

January 2009

Dear Colleague,

We are delighted to enclose our new prospectus for 2009 which offers a range of learning opportunities delivered at St Catherine's Education and Training Centre. Over the past year we have listened carefully to the views of participants' and as a result have revised some of the courses to meet your needs more effectively.

It has been recognized that longer, more in-depth study increases knowledge and understanding to a greater extent than single study days. Participants' feedback from 2008 confirms that we should continue to offer 5 day courses in end of life care. These courses are designed to support the implementation of the Department of Health End of Life Care strategy launched in July 2008.

The courses are held in our purpose built Education and Training Centre with its [Type a quote from the document or the summary of an interesting point. You can position the text box anywhere in the document. Use the Text Box Tools tab to change the formatting of the pull quote text box.] superb facilities, presented by experienced facilitators. All refreshments, including lunch (where applicable), are included in the cost.

To reserve a place on any of the courses, please complete the enclosed application form and return to Anne Truett at the address above or apply on-line at www.stch.org.uk/educationAndTraining/LearningOpportunities/Courses.asp

If you would like the team to deliver education in your place of work, we are more than happy to design a package that meets your specific needs - please see the website for further information, www.stch.org.uk/EducationAndTraining/LearningOpportunities/OffSiteTraining.asp

If you have any queries, then do not hesitate to contact Anne on 01293 447375 or by email at annetruett@stch.org.uk.

Yours faithfully,

Mary Mahoney
Head of Education

QUICK REFERENCE– 2009/10

24 th April	Syringe Driver Workshop	
27 th April	Up Front & Personal	
30 th April	The Nature of Pain & Its Assessment	<i>(pain & symptom management - day 1)</i>
5 th May	Dementia Care Training	
6 th May	Visitors' Workshop	
12 th May	Advanced Care Planning	
14 th May	The Pharmacological Management of Pain	<i>(pain & symptom management - day 2)</i>
28 th May	The Multi-Professional Management of Pain	<i>(pain & symptom management - day 3)</i>
1 st June	Intravenous Therapy Workshop	
9 th June	Death Rituals & Funeral Rites	
11 th June	Complex Symptoms at the End of Life	<i>(pain & symptom management - day 4)</i>
25 th June	Palliative Care Emergencies	<i>(pain & symptom management - day 5)</i>
7 th July	What is Audit?	
10 th July	Basic Communication Skills Workshop	
22 nd September	Nutrition in End of Life Care	
24 th September	Philosophy of Palliative Care	<i>(principles of end of life care - day 1)</i>
28 th September	Syringe Driver Workshop	
1 st October	Neurological Diseases - part 1	<i>(managing non-malignant disease - day 1)</i>
7 th October	Visitors' Workshop	
8 th October	End of Life Conversations	<i>(principles of end of life care - day 2)</i>
13 th October	What is Audit?	
14 th October	Dementia Care Training	
15 th October	Neurological Diseases - part 2	<i>(managing non-malignant disease - day 2)</i>
19 th October	Up Front & Personal	
20 th October	Advanced Care Planning	

PLEASE NOTE: CLOSING DATE WILL BE ONE WEEK BEFORE THE COURSE

22 nd October	Pain & Symptom Management	<i>(principles of end of life care - day 3)</i>
29 th October	End-stage Cardiac Failure	<i>(managing non-malignant disease - day 3)</i>
5 th November	Loss, Grief & Bereavement	<i>(principles of end of life care - day 4)</i>
12 th November	End-stage Renal Failure	<i>(managing non-malignant disease - day 4)</i>
19 th November	Looking After Yourself	<i>(principles of end of life care - day 5)</i>
23 rd November	Intravenous Therapy Workshop	
26 th November	Respiratory Disorders	<i>(managing non-malignant disease - day 5)</i>
1 st – 4 th December	First Aid at Work	<i>(4 day HSE approved)</i>
7 th January 2010	Teamworking	<i>(developing practice in end of life care - day 1)</i>
11 th January	Basic Communication Skills Workshop	
15 th January	Defining Psychosocial Care	<i>(psychosocial skills in end of life care – day 1)</i>
19 th January	What is Audit?	
21 st January	Managing Groups	<i>(developing practice in end of life care - day 2)</i>
29 th January	Communicating in Psychosocial Care	<i>(psychosocial skills in end of life care – day 2)</i>
4 th February	Presentation Skills Workshop	<i>(developing practice in end of life care - day 3)</i>
5 th February	Exploring Core Conditions	<i>(psychosocial skills in end of life care – day 3)</i>
18 th February	Audit & Research in End of Life Care	<i>(developing practice in end of life care - day 4)</i>
19 th February	Managing Difficult Situations	<i>(psychosocial skills in end of life care – day 4)</i>
1 st March	Syringe Driver Workshop	
4 th March	Internet Searches & Report Writing	<i>(developing practice in end of life care - day 5)</i>
5 th March	Professional Boundaries	<i>(psychosocial skills in end of life care – day 5)</i>
8 th March	Up Front & Personal	
10 th March	Visitors' Workshop	
11 th March	Death Rituals & Funeral Rites	

PLEASE NOTE: CLOSING DATE WILL BE ONE WEEK BEFORE THE COURSE

Pain & Symptom Management at the End of Life

A five day course covering:

- day 1 The nature of pain and its assessment
- day 2 The pharmacological management of pain
- day 3 The multi-professional management of pain
- day 4 Complex symptoms at the end of life
- day 5 Palliative care emergencies

(Please see overleaf for specific outcomes of the days)

WHO SHOULD ATTEND: These sessions are designed for any health or social care professional, including nursing assistants, involved in managing patients who experience difficult symptoms

DATES: 30TH APRIL, 14TH & 28TH MAY, 11TH & 25TH JUNE 2009

TIME: 9.30AM TO 4.30PM

VENUE: ST CATHERINE'S EDUCATION CENTRE

COST: £300-00 ~ includes handouts, refreshments and lunch

**IT IS POSSIBLE TO BOOK INDIVIDUAL STUDY DAYS AT
£70-00 PER DAY**

– please see overleaf for titles, outcomes & dates

To reserve a place, please forward the completed application form to:

Anne Truett - St Catherine's Education & Training Centre

Tel: 01293 447375 Fax: 01293 447379

Email: annetruett@stch.org.uk

PLEASE NOTE: CLOSING DATE WILL BE ONE WEEK BEFORE THE COURSE

The Nature of Pain & Its Assessment (day 1)

Learning outcomes:

- challenge your current views on pain
- discuss the physical causes of pain
- understand the concept of 'total pain'
- describe the importance of accurate assessment & tools to enable this

Date: 30th April 2009

The Pharmacological Management of Pain (day 2)

Learning outcomes:

- describe the application of the analgesic ladder in managing pain
- demonstrate problem-solving skills to enable the selection of appropriate medications to effectively manage pain
- understand the principles of drug management in pain control
- have an awareness of consent & power of attorney in relation to pain management

Date: 14th May 2009

The Multi-Professional Management of Pain (day 3)

Learning outcomes:

- discuss the use of complementary therapies in the management of pain, specifically
 - massage
 - aromatherapy
 - reflexology
- understand the role of occupational therapist & physiotherapist in pain
- have an awareness of psychological approaches in pain management
- recognise how the ability to choose is affected by illness

Date: 28th May 2009

Complex Symptoms at the End of Life (day 4)

Learning outcomes:

- describe the management of difficult symptoms including
 - breathlessness
 - confusion & terminal agitation
 - nausea & vomiting
 - depression
- discuss ethical dilemmas involved in treating these symptoms at the end of life

Date: 11th June 2009

Palliative Care Emergencies (day 5)

Learning outcomes:

- recognise causes and features of emergencies in palliative care
- explain appropriate interventions for each issue
- identify the necessity for an urgent response in each situation
- identify ethical dilemmas involved in such complex clinical decision making

Date: 25th June 2009

Principles of End of Life Care

A five day course covering:

- day 1 The philosophy of palliative care
- day 2 End of life conversations
- day 3 Pain and symptom management
- day 4 Loss, grief & bereavement
- day 5 Looking after yourself

(Please see overleaf for specific outcomes of the days)

WHO SHOULD ATTEND: all health & social care workers who would like to increase their basic knowledge & understanding of end of life issues in relation to practice

DATES: 24TH SEPTEMBER, 8TH & 22ND OCTOBER, 5TH & 19TH NOVEMBER 2009

TIME: 9.30AM TO 4.30PM

VENUE: ST CATHERINE'S EDUCATION CENTRE

COST: £300-00 ~ includes handouts, refreshments and lunch

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The Philosophy of Palliative Care (day 1)

Learning outcomes:

- know the WHO definition of palliative care
- recognise how the 5 key principles of palliative care apply in your practice setting
- identify ethical principles that influence practice in end of life care
- describe the process of dying
- recognise a dying patient

Date: 24th September 2009

End of Life Conversations (day 2)

Learning outcomes:

- recognise that end of life conversations can be difficult & identify why they are difficult for you
- discuss difficult questions & consider how you might respond
- discuss the concept of truth telling in relation to end of life conversations
- have the opportunity to practice the skills you learn

Date: 8th October 2009

Pain & Symptom Management (day 3)

Learning outcomes:

- understand the importance of pain assessment
- explain how to use the WHO analgesic ladder effectively
- identify non-drug interventions in managing pain
- discuss the management of common symptoms in end-of-life care
- recognise ethical dilemmas that arise when managing pain & other symptoms

Date: 22nd October 2009

Loss, Grief & Bereavement (day 4)

Learning outcomes:

- describe the characteristics of loss & grief
- be aware of current theories of bereavement & how these apply in practice
- discuss cultural differences that influence responses to loss
- explain possible interventions when dealing with bereaved people

Date: 5th November 2009

Looking After Yourself (day 5)

Learning outcomes:

- identify which issues are likely to result in stress
- know how to recognize stress in yourself & others
- demonstrate the effective use of coping strategies including
 - assertiveness
 - reflection
 - debriefing & clinical supervision

Date: 19th November 2009

Managing Non-Malignant Disease at the End of Life

A five day course covering:

- day 1 Management of Neurological Disease – part 1
- day 2 Management of Neurological Disease – part 2
- day 3 Managing end-stage Cardiac Failure
- day 4 Managing end-stage Renal Failure
- day 5 Managing Respiratory Disorders

(Please see overleaf for specific outcomes of the days)

WHO SHOULD ATTEND: All health & social care workers who would like to increase their understanding of end of life care in non-malignant disease, with a focus on joint-working between palliative care, specialists & those who provide care for patients

DATES: 1ST, 15TH & 29TH OCTOBER, 12TH & 26TH NOVEMBER
2009

TIME: 9.30AM TO 4.30PM

VENUE: ST CATHERINE'S EDUCATION CENTRE

COST: £300-00 ~ includes handouts, refreshments and lunch

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PLEASE NOTE: CLOSING DATE WILL BE ONE WEEK BEFORE THE COURSE

The Management of Neurological Diseases at the End of Life - part 1 (day 1)

Learning outcomes:

- have an understanding of the pathology of Motor Neuron Disease & Creutzfeldt-Jakob Disease
- describe the dying process as it relates to these conditions
- be able to identify & manage common symptoms experienced by these patients at the end of life
- explore the challenges of caring for these groups of patients from a practical, psychological & ethical perspective

Date: 1st October 2009

The Management of Neurological Diseases at the End of Life – part 2 (day 2)

Learning outcomes:

- be aware of the disease process in Multiple Sclerosis, Parkinson's Disease & Multiple System Atrophy
- discuss prognosis & the dying phase in relation to this group of patients
- recognise the importance of a multi-professional approach to management
- explore the challenges of caring for these patients & those close to them by a review of practical, psychological & ethical issues in end of life care

Date: 15th October 2009

Managing End-Stage Cardiac Failure (day 3)

Learning outcomes:

- develop an understanding of the pathology of cardiac failure & the concept of disease burden
- be aware of the lived experience of cardiac failure
- identify difficulties in recognizing the dying process
- explore the challenges of caring for these patients considering practical, psychological & ethical management

Date: 29th October 2009

Managing End-Stage Renal Failure (day 4)

Learning outcomes:

- explore the pathology of renal failure & discuss when renal failure becomes 'end-stage'
- describe the dying process in renal failure & identify common symptoms that arise, along with the appropriate management
- recognise the experience of living with end-stage renal failure
- understand how the practical, emotional & ethical challenges can be met through working in partnership with others

Date: 12th November 2009

Managing Respiratory Disease at the End of Life (day 5)

Learning outcomes:

- recognise the variety of respiratory disorders & how to identify the dying process
- discuss common symptoms in respiratory disease & the appropriate management
- review key issues surrounding long-term oxygen therapy
- understand the implications of the end of life for patients with respiratory disease as they relate to practical, psychological & ethical aspects of care

Date: 26th November 2009

PLEASE NOTE: CLOSING DATE WILL BE ONE WEEK BEFORE THE COURSE

Developing Practice in End of Life Care

A five day course covering:

- day 1 Teamworking
- day 2 Managing groups
- day 3 Presentation skills workshop
- day 4 Audit & research in end of life care
- day 5 Internet searches & report writing

(Please see overleaf for specific outcomes of the days)

WHO SHOULD ATTEND: All health & social care workers who continually aim to improve their practice

DATES: 7TH & 21ST JANUARY, 4TH & 18TH FEBRUARY & 4TH MARCH 2010

TIME: 9.30AM TO 4.30PM

VENUE: ST CATHERINE'S EDUCATION CENTRE

COST: £300-00 ~ includes handouts, refreshments and lunch

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PLEASE NOTE: CLOSING DATE WILL BE ONE WEEK BEFORE THE COURSE

Teamworking (day 1)

Learning outcomes:

- describe the nature and characteristics of teams
- demonstrate an understanding of the functions of a team
- explore your role within a team
- recognize the benefits and difficulties of team working

Date: 7th January 2010

Managing Groups (day 2)

Learning outcomes:

- describe facilitation skills
- understand group dynamics
- identify techniques to stimulate discussion
- explore ways to develop your self-confidence
- practice chairing skills

Date: 21st January 2010

Presentation Skills Workshop (day 3)

Learning outcomes:

- know how to prepare a talk/study session
- understand the selection of an appropriate method of delivery
- describe the use of differing visual aids
- discuss the value of feedback (both self & others)

Date: 4th February 2010

Audit & Research in End of Life Care (day 4)

Learning outcomes:

- understand the notion of research & audit - what, why, how
- describe methods of gathering appropriate evidence through audit
- discuss how evidence can be used to improve practice
- discuss ethics in terms of audit & research
- identify when you would use research & when you would use audit

Date: 18th February 2010

Internet Searches & Report Writing (day 5)

Learning outcomes:

- define & refine search terms & strategy
- know how to ascertain & download the most appropriate information
- demonstrate searching the NLH & other databases
- understand different report formats & when they are necessary
- explore practical tools & tips to influence your reader

Date: 4th March 2010

Psychosocial Skills in End of Life Care

A five day course covering:

- day 1 Defining psychosocial care
- day 2 Communicating in Psychosocial Care
- day 3 Exploring core conditions
- day 4 Managing difficult situations
- day 5 Professional boundaries in psychosocial care

WHO SHOULD ATTEND: All who would like to provide the best possible end of life experience for patients by developing their skills in effective psychosocial care

DATES: 15TH and 29TH JANUARY, 5TH AND 19TH FEBRUARY AND 5TH MARCH 2010

TIME: 9.30AM TO 4.30PM

VENUE: ST CATHERINE'S EDUCATION CENTRE

COST: £300-00 ~ includes handouts, refreshments and lunch

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PLEASE NOTE: CLOSING DATE WILL BE ONE WEEK BEFORE THE COURSE

Defining Psychosocial Care (day 1)

Learning outcomes:

- recognise the components of psychosocial care
- discuss the importance of context when providing psychosocial care
- establish your current strengths in this area of practice

Date: 15th January 2010

Communicating in Psychosocial Care (day 2)

Learning outcomes:

- discuss the importance of good communication in psychosocial care
- identify barriers to effective communication
- explore strategies to manage difficult communication in a psychosocial context

Date: 29th January 2010

Exploring Core Conditions (day 3)

Learning outcomes:

- discuss the meaning of empathy
- identify what you currently do that is empathic
- describe unconditional positive regard as a concept
- recognise the value of congruence in psychosocial care

Date: 5th February 2010

Managing Difficult Situations (day 4)

Learning outcomes:

- be aware of the notion of family systems
- identify hidden agendas in the professional-client relationship
- explore key aspects of transactional analysis in a psychosocial context
- demonstrate strategies for dealing with difficult situations

Date: 19th February 2010

Professional Boundaries in Psychosocial Care (day 5)

Learning outcomes:

- discuss the notion of professional boundaries
- know how to establish appropriate boundaries
- explain proximity in relation to setting professional boundaries

Date: 5th March 2010

What is Audit?

This half day course will consider:

- Why we do audit
- How we undertake an audit
- How the evidence from audit improves practice
- The difference between audit and research

WHO SHOULD ATTEND: All healthcare & social care workers who would like to improve practice through audit

DATES: 2ND APRIL, 7TH JULY, 13TH OCTOBER 2009
or 19TH JANUARY 2010

TIME: 9.00AM TO 1.00 PM

VENUE: ST CATHERINE'S EDUCATION CENTRE

COST: £45-00 ~ includes handouts and refreshments

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PLEASE NOTE: CLOSING DATE WILL BE ONE WEEK BEFORE THE COURSE

Syringe Driver Workshop

This one day course will consider:

- The different syringe drivers in use
- The rationale behind their use
- Common medications and their compatibility
- How to set up a syringe driver safely
- 'Troubleshooting' if difficulties arise

WHO SHOULD ATTEND: This course will be relevant to Registered Nurses and Medical Staff who manage syringe drivers

DATES: 24TH APRIL, 28TH SEPTEMBER 2009, or 1ST MARCH 2010

TIME: 9.30AM TO 4.30PM

VENUE: ST CATHERINE'S EDUCATION CENTRE

COST: £70-00 ~ includes handouts, refreshments and lunch

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PLEASE NOTE: CLOSING DATE WILL BE ONE WEEK BEFORE THE STUDY DAY

Up Front and Personal

This day will consider:

- How to establish and work within appropriate boundaries
- How to manage difficult situations and emotions
- Working with people experiencing loss

WHO SHOULD ATTEND: Non-clinical staff who are in regular contact with patients and those close to them

DATES: 27TH APRIL, 19TH OCTOBER 2009, *or* 8th March 2010

TIME: 9.30AM TO 4.30PM

VENUE: ST CATHERINE'S EDUCATION CENTRE

COST: £70-00 ~ includes handouts, refreshments and lunch

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PLEASE NOTE: CLOSING DATE WILL BE ONE WEEK BEFORE THE STUDY DAY

Dementia Care Training

This half day course will consider:

- The nature of dementia
- The impact of dementia on the person, those close to them & the professionals who care for them
- The many ways of communicating with a person who has dementia

WHO SHOULD ATTEND: This course is relevant to all staff who are managing patients with dementia

DATES: 5TH MAY *or* 14TH OCTOBER 2009

TIME: 9.00AM TO 1.00PM

VENUE: ST CATHERINE'S EDUCATION CENTRE

COST: £45-00 ~ includes handouts and refreshments

To reserve a place, please forward the completed application form to:

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Tel: 01293 447375 Fax: 01293 447379
Email: annetruett@stch.org.uk

PLEASE NOTE: CLOSING DATE WILL BE ONE WEEK BEFORE THE STUDY DAY

Visitors' Workshop

St Catherine's Education and Training Centre welcomes a variety of visitors each year. These two-hour workshops will provide the opportunity to:

- Explore the principles of end of life care
- Meet members of the hospice team
- Have a tour of St Catherine's
- Meet with others who share an interest in end of life care

WHO SHOULD ATTEND: Anyone who has an interest in learning about hospice care

PLEASE NOTE: individual visits can be negotiated with the Head of Education

DATES: 6TH MAY, 7TH OCTOBER 2009 or 10TH MARCH 2010

TIME: 10.00AM TO 12.00PM

VENUE: ST CATHERINE'S EDUCATION CENTRE

COST: £25-00 ~ includes refreshments

To reserve a place, please forward the completed application form to:

Anne Truett - St Catherine's Education & Training Centre
Tel: 01293 447375 Fax: 01293 447379
Email: annetruett@stch.org.uk

PLEASE NOTE: CLOSING DATE WILL BE ONE WEEK BEFORE THE STUDY DAY

Intravenous Therapy Workshop

This one day course will consider:

- Indications for intravenous therapy
- Drug calculations
- Intravenous access devices including Hickman, Groshung and PICC lines
- Practical aspects of administering intravenous additives

WHO SHOULD ATTEND: This course is relevant to all staff who are managing patients receiving intravenous therapies

DATES: 1st JUNE *or* 23RD NOVEMBER 2009

TIME: 9.30AM TO 4.30PM

VENUE: ST CATHERINE'S EDUCATION CENTRE

COST: £70-00 ~ includes handouts, refreshments and lunch

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Email: annetruett@stch.org.uk

PLEASE NOTE: CLOSING DATE WILL BE ONE WEEK BEFORE THE STUDY DAY

Advanced Care Planning

This one day course will consider:

- What is an advanced care plan?
- When do you need to consider an advanced care plan?
- How do you introduce an advanced care plan?
- How does an advanced care plan aid decision-making?
- The end of life strategy, mental capacity

WHO SHOULD ATTEND: All healthcare & social care workers who would like to increase their understanding of advanced care plans and end of life care

DATES: 12TH MAY *or* 20TH OCTOBER 2009

TIME: 9.30AM TO 4.30 PM

VENUE: ST CATHERINE'S EDUCATION CENTRE

COST: £70-00 ~ includes handouts, refreshments and lunch

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Death Rituals and Funeral Rites

This one day course will consider:

- Cultural & religious rituals surrounding dying
- How to arrange a funeral
- The funeral director's role
- European regulations
- Sources of financial assistance available

WHO SHOULD ATTEND: All healthcare & social care workers who would like to increase their basic knowledge & understanding of existential issues in relation to practice

DATES: 9TH JUNE 2009 *or* 11TH MARCH 2010

TIME: 9.30AM TO 4.30PM

VENUE: ST CATHERINE'S EDUCATION CENTRE

COST: £70-00 ~ includes handouts, refreshments and lunch

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PLEASE NOTE: CLOSING DATE WILL BE ONE WEEK BEFORE THE STUDY DAY

Basic Communication Skills Workshop

Learning outcomes:

- Identify your strengths as a communicator
- Understand the principles of effective communication
- Recognize barriers to listening
- Start to compile a toolkit of different ways to communicate effectively
- Have the opportunity to practice different techniques in communication

WHO SHOULD ATTEND: All health & social care workers who communicate with patients, those close to them, or colleagues

DATES: 10TH JULY 2009 *or* 11TH JANUARY 2010

TIME: 9.30AM TO 4.30PM

VENUE: ST CATHERINE'S EDUCATION CENTRE

COST: £70-00 ~ includes handouts, refreshments and lunch

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Nutrition in End of Life Care

The one day course will consider:

- Issues affecting nutrition in end of life care
- Assessment of nutritional status
- Creative ways to enhance nutritional intake in this patient group

WHO SHOULD ATTEND: These sessions are designed for anyone who has a responsibility to provide food to dying patients

DATES: 22ND SEPTEMBER 2009

TIME: 9.30AM TO 4.30PM

VENUE: ST CATHERINE'S EDUCATION CENTRE

COST: £70-00 ~ includes handouts, refreshments and lunch

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First Aid at Work

This four day course will lead to an HSE accredited first aid certificate and will consider:

- Definitions of 'first aid' and the responsibility of the first aider
- Primary survey and recovery position
- Basic resuscitation
- Bleeding, special wounds and unconsciousness
- Recognition of injuries to bones, joints and the spine
- Burns, eye injuries, poisons and extremes of temperature

WHO SHOULD ATTEND: These sessions are designed for anyone who has a responsibility to provide first aid in the workplace

DATES: 1ST – 4TH DECEMBER 2009

TIME: 9.00AM TO 5.00PM

VENUE: ST CATHERINE'S EDUCATION CENTRE

COST: £300-00 ~ includes handouts, refreshments and lunch

To reserve a place, please forward the completed application form to:

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APPLICATION FORM - CLINICAL COURSE / STUDY DAY

BLOCK CAPITALS PLEASE, IN BLACK INK OR TYPESCRIPT

NAME: _____

ADDRESS: _____
(For correspondence)

_____ POSTCODE: _____

TEL NO: Home: _____ Work: _____ EXTN: _____

Email: _____

PLACE OF WORK: DEPARTMENT: _____ JOB TITLE _____

PROGRAMME TITLE:

WHERE DID YOU HEAR ABOUT THIS COURSE?

Course
Date

COST:

Form of Payment: INVOICE / CHEQUE
Purchase Order No. _____

*All Cheques should be payable to St
Catherine's Hospice*

INVOICE TO:

APPROVED BY: Managers Name: _____ Signature: _____

On behalf of: _____ e.g. PCT / Nursing Home / Company

Please Tick to confirm that you agree to the enclosed Terms and Conditions:

RETURN FORM TO:
Anne Truett – Education & Training Centre Co-ordinator
St Catherine's Education & Training Centre, Malthouse Road, CRAWLEY,
West Sussex. RH10 6BH
Tel: 01293 447375 Fax: 01293 447379 E-mail: annetruett@stch.org.uk

If you do not wish to receive information about other courses & services please tick here

TERMS AND CONDITIONS

Booking Conditions:

Provisional places on courses will be held for 28 days.

Acknowledgement of booking will be sent on receipt of the Booking Form, and a confirmation letter will be sent prior to the course date giving any additional details that may be necessary. A Certificate of Attendance will be issued.

Payment:

Full payment is required before the Course Date. Cheques should be made payable to **St Catherine's Hospice**. If an invoice has been requested, this will be sent direct from our Accounts Department and if a Purchase Order No. is required by your organisation, this must be quoted on the Booking Form.

Cancellations / Transfers:

Refunds can be made on cancellations for any bookings cancelled at least 28 days prior to the event. No refunds will be made for non-attendance or cancellation after that time.

It may be possible, at the time of cancellation, for Delegates to transfer to a similar course taking place at a later date, subject to availability.

We reserve the right to cancel courses if there are insufficient numbers 7 days prior to the course date. Delegates will be notified in writing and refunds given where appropriate.

Catering:

External Delegates-

Full-day courses include all refreshments and lunch. We will endeavour to cater for all Special Dietary Needs, but these require seven days advanced notice.

Half Day courses include all refreshments.

No food or beverages may be brought to the Centre for consumption.

Internal Delegates - **Refer to Staff Policy**

Data Protection:

St Catherine's Education & Training Centre keeps any personal information you supply for the purpose for which you have provided it. It is not passed to any other Organisation, unless this is made explicit when you supply it. However we may from time to time wish to send you details on other courses and services.

General:

We cannot accept any responsibility for loss or damage to personal property.

All Delegates are required to register their attendance on arrival.

The Hospice Library has many books and journals relating to Palliative Care and is available to Course Participants for reference. Full Library membership is available on request, please contact joannatuck@stch.org.uk