workshop
- 10 End Of Life Care In Residential Homes
- 11 Venepuncture
- 12 Introduction To Dementia Care And Responding To Behaviours That Challenge
- 17 Intravenous Medication Administration For Nurses
- 18 Subcutaneous Fluids Administration
- 19 Sonas (Day 2)
- 23 Safe Guarding Vulnerable Adults
- 23 Bereavement Information Evening
- 24 Medication Management
- 25 Essential Palliative Care For Allied Health Professionals

JUNE

- 16 Sonas (Day 3)
- 22, 23 Advanced Communication In Palliative & End Of Life Care

AUGUST

- 23 Bereavement Information Evening

SEPTEMBER

- 5 Palliative Care Support - QQI/Fetac Level Certificate (Day 1)
- 7 Venepuncture & Cannulation
- 8 Safeguarding The Vulnerable Adult
- 12 Palliative Care Support - QQI/Fetac Level Certificate (Day 2)
- 13 End Of Life Care In Residential Homes
- 14 Tracheostomy Care For Health Care Practitioners (Full Day)
- 15 Medication Management And Care Of The Older Adult Programme
- 18 Wound Management
- 18 European Certificate In Essential Palliative Care - Introductory Evening
- 19 Palliative Care Support - QQI/Fetac Level Certificate (Day 3)
- 19 -14 Nov Mindfulness
- 20 Male Catheterisation & Suprapubic Re-Catheterisation
- 22 Venepuncture
- 26 Palliative Care Support - QQI/Fetac Level Certificate (Day 4)
- 27 Subcutaneous Fluids Administration
- 28 Management And Replacement Of Gastrostomy Tubes
- 29 Cognitive Stimulation Therapy

OCTOBER

- 2 European Certificate In Holistic Dementia Care - Introductory Evening
- 3 Reflective Portfolio Writing Skills & Opioid Conversions Workshop
- 4 "Manage Your Life By Managing Your Mind, "Creating Resilience In Tough Challenging Times"
- 5, 6 Advanced Communication In Palliative Care
- 10 Intravenous Medication Administration For Nurses
- 11 Caring For Patients With Pain & Syringe Driver Workshop
- 12 Searching The Literature - CINAHL
- 13 Clinical Audit
- 14 Palliative Medicine And Cancer Management For General Practitioners
- 17 Creative Arts And Social & Therapeutic Horticulture Workshop
- 18 Communication And Personal Skills In Palliative Care
- 19 Palliative Emergencies And The Last Days Of Life
- 24 Assessment And Person Centered Care Planning Workshop

NOVEMBER

- 1 Venepuncture
- 2 What Matters To Me - One-Day Workshop On End Of Life Care And Communication
- 7 End Of Life Care In Residential Homes
- 9, 10 Advanced Communication Skills
- 15 ECEPC Exam Day
- 16 Safe Guarding Vulnerable Adults Awareness
- 17 Basic Life Support For Healthcare Providers
- 17 Clinical Audit (Day 2)
- 20 Wound Management
- 23 Introduction To Dementia Care & Behaviours That Challenge
- 28 Bereavement Information Evening
- 29 European Certificate In Holistic Dementia Care - Exam Day

DECEMBER

- 1 Male Catheterisation & Suprapubic Re-Catheterisation

Education and Learning at Milford Care Centre

Our Vision

The vision for education and learning at Milford Care Centre is to develop a sustainable and robust service to contribute to and bring the knowledge, skills and attitudes of palliative care and gerontology to healthcare professionals and the public; whilst recognising the professional development needs of our own staff. This in turn will improve the quality of life for patients and their families at the end of life.

Our Values

Education and Learning is guided by the identified values of Milford Care Centre as outlined in its mission statement:-

Justice - To be rooted in integrity, honesty and fairness in all that we do

Compassion - To seek to understand and to care for all with compassion

Respect - To treat each person as a unique and valued individual

Communication - To be open, honest and sensitive in all our communications

Accountability - To provide a professional service that uses resources economically, efficiently and effectively

In addition to the values outlined above, we seek to empower and facilitate health professionals and the community it serves. These values will remain central to the work of our service.



The Milford Factor

Giving People Back their Dignity

Compassionate caring is a matter of the heart. This was one of the guiding principles of Mother Mary Potter, when she brought together a group of people who would stand with another in their brokenness and walk with them in the events of life. Mary Potter was a woman of vision, a woman who faced challenges head-on, a woman who wanted to leave the world a better place than she found it. She was a leader that any company could be proud of. She had faith in God's plan for her and in other people's vision for a better future. She read the needs of the times and responded to them with a sense of adventure and courage, with very little human resources.

She set her goals, based on Gospel values – carried them through. She formed a team...and so began the Little Company of Mary 135 years ago. Mary Potter chose as her scene Mary, at the foot of the Cross. Her wish that those who followed in her footsteps would make life more bearable for others, especially those who were sick or dying, creating a safe environment where through their presence a moment of healing would take place. Mary, herself understood the emotional, spiritual, physical needs of the sick and their families, as she suffered painful and chronic illness all her life. Her heart's desire that everyone be accompanied on the road of life, in a practical way where possible, but always through prayer.

It takes very special people to walk the road of good-byes, holding the hand of the person who is ageing and the person who is very ill, and in the other hand that of the grieving living. Was it her Irish roots and recognition of those special people the encouraged Mary Potter to accept so readily the invitation to come to Limerick in 1888? How proud she must be 125 years on to see the challenge of her vision so courageously adapted to present day needs here in the heart of the Mid-West.

On the 9th April we celebrated the Centenary of the death of this great torch-bearer. We thank each one of you for the star role you have played in this great enterprise

“May you embrace the beauty in what you do and how you stand like a secret angel between the bleak despair of suffering and the unquenchable light of the spirit that can turn the darkest destiny towards dawn.

May you never doubt the gifts you bring; rather learn from these frontiers wisdom from your own heart.

May you come to inherit the blessings of kindness and never be without care and love when winter enters your own life”.

(John O'Donoghue)

Sr. Brigid Finucane. LCM
Mission Coordinator.

Mini Tutorials: Palliative Care / End of Life Care

Dates:

On request

Fee:

For cost enquiries please contact Geraldine Aherne Education Secretary tel. 061 485 841/863 email g.aherne@milfordcc.ie

or complete a needs assessment form online at www.milfordcarecentre.ie/education-research/off-site-education.

As workloads increase and staff release continues to be a challenge, Milford Education Service is now offering an innovative way to meet the needs of staff in all healthcare environments. We are in a position to deliver individual tutorials approximately 2 hours in duration or longer if required in your place of work for a minimum of 6 participants. Providing short, up to date evidence-based knowledge on the care and management of palliative care/end of life patients being cared for in a variety of settings such as nursing homes, residential services, intellectual disability, mental health, acute hospital, hospice, community settings. Lectures can be delivered independently or combined to half or full day and can be tailored to your needs/health care setting. Sessions can be facilitated here in Milford or in your place of work.

Some of lectures offered include:

- Introduction to Palliative Care / The Palliative Care Approach
- 3 hour Syringe Driver Workshop – Mc Kinley or Graseby pump training
- Managing Common Symptoms, pain assessment & management, nausea & vomiting, constipation, restlessness, breathlessness
- Care in the Last 24/48 hours of Life
- Communication at the end of life/breaking bad news/difficult conversations
- Psychosocial issues at the End of Life
- Teamwork in Palliative Care
- Advanced Care Planning
- Medication Management
- “What matters to me” training

Accreditation: 3 Continuing Education Units (CEUs) approved by An Bord Altranais agus Cnáimhseachais na hÉireann (The Nursing and Midwifery Board of Ireland).

Mini Tutorials: Caring for the Older Person

Dates:

On request

Fee:

For cost enquiries please contact Geraldine Aherne Education Secretary tel. 061 485 841/863 email g.aherne@milfordcc.ie

or complete a needs assessment form online at www.milfordcarecentre.ie/education-research/off-site-education.

Milford Education Service is now offering an alternative way to meet the needs of staff in all healthcare environments- nursing homes, residential services, intellectual disability, mental health, acute hospital, hospice & community settings. Individual tutorials approximately 2 hours in duration or longer if required, in your place of work for a minimum of 6 participants, with the aim of providing short, up to date evidence based knowledge on the Care of the Older Person. These Lectures can be delivered independently or combined to half or full day and can be tailored to your needs/health care setting. Sessions can be facilitated here in Milford or in your place of work.

Some of lectures offered include:

- Pain Management in the older person (General)
- Delirium and the older person
- Dementia for the older person
- Medication Management
- Nutritional Assessment for the older person
- Person Centred Care for the older person
- Introduction to Palliative Care
- 3 hour Syringe Driver Workshop – Mc Kinley or Graseby pump training
- Responding to behaviours that challenge
- Managing Common Symptoms at end of life, pain assessment & management, nausea & vomiting, constipation, restlessness, breathlessness
- Care in the Last 24/48 hours of life
- Communications at the End of life

Accreditation: 3 Continuing Education Units (CEUs) approved by An Bord Altranais agus Cnáimhseachais na hÉireann (The Nursing and Midwifery Board of Ireland).

Introduction to Palliative Care

Accredited online interactive
1.5 hour programme

Eligible to attend:

All levels of
Healthcare
Professionals

Fee:

€25.00

Aim: To enable participants to understand the principles of palliative care and their application to practice, thereby improving the standard of care delivery and quality of life for patients and their families. This programme is designed for healthcare professionals who seek an understanding of “what palliative care is” and acts as a guide to achieving their competence requirements within a wide variety of healthcare settings.

The focus of the programme is to equip the healthcare professional with evidence based information enabling them to feel confident and knowledgeable when caring for a person with a life-limiting condition. It has developed in line with the National Palliative Care Competence Framework and has been informed by other international competence frameworks and evidence based guidelines and literature.

Main Topics discussed include:

- Defining the Principles of Palliative Care, End of Life Care and the Palliative Care Approach
- The Application of the Principles in Practice
- Multidisciplinary team collaboration
- The integration & significance of the physical, psychological, social and spiritual issues that affect palliative patients and their families
- Recognition of the timely requirements within each of the levels of palliative care specialization – Level 1 - The Palliative approach, Level 2 – General intermediate level, Level 3 – Specialist palliative care
- The importance of “self-care awareness” and strategies to adopt in reducing the burden impact which can arise when caring for people facing life-limiting conditions.

Accreditation/CPD: 3.5 Continuing Education Units (CEUs) approved by An Bord Altranais agus Cnáimhseachais na hÉireann (The Nursing and Midwifery Board of Ireland) and 2 credits from the Royal College of Physicians Ireland.

Formal Family Meetings: A Structured Approach to Communication in Palliative Care

Eligible to attend:

Healthcare
Professionals

Fee:

€45.00

Aim: To foster and support sound clinical practice in the participation or holding of Family Meetings with a patient who has a life limiting illness. It is designed to assist the healthcare professional to gain a deeper understanding of the significance of family, family dynamics and effective communication in difficult circumstances.

Communication is important in all health care settings, but is critical at the end of life. Effective interdisciplinary team working is key and a prerequisite for successful interactions with patients and families. Health professionals often lack the communication skills or confidence required to work with this patient group in situations that can involve dealing with challenging emotions and complex clinical situations.

This is 4 hour online eLearning education programme which focuses on seven topics relating to family meetings.

Section 1: Introduction to the eLearning Programme

Section 2: Principles of Communication in Palliative Care

Section 3: Overview - Thinking About Palliative Care and Families

Section 4: Considering Family Meetings - Patient Care Planning

Section 5: Formal Family Meetings - Pre-Meeting Review and Discussion

Section 6: Structure of a formal Family Meeting and the roles of MDT members

Section 7: Post Formal Family Meeting Review and Follow Up.

Accreditation/CPD: 4 Continuing Education Units (CEUs) approved by An Bord Altranais agus Cnáimhseachais na hÉireann (The Nursing and Midwifery Board of Ireland) and 2 credits from the Royal College of Physicians Ireland.

European Certificate in Essential Palliative Care

8 Weeks Distance Learning Programme,
2 intakes annually in Spring and Autumn

Dates:

Spring 2017 Intake:
10th April to
7th June 2017

Autumn 2017 Intake
18th September
to 15th November
2017

Times:

Attendance at the introductory evening session starting at 6.30pm is encouraged, and it is mandatory to attend the final assessment day at Milford Care Centre

Eligible to attend:

Doctors, nurses, paramedics, pharmacists

Fee: €550.00

Aim: To improve the care of patients and enable health professionals, irrespective of setting, to practise the essential principles of palliative care. It endeavours to raise the profile of palliative care, engender confidence in healthcare professionals and foster communication between healthcare professionals.

This is an intensive eight-week, distance/blended learning programme based on the well-established Princess Alice Certificate in Essential Palliative Care running in the UK for many years. Milford Care Centre is the coordinating site for the Republic of Ireland with a host centre based in Our Lady's Hospice & Care Services, Dublin.

The course is divided into eight sections, each covering different principles and practices, some of which include:

- Caring for Patients with Pain
- Palliative Care & the Gastrointestinal System
- Breaking Bad News & Ethical Issues
- Emergencies in Palliative Care and Palliative Care in Life Limiting Disease
- The Last 48 Hours of Life: Practical Issues & Bereavement

It is estimated that these main sections will require at least 10 hours of work to complete, including viewing online content, reading the course handbook and reviewing the questions at the end of each section. Learning is assessed through completion of a portfolio and written and oral examination. An online learning site (www.e-life.ie) has also been established to assist candidates with their studies.

Applicants must be working in a suitable practice setting e.g. in an acute hospital, nursing home, community or hospice and should have direct contact with patients requiring a palliative approach to care.

Accreditation/CPD: 35 Continuing Education Units (CEUs) approved by An Bord Altranais agus Cnáimhseachais na hÉireann (The Nursing and Midwifery Board of Ireland). 50 Continuing Professional Development credits from Royal College of Physicians of Ireland. This course is recognised by University of Limerick as having evidence of prior learning and has been awarded 15 ECTS (European Credit Transfer System) at undergraduate level.

European Certificate in Holistic Dementia Care

8 Weeks Distance Learning Programme,
2 intakes annually in Spring and Autumn

Dates:

Spring 2017 Intake:
24th April to
21st June 2017

Autumn 2017 Intake
2nd October to 29th
November 2017

Times:

Attendance at the introductory evening session starting at 6.30pm is encouraged, and it is mandatory to attend the final assessment day at Milford Care Centre

Eligible to attend:

Doctors, nurses, paramedics and other healthcare professionals

Fee: £400.00

Booking and Further Information:

Education & Research
Department
Jennymount Business Park
North Derby Street
BELFAST
BT15 3HN
E: education@nihospice.org
T: +44 (0) 28 9078 1836
www.nihospice.org

Aim: To effectively treat patients with dementia and support those who matter to them. The majority of healthcare professionals working in hospitals, primary care facilities and the community are dealing on a regular basis with patients who have dementia. This programme focuses on addressing the needs and challenges of providing palliative and end-of-life care to people with dementia with the overall aim being to improve the quality of care in dementia.

Milford Care Centre offers this 8-week distance learning programme in collaboration with Northern Ireland Hospice.

The course is divided into 13 sections, each covering the principles and practice for delivering end-of-life care to patients with dementia. The key elements of dementia care explored throughout the course are:

- The diagnosis, treatment and key characteristics of the different types of dementia
- The provision of holistic dementia care and the role of palliative care
- Communication with a patient with cognitive impairment
- Effective assessment in dementia care
- Management of Behavioural and Psychological Symptoms in Dementia
- Management of holistic symptom needs
- Caring for the Carers
- End of Life Care
- The ethical and legal implications of a diagnosis of dementia

It is estimated that each of the eight weeks of the course will require approximately 10 hours of work to complete including reading the course handbook and reviewing the additional learning on the Learning Matters website which has been established to assist candidates with their studies.

Accreditation/CPD: CPD applied for Royal College of Physicians UK
Bord Altranais agus Cnáimhseachais na hÉireann
Royal College of Physicians, Ireland.

Intravenous Medication Administration for Registered Nurses

A Blended Learning Programme

Advanced Communication in Palliative & End of Life Care

16

Dates:
31st January 2017,
3rd March 2017,
17th May 2017,
10th October 2017

Time:
2.00p.m – 4.30p.m.

Eligible to attend:
Registered Nurses

Fee: €60.00

Aim: To provide Registered Nurses with the necessary theoretical and practical components of intravenous drug administration.

This blended learning programme allows the Registered Nurse to complete the theoretical component of this programme online. On successful completion of the 2 hour online session candidates can print a certificate. The candidate must bring the certificate to the practical workshop. Participants will be able to attend Milford Care Centre for approximately 2.5 hours to complete the practical components of intravenous drug administration.

Learning Outcomes:

On successful completion of the online programme, participants will be able to:

- Identify key issues in relation to the scope of practice in nursing
- Summarise the main principles of an intravenous administration policy
- Describe the infection control and pharmacological principles in relation to intravenous therapy.

On successful completion of the classroom practical component of this programme participants will be able to:

- Demonstrate competence in calculations associated with intravenous drug administration
- Demonstrate the procedure involved in administering a bolus, intermittent and continuous drug intravenously
- Demonstrate the procedure involved in completing the “intravenous competency record form”.

Accreditation/CPD: 4 Continuing Education Units (CEUs) approved by An Bord Altranais agus Cnáimhseachais na hÉireann (The Nursing and Midwifery Board of Ireland) for the e – learning programme.

17

Dates:
23rd & 24th
February 2017
22nd & 23rd June
2017
5th & 6th October
2017
9th & 10th
November 2017

Time:
9.00a.m – 5.00p.m.

Eligible to attend:
Doctors, nurses and
all other health care
professionals

Fee: €350.00

Aim: This 2-day course aims to increase health professionals’ awareness of their communication skills and to explore strategies to enhance their ability to elicit and respond to patients’ concerns and deal more effectively with difficult communication situations.

Communication is important in all health care settings, but is critical for patients with advanced life-threatening illness. Health professionals often lack the communication skills or confidence required to work with this patient group in situations that can involve dealing with challenging emotions and complex clinical situations.

Use of actors as simulated patients, structured feedback and small group discussion facilitates health professionals to develop competence and confidence in a safe, comfortable and non-threatening environment. These approaches are central to this course, based on the Wilkinson Model of Communication Skills training from the UK.

This course is designed for members of the multi-professional health care team who are working with patients with advanced progressive disease. The participant must have two years clinical experience as a qualified practitioner to undertake this course.

Accreditation/CPD: 14 Continuing Education Units (CEUs) approved by An Bord Altranais agus Cnáimhseachais na hÉireann (The Nursing and Midwifery Board of Ireland). 6 Continuing Professional Development Points (CPD) approved by the Royal College of Physicians of Ireland.

Communication and Personal Skills in Palliative Care Workshop

Dates:
18th October 2017

Time:
10.00a.m – 1.00p.m.

Eligible to attend:

Health care professionals, volunteers

Fee: €30.00

Aim: To deal with the issues of boundaries in patient - health care professional and patient - volunteer interactions. The workshop supports the learner to be able to cope when patients talk about their feelings; maintain confidentiality when speaking to a relative; recognise one's limits and know from whom to ask for help.

Participants will engage in carefully researched and scripted short scenarios, performed by professional actors. The skilled facilitator links the participants, the characters and the material to make maximum use of the varying experience, knowledge and skills of the volunteers. Using a range of techniques, volunteers will have the opportunity to share ideas, experiences and knowledge while teasing out possible solutions.

Accreditation/CPD: Certificate of attendance will be provided.



What Matters to Me

A One-day Workshop on End-of-Life Care and Communication for staff working in community hospital and long-term care settings.

Dates:
31st March 2017
2nd November 2017

Time: 8.30a.m
– 4.30p.m.

Eligible to attend:

Staff working in community hospital and long-term care settings.

Fee: €50.00

Aim: To improve end-of-life care by enhancing communication skills so that staff at all levels are better able to engage in discussions with residents, throughout their time in the hospital/care home, about what is really important to them.

The course is similar to the one-day Final Journeys course, with some adaptation to reflect the longer-term nature of staff/resident relationships within community hospitals/long-term care settings. The workshop includes a mix of education, group work, reflection, video clips and role playing using 'live' situations identified by participants. This course is available to community hospitals/residential care settings.

Accreditation/CPD: 7 Continuing Education Units (CEUs) approved by An Bord Altranais Cnáimhseachais na hÉireann (The Nursing and Midwifery Board of Ireland) and endorsement for CPD activity by the Irish Association of Social Workers.

Palliative Medicine and Cancer Management for General Practitioners

Reflective Portfolio Writing & Opioid Conversions Workshop

Dates:
14th October 2017

Time:
9.00 – 1.00p.m.

Eligible to attend:
General Practitioners working in the Mid West

Fee: Free

Aim: Milford Care Centre with the Irish College of General Practitioners have been running an annual Palliative Medicine and Cancer Management study morning (primarily aimed at G.P.'s for many years). This popular event provides participants with an overview of the latest developments in palliative care and oncology services in the Mid-West.

Sessions are delivered by specialist medical consultants working in the region and the morning is noted for its strong focus on the provision of high quality relevant information that is transferable to the primary care setting. The event also provides participants with an opportunity to network with practitioners in the region. While the event is free of charge it is important to register in advance. The timetable for the day will be available from 1st September 2017 upon request.



Dates:
25th April 2017 and
3rd October 2017

Time:
8.30a.m. – 1.30p.m.

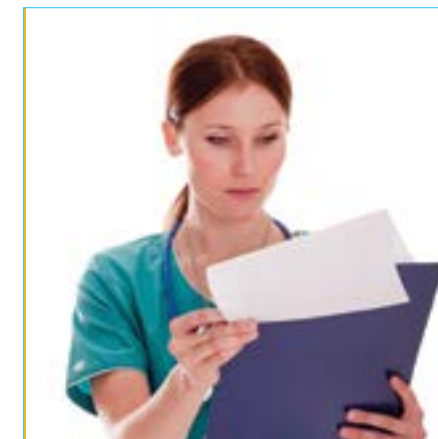
Eligible to attend:
Registered Nurses,
Doctors, Paramedics,
Pharmacists

Fee: €30.00

Aim: This workshop is aimed at candidates studying on the distance learning and the European Certificate in Essential Palliative Care course offered by Milford Care Centre. It focuses on the skills required to write a reflective portfolio on a clinical case and to calculate opioid conversions. The content covered includes an overview of reflective practice, communication issues in End of Life Care, choosing the best case, identifying the key issues, searching for evidence, referencing and writing styles.

The Opioid Conversion component centres on the common calculations required when caring for an individual on opioid medications. This is also a key competency for candidates undertaking the 8 week distance learning palliative care course.

Accreditation/CPD: 4.5 Continuing Education Units (CEUs approved by An Bord Altranais Cnáimhseachais na hÉireann (The Nurse and Midwifery Board of Ireland)



Caring for Patients with Pain & Syringe Driver Workshop

Palliative Care in Intellectual Disabilities: Working Together

22

Dates:
2nd May 2017,
11th October 2017

Time:
8.30a.m. – 4.30p.m.

Eligible to attend:
Registered Nurses,
Doctors, Paramedics,
Pharmacists

Fee:
€80.00 (€30.00 for
candidates studying
the European
Certificate in
Essential Palliative
Care Course).

Aim: To offer a variety of learning modalities combining didactic teaching, hands on, case studies, problem based learning in opioid conversions and simulation with syringe driver equipment used in the management of complex pain. This workshop presents an exciting opportunity for practitioners involved in the day to day management of pain to upskill their practice and knowledge base in deciphering complex pain challenges.

Pain is one of the most prevalent and distressing symptoms associated with cancer and life limiting disease trajectories. It is a complex symptom that poses challenges to doctors, nurses and pharmacists for effective assessment and management.

Following completion of this workshop, participants will:

- Understand the principles of caring for patients with pain
- Identify the pharmacological and non-pharmacological management of pain
- Demonstrate and practice use of the McKinley and/or the Graseby syringe driver. Please indicate on your application form which syringe driver you currently use

Accreditation/CPD: 6.5 Continuing Education Units (CEUs) approved by An Bord Altranais Cnáimhseachais na hÉireann (The Nurse and Midwifery Board of Ireland)

23

Dates:
April 20th 2017

Time:
8.30a.m. – 4.30p.m.

Eligible to attend:
Registered Nurses

Fee: €80.00

Aim: The aim of the day is to provide Registered Nurses with an understanding of these principles and their application to practice. It allows participants to improve their knowledge and skills in the provision of palliative care in intellectual disabilities through reflection and discussion. This is a one day collaborative programme examining the philosophy and principles of palliative care and intellectual disability care. The programme focuses not only on the physical alleviation of symptoms but also addresses the psychosocial, spiritual and emotional needs of individuals. This programme is designed to assist in practice and aid nurses in developing professionally in this area.

On completing this study day participants will:

- Gain an insight into the philosophy and principles of palliative care and care of people with intellectual disabilities and how these approaches may be integrated to provide optimal care for the person
- Identify the skills required by nurses when adopting a palliative care approach
- Gain knowledge of person centred care.
- Gain knowledge of symptom control and the last 24/48 hours of life
- Recognise and discuss good communication and breaking bad news
- Gain an overview of syringe drivers

Accreditation/CPD: 8 Continuing Education Units (CEUs) approved by An Bord Altranais Cnáimhseachais na hÉireann (The Nurse and Midwifery Board of Ireland)

Palliative Emergencies and the Last Days of Life Workshop

Essential Palliative Care for Allied Health Professionals Workshop

24

Dates:
9th May 2017,
19th October 2017

Time:
9.00a.m. - 4.30p.m.

Eligible to attend:
Registered Nurses,
Doctors, Paramedics,
Pharmacists

Fee: €80.00
(€30.00 for
candidates studying
the European
Certificate in
Essential Palliative
Care Course).

Aim: This one day workshop on Palliative care emergencies focuses not only situations that are imminently life threatening, but also on those that could result in impaired quality of life for the remainder of the patient's life, or for the family in their bereavement.

This workshop will enhance further learning and aims to complement the European Certificate in Essential Palliative Care. However the workshop is open to all who want to learn more about palliative medical emergencies and caring for patients in the last days of life.

On completion of this workshop, participants will:

- Recognise a palliative emergency
- Understand the appropriate care and treatment for the palliative emergency as it presents
- Recognise the signs and symptoms of death approaching
- Assess and plan to accommodate patient's needs during the terminal phase

Accreditation/CPD: 7 Continuing Education Units (CEUs) approved by An Bord Altranais Cnáimhseachais na hÉireann (The Nurse and Midwifery Board of Ireland)



25

Dates:
25th May 2017

Time:
9.00a.m. – 4.30p.m.

Eligible to attend:
Allied Health
Professionals

Fee: €80.00

Aim: The aim of this study day is to provide participants with an introductory knowledge of palliative care and is facilitated by Allied Health Professionals working full time in specialist palliative care with significant clinical experience and expertise in this field, using a variety of teaching methods including video presentation, group work, case scenarios and discussion. This study day is available to Physiotherapists, Occupational Therapists, Social Workers, Dietitians and Speech and Language Therapists.

Allied Health Professionals working throughout the healthcare setting encounter significant numbers of patients with palliative care needs on a daily basis. Allied Health Professionals often report receiving inadequate palliative care education to support these needs (Sadhu 2010).

The day commences with an introduction to the concept and ethos of palliative care followed by sessions on Allied Health Profession roles, goal setting, communication, caring for ourselves, end of life care and ethical issues in palliative care. The afternoon sessions are discipline specific. Participants will identify the palliative care core competencies required for health professionals when providing a palliative approach as set out by the Palliative Care Competence Framework HSE 2014.

Accreditation/CPD: This workshop has received endorsement for CPD activity from the Irish Association of Social Workers and the Irish Nutrition and Dietetic Institute



The Palliative Approach: A 2-Day Programme for Nurses

Palliative Care QQI Minor Award

Dates:
28th and 29th March
2017

Time:
8.30a.m. - 4.00p.m.

Eligible to attend:
Registered Nurses

Fee: €120.00

Aim: This two day course aims to provide registered nurses with an understanding of the principles of palliative care and how these principles can be effectively applied to practice. It allows participants to improve their knowledge and skills in palliative care through reflection, discussion, workshops and practical skills sessions including a syringe driver workshop. The programme focuses not only on the physical alleviation of symptoms but also addresses the psychosocial, spiritual and emotional needs of individuals. This programme is designed to assist in practice and assists nurses in developing professionally in the area of end of life care.

On completing this study day nurses will:

- Gain an insight into the essentials of palliative care and their role within the multidisciplinary team
- Gain knowledge of the skills required by registered nurses when adopting a palliative care approach
- Gain knowledge of symptom control; the end of life phase and death; communication; dealing with grief and loss
- Gain an insight into the concept of 'total pain'
- Discuss psychosocial issues relevant to patients and their families
- Identify the palliative care core competencies required by Nurses when providing a palliative approach as set out by the Palliative Care Competence Framework HSE 2014.

Accreditation/CPD: 14 Continuing Education Units (CEUs) approved by An Bord Altranais Cnáimhseachais na hÉireann (The Nurse and Midwifery Board of Ireland).

Dates:
5th September 2017,
12th September 2017,
19th September 2017,
26th September 2017

Time:
9.00a.m – 3.30p.m.

Eligible to attend:
Individuals currently working in or seeking work in the healthcare sector as Qualified Healthcare Assistants

Fee: €235.00

Aim: This module will provide the student with the knowledge, skills and competence to fulfill the health care assistant role when providing care to persons with life limiting conditions. The course explores the Health Care Assistant role in alleviation of patients physical symptoms e.g. pain, nausea & vomiting, breathlessness and promotes communication skills/behaviours awareness in Health Care Assistant. The impact of a therapeutic relationship in practice is considered.

The certificate is being offered in collaboration with Our Lady's Hospice and Care Services who are registered as QQI providers. This is an elective module for QQI/Fetac level 5 Major Award and can be used as part fulfilment of major awards. The module has been informed by the Palliative Care Competence Framework HSE 2014. This module is offered one-day a week over four weeks to facilitate those who are working. You have the option to attend the 1st day only, at a Fee of €80.

As Hospice providers we are experts in palliative care and the learner will benefit from our experience in providing palliative care of the highest standard. The module is class room based with additional self-directed learning. The education and research department offers a wide range of state-of-the-art facilities and resources. You can have the support of a librarian and to access to library, computers, study area, Wi-Fi and assistance with searching for articles and books.

Programme Outline:

- Working with a Palliative Care Approach- understanding palliative care.
- Living and coping with a diagnosis of a life limiting illness
- Communications skills and challenges
- Understanding common symptoms at the end of life
- Understanding cultural and religious diversity of family structures and the end of life
- Death and Dying- the last days of life, caring for the patient and their families
- Bereavement Care- the impact of death and dying
- Caring for self

Introductory Workshop on End-of-Life Care in Residential Homes

Ethical Framework for End of Life Care

Dates:
10th May 2017
13th September 2017
7th November 2017

Time:
9.00a.m. – 4.30p.m.

Eligible to attend:
Registered Nurses and Care Assistants, Household staff

Fee: €40.00

Aim: To introduce the concepts of palliative care to all staff working in a residential care setting and develop their competence in delivering the palliative care approach

It develops participants understanding of their responsibilities in relation to Standard 16 “End of Life Care” National Quality Standards for Residential Care Settings for Older People in Ireland

To introduce communication skills and approaches around talking about death and dying.

It is an introductory programme facilitated through lectures and workshops, targeting all staff working in Long Stay (residential) settings. This programme was developed in conjunction with the Irish Hospice Foundation to meet the needs of staff working in residential settings working with residents who are at the end of life.

Who is the workshop open to:

The programme is open to all staff working in a long stay / residential care setting – nursing, health care assistants, household etc. We advise those who have had bereavements within the past 12 months to discuss attendance with their line manager. We also require participants to complete a pre-course worksheet as part of preparation for the workshop.

Accreditation/CPD: 7 Continuing Education Units (CEUs) approved by An Bord Altranais Cnáimhseachais na hÉireann (The Nurse and Midwifery Board of Ireland)

Dates:
27th February &
27th March 2017

Time:
9.00a.m. – 4.30p.m.

Eligible to attend:
Qualified Health Care Professional or Clinical staff

Fee: €50.00

Aim: To foster and support ethically and legally sound clinical practice in end-of-life treatment and care in Irish healthcare settings (McCarthy et al. 2010).

The “Ethical Framework for End of Life Care” Study Sessions is a multidisciplinary evidence-based ethics education programme which has been developed by University College Cork, the Royal College of Physicians of Ireland and the Irish Hospice Foundation in response to the need for end-of-life care ethics education in Ireland (McCarthy et al. 2010).

Programme Outline: This education programme involves the delivery of ethics education sessions over 2 days, which will cover the following topics:

- Explaining ethics, breaking bad news, healthcare decision making
- The role of rights, autonomy in law and practice,
- Ethics of managing pain,
- Ethics of life prolonging treatments,
- Ethics of confidentiality and
- Ethical governance in clinical care.

Each session will describe ethical cases followed by a critical discussion of the cases from an ethical and legal perspective, a discussion of professional obligations arising from the cases and activities for you to discuss and reflect upon with the other participants.

The sessions are multi-disciplinary in nature and will involve 3-10 participants and a trained facilitator. In order to participate in this programme you must be a qualified healthcare professional or clinical staff member who has experience in delivering end of life care to patients and families.

Accreditation/CPD: 8 Continuing Education Units (CEUs) approved by An Bord Altranais Cnáimhseachais na hÉireann (The Nurse and Midwifery Board of Ireland). The course has received endorsement for CPD activity from the Irish Nutrition and Dietetic Institute.



Medication Management and Palliative Care Medication Workshop

Bereavement Support Education Programme

Dates:
24th March 2017

Time:
9.00am-4.00pm

Eligible to attend:
Registered Nurses and Pharmacists

Fee: €80.00

Aim: To provide Registered Nurses and Pharmacists with up-to-date knowledge and evidence based practice in the guiding principles of Medication Management specifically in relation to medicines used in palliative care.

After attending this course, participants will be able to:

- Understand the guiding principles of Legislation & Key Principles on Medication Management
- Outline health care professional's responsibilities
- Apply the principles of Medication Management in an effective, safe and ethical way in a Health care Setting
- Outline Medication Management in the Residential Care Setting- HIQA Standards
- Understand guidelines from the Pharmaceutical Society of Ireland (PSI) for medication management
- Identify commonly used medications in palliative care

Accreditation/CPD: 6 Continuing Education Units (CEUs) approved by An Bord Altranais agus Cnáimhseachais na hÉireann (The Nursing and Midwifery Board of Ireland). Qualifies for CPD with IIOP

Dates:
Introductory evening 11th January 2017.
Course commences 1st February for 12 weeks and includes a personal development weekend on the 17th-19th February 2017.

Time:
7.00p.m. – 9.30p.m.

Eligible to attend:

Open to all who have contact and concern for the bereaved.

Fee:
Unwaged/students: €200.00,
Bereavement support volunteers: €300.00,
Others: €500.00

Aim: The Bereavement Support Education Programme (BSEP) is a twelve week course developed and designed over sixteen years by the Social Work Department in Milford Care Centre. The course aims to offer insight and awareness into the issues and dynamics of grief and loss from death. This is done by exploring different aspects and types of bereavement. It provides information and education about bereavement in various circumstances; personal, social and cultural.

The course uses a combination of teaching methods and presentations including group work, lectures and personal exercises. A self-development weekend during the programme allows people to examine their own private grief journey in a safe and confidential environment and is an essential component of the course.

This course will appeal to a wide variety of people in their private and professional lives; teachers, nurses, carers, clergy and pastoral ministers, counsellors and those who have contact and concern for the bereaved.

Applications for the course are made through the Education Service in Milford Care Centre. An invitation to an Information Evening is sent and intending participants are given an opportunity to learn more about the programme and have their questions answered and arrangements are made to meet some of the team.

Attendance at the Information Evening is ESSENTIAL to gaining a place on the course. This is a non-negotiable condition for attendance at the course.

Accreditation/CPD: A certificate of attendance will be provided. 24 Continuing Education Units (CEUs) approved by An Bord Altranais agus Cnáimhseachais na hÉireann (The Nursing and Midwifery Board of Ireland). This programme has received endorsement for CPD activity by the Irish Association of Social Workers.

Dates:

28th February 2017
23rd May 2017
23rd August 2017
28th November 2017

Time:

7.00p.m. – 8.30p.m.

Eligible to attend:

Bereaved people,
family and friends

Fee: Free

Aim: Grief is how we respond when we experience significant loss or change, such as bereavement. It can be powerful and feel overwhelming. Some people may feel lost amidst conflicting and intense emotions. The death of one person can send ripples throughout the community. Bereavement not only affects the family, but also friends, work colleagues, teachers, neighbours and even acquaintances at clubs, and other social organisations.

1. Who is this intended for?

These hour and a half-long evenings are designed to give general information on grief and bereavement to bereaved people, their family and friends. Members of the Bereavement Service are present in case you have specific questions.

2. What happens?

Short talk by a member of the Bereavement Service:

- Different experiences of grief reviewed
- Services available.
- Question time.

3. Can I get counselling on the night?

No counselling is available before or after the Information Evening. Bereavement Service members in attendance are there to provide general information on grief and bereavement.

For further information contact Mary O'Sullivan: 061 485800 or m.osullivan@milfordcc.ie.

Accreditation/CPD: A certificate of attendance is provided

Dates:

22nd March 2017

Time:

9.15a.m. – 4.15p.m

Eligible to attend:

This workshop is suitable for managers who wish to develop their skills in supporting employees who are bereaved.

Fee: €100.00

Aim: This full day workshop provides participants with an understanding of the impact of loss and grief in the workplace, and the key elements of supporting employees who are bereaved. Participants are helped to develop their skills and practice for providing effective bereavement support. The key elements of an effective bereavement policy are also explored, as is the importance of self care when supporting staff who are bereaved.

This workshop will be delivered by staff from the Irish Hospice Foundation

Topics to be Covered

- What is involved in the process of grieving- e.g. time, normal reactions etc.?
- How does grief impact on employees in the workplace – concentration, energy levels etc.?
- The key elements of an effective Bereavement Policy
- How to support someone in the workplace who is grieving a significant loss, e.g. what to say/not say etc.
- Self-care when supporting staff who are bereaved

Learning Outcomes:

At the end of this workshop participants will be able to:

- Understand how grief and loss can impact on employees;
- Support a bereaved employee and recognise when more help is needed;
- Create a supportive work environment for employees who are bereaved;
- Understand the key elements of a Workplace Bereavement Policy;
- Understand the importance of self-care when supporting staff who are bereaved

Management and Replacement of Gastrostomy Tubes

Dates:
21st March 2017,
28th September
2017

Time:
8.30a.m. - 4.30p.m.

Eligible to attend:
Registered Nurses
& Dietitians

Fee: €80.00

Aim: This course aims to educate and support Clinical Nurse Specialists, Public Health Nurses, Nurses, and Dietitians regarding key issues related to the management of gastrostomy tubes and to enable staff to replace gastrostomy tubes when safe and appropriate to do so.

By the end of this workshop, participants will be:

- Able to identify key issues in relation to scope of practice in the management and replacement of gastrostomy tubes.
- Familiar with the different types of gastrostomy tubes available
- Have knowledge on best and safe practice in management and replacement of gastrostomy tubes using evidence based practice guidelines
- Understand infection control principles in the management and replacement of gastrostomy tubes
- Able to care for the tubes and check the tubes position
- Able to administer medication via the feeding tube
- Understand the care and management of the potential complications in the management and replacement of gastrostomy tubes
- Able to demonstrate their skills in the management and replacement of gastrostomy tubes on a training mannequin

Please ensure that you can complete your competency requirement in a clinical setting following the clinical skill study day.

Accreditation/CPD: 7.5 Continuing Education Units (CEUs) approved by An Bord Altranais Cnáimhseachais na hÉireann (The Nurse and Midwifery Board of Ireland) and CPD approval from the Irish Nutrition and Dietetics Institute.



Tracheostomy Care for Health Care Practitioners

Dates:
14th September
2017

Time:
8.30a.m. – 4.30p.m.

Eligible to attend:
Registered Nurses
and Physiotherapists

Fee: €80.00

Aim: To provide up to date knowledge, skills and evidence based practices in tracheostomy care, thus facilitating uniform practices and procedures in caring for patients with a tracheostomy and the effective management of tracheostomy resources. Education in tracheostomy care for health professionals will facilitate competency in relation to efficient and effective holistic care for the patient.

On completion of this course, course participants will:

- Have a greater knowledge and understanding of the anatomy and physiology of airway and swallow
- Appreciate the knowledge, skills, tools and competency required in tracheostomy care
- Be empowered to apply up to date, evidence informed guidelines to the skill in tracheostomy care
- Reflect on how the knowledge and skills acquired will enhance their practice
- Demonstrate and appreciate how to effectively use resources
- Appreciate the importance of effectively using multidisciplinary links necessary for optimal recovery of patients who have a tracheostomy
- Be facilitated with the necessary knowledge and skills to competently undertake discharge planning

Accreditation/CPD: 7.5 Continuing Education Units (CEUs) approved by An Bord Altranais Cnáimhseachais na hÉireann (The Nurse and Midwifery Board of Ireland)

Intravenous Medication Administration for Nurses

Venepuncture Study Day

36

Dates:
3rd March, 2017
17th May 2017,
10th October 2017.

Time:
8.30a.m. – 4.30p.m.

Eligible to attend:
Registered Nurses

Fee: €80.00

Aim: To provide Registered Nurses with the necessary theoretical and practical components of intravenous drug administration.

On successful completion of this study day participants will be able to:

- Identify key issues in relation to the scope of practice in nursing
- Summarise the main principles of an intravenous administration policy
- Describe the infection control and pharmacological principles in relation to IV therapy
- Demonstrate competence in calculations associated with IV medication administration
- Identify the procedure involved in administering a bolus, intermittent and continuous administration intravenously
- Outline the procedure involved in completing the IV Competency Record Form

Accreditation/CPD: 6.5 Continuing Education Units (CEUs) approved by An Bord Altranais agus Cnaimhseachais na hÉireann (The Nurse and Midwifery Board of Ireland)

37

Dates:
3rd February 2017,
23rd March 2017,
11th May 2017
22nd September
2017,
1st November 2017

Time:
8.30a.m. – 4.30p.m.

Eligible to attend:
Registered Nurses

Fee: €80.00

Aim: The aim of this programme is to provide the nurse with up to date evidence based knowledge, skills and competencies to safely and successfully carry out Venepuncture for adult patients.

Prerequisite of attendance:

Nurses wishing to attend this programme should review the presentations prior to attendance. Please ensure to include your email address on your course application prior to attendance so presentations for the session can be forwarded to you in advance of the programme for review and printing.

By the end of this course participants will be able to:

- Identify key issues in relation to the scope of practice in performing Venepuncture
- Identify anatomical structures and appropriate choice of sites applicable to Venepuncture
- Describe the infection control and health and safety principles in relation to the safe clinical practice of Venepuncture
- Identify the procedure and practitioners role in Venepuncture as supported by the HSE National Framework guidelines
- Have knowledge on the management of problems and potential complications
- Demonstrate their skill using a safe and effective technique in Venepuncture on the training arms
- Outline the procedure involved in completing Venepuncture Competency Record Form.

Please ensure that you can complete your competency requirement in a clinical setting following the clinical skill study day.

Accreditation/CPD: 6 Continuing Education Units (CEUs) approved by An Bord Altranais Cnaimhseachais na hÉireann (The Nurse and Midwifery Board of Ireland)

Venepuncture & Peripheral Intravenous Cannulation

Dates:
3rd May 2017,
7th September 2017

Time:
8.30a.m. – 4.30p.m.

Eligible to attend:
Registered Nurses

Fee: €80.00

Aim: To provide the nurse with up to date evidence based knowledge, skills and competencies to safely and successfully carry out Venepuncture & Peripheral IV Cannulation for adult patients.

Prerequisite of attendance: Nurses wishing to attend this programme should review the presentations prior to attendance. Please ensure to include your email address on your course application prior to attendance so presentations for the session can be forwarded to you in advance of the programme for review and printing.

On successful completion of the day participants will be able to:

- Identify key issues in relation to the scope of practice in performing Venepuncture & Peripheral Intravenous Cannulation
- Outline indications for Venepuncture & Peripheral Intravenous Cannulation
- Identify anatomical structures and appropriate choice of sites applicable to Venepuncture & Peripheral Intravenous Cannulation
- Describe the infection control and health and safety principles in relation to the safe clinical practice of Venepuncture and Peripheral Intravenous Cannulation
- Identify the procedure and practitioners role in Venepuncture and Peripheral Intravenous Cannulation
- Have knowledge on the management of problems and potential complications
- Demonstrate their skill using a safe and effective technique in Venepuncture and Peripheral Intravenous Cannulation using training arms
- Outline the procedure involved in completing Venepuncture and Peripheral Intravenous Cannulation Competency Record Form.

Please ensure that you can complete your competency requirement in a clinical setting following the clinical skill study day.

Accreditation/CPD: 5.5 Continuing Education Units (CEUs) approved by An Bord Altranais Cnáimhseachais na hÉireann (The Nurse and Midwifery Board of Ireland)

Male Catheterisation and Suprapubic Re-Catheterisation Study Day

Dates:
25th January 2017,
14th February 2017,
28th April 2017,
20th September, 2017
1st December 2017

Time: 8.30a.m.
– 4.30p.m.

Eligible to attend:
Registered Nurses

Fee: €80.00

Aim: To equip nurses with the appropriate knowledge and skills for best practice in male catheterisation management and suprapubic re-catheterisation thus enhancing patient care.

This course is aimed at nurses from a variety of settings mainly nursing homes, residential services, intellectual disability; hospice, community settings such as home care and public health. It is suitable for hospital based nurses who wish to gain a general understanding of male catheterisation and supra public re-catheterisation but does not focus on post-operative care or specialist urology procedures.

Following completion of the study day, participants will have achieved the following learning outcomes:

- Examined the Scope of Practice Framework for Nurses & Midwives, and expanded nurses' role
- Reviewed anatomy & physiology of the male genito-urinary system and completed an individual short test
- Explored the guidelines for good practice in adult catheter management from best available evidence
- Understand infection control principles in male catheterisation
- Observed procedure demonstration for male catheterisation - urethral catheterisation and suprapubic re-catheterisation
- Understand the care and management of the potential complications of urethral catheterisation
- Demonstrated skills in male catheterisation on training mannequin and completion of Theoretical Component Competency record

Please ensure that you can complete your competency requirement in a clinical setting following the clinical skill study day.

Accreditation/CPD: 7 Continuing Education Units (CEUs) approved by An Bord Altranais Cnáimhseachais na hÉireann (The Nurse and Midwifery Board of Ireland).

Subcutaneous Fluid Administration

General Wound Management

40

Dates:
18th May 2017,
27th September
2017

Time:
8.30a.m. – 1.30p.m.

Eligible to attend:
Registered Nurses

Fee: €45.00

Aim: To provide nurses from a variety of settings i.e. nursing homes, hospitals, residential service, intellectual disability service, home care with an overview of the principles of subcutaneous fluid administration.

Subcutaneous fluid administration is a safe, simple technique that may be used to provide fluid to patients unable to do so by mouth (Martinez-Riquelm, Allison 2005, Walsh 2005).

As part of the day participants will identify:

- Key issues in relation to the scope of practice in administering subcutaneous fluids
- The anatomy and physiology of the Integumentary system
- Decision making and ethical consideration in artificial hydration
- Procedure outlined as per local policy
- Equipment required
- Skin site choice
- Indications, contra indications and prevention of complications in administering of subcutaneous fluids

Accreditation/CPD: 5 Continuing Education Units (CEUs) approved by An Bord Altranais Cnáimhseachais na hÉireann (The Nurse and Midwifery Board of Ireland)

41

Dates:
8th May 2017,
18th September
2017,
20th November
2017

Time:
8.30a.m. – 4.30p.m.

Eligible to attend:
Registered Nurses

Fee: €85.00

Aim: This course provides an overview of the assessment, treatment and management of wounds including palliative wounds, leg ulcers and fungating wounds.

The course commences with an overview of the structure of skin and examines the physiological process of wound healing. Participants are then introduced to wound bed preparation and TIME in wound assessment. The afternoon is spent specifically focusing on dressings and case studies are used throughout the day to illustrate theory.

This day is facilitated by a Wound Care Specialist from University Hospital Limerick and has been an extremely popular course in previous years.

Accreditation/CPD: 7.5 Continuing Education Units (CEUs) approved by An Bord Altranais Cnáimhseachais na hÉireann (The Nurse and Midwifery Board of Ireland)



Basic Life Support for Healthcare Providers

Dates:

26th April 2017,
17th November
2017

Time:

8.30a.m. – 2.30p.m.

Eligible to attend:

All Healthcare Professionals

Fee: €80.00

Aim: This basic life support provider course is accredited by the American Heart Association and Irish Heart Foundation. It is suitable for all healthcare providers including medical, para-medical, healthcare assistants and allied healthcare professionals. The skills taught include adult and paediatric CPR including two rescuer scenarios, use of bag valve mask and barrier devices, management of foreign body airway obstruction and use of AED's. Course participants are evaluated by skills testing and a written multiple choice evaluation.

Certificate by the AHA/IHF is valid for 2 years and will be issued to each successful participant.

Accreditation/CPD: 6 Continuing Education Units (CEUs) approved by An Bord Altranais Cnáimhseachais na hÉireann (The Nurse and Midwifery Board of Ireland)



An Introduction to Central Venous Access Catheters

Dates:

10th March 2017

Time:

2p.m. - 4.30p.m.

Eligible to attend:

Health Care Professionals

Fee: €25.00

Aim: This session is aimed at healthcare professionals caring for individuals with a central venous catheter (CVC). The session focuses on the knowledge and skills required to care for individuals with a CVC. It is recommended attendees have completed a recent (within 6 months) Intravenous Therapy study day prior to attending this session.

The following key components will be addressed;

- Definition of Central Venous Access Catheters:
- Port-a-Cath
- Peripherally Inserted Central Catheter (PICC line)
- Skin -Tunnelled Catheter (Hickman line)
- Main principles in the care & management of a CVC;
 - Skin care and dressing management criteria
 - Flushing principles
 - Infection control procedures
 - Preventive measures to ensure the safe and efficient use of central venous catheters
 - Practical demonstration and equipment used

Accreditation: Continuing Education Units (CEUs) sought from An Bord Altranais Cnáimhseachais na hÉireann (The Nurse and Midwifery Board of Ireland)

Care of the Older Person: 2 Day Programme for Nurses

Dates:
28th February,
8th March 2017

Time:
8.30a.m. – 4.30p.m.

Eligible to attend:
Registered Nurses

Fee: €120.00

Aim: To provide Registered Nurses with the opportunity to enhance their knowledge of holistic care and relevant issues when caring for an older adult.

Topics covered will include theories of ageing, wound care, palliative care, dementia, responding to behaviours that challenge and others.

On successful completion of the course, participants will:

- Identify factors associated with the normal ageing process
- Gain knowledge of how to promote, maintain and provide individualised holistic care to the older person
- Gain an insight into caring for an older adult with specific diseases
- Review and discuss the roles of the multidisciplinary team when caring for the older person
- Identification of the National HIQA Standards in Caring for the Older Adult
- Complete workshops in wound care management, dementia care and responding to behaviours that challenge
- Participants will identify the palliative care core competencies required by Nurses when providing a palliative approach as set out by the Palliative Care Competence Framework HSE 2014.

Accreditation/CPD: 14 Continuing Education Units (CEUs) approved by An Bord Altranais Cnáimhseachais na hÉireann (The Nurse and Midwifery Board of Ireland)

Introduction to Dementia Care and Responding to Behaviours that Challenge

A One Day Programme

Dates:
2nd February 2017
12th May 2017
23rd November
2017

Time:
8.30a.m. – 4.30p.m.

Eligible to attend:
Health Care
Professionals

Fee: €80.00

Aim: To provide healthcare professionals with the opportunity to enhance their knowledge of holistic care and relevant issues when caring for an older person with a challenging behaviour.

All behaviours, no matter how bizarre or self-defeating they may appear to be, serve a function for the person. Often they communicate a message that the person cannot otherwise communicate. It is the right of the person with behaviour problems to have access to the appropriate behaviour supports.

Person-centred behaviour support begins with an understanding of the message underlying the person behaviour. Once the message of the behaviour is understood, the person may learn an alternative and more effective way of communicating that message.

Staff who work with patients who exhibit problem behaviours can find it quite challenging and may feel limited in dealing with the problem. Therefore, multi-element/multi-professional solutions to behaviour problems should generate many options and offers choices of approach.

In this way, behaviour support planning is a creative social problem-solving process (McClellan, 1998).

Main topics which will be discussed include:

- Definitions of behaviour that challenges
- Types of behaviour that challenge
- Understanding dementia & delirium
- Planning for the future
- Communication Strategies
- Pharmacological Intervention
- Recording & Documentation in Challenging Behaviours

On successful completion of the course, participants will:

- Gain knowledge of how to promote, maintain and provide individualised holistic care to the older person with a challenging behaviour
- Gain an insight into caring for an older person with a specific type of challenging behaviour

Accreditation/CPD: 7 Continuing Education Units (CEUs) approved by An Bord Altranais Cnáimhseachais na hÉireann (The Nurse and Midwifery Board of Ireland)

Dates:

8th February, 2017,
4th April, 2017,
23rd May 2017,
8th September 2017,
16th November
2017

Time:

9.00a.m. – 12.30p.m.

Eligible to attend:

Open to all staff and volunteers

Fee: Free

Aim: This 3 hour session is aimed at all individuals who are working with vulnerable adults including older persons.

Key aspects of the workshop will include:

- Our awareness of vulnerable adults
- Scale of the problem / research, historical background
- Vulnerable adult abuse reporting procedures
- What is Abuse?
- Forms of Abuse / Key Indicators
- Why is Abuse not detected earlier
- Case Scenarios and Discussion
- Statistics of Abuse referrals in Ireland

Accreditation/CPD: 3 Continuing Education Units (CEUs) approved by An Bord Altranais agus Cnáimhseachais na hÉireann (The Nursing and Midwifery Board of Ireland) for the e-learning programme.

Dates:

7th April 2017

Time:

8.30a.m. – 4.30p.m.

Eligible to attend:

Registered Nurses

Fee: €80.00

Aim: The aim of the Nutritional Care Study day is to provide Health Care Professionals with an overview of the competency requirements in managing the Nutritional needs of the older adult.

The following will be covered on the day:

- Defining Nutritional Care, Malnutrition
- Factors that contribute to an older adults altered nutritional status
- Nutritional Assessment
- Assessment, Planning, Implementing and Evaluating the care of an older adult requiring nutritional support
- The multidisciplinary team approach
- Pharmacology and the Nutritional Status of the Older Adult
- Ethical considerations in providing Nutritional Support for the Older Adult
- National and Local Publications Protocols & Guidelines on Nutritional Care in the Older Adult- a review of the evidence
- Critical review of case studies

Accreditation/CPD: 6 Continuing Education Units (CEUs) approved by An Bord Altranais Cnáimhseachais na hÉireann (The Nurse and Midwifery Board of Ireland)

Responding to Behaviours that Challenge Workshop

Medication Management A Half-day Workshop

Dates:
2nd February 2017,
12th May 2017,
23rd November
2017

Time:
1.30a.m. – 4.30p.m.

Eligible to attend:
Health Care
Professionals

Fee: €40.00

Aim: To provide healthcare professionals with the opportunity to enhance their knowledge of holistic care and relevant issues when caring for an older person behaviours that challenge.

All behaviours, no matter how bizarre or self-defeating they may appear to be, serve a function for the person. Often they communicate a message that the person cannot otherwise communicate. It is the right of the person with behaviour problems to have access to the appropriate behaviour supports.

Person-centred behaviour support begins with an understanding of the message underlying the person behaviour. Once the message of the behaviour is understood, the person may learn an alternative and more effective way of communicating that message.

Staff who work with patients who exhibit problem behaviours can find it quite challenging and may feel limited in dealing with the problem. Therefore, multi-element/multi-professional solutions to behaviour problems should generate many options and offers choices of approach.

In this way, behaviour support planning is a creative social problem-solving process (McClellan, 1998).

Main topics which will be discussed include:

- Definitions of behaviour that challenges
- Types of behaviour that challenge
- Communication Strategies
- Pharmacological Intervention
- Recording & Documentation with regard to behaviours that challenge

Accreditation: Continuing Education Units (CEUs) sought from An Bord Altranais Cnámhseachais na hÉireann (The Nurse and Midwifery Board of Ireland)

Dates:
24th March 2017,
24th May 2017,
15th September
2017

Time:
9.00a.m. – 1.00p.m.

Eligible to attend:
Registered Nurses

Fee: €40.00

Aim: To provide Registered Nurses with up-to-date knowledge and evidence based practice in the guiding principles of Medication Management.

After attending this course, participants will be able to:

- Understand the guiding principles by An Bord Altranais agus Cnámhseachais na hÉireann, Legislation & Key Principles on Medication Management
- Understand Nurses Responsibilities
- Apply the principles of Medication Management in an effective, safe and ethical way in a Residential Care Setting
- Outline Medication Management in the Residential Care Setting-HIQA Standards
- Identify commonly used types of medications for the Older Adult

Accreditation/CPD: 4 Continuing Education Units (CEUs) approved by An Bord Altranais Cnámhseachais na hÉireann (The Nurse and Midwifery Board of Ireland)

Medication Management and Care of the Older Adult Programme

Assessment and Person-Centered Care Planning in Residential Care Settings for Older People

Dates:
15th September
2017

Time:
9.00a.m. – 4.30p.m.

Eligible to attend:
Registered Nurses
and Pharmacists

Fee: €80.00

Aim: The aim of this course is to provide Registered Nurses and Pharmacists with up-to-date knowledge and evidence based practice in the guiding principles of Medication Management specifically in relation to medicines used when caring for older adults

After attending this course, participants will be able to:

- Understand the guiding principles of Legislation & Key Principles on Medication Management.
- Identify the Health care professional's responsibilities
- Apply the principles of Medication Management in an effective, safe and ethical way in a Health care Setting
- Outline Medication Management in the Residential Care Setting- HIQA Standards
- Understand guidelines from the Pharmaceutical Society of Ireland (PSI) for medication management
- Identify Commonly used medications in care of the older person

Accreditation/CPD: 6.5 Continuing Education Units (CEUs) being sought from An Bord Altranais agus Cnaimhseachais na hÉireann (The Nurse and Midwifery Board of Ireland)
Qualifies for CPD with the Irish Institute for Pharmacy Practice

Dates:
12th April 2107,
24th October 2017

Time:
8.30a.m.-4.30p.m.

Eligible to attend:
Registered
Nurses working
in Residential Care
Settings

Fee: €80.00

Aim: To explore the need for comprehensive assessment, including risk assessment and care planning for older people in residential care settings.

The programme is aimed at improving the knowledge of nurses working in residential care settings on the requirements of carrying out a comprehensive assessment on a resident. It also explores, using practical examples the required detail needed to write a person centred care plan in order to comply with HIQA standards and to enhance communication among those carrying out care to residents.

At the end of the programme the participants should:

- Understand what person centred care is and the importance of maintaining personhood
- Identify the legal and professional requirements for person centred care planning as described in the HIQA national standards, statutory regulations and the relevant NMBI guidelines and standards
- Understand the process of person centred care planning for older people in residential care
- Understand the difference between provider centred and person centred care planning
- Develop person centred care plans for older people in residential care

Accreditation/CPD: 6 Continuing Education Units (CEUs) approved by An Bord Altranais Cnámhseachais na hÉireann (The Nurse and Midwifery Board of Ireland)

Dates:
9th February 2017.
12th October 2017

Time:
9.30 – 12.30p.m.

Eligible to attend:

Participants who are interested in learning to use Cinahl and PubMed.

Fee: €30.00

Aim: The aim of this 3 hour workshop is to enable participants to use different features of Cinahl and PubMed when searching and to enhance their ability to find information more effectively.

CINAHL® provides indexing for 2,928 journals from the fields of nursing and allied health. CINAHL covers nursing, biomedicine, health sciences librarianship, alternative/complementary medicine, consumer health and 17 allied health disciplines.

PubMed is the U.S. National Library of Medicine's search system for health information. It covers the fields of medicine, nursing, dentistry, pharmacy and other areas in the life sciences and includes citations dating back to the 1950's. Finding evidence which informs and supports decision-making in clinical practice is an important skill when caring for patients and their families.

This course is designed for health care practitioners, students and academics that are keen to develop their search skills to assist them with further study, research and to find evidence to inform and support clinical practice.

Main topics which will be discussed:

Key principles and practical workshop in carrying out a search

After attending these courses, participants will be able to:

- Understand the key principles in carrying out a search such as how to plan a literature search and to identify appropriate keywords
- Ability to search using keywords and thesaurus subjects and to understand the difference between them
- Understand how to limit and broaden results when necessary
- Learn how to search using authors, journal names and how to use the citation matcher
- Ability to modify your search, set up a saved search and an alert

Accreditation/CPD: 4 Continuing Education Units (CEUs) approved by An Bord Altranais Cnáimhseachais na hÉireann (The Nurse and Midwifery Board of Ireland).

Dates:
10th February 2017 (Day 1)
& 24th March 2017 (Day 2)

13th October 2017 (Day 1)
& 17th November 2017 (Day 2)

Time:
9.00 – 1.00p.m.

Eligible to attend:
Health Care Professionals/
Managers

Fee: Free

Aim: The aim of this workshop is to deliver a half day programme to clinicians in methods, theory, and practices of the Clinical Audit process. The workshop on the second day involves presentation of audits by the candidates that they have completed in their workplace.

Clinical audit involves comparing current practice to evidence based best practice in the form of standards. This quality improvement process seeks to improve the patient care and outcomes through systematic review of care, against explicit evidence based criteria and the implementation of change.

This course will be of interest health care professionals or health care managers who plan to engage in clinical audit as part of their work. Prior knowledge of clinical audit is not required.

Main topics which will be discussed:

- Overview of Clinical Audit in health care
- Definition of Clinical Audit
- The steps of the Clinical Audit cycle
- Overview and practical use of tools and techniques for Clinical Audit

Upon successful completion of this course, you:

- Should have an insight into managing and leading a clinical audit project from start to finish
- Will have acquired practical knowledge of the application of tools and techniques
- Will have a clear definition and understanding of clinical audit and how this fits with care
- Will be able to apply theory to practice

Accreditation/CPD: 8 Continuing Education Units (CEUs) approved by An Bord Altranais Cnáimhseachais na hÉireann (The Nurse and Midwifery Board of Ireland)

The Blue Zone

The Key to Resilience.

Learning to live life in the “Blue Zone”

Dates:
6th April 2017

Time:
2.30p.m. – 5.00p.m. &
7.00 p.m. – 9.30p.m.

Eligible to attend:
Open to all

Fee: €45.00

Facilitated by: Dr Fergus Heffernan

Aim: The Blue Zone is the natural healing zone that exists in every human being. The difficulty is that it has to be manually turned on. We are all now living life in the “RED ZONE” which is creating a level of anxiety that has very rarely ever been seen before in society, and the net result is that the world is getting sicker both mentally and physically.

This workshop uses the most modern cutting edge Neuro Science (in a simple language) to teach people how to get out of the RED ZONE and come in to the BLUE ZONE for natural wellness.

Accreditation/CPD: A certificate of attendance shall be provided

Manage Your Life by Managing Your Mind, “Creating Resilience in Tough Challenging Times” *Exploring the link between mental and physical wellbeing*

Dates:
4th October 2016

Time:
2.30p.m. – 5.00p.m. &
7.00 p.m. – 9.30p.m.

Eligible to attend:
Open to all

Fee: €45.00

We are living in times of great change in our lives. Facilitated by Dr Fergus Heffernan, this presentation aims to enhance our skills to cope in challenging times.

Just as simple measures – regular exercise, a sensible diet – keep your body fit, there are attitudes and skills you can develop to build a healthy mind. In this presentation we shall set out strategies that will stretch, strengthen, and tune your mind, to help you cope with the rigours of everyday life.

The mind is a powerful tool, but without good training, your moods, thoughts and behaviour can sabotage your goals and cause depression and anxiety. ‘Creating Resilience in Tough Challenging Times’ shows you how to keep mentally fit – how to tap into your minds power – so you can enjoy your life to the fullest.

Our working and living environments have never being so challenging with increased expectations and demands of life. The net result in this is a massive increase in anxiety and anxiety related disorders. ‘Manage Your Life by Managing Your Mind’ looks at how to mind ourselves in these difficult times.

Feeling good is not just a question of addressing a few problems but depends on the development of positive attitudes and skills that can help you make the most of your opportunities. ‘Manage Your Life by Managing Your Mind’ is a guide that looks at how we all have gotten lost in life at the moment. Most of us are so engaged in life and all its anxieties that we can find it very difficult to differentiate our own issues from other peoples issues, and this is having a profound negative effect on our physical, emotional, and psychological well-being.

It will teach you to:

- Build self confidence
- Understand mental health
- Overcome anxiety and depression
- Take positive control of your present and your future
- Establish and maintain fulfilling relationships with family, friends, and fellow students, or co-workers.
- Free yourself from fears and persistent worries
- Break bad habits
- Relieve stress
- Develop your full potential
- Manage yourself and your time
- Clarify your goals and your values.
- Manage challenging behaviour
- Learn positive thinking by challenging negative thinking
- Self-Care
- Manage trauma
- Understand self harm
- Understand family
- Understand the link between physical and mental wellbeing

Accreditation/CPD: A certificate of attendance shall be provided

Mindfulness Based Stress Reduction for Health Care Practitioners

Mindfulness

56

Dates:

19th September 2017 – 14th November 2017. (Full practice day on Saturday 28th October, 10am – 5pm.)

Time:

7.00 – 9.30p.m.

Eligible to attend:

Health care Practitioners

Fee: €350.00

Aim: This programme is based on the 8 week mindfulness programme modelled on the Stress Reduction Programme pioneered at UMASS Medical Centre (Jon Kabat Zinn)

This course is a means to explore and develop insight into one's own mind-body process and can have a powerful impact on how one relates to stress and difficulties.

The MBSR programme can help with many issues of psychological and physical wellbeing including:

- Stress, Job - Family - Financial • Chronic Pain • Anxiety
- Apathy • Bereavement • Burn-out • Depression • Cancer
- High Blood Pressure • Fatigue • Asthma • Headaches
- Sleep disorders • Skin disorders • Eating disorders
- Post Traumatic Stress • Feeling Overwhelmed

This course is identical to courses in Medical settings for clients but with an emphasis for Health Care Professionals. Bringing one's own intuitive awareness to the mind/body process can allow diagnosis and treatment to become more integrated. It is challenging and life affirming regardless of what challenges are faced in one's personal and professional lives.

Timothy Sweeney has spent more than 35 years practicing mindfulness. He has offered training and workshops to the staff of University Hospital Limerick, St. Johns Hospital, Milford Hospice, Galway Hospice, Tralee Hospice, GP's in private practice, GP Trainers, and Psychotherapists. He currently teaches MBSR to the public around Ireland. More information about his work can be found at www.heartofmindfulness.com

57

Dates:

14th February 2017 – 4th April 2017. (Full practice day on one Saturday 25th of March, 10am – 5pm.)

Time:

7.00 – 9.30p.m.

Eligible to attend:

Open to the Public

Fee: €350.00

Aim: This 8 week mindfulness programme will support you to:

- Manage Stress
- Enhance your mental and emotional well being
- Increase your ability to relax
- Manage pain levels
- Increase energy levels, self worth and self esteem

For further information contact Anne Buckley, Email: annebuckley08@gmail.com, Tel: 085 810 8633



Creative Arts and Social & Therapeutic Horticulture Activities

Introductory Workshop

Sonas: 3 Day Programme

Dates:
17th October 2017

Time:
9.30 – 4.30p.m.

Eligible to attend:
People Working in a Caring Profession

Fee: €80.00

Aim: To encourage people working in the caring profession (e.g. Nurses, activity coordinators, Carers, Facilitators, Workshop Coordinators) to engage in Art, Music and Social and Therapeutic Horticulture activities to improve the quality of life for residents and day-care users.

What can Creative Arts and Social & Therapeutic Horticulture do for you:

Inclusion, stimulation, enhancing motor skills, visual awareness, concentration, confidence building, team building, learning, communication and fun!

Main topics which will be discussed:

- Everyone is capable regardless of background in creative arts, horticulture, or disabilities.
- Materials you can use
- Ideas of projects etc.

Learning outcomes and skills:

- Demonstrate confidence in the knowledge of art materials and ideas of projects that can be brought to a specific area of work.
- Gain a greater understanding of the therapeutic effects of music
- Have opportunities to experience, share and explore ways of using music
- The importance of communicating with clients.
- Awareness that anything is possible regardless of disabilities.
- Ability to assess a client with their needs using art as the medium

Accreditation/CPD: A certificate of attendance will be provided

Dates:
21st April 2017
19th May 2017
6th June 2017

Time:
9.00a.m.- 4.30p.m.

Eligible to attend:
Registered Nurses, Allied Health professionals, Activity Co-ordinators, Care assistants, and others caring for with people with dementia

Fee:
€320.00
Sonas & SIMS Kits (for programme implementation):
€100.00

Aim: This course will train learners in the use of the therapeutic Sonas programme. The Sonas programme is an evidence-based multi-sensory therapeutic activity for people with moderate to severe dementia, delivered through group and individual sessions. On completion of the course, a person is certified for two years as a Sonas Licensed Practitioner (SLP), and receives an individualised SLP badge.

Course Learning Outcomes:

The course takes place on three days over a 10-12 week period, and includes work-based learning.

By the end of this course, the student will:

- Be familiar with the different types of dementia
- Understand the role of feelings and the senses in communication.
- Have acquired different communication strategies.
- Have acquired the skills to carry out Sonas group and individual sessions.
- Have had practical experience of delivering and evaluating the Sonas programme.
- Have had experience using the Threadgold Communication Tool (TCT)
- Know how to integrate the Sonas programme in care planning.
- Have joined a network of peers, all of whom are implementing the Sonas programme.
- Be able to use moodle, an e-learning platform for SLPs that gives the user access to resources, tutors and an SLP forum.

Please note:

To book onto this course contact Helen Hughes, Training Administrator, Sonas apc (01 260 8138), email admin@sonasapc.ie You can also book online at www.sonasapc.ie

Accreditation/CPD: 19 Continuing Education Units (CEUs) approved by the Nursing and Midwifery Board of Ireland (NMBI).



Cognitive Stimulation Therapy (CST) Workshop

Dates:
29th September
2017

Time:
9.00a.m.- 4.00p.m.

Eligible to attend:
Registered Nurses,
Allied Health
professionals, Activity
Co-ordinators,
Care assistants, and
others caring for
with people with
dementia

Fee: €150.00

Aim: This 1-day workshop will give learners an overview of how to deliver Cognitive Stimulation Therapy (CST).

The workshop involves teaching, group exercises, role-play and video observation. Developed by Clinical Psychologist Aimee Spector, and supported by an extensive evidence base, CST is an evidence-based therapy for people with mild to moderate dementia, which involves 14 or more sessions of stimulating, themed activities.

At the end of the course, learners will be able to:

- Recognise various explanatory models for dementia and the main therapeutic approaches used in dementia care
- Understand how Cognitive Stimulation Therapy (CST) was designed and evaluated
- Be able to deliver CST to groups of people with dementia, and critically evaluate this process
- Reflect on issues such as the selection of suitable participants, motivating people to participate and managing group dynamics.

Please note:

To book onto this course contact Helen Hughes, Training Administrator, Sonas apc (01 260 8138), email admin@sonasapc.ie
You can also book online at www.sonasapc.ie



Accreditation/CPD: Category 1 Accreditation application with the Nurse and Midwifery Board of Ireland (NMBI) in progress.





Compassionate Communities

...because death and dying is everyone's business

Check out the Compassionate Communities project

Making the difficult experiences of illness / death / dying / loss / grief more manageable and less traumatising by helping people:

- feel less alone
- be able to talk
- be able to share experiences
- be supported by and support others
- to have some control / choice over their experiences

Twitter: @CompassionateCP
Facebook: CompassionateCP



Education at Milford Frequently Asked Questions

How do I get more information about a course?

This brochure intends to provide a flavour of the courses available. More information can be obtained about the courses on offer by contacting a member of the education team (see Page 64).

How do I book a place on a course?

Application forms are available from the Education Secretary on 061 485863/841. You can also book online at www.milfordcarecentre.ie or email education@milfordcc.ie or post the application form enclosed with this brochure.

How do I pay for a course?

All courses must be paid for in advance of attendance. Payment may be made by electronic fund transfer, cheque, postal order, cash (if paying in person to the Education Office) or an invoice can be arranged if an organisation is funding your place. However if a place has been reserved on a course by you or your organisation and the place was not availed of payment is still required. Receipts will be issued on the day of the course, please collect these from the education secretaries' office.

How do I know if I have been accepted for a place on the course?

On receipt of your application form and payment, a place will be allocated to you and you will be informed **via email**.

What happens to my fee if the course is cancelled?

Milford Care Centre reserves the right to cancel courses and will provide a full refund to applicants where this occurs. We endeavour to let participants know as soon as possible in advance, via email.

What happens to my fee if I cannot attend?

If the applicant is unable to attend the course following payment of the course fee and provides more than 28 days notice, a full refund will be given. If 10-28 days notice of cancellation is given, 50% of the fee will be refunded and where less than 10 days notice is provided of cancellation, course fees will not be refunded.

Is this course information available online?

This brochure is available online at www.milfordcarecentre.ie

Can you run courses offsite in my workplace?

If you would like us to facilitate a course away from Milford Care Centre this may be possible to arrange, please contact us. We also have the capacity to broadcast sessions over the internet, so if you are unable to attend physically you could listen in over the internet – please contact us if you would like to do this.

I am interested in a course but the date for it has passed, what can I do?

The Education, Research and Quality Department in Milford Care Centre is responsive to need and if there is a course that you have missed or where the dates do not suit, please contact us and tell us and we may be able to accommodate you at a later date.

Will I get handouts when I arrive?

Presentations and relevant course literature will be available in advance of the programme where possible through www.e-life.ie. A password will be forwarded to you via e-mail and you will have temporary access to the site and course materials to facilitate downloading and printing of materials.

What catering facilities are available?

A restaurant is available on-site from 8am to 4.30pm.

Education at Milford Contacts



Martina O'Reilly
Head of Education, Research and Quality
tel. 061 485 881 email m.oreilly@milfordcc.ie



Breda Trimble
Nurse Tutor
tel. 061 201 718 email b.trimble@milfordcc.ie



Helen Flanagan
Education Coordinator/Nurse Tutor
tel. 061 201 714 email h.flanagan@milfordcc.ie



Martine Tuite
Distance Learning Administrator
tel. 061 485 863 email distancelearning@milfordcc.ie



Joanne Callinan
Librarian
tel. 061 201 705 email j.callinan@milfordcc.ie

Geraldine Aherne
Education Secretary
tel. 061 485 841/863 email g.aherne@milfordcc.ie

TO BOOK A COURSE:

Please email us at eeducation@milfordcc.ie or go online at
www.milfordcarecentre.ie/education-reaserch/book-a-course

Education at Milford Library & Information Service

The Library & Information Service is currently situated on the first floor of the new building in Milford Care Centre, as part of Milford Education Service and has a collection of material in gerontology and palliative care.

Material from journals and books may be photocopied subject to relevant copyright regulations. Photocopying and printing is charged at 10c per page.

The service is primarily available to staff in Milford Care Centre.

If you wish to visit the Library whilst here, you **MUST** make an appointment with the Librarian in advance.

Education

Courses can also be provided on request in: (1) Searching the Literature (Cinahl & PubMed), (2) the Cochrane Library, (3) Evidence-based practice and (4) Writing for Publication.

Welcome to E-Life

Electronic-Learning In a Friendly Environment

E-Life aims to offer high quality, affordable on-line courses in palliative care and gerontology, to complement the comprehensive range of classroom based programmes on offer at Milford Care Centre, Limerick

Education at Milford Course Application / Booking Form



Please use a new application form for each participant or for booking more than one course – photocopies of this form are acceptable or download the form from www.milfordcarecentre.ie

Please post this form with your payment to: Education Secretary, Milford Care Centre, Castletroy, Limerick
Tel: +353 61 485841 or +353 61 485863 Email: education@milfordcc.ie

YOUR SELECTED COURSE

Course Name	Fee (€)
Preferred Date(s) (1)	(2)

NOTE* Please ensure that you can complete your competency requirement in a clinical setting following the Clinical Skill Study Day.

YOUR PERSONAL INFORMATION – PLEASE USE BLOCK CAPITALS AND WRITE CLEARLY

Surname: _____ Full Title: _____

First name(s): _____ Known as: _____

Job Title: _____ Organisation: _____

Postal Address (for course correspondence): _____

Town: _____ County: _____

(Mobile) Telephone: _____ Fax: _____

Email _____

Have you completed a course with us previously? Yes No

What is your profession? _____

Nurse Doctor AHP Social Worker Spiritual Care Bereavement Education

Senior Manager Administrator Care Assistant Other PLEASE SPECIFY

Special needs:

We are a wheelchair accessible facility – please notify the Education Secretary if you have any special needs.

Please Turn Over

How did you hear about this course: Manager/Colleague Education and Learning Directory Internet/ Website
Direct contact with Milford Other, please specify _____

Which one of the below teaching methods do you feel is the most suitable for you to learn sufficiently? (please tick box)
Classroom attendance online e-learning course Mix of online theory component with practical in classroom

BOOKING CONDITIONS

If the applicant is unable to attend the course following payment of the course fee and provides more than 28 days notice, a full refund will be given. If 10-28 days notice of cancellation is given, 50% of the fee will be refunded and where less than 10 days notice is provided of cancellation, course fees will not be refunded.

Your place on the course will be confirmed by **email** following receipt of your booking form and fee. Receipts for monies received can be collected on the day of the course.

A restaurant is available on site from 8am to 4pm and you are welcome to use the facility at staff rates when you study with Milford Care Centre.

NB **To save the trees, we send out course materials **via email** in advance of the programmes where applicable – please check your email in advance of the course and you can decide whether to print off materials in advance. Handouts will not normally be given out on the day but will be available on email**by request after the course.

DATA PROTECTION

In accordance with the Data Protection Act, we are required to inform you that your details will be retained and held on file for administrative purposes by Milford Care Centre. Please be assured that we will not pass this information on to any other organisation unless we have your prior consent. From time to time we may send out flyers or information by email or post. **Please tick this box if you do NOT want to receive this information**

PARKING

Parking is limited in Milford and we endeavour to ensure that the families and friends of our residents get priority to visit their relatives. Please park in designated areas only.

PAYMENT DETAILS – HOW WOULD YOU LIKE TO PAY?

I WISH TO PAY BY CHEQUE POSTAL ORDER ELECTRONIC FUND TRANSFER (EFT)

All payments must be received within 10 working days of your application. If payment is not received the place will be reallocated. Please note: For applications submitted within the four weeks prior to the course start date, payment is required within 5 days of submission of an application form in order to reserve a place.

Cheque Payments: Please make cheques payable to Milford Care Centre and put your name and course on the back.

EFT Payments: To facilitate identification please include your **NAME** and **“COURSE NAME”** as a payment reference and inform us when completed.

Bank Details - Bank Address: Bank of Ireland, 125, O'Connell Street, Limerick. Account Name: Milford Hospice
Account Number: 55652276. Sort Code: 90-43-09. IBAN: IE35 BOFI 9043 1755 6522 76 BIC: BOFIE2D

PLEASE INVOICE MY ORGANISATION – Please specify the name, address and job title of the person to be invoiced and ask them to sign in this section. **Please note a purchase order number, or written authorisation from the person to be invoiced, must be provided in order to issue an invoice and reserve a place.**

Name: _____ Phone Number: _____

Address: _____

Job Title: _____ Purchase Order No: _____

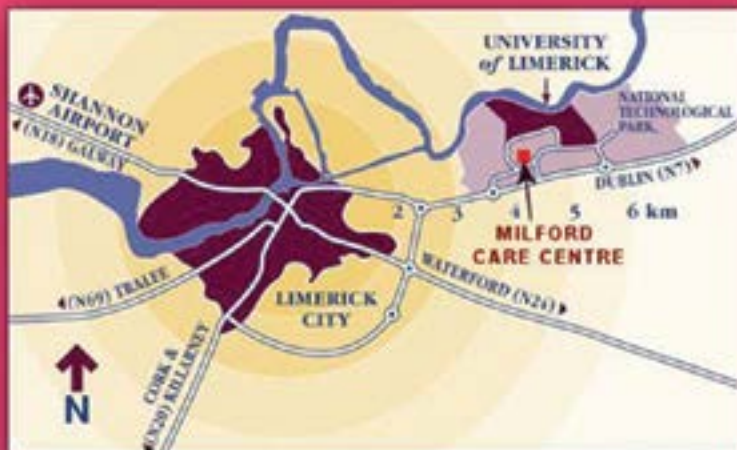
Signature of person to be invoiced: _____ Date: _____

Signature of applicant: _____

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