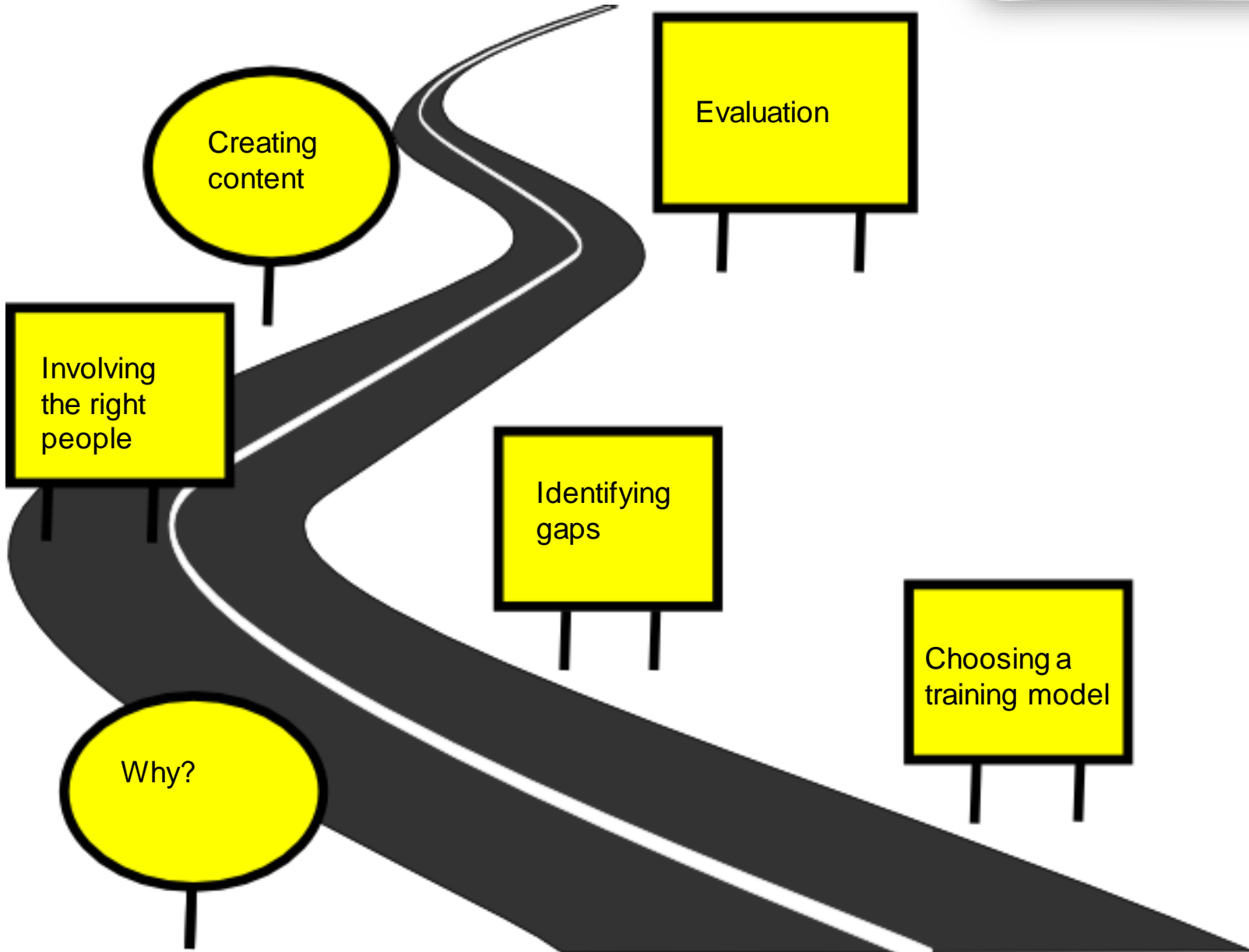




StChristopher's
More than just a hospice

Designing Training: training volunteers to support the elderly and those with long-term conditions who want to talk about end of life issues

**Rebecca Turner, Strategic
Volunteering Lead
16 July 2019**



Why?

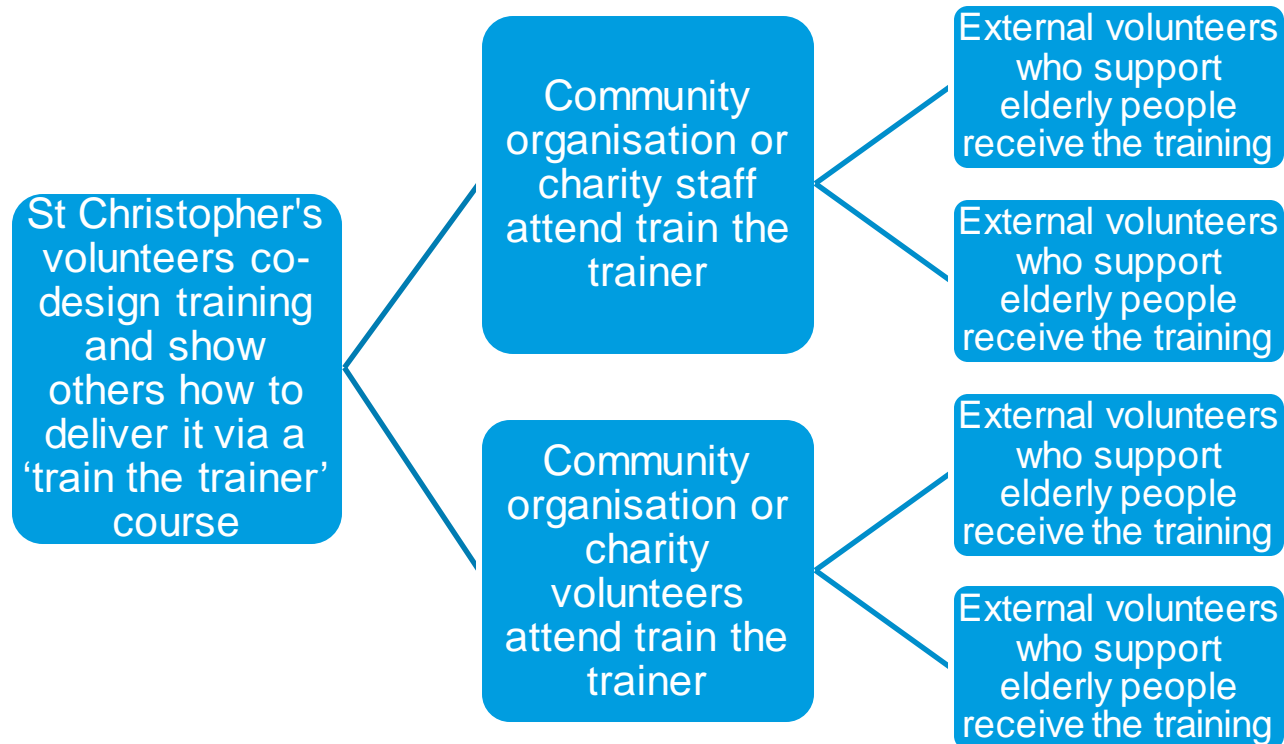
Our Vision

- **St Christopher's vision is of a world in which all dying people and those close to them have access to the care and support they need, when and wherever they need it.**

Our Mission

- **We exist to promote and provide skilled and compassionate end of life care of the highest quality, working with and through our communities.**

Choosing a training model



Identifying gaps

- What's your experience of talking about death, dying and loss?
- Has it come up in your current volunteer role?
- How have these conversations affected you?

Involving the right people – partners, funders and volunteers

**entelechy
arts**

 Bromley
& Greenwich
ageUK

 **hin** Health
Innovation
Network
South London

Creating content – project outcomes

- A 'Train the Trainer' programme co-designed, piloted and evaluated, to increase the confidence and skills of volunteers working in the community in speaking about aging dying and loss
- At least 6 St Christopher's volunteers designing and delivering a training course to train staff and volunteers from other organisations
- 2 cohorts of staff/volunteers from other organisations given training in how to deliver training to their own volunteer befrienders
- 60 volunteers enabled to have conversations with the elderly, frail and vulnerable that they support
- At least 200 elderly, frail and vulnerable people in the community enabled to express their wishes and influence the care they receive at the end of life

Creating content

- Learning objectives – a behaviour or attitude which we wanted to challenge and change
- Learning styles
- Timings
- Lesson plans
- Handouts
- Review, review, review...

Creating content – sample lesson plan

TITLE: Challenging Conversations: Supporting frail, elderly and those with long term conditions to talk about death, dying and loss

Objectives: By the end of today you should be able to;

1. You will be able to understand why we need to be able to talk about death and dying
2. Reflect on own volunteering role and experiences and identify the skills and attributes you bring to your volunteering role
3. Demonstrate listening skills in relation to responding to cues around death, dying and loss.
4. Recognise and manage own attitudes and limitations
5. Signpost to appropriate resources to support clients
6. Continually reflect and build confidence in conversations around death, dying and loss.

*Before training – organise names badges with organisation on

Time	Activity	Rationale	Notes for trainers	Resources	Objective
5minutes	Introduction to the day Trainer introductions. Ground rules and housekeeping. Fire alarms, toilets, breaks. Review learning objectives and agenda for the day	Set the scene. Safety. Safe space.	Ask learners for additional ground rules.	Pre-written standard ground rules on slides. Slides with learning objectives and agenda on.	
20 mins	Choose a card and introductions	Remembering why you do what you do.		Handout for personal	2, 4, 6

Evaluation

- Train the Trainer feedback forms
- Challenging Conversations feedback forms
- Pre and post training focus group for external volunteers
- Focus group for St Christopher's volunteers on impact to their levels of engagement

Evaluation

Please explain how useful this training will be for you and why.

How could the training today have been improved?

How confident would you be to respond now to a possible cue during a conversation that might be an opportunity to speak about death, dying or bereavement?



Is this different from before the training? YES or NO (circle your answer)

Please explain your answer.

**Over to some of the St Christopher's
volunteers!**

Summary – principles of training design

- Always align the learning intervention to corporate or organisational objectives
- Ascertain where the gaps are; never assume you know without proper exploration
- Choose a training model that encourages sustainability
- Create a clear project plan with outputs and outcomes
- Consider different learning styles and methods. Does it have to be a classroom training course?
- Evaluate continuously

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St Christopher's is a registered charity (210667) registered with the Fundraising Regulator