

MCL - Patient Approach Module

Suitable for:

Anyone who is interested in supporting patients and their families on the ward or in the Community to talk through the persons concerns about dying.

Health Care professionals who may wish to have insight into holistic end of life communication skills. Volunteers who wish to support Actively Dying patients.

Course description:

Supporting patients at the end of their life is a challenging but hugely rewarding role. The perceived "good death" or "bad death" can impact on family members for years to come therefore it is important that we give as much support as is welcomed by the person who is dying.

Patient Approach is a bespoke workshop for volunteers working within our palliative care unit created by our own volunteer and tutor Mandy Preece. As a volunteer Mandy has a unique perspective on what it is like to support dying patients and the issues she has encountered sitting by the bedside.

Learning Outcomes:

By the end of this workshop you will:

- Know the role of the volunteer companion and who you will support
- Learn how to introduce yourself and know if the patient is willing to engage with you and your opening line
- Be aware of the abilities and qualities of a volunteer companion and make an informed choice if the role is for you
- Know the importance of learning to listen
- Learn how to 'be' rather than 'do'
- Know to deal with difficult questions or challenging patients
- Know how to keep safe boundaries to protect yourself
- Know when to ask for help – don't take it home with you
- Be aware of the common problems faced by patients, their carers and volunteers and know how to cope
- How people present as they journey towards death

Course Dates and How to Book

Please book via Anita Rigler on 01202 705353 anita.rigler@rbch.nhs.uk

Venue

Seminar Room. Christchurch Hospital

Dates Available:

Full for 2017
TBA for 2018

Time

9.30am-1.30pm