

# STOP, LOOK AND LISTEN: Supporting people with dementia and their families at the end of life

An interactive communication skills workshop



**Date:** Wednesday 25th March  
**Venue:** NCPC Offices, 188-194 York Way,  
London, N7 9AS

## About this Workshop:

Effective communication skills are crucial to providing good care for people approaching the end of their lives and in particular, for those with dementia. Dementia is a complex condition and communication can be challenging, but there are many ways to make sure that you are able to understand and communicate with each other.

Join us at this interactive workshop with national experts to explore the principles and challenges of communicating with people with dementia at the end of life, and those close to them, and to gain practical skills on applying these techniques to enable you to deliver the best care.

Whether you are an experienced communicator seeking to refresh your skills, or new to dementia and end of life care, this workshop will be relevant for you.

## At this event you will...

- ✓ Explore the principles of good communication and its importance in providing good care
- ✓ Learn how to encourage people with dementia to communicate in the easiest way for them
- ✓ Develop techniques for listening to and understanding people with dementia at the end of life
- ✓ Take part in practical exercises to help you understand the person and carers perspectives
- ✓ Leave feeling more confident about communicating with people with dementia at the end of life, and those close to them

## Who should attend?

- ✓ Anybody working in palliative and end of life care: hospices, care homes, hospitals, CCGs and Health & Well Being Boards, NHS Trusts, social care and primary care, and in the voluntary and independent sectors
- ✓ General Practitioners, community and district nurses
- ✓ Health and social care chaplains
- ✓ Social workers and Allied Healthcare Professionals
- ✓ Local authority, social care and housing providers
- ✓ Health and social care policy makers
- ✓ Academics from palliative care and beyond
- ✓ People with personal experience of end of life care

# PROGRAMME

| Time              | Session  |
|-------------------|--|
| 9.30am - 10.00am  | <b>Registration and coffee</b>   |
| 10.00am - 10.10am | <b>Chair's welcome</b><br><b>Anita Hayes</b> , Programme Delivery Lead End of Life Care, Mental Health and Dementia, NHS Improving Quality   |
| 10.10am - 10.40am | <b>Setting the scene – The principles and challenges of communicating with people with dementia and their families</b><br><b>Anita Hayes</b>   |
| 10.40am - 11.10am | <b>Our work regarding dementia and what we have learnt regarding communicating to those with dementia and their families</b><br><b>Martina Kane</b> , Senior Policy Officer, Alzheimer's Society   |
| 11.10am - 11.30am | <b>Q&amp;A</b><br><b>Anita Hayes &amp; Martina Kane</b>  |
| 11.30am - 11.50am | <b>Refreshments</b>  |
| 11.50am - 12.50pm | <b>Practical group work session: A carers perspective – the importance of communicating effectively with people with dementia</b><br><b>Anita Hayes, Dr Jackie Morris</b> , Consultant Physician & Honorary Research Associate, University College London Medical School; Honorary Senior Fellow School of Community & Health Sciences, City University London; and Vice President, the Patients Association & <b>Barbara Pointon MBE</b> , former carer |
| 12.50pm - 1.30pm  | <b>Lunch</b>   |
| 1.30pm - 1.40pm   | <b>Chair's welcome back</b><br><b>Anita Hayes</b>  |
| 1.40pm - 2.40pm   | <b>Group work activity – putting yourself in the shoes of someone with dementia or their next of kin</b><br><b>Anita Hayes, Dr Jackie Morris &amp; Barbara Pointon MBE</b>   |
| 2.40pm - 2.50pm   | <b>Refreshments</b>  |
| 2.50pm - 3.20pm   | <b>Sharing our work and learning</b><br><b>Debbie Pegram</b> , Ward Manager, St Joseph's Hospice   |
| 3.20pm - 4.00pm   | <b>Interactive session: Using Dying Matters materials and resources to help</b><br><b>Joe Levenson</b> , Director of Communications, The National Council for Palliative Care & the Dying Matters Coalition  |
| 4.00pm - 4.10pm   | <b>Q&amp;A</b><br><b>Debbie Pegram &amp; Joe Levenson</b>  |
| 4.10pm - 4.15pm   | <b>Chair's closing remarks</b><br><b>Anita Hayes</b>   |

# STOP, LOOK AND LISTEN

- 25th March 2015

## Delegate rates

£150 - NCPC Subscribers / £250 - Non-subscribers

CPD Accreditation pending

NCPC subscriber number \_\_\_\_\_

Name \_\_\_\_\_

Position \_\_\_\_\_

Organisation \_\_\_\_\_

Address \_\_\_\_\_

Postcode \_\_\_\_\_

Telephone \_\_\_\_\_

Email \_\_\_\_\_

Special Requirements \_\_\_\_\_

I enclose a cheque for £ \_\_\_\_\_ (payable to NCPC)

Please invoice me for £ \_\_\_\_\_

Please charge £ \_\_\_\_\_ to my credit/debit card

Maestro  Visa  Mastercard

Card number

Start date   /   Expiry date   /   Issue #

Card security code

Signature \_\_\_\_\_

Please return your completed booking form to:

Anamica Khare  
Events & Involvement Officer  
NCPC

The Fitzpatrick Building  
188 - 194 York Way  
London N7 9AS

Tel: 020 7697 1520

Fax: 020 7697 1530

Email: [a.khare@ncpc.org.uk](mailto:a.khare@ncpc.org.uk)

Web: [www.ncpc.org.uk/events](http://www.ncpc.org.uk/events)

Please photocopy this form for additional delegates

### Confirming your place

Completion of this registration form constitutes a legally binding agreement. On receipt of your booking form confirmation will be sent via email. NCPC cannot be held responsible for the non-arrival of registration information, so if you have not received confirmation and/or registration information one week prior to the event, it is your responsibility to call us on 020 7697 1520.

### Cancellations and changes to bookings

Cancellations confirmed in writing 14 days before the conference will be refunded in full. We regret that no refund can be made after that date, for whatever reason, although substitutions will be accepted if notified at least 24 hours before the conference. NCPC reserves the right to alter the programme without notice.

### Payment

All payment must be received by the date of the conference. Cheques should be made payable to NCPC. Please ensure that delegate name(s) and organisation are written on the back. Please note that once this application is accepted your organisation will become liable for the charges, including any cancellation fees.

### Privacy

NCPC may contact you with information on future events and publications which may be of interest to you. Please tick here if you do not wish  to be contacted. NCPC will never share your details with a third party.

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