Informed level

2 DAY BASIC TRAINING FOR NON-CLINICAL STAFF & VOLUNTEERS
Informed level outlines the knowledge and skills required by all health and social service workers in relation to palliative and end of life care.

**DOMAIN 1:** FUNDAMENTALS OF PALLIATIVE CARE

**DOMAIN 2:** COMMUNICATION & CONVERSATIONS
Training Content Domains 1 & 2

- The Fundamental Principles of Palliative Care
- Addressing the Great Taboo
- Effective Communication skills
- Barriers to Communication
Learning Outcomes Domain 1

**KNOWLEDGE**

- Know the meaning and principles of palliative and end of life care, that it is appropriate for all life-limiting conditions across the life-course, and is applicable in all care settings.
- Know the meaning of person-centred and family-focused care and support in the context of palliative and end of life care.
- Know the range of services, agencies and sources of support and information that may be involved in providing palliative and end of life care.
- Know that professional, legal and ethical frameworks exist to protect and promote people’s rights and safety.
- Know the importance of respecting diversity, culture and beliefs in the context of palliative and end of life care.
- Know about attitudes to death, dying and bereavement in society.

**SKILLS**

- Recognise your role as part of a team in palliative and end of life care.
- Recognise that palliative and end of life care and support should be centred on what matters to people, their families and carers, including babies, children and young people.
- Be receptive to people and signpost them to sources of support and information.
- Work within your organisational policies and procedures to protect and promote people’s rights and safety in the context of palliative and end of life care.
- Treat people with dignity and respect and recognise issues related to diversity, culture and inequality in palliative and end of life care.
- Reflect on your attitudes towards death, dying and bereavement and be willing to engage in discussions around these issues.
Learning Outcomes Domain 2

**KNOWLEDGE**

- Know about effective person-centred communication skills and barriers to communication.
- Know about verbal and non-verbal behaviours that can support someone who is distressed.

**SKILLS**

- Use effective communication skills to engage with people in an open, honest and sensitive manner.
- Modify your approach for people with speech, language and communication needs, for example by using augmentative and alternative communication supports.
- Engage with people in a way that respects their wishes, confidentiality, choices, unique strengths and abilities.
- Reflect on and recognise your communication skills and limitations and appropriately seek support and feedback.
- Be attentive and recognise, acknowledge and respond to distress to help people feel they have been heard.
Informed level outlines the knowledge and skills required by all health and social service workers in relation to palliative and end of life care.

DOMAIN 3: LOSS, GRIEF & BEREAVEMENT
DOMAIN 4: CARE PLANNING & DELIVERY
DOMAIN 5: CARE IN THE LAST DAYS OF LIFE
Training Content Domains 3, 4, & 5

• *Introduction to Loss, grief & bereavement*

• *What Matters to Me*

• *Anticipatory Care Planning*

• *Know that dying is part of life, that action when a person dies is directed by legislation, policy and guidance.*
Learning Outcomes Domain 3

**KNOWLEDGE**

- Know that grief is a normal response to loss, and understand the range of thoughts, feelings and behaviours that may be experienced by those living with loss and grief.
- Know that people may experience a range of losses in a palliative and end of life care context.
- Know about the process of reflection.
- Know about the importance of care of self.

**SKILLS**

- Interact sensitively and empathetically with a person who is experiencing loss.
- Recognise the personal impact of loss, grief and bereavement and engage with support strategies to build resilience.
- Engage in reflection.
- Engage in activities to care for yourself, and recognise when additional support is required.
Learning Outcomes Domain 4

**KNOWLEDGE**

- Know the importance of ensuring that the person, family and carers have choice and control in care assessment and planning.
- Know about personal outcomes in the context of palliative and end of life care.
- Know that carers have a right to their own care and support plan.
- Know about the concept of anticipatory care-planning.

**SKILLS**

- Respect people’s beliefs, personal outcomes and choices about their care and support.
- Recognise that people with palliative and end of life care needs, their families and carers have strengths and assets that can support their wellbeing.
- Recognise when it may be appropriate to engage with anticipatory care-planning.
- Be able to signpost people to sources of support in relation to anticipatory care-planning.
Learning Outcomes Domain 5

**KNOWLEDGE**
- Know that dying is part of life, and that uncertainty surrounds how and when someone may die.
- Know the importance of considering the choices and preferences of the person, family and carers in the last days of life.
- Know that action when a person dies is directed by legislation, policy and guidance.

**SKILLS**
- Respond in a sensitive and empathic manner to people who are dying, their families and carers.
- Be respectful of choices, preferences and decisions in the last days of life.
- Recognise your role in relation to organisational policies and procedures when a person dies.
Palliative and End of Life Care

A framework to support the learning and development needs of the health and social service workforce in Scotland

http://elearning.scot.nhs.uk:8080/intralibrary/open_virtual_file_path/i2564n4083939t/Palliative%20framework%20interactive_p2.pdf