

*ellenor.\**  
hospice care in your home or ours



**EDUCATION**  
by *ellenor*

A photograph of a man with a beard and a black turban, wearing a black button-down shirt and khaki pants. He is standing in front of a whiteboard, holding a piece of paper in his right hand and gesturing with his left. In the foreground, the back of a person's head with a ponytail is visible, suggesting a classroom or lecture hall setting.

**Learn  
With Us**

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# Learn With Us

At ellenor, we believe that compassionate, confident care makes all the difference – and that’s why we’re so passionate about learning together. Our training and education programmes are designed to empower, inspire and support professionals who share our commitment to delivering outstanding end-of-life care with dignity and empathy.

# Why Learn With Us?



Education sits at the heart of what we do. We know that when professionals feel equipped, understood and supported, patients and families feel the benefit too. That's why we're dedicated to sharing our experience and expertise in a way that feels friendly, practical and relevant – whether you're in a clinical role, supporting wellbeing, or part of a wider team that touches end-of-life care.

Our clinical education equips healthcare professionals with the specialist knowledge and practical skills needed to deliver high-quality, person-centred end-of-life care. Delivered by experienced practitioners, our clinical training is grounded in real-world experience and focuses on symptom management, communication, and best practice – supporting professionals to provide safe, compassionate care for patients and their families.

While clinical training is vital, non-clinical education is just as important. In the UK, over six million people are bereaved every year, and grief doesn't stay at home – it shows up in workplaces, schools and everyday life. Employers, colleagues and communities are increasingly supporting people through loss, often without the tools or confidence to do so sensitively. Our non-clinical training supports organisations and individuals from all walks of life, helping them build understanding, confidence and compassionate communication skills when they matter most.

# Our Training Offerings

We offer a wide range of courses, created to reflect the real-world care we deliver here at ellenor. From symptom management and communication skills to wellbeing and bereavement support, our sessions are practical, engaging, and shaped by people who care deeply about this work.

Our training can be offered in house, at your place of work or remotely. Wherever possible, we aim to ensure that our training is tailored to your needs, and delivered in a way that is practical, engaging and meaningful for you and your team.

## Clinical training highlights

- End of Life Care Champions
- Principles and Practices of Palliative Care
- Symptom Control & Medication in Palliative Care
- Advance Care Planning & RESPECT
- Verification of Expected Death for Adults
- Sensitive Communications (Clinical)
- Recognising and Supporting the Dying Patient
- Supporting Grief, Loss and Trauma
- No Barriers Here (Advanced Care Planning for Learning Disabilities & Cognitive Impairment)

## Non-clinical professional courses

- Bereavement and Grief Awareness for Non-Clinical Organisations
- Complex, Sensitive Communication Skills for Everyone
- Understanding the Dying Journey for non-Clinicians

All training costs are available on request, group booking available – Please email [education@ellenor.org](mailto:education@ellenor.org)

CPD Certificates will be provided



# Clinical Training

# End of Life Care Champions

This is our flagship course — a true feather in our cap — designed to bring together knowledge, compassion and confidence in end-of-life care. Delivered by experienced professionals, this programme supports healthcare staff to care for patients with dignity and respect, while also feeling confident in supporting families and colleagues during some of life's most challenging moments.

Session time: Two sessions of four hours each, allowing time for reflection, discussion and practical learning.

## What You'll Gain

By the end of the course, participants will feel more confident and supported to:

- Communicate openly and sensitively about death and dying
- Understand and use medications appropriately in end-of-life care
- Respect and support the wishes of the patient
- Assess, plan and deliver person-centred care
- Recognise and respond to spiritual needs
- Identify the signs that a patient may be approaching the end of life

## This comprehensive programme covers:

- Advance care planning
- Medication in end-of-life care
- Compassionate communication
- Nutrition and hydration
- Holistic assessment
- Self-care for healthcare professionals

This course reflects ellenor's gold standard approach to end-of-life education — combining clinical excellence with kindness, understanding and real-world experience. Participants consistently tell us they leave feeling more confident, more prepared, and better able to support both patients and families when it matters most.



# Principles and Practices of Palliative Care

Session time: 2 hours, delivered in person or remotely

## What You'll Gain

This session offers a supportive and accessible introduction to palliative care, helping participants to build confidence and understanding through shared learning and real-life examples.

Participants will:

- What palliative care is, the conditions it supports, and the people cared for by ellenor
- How palliative care has evolved, and why it plays such an important role in today's changing healthcare landscape
- When palliative care may be needed, including how and when to refer to appropriate services
- Practical case studies to bring learning to life and support application in real-world situations

# Symptom Control & Medication in Palliative Care

Session time: 2.5 hours, delivered in person or remotely

## What You'll Gain

This practical and supportive session is designed to build confidence in managing symptoms and medications within palliative care in line with CQC key lines of enquiry. Led by experienced clinicians, it creates a safe space to ask questions, share experiences and deepen understanding.

Participants will:

- Deliver safe and effective care through improved understanding of symptom control and medication management
- Recognise and respond appropriately to changes in a patient's condition, supporting comfort, dignity and quality of life
- Explore the role of the Syringe Driver and its use in end-of-life care
- Learn through real-life examples and case studies to support practical application in day-to-day care

# Advance Care Planning (ACP) & RESPECT

Session time: 2 hours, delivered in person or remotely

## What You'll Gain

This session supports healthcare professionals to have meaningful, compassionate conversations about future care, helping to ensure that people's wishes are heard, understood and respected. Aligned with CQC expectations for person-centred, responsive care, the training builds confidence in discussing Advance Care Planning and using the RESPECT process appropriately.

Participants will:

- Develop confidence in initiating and supporting sensitive conversations about future care and treatment
- Understand the principles of Advance Care Planning and the role of the RESPECT process in shared decision-making
- Learn how to document and communicate wishes clearly, supporting continuity of care across services
- Explore real-life scenarios to apply learning in practice, ensuring care remains safe, responsive and person-centred

# Sensitive Communication (Clinical)

Session time: 2 hours, delivered in person or remotely

## What You'll Gain

This interactive session supports healthcare professionals to communicate with empathy, clarity, and confidence in challenging clinical situations. Aligned with CQC Caring and Responsive standards, it uses practical role-play exercises to help participants practice real-life conversations in a safe, supportive environment.

Participants will:

- Develop skills to communicate sensitively with patients, families, and colleagues during emotionally difficult situations
- Gain confidence in responding to grief, distress, and complex emotions
- Explore practical strategies for delivering difficult messages with compassion and professionalism
- Practice conversations through role-play, consolidating learning and building confidence to apply skills in practice

# Verification of Expected Death (Adult)

Session time: 3 hours, delivered in person, with competency sign-off

## What You'll Gain

This essential session equips healthcare professionals to carry out the verification of an expected adult death with confidence, compassion, and clinical competence, in line with Hospice UK competencies and CQC standards. The training combines theoretical knowledge with practical assessment, ensuring participants feel fully prepared to apply their learning in real-world settings.

Participants will:

- Understand the legal, professional, and organisational responsibilities involved in verification
- Review the dying process, recognition of the dying patient and care of the deceased patient.
- Undertake practical verification exercises using a resuscitation manikin in a guided learning environment, reinforcing confidence and clinical competence
- Communicate sensitively and respectfully with families during this difficult and important process
- Complete a competency assessment, supporting professional governance and assurance

# Recognising and Supporting the Dying Patient

Session time: 2 hours, delivered in person or remotely

## What You'll Gain

This session helps healthcare professionals feel confident, compassionate, and competent when caring for patients in the final stages of life. Aligned with CQC Safe, Effective, and Caring standards, it combines evidence-based guidance with practical discussion and real-life scenarios.

Participants will:

- Learn to recognise the signs that a patient may be approaching the end of life
- Understand how to provide person-centred, dignified care that respects the wishes of the patient and their family
- Explore practical approaches to symptom management, communication, and decision-making
- Approach care of the deceased patient and bereaved loved ones with compassion
- Apply learning through case studies and discussion, building confidence in everyday practice

# Supporting Grief, Loss and Trauma

Session time: 2 hours, delivered in person or remotely

## What You'll Gain

This session equips healthcare professionals to provide empathetic and informed support to patients, families, and colleagues experiencing grief, loss, or trauma. Aligned with CQC Caring and Responsive standards, it combines discussion, reflection, and practical strategies to build confidence in sensitive situations.

Participants will:

- Understand the emotional impact of loss and trauma on patients, families, and staff
- Develop practical skills to offer support and communicate with compassion
- Learn strategies to maintain professional resilience while providing sensitive care
- Explore real-life examples and interactive discussion to apply learning in practice

# No Barriers Here

Session Time: 3 sessions, each 2½ hours, with a 2-week interval between sessions. All materials are provided.

## What you'll Gain

No Barriers Here is a unique and innovative approach to Advance Care Planning, designed for people who face inequality in accessing palliative and end-of-life care. This training focuses on building relationships and deepening conversations using art-based methods to encourage discussion, rather than traditional teaching. It is particularly valuable for those working with people with learning difficulties or cognitive impairment such as Dementia, helping to create meaningful, accessible conversations about care and end-of-life wishes.

By the end of the training, participants will be able to:

- Build stronger relationships with those who face inequality in accessing palliative and end-of-life care.
- Facilitate meaningful conversations around end-of-life preferences
- Empower clients to access wider health and support services
- Apply the approach to a variety of groups, including those with learning difficulties or dementia

## Contents include

- Who am I, and what matters most to me?
- Where would I like to be cared for, and how?
- What are my funeral plans?
- How would I like to be remembered?



# Bespoke Training

Every team is different – that's why our bespoke training is designed to fit your needs. We create interactive, practical sessions that build confidence, compassion, and communication skills, all drawn from our expertise in palliative and end-of-life care.

Get in touch to find out how we can tailor a session for your organisation.



# About ellenor

We are ellenor, your local hospice charity, providing vital support to patients and families facing life-limiting illnesses across North Kent and Bexley.

At ellenor, we embrace life, offering support to adults and children from the moment of diagnosis and beyond.

Our services for adults include an Inpatient Ward and Community Services – including Hospice @ Home and Care Home Support, plus Wellbeing and Therapeutic Services. For children and young adults, we provide specialised hospice care within the community, including end of life care, clinical nursing and oncology support in their own home, as well as respite and wellbeing support

We rely on the wonderful generosity of our community to provide the necessary funding to continue to care.