

Holding Conversations on Death and Dying

Suggested training for Personal Care Workers in Community Aged Care

Open conversations around death and dying are important.

They can reduce distress of the person, their loved ones and the care team and improve the quality of care provided.

But conversations on death and dying can be hard.

Because of the time spent and relationship built, people may try to have these conversations with their Personal Care Worker (PCW). Its important PCWs feel comfortable in holding the space for the client, whilst also being equipped to act in accordance with their scope of practice, relevant policies, and guidelines.

The table below features existing training options to build knowledge, skills, and confidence of PCWs in holding conversations about death and dying.

Note: This list is not exhaustive. Other resources and courses exist.

| Title | Host | Description | Target Audience | Format | Duration* | Cost | Timing |
|---|----------------------------|---|---|--|-----------|-------------------|--------------|
| Tips for care workers: Talking about dying | palliAGED | A two-page information and activity tip sheet for care workers about talking about dying which can be used for self-directed study or to guide an in-service discussion with a team. | PCWs | eWorksheet | 15mins | Free | Anytime |
| <i>Learning guide for care workers</i> section 3: Communication | PEPA | One of nine sections helping care workers to support people with life limiting illness. Consists of reading material with self-reflection and practice activities. | PCWs | Online Module or Section in digital workbook | 15mins | Free | Anytime |
| What do I say? [section] | ELDAC | One of six sections in the Home Care App, to help care workers provide end of life and palliative care support to clients and their families. Provides links to videos and resources to continue learning beyond the app. | PCWs | App | 15mins | Free | Anytime |
| How to have conversations about dying and grief | Palliative Care Queensland | A practical session on how to hold conversations. It does not assume any clinical knowledge or jargon. | General community member | Online webinar or in-person training | 1 hour | Free ¹ | Set schedule |
| Module 2: Communicating with people affected by life-limiting illness | PCC4U | One of eight core modules. The module comprises of reading material, video case studies and activities including self-reflection. | Undergraduates in health-related fields | Online Module | 1 hour | Free | Anytime |

*estimated timing. Exact timing will depend on individual engagement with materials and activities presented, and format undertaken (e.g. in-service discussion with peers vs self-directed reflection).

¹ For a limited time, Brisbane North PHN is offering free access to online and onsite sessions. Otherwise, cost is \$20ea for online or \$350/session for onsite in 2023.