



**Bolton Hospice**  
Education



## Short Courses

A range of short courses to help your development, whether it be professional or personal.

# Education Prospectus

# 2026



### Contact us

01204 663 066

[education@boltonhospice.org](mailto:education@boltonhospice.org)

[www.boltonhospice.org.uk](http://www.boltonhospice.org.uk)

# Welcome to the Bolton Hospice Education Prospectus for 2026

**“High quality palliative and end of life care requires a proactive, compassionate approach which is driven by evidence based best practice and continually strives to ensure person centred individualised care.**

It is a core element of Bolton Hospice’s mission and vision to deliver quality education programmes to our workforce and stakeholders; using our experience and expertise to develop others is fundamental to our work and the wider palliative and end of life care community.

Bolton Hospice Education aims to promote the highest quality palliative and end of life care for everyone through the development of knowledge, skills and attitude.

We are pleased to offer a range of short courses to help your development, whether it be professional or personal. You will find a selection of learning opportunities that address many aspects of clinical, communication and care issues and further to feedback and demand, we have introduced new courses in line with current end of life care issues sought-after topics.

The range of study days is available for a variety of healthcare professionals and we can always look to tailor our delivery to meet your particular requirements so please do not hesitate to contact us to discuss your needs.”



**“All booking information is available at the end of this Prospectus and we look forward to welcoming you to Bolton Hospice.”**

## The Education Team

– **Hannah Holmes, Carolyn Wong and Claire Stott**



# 2026 at a glance

Upcoming courses for you



## March

- 25<sup>th</sup> March - Dementia in Palliative Care Workshop

## April

- 14th April - Corporate Foundation Communications
- 17<sup>th</sup> April - Advance Care Planning

## July

- 8<sup>th</sup> July - Dementia in Palliative Care Workshop
- 17<sup>th</sup> July - Corporate Foundation Communications

## August

- 5<sup>th</sup> August - Advance Care Planning

## October

- 16th October - Advance Care Planning

## November

- 4<sup>th</sup> November - Corporate Foundation Communications

## December

- 1<sup>st</sup> December - Dementia in Palliative Care Workshop

## Palliative Care Passport

- Various dates, please enquire with [education@boltonhospice.org](mailto:education@boltonhospice.org)

## Syringe Pump Training

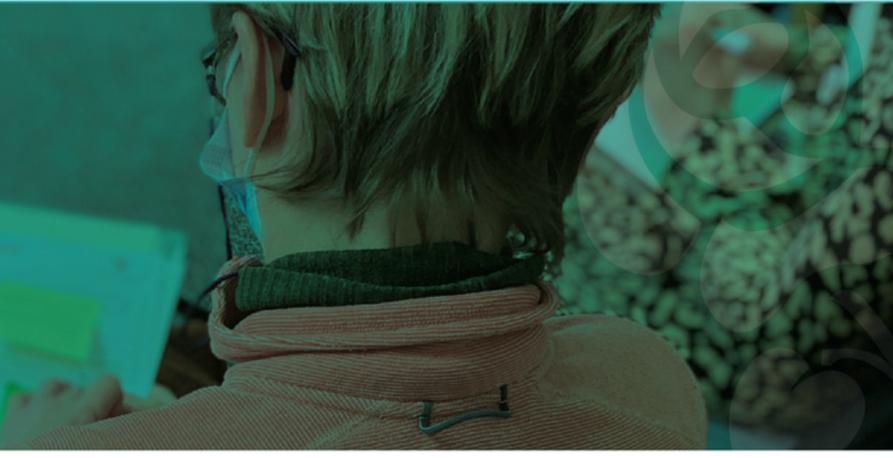
- Various dates, please enquire with [education@boltonhospice.org](mailto:education@boltonhospice.org)

## Supporting Teenagers, Children & Families through Loss, Grief & Bereavement

- Various dates, please enquire with [education@boltonhospice.org](mailto:education@boltonhospice.org)

# Prospectus Contents

Courses, how to book and more



## Page 5

- Advanced Care Planning for primary health providers

## Page 6

- Corporate Foundation Communications

## Page 8

- Dementia in Palliative Care Workshop

## Page 10

- Palliative Care Education Passport

## Page 11

- Syringe Pump Training

## Page 12

- Supporting Teenagers, Children & Families through Loss, Grief & Bereavement

## Page 13

- How to book

## Page 15

- Course and CQC Feedback

## Page 18

- Meet the Team

## Page 19

- Bespoke Training

## Page 20

- Palliative Care Network

## Page 21

- Stay in touch



Bolton Hospice  
Education



# Advance Care Planning for Primary Health Providers

An interactive and thought provoking short course which explores the value of supporting people at end of life to fulfil their wishes.

Advance care planning (ACP) is the process of discussing and planning ahead to support people at the end of their lives. Highlighted as one of the most difficult areas for health care professionals, advance care planning can greatly help guide patients, families and professionals in decision-making for care at the end of life.

## Course topics

Suitable for any health and social care frontline staff or volunteer working with individuals who may benefit from the opportunity to plan their future care.

This study day offers the opportunity to build confidence and develop your practice. The day will focus on the principle and benefit of Advance Care Planning, the supporting documentations and associated communication skills.



## Course dates

- Friday 17<sup>th</sup> April 2026
- 09.00-13.00
- Wednesday 5<sup>th</sup> August 2026
- 13.00-17.00
- Friday 16<sup>th</sup> October 2026
- 09.00-13.00

## Course fees

£35 or FREE for healthcare professionals in Bolton

**Venue**  
Bolton Hospice



# Corporate Foundation Communications

This three-hour foundation-level course equips corporate staff with practical communication skills grounded in the principles of empathy, clarity, and confidence—core elements used every day in hospice care. Led by an experienced hospice education team, the session translates compassionate communication techniques from healthcare into effective tools for workplace interactions.

By the end of the session, attendees will be able to:

- Recognise key components of effective and empathetic communication
- Demonstrate active listening strategies that improve understanding
- Communicate more clearly and confidently with colleagues and clients
- Reflect on their own communication style and identify areas for growth

This course provides a supportive, practical introduction suitable for staff at all levels and is ideal for organisations seeking to enhance internal communication, strengthen workplace culture, and improve customer or client interactions.



## Course dates

- Tuesday 14<sup>th</sup> April 2026  
• 09:00-13:00
- Friday 17<sup>th</sup> July 2026  
• 09:00-13:00
- Wednesday 4<sup>th</sup> November 2026  
• 09:00-13:00

## Course fees

£35 per person

## Venue

Bolton Hospice



**Bolton Hospice**  
Education



A photograph of three women standing together, smiling. They are wearing lanyards with name tags. The woman in the center is wearing a blue and white striped sweater. The woman on the left is wearing a light blue shirt. The woman on the right is wearing a green sweater. The background is a solid teal color.

“ Well delivered by  
competent professionals.  
Took time to explain and  
ensuring understanding. ”

# Dementia in Palliative Care Workshop

A comprehensive full-day course dedicated to the intersection of Dementia in Palliative Care. This workshop is designed to deepen your understanding of dementia, with a strong emphasis on a person-centred approach. Elevate your confidence, knowledge, and communication skills - essential elements in caring for individuals with dementia. Explore the Rule of Thumb - a framework for providing end of life care for someone with dementia. The rules cover: eating and swallowing difficulties; agitation and restlessness, reviewing treatment and interventions at end of life, and providing routine care at end of life.

We look forward to you joining us for a day of education and skill refinement, enriching your approach to palliative care for individuals with dementia!



## Course dates

- 25<sup>th</sup> March 2026
- 09:00-16:00
- 8<sup>th</sup> July 2026
- 09:00-16:00
- 1<sup>st</sup> December 2026
- 09:00-16:00

## Course fees

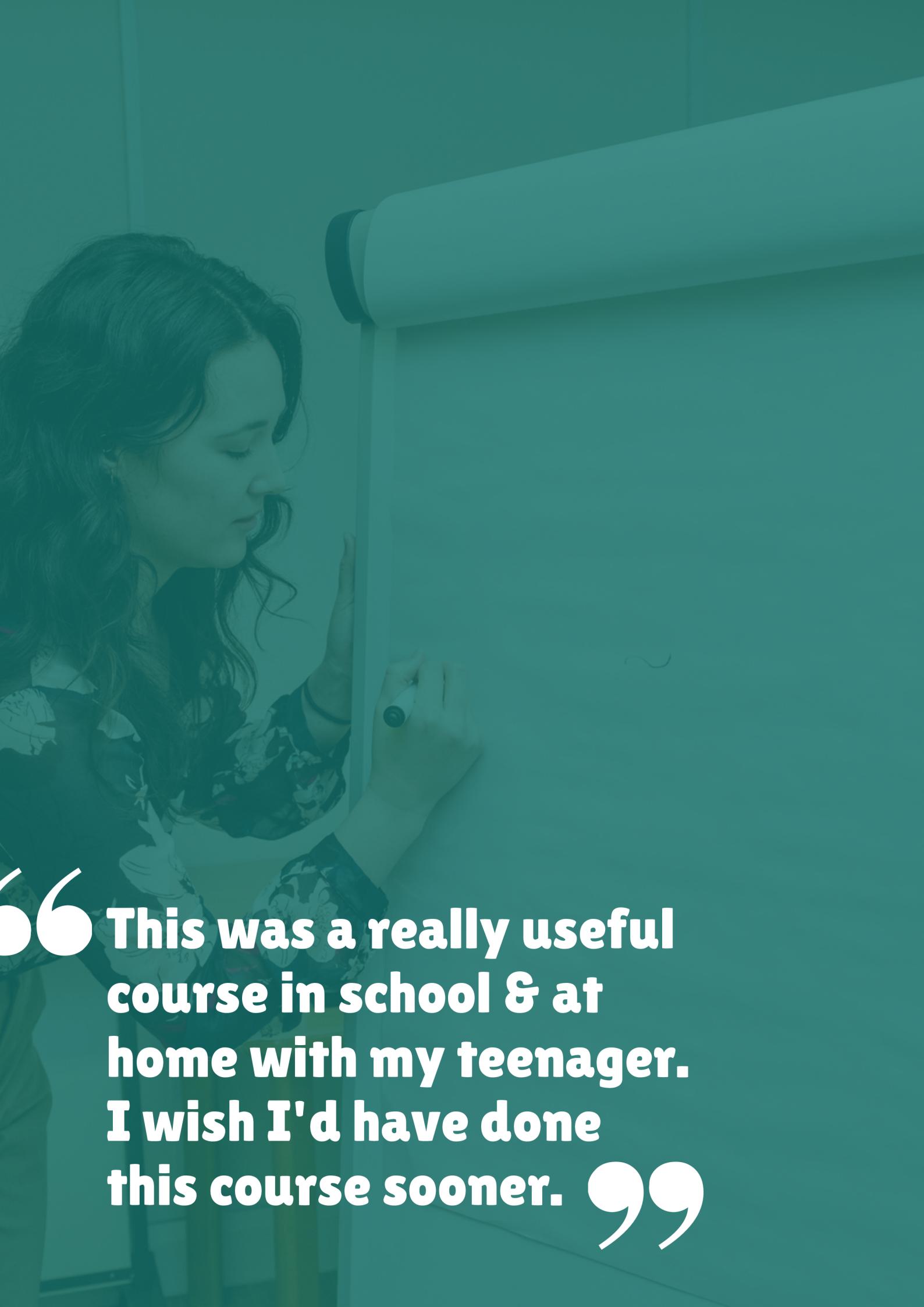
£60 or FREE for healthcare professionals in Bolton

Email [education@boltonhospice.org](mailto:education@boltonhospice.org) for information on how to claim

## Venue

Bolton Hospice





“This was a really useful course in school & at home with my teenager. I wish I'd have done this course sooner.”

# Palliative Care Education Passport

The Palliative Care Education Passport comprises of 6-half day modules, each session exploring an essential topic in palliative care. The sessions range from identifying advancing disease and advanced care planning to symptom management and care at the end of life.

The sessions are interactive, practical, and research based. By using group discussions and reflections, learners can develop their knowledge and skills in a safe environment. We promote person centred care by delivering learner-centred education. Delivered at Bolton Hospice, this course is suitable for all roles- nurses, carers, AHPs, etc.

We cover:

Module 1 - Advance care planning & recognising advance disease.

Module 2 – Communication – foundations skills for supporting those in distress.

Module 3 – Psychological and spiritual needs of those we care for and their families.

Module 4 – Symptom management within your role limitation, when to refer, collecting valuable information for GP's etc.

Module 5 – Recognising dying and care at the end of life.

Module 6 – Care after death, supporting those experiencing loss, grief, and bereavement.



## Course dates

- We can offer bespoke training sessions suited to your requirements. Please get in touch for more information! [education@boltonhospice.org](mailto:education@boltonhospice.org)

## Course fees

£45 per session

£230 block booking discount

FREE for healthcare professionals in Bolton

## Venue

Bolton Hospice



# Syringe Pump Training

This practical training session provides healthcare professionals with the essential knowledge and confidence to safely and effectively use syringe pumps in the delivery of continuous subcutaneous medication. Drawing on extensive clinical expertise in palliative and end-of-life care, the hospice education team offers a hands-on, supportive learning experience tailored to those new to syringe pump use or seeking a skills refresh.

Participants are introduced to the indications for syringe pump therapy, common medications used in palliative care, and best-practice principles that promote patient comfort and safety. Through guided demonstrations and supervised practice, learners develop competence in setting up, programming, troubleshooting, and monitoring syringe pumps in real-world clinical contexts.

By the end of the session, learners will be able to:

- Understand the purpose and clinical indications for syringe pump use in palliative care
- Identify commonly used medications and compatibility considerations
- Correctly assemble and programme a syringe pump
- Recognise and address common alarms or technical issues
- Monitor patients safely and document care according to hospice standards



## Course dates

- We can offer bespoke training sessions suited to your requirements. Please get in touch for more information!  
[education@boltonhospice.org](mailto:education@boltonhospice.org)

## Course fees

£35 per person

## Venue

Bolton Hospice



# Supporting Children, Teenagers and Families through Loss and Grief

Are you working with children or young people? The experience of long-term conditions/life limiting illnesses brings loss and change for individuals and their families. This course aims to increase knowledge and understanding of issues surrounding children and teenagers experiencing loss, grief and bereavement, and provides you with tools and resources to help you support someone through the impact of loss.

This course is suitable for anyone working with children and young people.

## Course topics

- Understanding theories of loss
- How to offer support to children suffering from bereavement
- To explore the world of the teenager and an insight into their struggles
- To identify ways to encourage conversation
- Available toolkits and resources
- The importance of self-awareness and self-care when supporting others



## Course dates

- We can offer bespoke training sessions suited to your requirements. Please get in touch for more information! [education@boltonhospice.org](mailto:education@boltonhospice.org)

## Course fees

- £30 per person



# How to book

Plus course Terms & Conditions



Bolton Hospice  
Education



## Further details and available venue dates for all our courses are available online

[www.boltonhospice.org.uk](http://www.boltonhospice.org.uk)

We accept all course bookings via our online booking system or via email for invoice payments. If you require any further information, or would like to enquire about bespoke training, please contact a member of the Education Team at [education@boltonhospice.org](mailto:education@boltonhospice.org)

## Terms and conditions

### Insufficient Bookings

If there are insufficient bookings for a course Bolton Hospice have the right to cancel a course. Where possible this decision will be taken no later than 1 week before the course date and all potential participants will be fully informed as soon as possible and any fees fully refunded.

### Cancellations

Should you wish to cancel your booking please do so via telephone or email within 10 days prior to the course date so that cancellation fees are not incurred. A change of booking name will be accepted at any time and does not incur costs.

### Refunds

Where a delegate does not attend a course without cancelling in advance, the charges are always non – refundable.

### Courses with charge to delegates

Fees need to be paid in advance of the course date to ensure attendance. Cancellation fees will be charged at 50% of the course fee if the attendee cancels less than 10 days prior to the course date. A cancellation fee of 100% of the course fee will apply if the attendee cancels within 3 days prior to the course date or does not attend.

# Feedback and Comments

Share your thoughts

**Bolton Hospice was rated Good overall in a recent CQC Inspection (January 2024) and received the following feedback:**

“The education department was proactive in the way they used their skills for the benefit of their own staff and other professionals in the local area, such as social workers and teachers, via the education centre.”



“This demonstrated the service's commitment to helping educate more professionals in the community so that support for bereaved children within the local community was robust and extensive.”

---

**“Very well presented, relevant, interesting and practical. Thank you.”**

- Advance Care Planning 2020

**“Very useful information on a subject that is not easy to deal with. Always very informative and helpful training delivered in a sensitive manner.”**

- Symptom Control 2020

**“Really relevant and useful course. A fantastic course with plenty of info and ideas to help children facing bereavement.”**

- Loss, Grief and Bereavement 2020

**“I really enjoyed the course and would feel much more capable when faced with a patient or family member in distress and hopefully will be more capable.”**

- Opening the Spiritual Gate 2020

**“Fantastic course and definitely good to reflect and learn from other health professionals. Very friendly, enthusiastic group. Fantastic facilitators.”**

- Enhanced Communication Skills 2021



“

**Delivered well, informative  
and a big learning curve  
for everyday practice.**

”

# Palliative Care Education Passport



## Module 1

### Recognising Advanced Disease

### Planning for Death, Death Planning

# Meet the Education Team

Bolton Hospice Educators

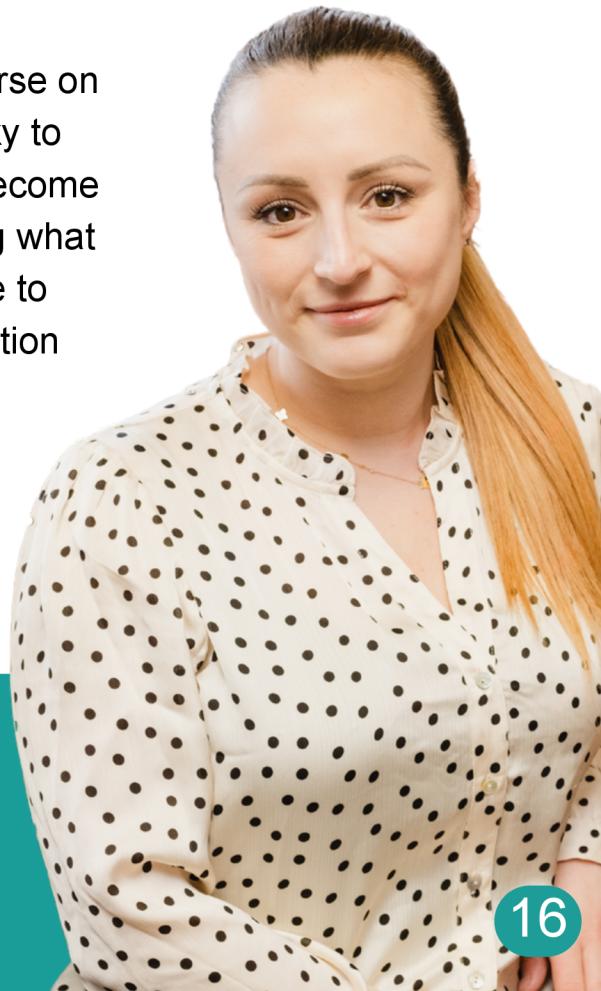
Facilitators:  
Carolyn Wong, Hannah &  
Stott

## Hannah Holmes Education and Development Lead

- Registered nurse
- Diploma in Adult Nursing
- Managing End of Life Care module
- Mentorship in professional practice module

"I qualified as a nurse in 2009 after starting my nursing career as a cadet nurse at the age of 16. Throughout my three years as a student nurse, I discovered a passion for palliative and end of life care during a placement at Pendleside Hospice. My mentor was an amazing nurse and I strived to be able to give the compassionate care that she was able to. After qualifying, I gained acute nursing experience on an acute neurosurgical ward at Salford Royal Foundation Trust, which provided me with the skills to be able to branch out into my chosen area of nursing.

I gained my first palliative care post in 2013 as a staff nurse on the inpatient unit at Wigan and Leigh Hospice. I was lucky to have access to high quality education which led me to become part of the ward management team in 2018. Recognising what quality education could enable a nurse to achieve led me to branch out into the Education Department. As the Education and Development Lead, I work closely with the Hospice Educators to ensure we deliver high quality education to our internal staff and the community of Bolton."



# Palliative Care Education Passport

## Module 1

### Recognising Advanced Disease

### Planning Care

### Planning Death

# Meet the Education Team

## Bolton Hospice Educators



# Claire Stott Palliative and End of Life Educator

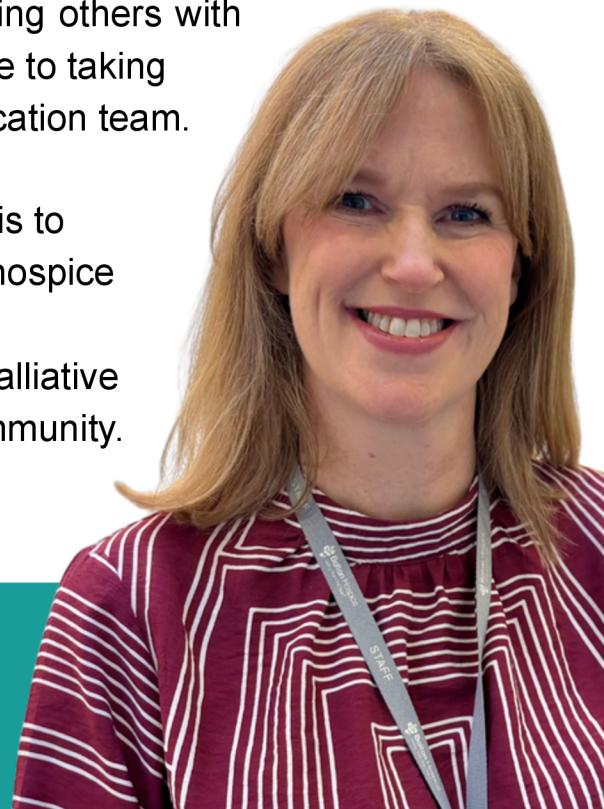
- Registered Nursing Associate
- Nursing Associate FdSc 2018-2020
- Currently undertaking Level 3 Award in Education

My name is Claire Stott, and I have worked alongside and been part of the team at Bolton Hospice from September 2013, originally in a Clinical Support Nurse role working on the Inpatient Unit. My passion for Palliative and End of life care has grown and grown throughout my time at Bolton Hospice.

In 2018 I gained a place at Bolton University to study for the Nursing Associate FdSc. I gained my foundation Degree with distinction and registered to practice as a Registered Nursing Associate in April 2020. I have absolutely loved being part of our amazing team providing Palliative and End of Life Care for the people of Bolton and their families.

I have always had an interest in education and supporting others with learning and development needs, this interest has led me to taking the exciting opportunity to move roles across to the Education team.

My role in the education team along with my colleagues is to provide and deliver the knowledge and skills to support hospice staff, Health care professionals, and Care workers in community settings to deliver the highest standards of Palliative and End of Life Care in the hospice and in the wider community.



# Palliative Care Education Passport



## Module 1

### Recognising Advanced Disease

### Planning for Death, Dying & Grief Planning

# Meet the Education Team

Bolton Hospice Educators

## Carolyn Wong Palliative Care Educator Lecturer

- Registered Nurse
- BA Gerontology, BScN
- Certified Hospice Palliative Care Nurse (CHPCN)
- Learning Essentials of Palliative Care (LEAP) Pallium Canada Certification

I earned a BA in Gerontology which fostered my understanding of the issues faced by an aging population. I then graduated with a BSc in nursing, which provided me with lots of clinical experience. Through my nursing degree I became very passionate about palliative care through my own personal experiences, and knew that I wanted a career in helping those nearing the end-of-life.

I worked as a registered nurse on an acute palliative care unit in Canada. While there, I completed and passed my Certified Hospice Palliative Care Nursing exam. In 2021, I was awarded the Gerald Kirsh Humanitarian Award, which recognizes healthcare workers demonstrating a commitment to humanitarian care for cancer patients. While in Canada I also worked in the community setting, providing specialized care to palliative care patients in their homes.

I have now moved from Canada to the UK and started my journey into education. Here at Bolton Hospice, I have taken on the role of Palliative Care Educator/Lecturer. My passion for palliative and end-of-life care is something that drives me, and I'm eager to use my experiences and enthusiasm to inspire and educate others within our hospice community.”



# Bespoke Training

Opportunities for you



Bolton Hospice  
Education



**Bolton Hospice offers a range of learning and development opportunities, from short workshops to full day and half day courses.**

Our courses attract a variety of participants from volunteers, care support staff, students and qualified practitioners. If you are an organisation with staff that need to develop the knowledge and skills in caring for those living with advanced disease, dying and bereavement.

You can access our education either in the hospice or in your place of work.

## What we can offer?

- Customised clinical training solutions
- Delivery of education in small or large groups, at your convenience
- Experienced trainers that are highly qualified and currently work in a setting where end of life care is provided
- A cost effective and focused way to train your staff in areas specific to their needs.
- Clinical skills training

## Who can benefit from bespoke training?

Anyone. Health and social care support staff, hospice staff and qualified practitioners.

## Availability

To discuss your requirements please contact Gillian Fairclough, Education Admin on 01204 663066 or email [education@boltonhospice.org](mailto:education@boltonhospice.org)



Bolton Hospice  
Education

# Palliative Care Network

Connect and network with our online community

**The palliative education network has been created for people working in palliative and end of life care across different settings to share information and promote discussion and networking opportunities.**

Join our palliative education network on Facebook and network with over 2,200 members from across the world!

The group has been created for people working in palliative and end of life care across different settings, including hospices, care and nursing homes, hospitals, GP surgeries etc.

## **It has been designed to:**

- Offer support and guidance to people working in the sector
- Provide news and updates about palliative and end of life care practices
- Promote discussions between healthcare professionals working in palliative and end of life care
- Educate healthcare professionals about various topics surrounding end of life and palliative care
- Encourage networking opportunities and sharing of good practice
- Sharing relevant training and CPD opportunities.

## **Find us on Facebook!**

[www.facebook.com/groups/palliativeeducationnetwork](https://www.facebook.com/groups/palliativeeducationnetwork)



# Stay in touch

You can also follow Bolton Hospice for updates about Education on social media



or join our education mailing list by emailing the team at [education@boltonhospice.org](mailto:education@boltonhospice.org)

📞 01204 663 066

🌐 [www.boltonhospice.org.uk/training-courses](http://www.boltonhospice.org.uk/training-courses)

Queens Park Street, Off Chorley New Road,  
Bolton, BL1 4QT



**Bolton Hospice**  
Education