

## Directions

St Christopher's Hospice is only 15 minutes away by train from London Bridge station and is well serviced by transport links, main highway routes and buses.

### By Bus

Routes 176 and 197 stop outside the hospice.

Routes 122, 202 227 pass the ends of Lawrie Park Road.

Route N3,75, 194 and 306 stop within 10-15 minute walk of the Hospice.

Bus route maps can be viewed at <http://journeyplanner.tfl.gov.uk>

### By Train

The nearest train stations are Sydenham (*not Sydenham Hill*) and Penge East.

London Bridge to Sydenham trains leave London every 15 minutes.

\*Victoria to Penge East trains leave London twice an hour. Return trains to London leave Penge East every 15 minutes.

\* NOTE When arriving at Penge East from Victoria, cross over the footbridge, turn right out of the station and follow Station Road to the High Street. Turn right, under the railway bridge and take the first turning on the right into Lawrie Park Road.

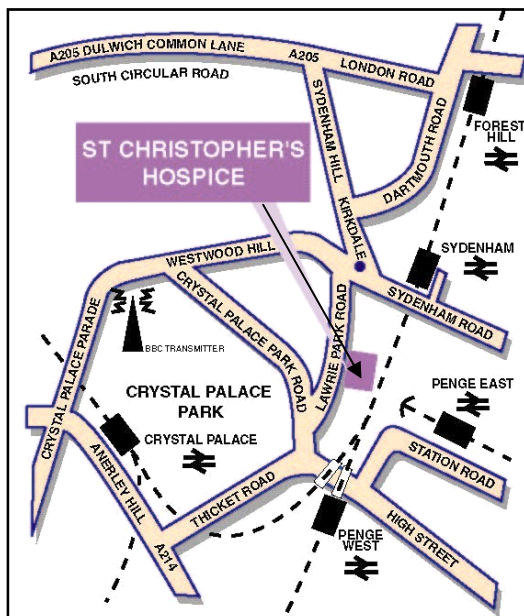
### By Road

There is unrestricted parking in adjoining residential roads.

All timings and instructions are correct at the time of print however it is strongly recommended that delegates check all travel arrangements before they begin their journey. Details of all London travel can be found at: <http://journeyplanner.tfl.gov.uk>

St Christopher's Hospice  
51-59 Lawrie Park Road  
Sydenham  
London  
SE26 6DZ

Education Administration:  
Tel: 0208 768 4656  
Fax: 0208 776 5838  
[education@stchristophers.org.uk](mailto:education@stchristophers.org.uk)



### Bookshop

Contact the bookshop for key material on all aspects of palliative care.  
Phone the Librarian : 0208 768 4660, email: [d.brady@stchristophers.org.uk](mailto:d.brady@stchristophers.org.uk).

Or visit our website [www.stchristophers.org.uk/bookshop](http://www.stchristophers.org.uk/bookshop).

You will find annotations of all material in the shop as well as details on how to order by post

## Challenging Conversations at End of Life: Communication Skills for Professionals including Advance Care Planning

"All people approaching the end of life need to have their needs assessed, their wishes and preferences discussed and an agreed set of actions reflecting the choices they make about their care recorded in a care plan".

End of Life Care Strategy. DH July 2008

This two day course will be repeated on:

30 November - 1 December 2009

(code: CCEL1109)

27-28 January 2010

(code: CCEL0110)

7-8 April 2010

(code: CCEL0410)

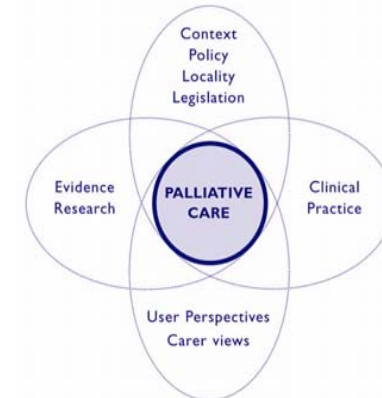
16-17 September 2010

(code: CCEL0910)

The Education Centre,  
St Christopher's Hospice

9.30—16.30

Cost: £180



Please email us with queries or visit our website for details of other courses:

[www.stchristophers.org.uk/education](http://www.stchristophers.org.uk/education)

Email: [education@stchristophers.org.uk](mailto:education@stchristophers.org.uk)

## Challenging Conversations at End of Life: Communication Skills for Professionals including Advance Care Planning

### LEARNING OUTCOMES

By the end of this 2 day course delegates should be able to:

- Understand the principles of successful communication
- Understand the importance of good communication in end of life care
- Explore the difficulties and challenges in communication with patients, families, carers and other professionals
- Identify their own strengths and weaknesses in communication
- Improve their communication skills in practice as demonstrated through the use of role play
- Understand the role of effective communication in advance care planning

### COURSE LEADERS

**Deborah Holman**, End of Life Care Specialist Nurse,  
St Christopher's Hospice

**Liz Bryan**, Lecturer/Practitioner, St Christopher's Hospice and King's  
College London

**Lesley Adshead**, Lecturer in Palliative Care, St Christopher's  
Hospice

This is a two day communication skills course which is aimed at qualified professionals in health and social care who regularly contribute to the management of people approaching the end of life. It aims to equip them to listen to, and sensitively explore, needs and preferences regarding issues of care.

Recent government policy highlights the need for greater involvement of patients and families in end of life decision-making and yet there is evidence that the workforce lacks confidence and skills.

Through exploration of theoretical principles of communication and advance care planning, together with practical workshops the course will encourage participants to reflect on their own misconceptions, blocks and anxieties and to develop a strategy for future practice development.

*This study day is being held in association with King's College London. Attendance at an agreed number of Associate Study Days can be put towards an academic module called Integrated Learning for Practice. This 15 credit module is available at level 5 (diploma level) and level 6 (degree level).*

**KING'S**  
*College*  
**LONDON**

*For more information about this module please contact:  
Dr Jacqueline Bloomfield, [Jacqueline.bloomfield@kcl.ac.uk](mailto:Jacqueline.bloomfield@kcl.ac.uk).*

To book this course either use the online booking form at:  
[www.stchristophers.org.uk/bookingform](http://www.stchristophers.org.uk/bookingform)  
or email: [education@stchristophers.org.uk](mailto:education@stchristophers.org.uk)

**For more information and Programme:  
[www.stchristophers.org.uk/education](http://www.stchristophers.org.uk/education)**