



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.*

Reference

- 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