

StChristopher's
More than just a hospice



QELCA[®]

**The Quality End of Life Care for All Programme:
an innovation in end of life care education**

Empowers teams from any setting or discipline
to lead on the delivery of high quality care to
patients and families at the end of life

City&Guilts | **Accredited
Programme**

St Christopher's Education

Watch the QELCA® video now at
www.stchristophers.org.uk/qelca

QELCA®

The Quality End of Life Care for All Programme: an innovation in end of life care education

People are living longer often with complex comorbidities or frailty resulting in significant challenges for many healthcare systems around the world. Focusing education and training on the workforce, who deliver the bulk of the care at end of life, is seen as one strategy to ensure that dying is managed by all the relevant professionals with skill and compassion.

What is the QELCA® programme?

The QELCA® programme is an innovation in end of life care education, designed by St Christopher's to empower teams of professionals from any setting or discipline to lead on the delivery of high quality care to patients and families at the end of life.



The QELCA® programme is designed to be delivered by hospice or specialist palliative care professionals who already have valuable skills in managing the symptoms (physical, psychosocial and spiritual) experienced at end of life.

They must have successfully completed the QELCA® Train the Trainer programme and be registered with St Christopher's. The same person-centred approach is used to support and enable generalist colleagues to improve end of life care in the settings in which they work.

'Teams' benefiting from the QELCA® programme comprise between four and eight people from the same organisation, preferably clinical managers with the authority to work together to lead change. They can either be an interdisciplinary team or all of the same discipline according to the needs and preference of the sending organisation.



How is the QELCA® programme taught?

The QELCA® programme comprises an initial five-day programme delivered either in one working week or spread over up to three weeks. Three of the five days are spent in the classroom. Two of the five days are practice-based shadowing a specialist professional.

- Day 1 Classroom
- Day 2 Practice
- Day 3 Classroom
- Day 4 Practice
- Day 5 Classroom

On day five of the initial five-day programme the team formulate an Action Plan for personal and organisational change. Over six monthly 'Action Learning' sessions the team, facilitated by the

"Dying is something that you only do once. You don't get any second chances" QELCA Trainer

same QELCA® Trainers, work together to overcome obstacles and, where possible, implement the changes into practice.

Success of the QELCA® programme depends on full support from the sending organisation. Managers of participants will be asked to sign an agreement that they will provide protected time – not only to attend the five-day programme but also the six monthly Action Learning sessions, – as well as time to work on the change projects and to complete the assignments.

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Where is the QELCA® programme delivered?

The QELCA® programme is being delivered in the UK, China and Canada by registered QELCA® Trainers. As well as local south London teams, teams from Thailand, Jamaica and Gibraltar have been trained by St Christopher's.

Is the QELCA® programme accredited?

The QELCA® programme is accredited through City & Guilds. To deliver the optional accredited programme learning is assessed by academic assignment and submission of a 'portfolio of evidence'.

How can I find out more about the QELCA® programme?

At St Christopher's Hospice our vision is of a world in which all dying people and those close to them have access to care and support, whenever and wherever they need it. We promote excellence in end of life care by delivering a range of training programmes to students from all over the world.

For further information about the QELCA® programme, please contact Liz Bryan, Director of Education and Training at l.bryan@stchristophers.org.uk or visit www.stchristophers.org.uk/qelca

More information about St Christopher's Education can be found at www.stchristophers.org.uk/education.



"As soon as I heard about the course I knew it was something that I absolutely had to do" Paramedic

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