



Education  
& Research  
Centre Harold's Cross  
& Blackrock

# Education Brochure 2012

SPECIALISED EDUCATION PROGRAMMES

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- GERONTOLOGY
  - PALLIATIVE CARE
  - RHEUMATOLOGY
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CONFERENCE CENTRE & CLASSROOMS FOR HIRE



## Introduction and Welcome



Thanks for viewing our 2012 Education Brochure which I hope will meet your needs for information about the many exciting courses which we run here in our state-of-the-art education and training centre in Harold's Cross.

Our courses have evolved over many years' experience in the areas of palliative care, rheumatology and gerontology. We provide in-service education in these areas of specialism and provide courses to external practitioners in a variety of health care disciplines.

We also provide a wide range of high quality study sessions in the form of master classes, short courses, full or half day seminars, workshops and conferences.

In partnership with University College Dublin we also offer a Graduate Diploma in each of the disciplines of palliative care, rheumatology and care of older people. All of these programmes can lead on to Masters Degrees.

Our experienced, multi professional and specialist education and administration team are available to help you get the most out of your learning opportunities. You will see their details and those of our Associate Trainers at the back of this brochure.

I would like to thank our past course and event participants for your feedback. This enables us to develop our courses and to ensure that we continue to meet your organisational and individual training needs.

We have excellent facilities you can hire for your own events and we have a great library and resource centre to aid your research and learning.

I hope that you will find something here that will broaden your knowledge, incite your enthusiasm and support your practice.

*Patricia*

Patricia Hallahan, RGN, RM, B. Soc. Sc. MSc, MBA  
Director of Education, Research & Training

TABLE OF CONTENTS		Page
<b>PALLIATIVE CARE</b>	Graduate Diploma / Certificate in Palliative Care	3
	European Certificate in Essential Palliative Care	3
	Managing Pain using a Palliative Care Approach	4
	Syringe Pump Workshop (McKinley T34)	4
	End of Life: Communication and Care After Death	5
	Moving Points in Palliative Care Conference	5
	Advanced Symptom Management in Palliative Care	6
	Psychosocial Issues in Palliative Care	6
	Palliative Care for the Older Person	7
	Clinical Decision Making Older Person Care	7
<b>GERONTOLOGY</b>	Graduate Diploma in Gerontology for Health Care Professionals	8
	Dementia Care Comprehensive	8
	Introduction to Dementia Care	9
	Communication in Dementia Care	9
	Behaviours that Challenge in Dementia Care	10
	Activities in Dementia Care	10
<b>RHEUMATOLOGY</b>	Graduate Diploma in Rheumatology	11
	Musculoskeletal Assessment for Healthcare Professionals	11
	Rheumatology for Health Care Professionals	12
	Principles of Joint and Soft Tissue Injection	12
	Pathophysiology of Rheumatic Diseases	13
	Management of Age Related Bone and Joint Disorders	13
<b>FETAC LEVEL 5 Healthcare Support</b>	Healthcare Support FETAC Level 5	14
	Care of the Older Person FETAC Level 5	14
	Palliative Care Support FETAC Level 5	15

## PALLIATIVE CARE

<b>Graduate Diploma / Certificate in Palliative Care</b> in association with University College Dublin		
Target Audience	Dates / Time	Cost
Health professionals	1 academic year starting in Sep. each year.	See UCD website
Accreditation:	HETAC Level 9	

### Purpose

To prepare healthcare professionals to excel as care-givers and innovative leaders in palliative care using a modular, blended learning approach.

### Course structure

Two core modules on research, management, policy and planning and four specialist modules including Palliative approaches to symptom management; Spirituality and therapeutic relationships at end of life; Psychological and Social perspectives and a Clinical placement. On completion, students may continue to the 1 year Master of Science in Palliative Care.

### Main Learning Outcomes

At the end of this course participants will be able to

- Understand the theory which underpins palliative care practice.
- Critically appraise relevant research and demonstrate creative thinking in applying academic knowledge to clinical practice.
- Demonstrate skills, attitudes and professional values which improve quality of life for patients and families living with life limiting illnesses.

<b>European Certificate in Essential Palliative Care</b>			
Target Audience	Dates	Time	Cost
Doctors, Nurses & Pharmacists	1. Apr 23 – June 20	8 weeks part-time distance learning	€500
	2. Sep 24 – Nov 21		
Accreditation:	ABA Cat 1; UL: 15 ECTS; RCSI: 72 CPD (pending). ICPG: 13 CAS		

### Purpose

To develop knowledge and skills in palliative care and to provide opportunities for supervised personal and professional reflection on clinical practice using a distance learning approach.

### Main Learning Outcomes

At the end of this course participants will be able to:

- Understand essential palliative care principles and practice at end of life in any setting.
- Break bad news sensitively and effectively.
- Appreciate symptom management and ethical issues involved in end of life care.

<b>Managing Pain Using A Palliative Care Approach incorporating syringe pump workshop (McKinley T34)</b>			
Target Audience	Dates	Time	Cost
Doctors, Nurses, Pharmacists	1. Apr 17	1 day 09.00 - 16.00	€100
	2. Oct 25		
Accreditation:	ABA Cat 1		

**Purpose**

To provide an opportunity for participants to explore the key principles of pain management using a palliative care approach and to learn how to use the McKinley T34 syringe pump.

**Main Learning Outcomes**

At the end of this course, participants will be able to:

- Describe the concepts, meaning and classification of individual pain.
- Appreciate the importance of detailed holistic pain assessment and management.
- Demonstrate knowledge of the safe and appropriate use and monitoring of the McKinley T34 syringe pump.

<b>Syringe Pump Workshop (McKinley T34)</b>			
Target Audience	Dates	Time	Cost
Doctors, Nurses, Pharmacists	1. Feb 23	Half day 13.30 - 16.00	€65
	2. Jun 12		
Accreditation:	ABA Cat 1		

**Purpose**

To provide an opportunity for participants to learn how to use the McKinley T34 syringe pump.

**Main Learning Outcomes**

At the end of this course participants will be able to:

- Demonstrate knowledge of the safe and appropriate use and monitoring of the McKinley T34 syringe pump.

## PALLIATIVE CARE

End of Life: Communication and Care After Death			
Target Audience	Dates	Time	Cost
Multidisciplinary	1. Mar 27	1 day	€100
	2. Nov 28	09.00 - 16.00	
Accreditation:	ABA Cat 1		

### Purpose

To explore key issues regarding communicating confidently, sensitively and holistically with patients and families about palliative and end of life practical and ethical matters, and care after death.

### Main Learning Outcomes

At the end of this course participants will be able to:

- Identify the dying phase.
- Communicate effectively about issues in relation to death and dying.
- Provide practical support to the dying person and to those close to them.

Moving Points in Palliative Care Conference			
Teaching and Learning in Palliative care: Lessons for the future			
Target Audience	Dates	Time	Cost
Educators, Clinicians, Practitioners and Managers involved in Palliative and End of Life Care	Mar 15	1 day  09.00 - 16.00	€100  Early bird €80
Accreditation:	ABA Cat 1 & others to be confirmed.		

### Purpose

This international conference will mark 25 years of palliative care education in Ireland. It will provide a forum for practitioners, researchers and educators to consider the future of palliative care education across all settings and disciplines.

### Main Objectives

This conference will :

- Explore innovative methods of teaching, learning and assessment in classroom and clinical settings.
- Address clinicians' role in designing and delivering palliative and end of life education.
- Share strategies for the translation of palliative care theory into clinical practice.

<b>Master Class: Advanced Symptom Management in Palliative Care</b>			
Target Audience	Dates	Time	Cost
Doctors, Nurses & Pharmacists with experience in Palliative Care	Sept 21	1 day 09.00 - 16.00	€100
Accreditation:	ABA Cat 1, ICGP (Pending)		

**Purpose**

To examine challenging symptom management issues arising in specialist palliative care clinical practice.

**Main Learning Outcomes**

At the end of this course participants will be able to:

- Articulate recent developments in symptom management
- Utilise contemporary research evidence to inform specialist palliative care clinical practice.
- Demonstrate application of knowledge gained from experts in palliative care.

<b>Psychosocial Issues in Palliative Care</b>			
<b>'Listening to the Still Small Voice' the role of palliative care nurses in addressing psychosocial needs of patients and families</b>			
Target Audience	Dates	Time	Cost
Nurses	May 30	Half day 13.00 - 16.00	€40
Accreditation:	ABA Cat 1		

**Purpose**

To explore the challenges and opportunities for patients, families and self in addressing psychosocial issues in palliative care.

**Main Learning Outcomes**

At the end of this course participants will be able to:

- Understand psychosocial care as applied to the practice specialist palliative care.
- Understand the concept of compassion as applied to clinical practice.
- Foster a nursing response to psychosocial engagement in the context of the wider multidisciplinary team.

## PALLIATIVE CARE

<b>Palliative Care for the Older Person</b>			
<b>Target Audience</b>	<b>Dates</b>	<b>Time</b>	<b>Cost</b>
Doctors, Nurses	Feb 21	1 day 09.00 - 16.00	€100
Accreditation:	ABA Cat 1		

### **Purpose**

To enable participants to apply the principles of palliative care to older people and to promote evidence based care towards the end of life.

### **Main Learning Outcomes**

At the end of this course participants will be able to:

- Articulate the concept of palliative care in relation to the needs of older people.
- Appreciate the importance of holistic pain and symptom management.
- Diagnose the dying phase and initiate a plan of care while being mindful of ethical issues.

<b>End of Life: Clinical Decision Making in Older Person Care</b>			
<b>Target Audience</b>	<b>Dates</b>	<b>Time</b>	<b>Cost</b>
Multidisciplinary	Oct 18	1 day 09.00 - 16.00	€100
Accreditation:	ABA Cat 1		

### **Purpose**

To explore the importance of ethical considerations for clinical decision-making, in achieving quality end of life care for the older person.

### **Main Learning Outcomes**

At the end of this course participants will be able to:

- Describe the principles and concepts of palliative care as a framework for delivering care to the older person in the last phase of life.
- Understand the theory of ethical values and principles which inform end of life decision making.
- Recognise the importance of advanced care planning.

<b>Graduate Diploma in Care of Older People</b> in association with University College Dublin		
Target Audience	Dates / Time	Cost
Health professionals	1 academic year starting in Sep. each year.	See UCD website
Accreditation:	HETAC Level 9	

### Purpose

To provide a strong theoretical and practical foundation in relation to ageing, and the needs of older people.

### Course structure

Two core modules on research, management, policy and planning and three specialist modules including Health, Illness & Ageing, Safeguarding Vulnerable Adults, Quality of Life and Outcomes Evaluations.

### Main Learning Outcomes

At the end of this course participants will be able to:

- Use new knowledge and skills to meet the needs of older people.
- Describe policy formulation, assessment, advocacy and research as they relate to older people.
- Demonstrate practical, leadership and research skills to be effective change agents and clinical leaders in working with and for older people.

<b>Dementia Care Comprehensive</b> In association with Dementia Training Ireland			
Target Audience	Dates	Time	Cost
Health and Social Care professionals	1. May 21-25	5 days	
	2. Oct 15-19	09.30 – 16.00	€450
Accreditation:	ABA Cat 1		

### Purpose

To enable participants to be effective in responding to the diverse needs of the person with dementia using a person centred approach.

### Main Learning Outcomes

At the end of this course participants will be able to:

- Understand the bio-psycho-social aspects of dementia.
- Use understanding of communication to enhance quality of life and reduce behaviors which are stressful for people with dementia and their carers.
- Create and provide activities that are meaningful to the person with dementia.

## GERONTOLOGY

Introduction to Dementia Care In association with Dementia Training Ireland			
Target Audience	Dates	Time	Cost
All Health and Social Care Staff	1. May 21-22	2 days 09.30 – 16.00	€200
	2. Oct 15-16		
Accreditation:	ABA Cat 1		

### Purpose:

To provide participants with an understanding of the bio-psycho-social aspects of Dementia and the importance of a person centred care approach.

### Main Learning Outcomes

At the end of this course participants will be able to:

- Understand the brain and the different types and stages of dementia.
- Describe the concept of person centred care as it relates to the person with dementia.
- Identify interventions that enhance the quality of life of the person with dementia.

Communications in Dementia Care In association with Dementia Training Ireland			
Target Audience	Dates	Time	Cost
All Health and Social Care Staff	1. May 21-23	3 days 09.30 – 16.00	€300
	2. Oct 15-17		
Accreditation:	ABA Cat 1		

### Purpose:

To equip participants with communication and Interpersonal skills in dementia care.

### Main Learning Outcomes

At the end of this course participants will be able to:

- Understand the concept of open communication and its role in addressing behaviors which are stressful for people with dementia and their carers.
- Understand the different types of communication.
- Interpret the feelings that lie behind words and understand their meaning.

<b>Behaviours that Challenge in Dementia Care</b> In association with Dementia Training Ireland			
Target Audience	Dates	Time	Cost
All Health and Social Care Staff	1. May 21-24	4 days	€400
	2. Oct 15-18	09.30 – 16.00	
Accreditation:	ABA Cat 1		

**Purpose:**

To enable participants to assess, plan and evaluate therapeutic interventions to address behaviours which are stressful for people with dementia and their carers.

**Main Learning Outcomes**

At the end of this course participants will be able to:

- Describe the factors that lead to different types of behaviour.
- Understand that behaviours are an effort to communicate.
- Develop skills in interpretation and appropriate responses to different behaviours.

<b>Activities in Dementia Care</b> In association with Dementia Training Ireland			
Target Audience	Dates	Time	Cost
All Health and Social Care Staff	1. May 21,22 & 25	3 days	€300
	2. Oct 15,16 & 19	09.30 – 16.00	
Accreditation:	ABA Cat 1		

**Purpose:**

To provide the knowledge and skills needed in planning, facilitation and evaluation of suitable activity programmes for the person with dementia.

**Main Learning Outcomes**

At the end of this course participants will be able to:

- Recognise the benefits of providing activities for people with dementia.
- Assess, plan, facilitate, evaluate and document individualised programmes for the person with dementia.
- Adapt and provide suitable activities for early, middle and later stages of dementia.

## RHEUMATOLOGY

Graduate Diploma in Rheumatology Nursing in association with University College Dublin			
Target Audience	Time/ Dates	Accreditation	Cost
Nurses	1 academic year starting in Sep. each year.		See UCD website
Accreditation:	HETAC Level 9		

### Purpose

To advance the knowledge, skills, attitudes and professional practice of nurses involved in the care of people living with rheumatic disease.

### Course structure

2 core (nursing theory and research) and 4 specialist (pathophysiology of rheumatic disease, holistic approaches to rheumatology care & specialist rheumatology nursing practice and a clinical placement).

### Main Learning Outcomes

At the end of this course participants will be able to:

- Understand the theory supporting rheumatology nursing practice.
- Use advanced skills in musculoskeletal examination, complex case management and holistic rheumatology care.
- Support patients to manage their own condition.

Musculoskeletal Assessment for Health Professionals			
Target Audience	Dates	Time	Cost
Multidisciplinary	1. Jan 26	2½ hrs on line followed by ½ day workshop 09.00 – 13.30	€100
	2. Feb 9		
	3. Mar 8		
	4. May 14		
Accreditation:	ABA Cat 1; CPD for PT/OT/Other MD		

### Purpose

To develop skills to identify arthritic conditions and discriminate between inflammatory and degenerative joint changes.

### Main Learning Outcomes

At the end of this course participants will be able to:

- Use an internationally recognised framework for musculoskeletal examination.
- Discriminate between inflammatory (active & stable disease) and degenerative joint changes.

Rheumatology for Healthcare Professionals			
Target Audience	Dates	Time	Cost
Multidisciplinary	tbc	6 Thursday evenings 17.00 – 20.00	€300 for all 6 or €60 each
Accreditation:	ABA Cat 1; CPD for PT/OT/Other MD		

**Purpose**

To provide information on the common rheumatic diseases to members of different health care professionals.

**Main Learning Outcomes**

At the end of this course participants will be able to

- Identify the common rheumatic diseases
- Understand the role of the multidisciplinary team in the management of rheumatic disease
- Appreciate the core management principles of rheumatic disease

Principles of Joint and Soft Tissue Injection			
Target Audience	Dates	Time	Cost
Nurses, Doctors, GP’s, Physiotherapists	tbc	5 days (over 12 weeks approx)	€tbc
		09.00 – 16.00	
Accreditation:	UCD 7.5 clinical credits, Level 9*subject to confirmation		

**Purpose**

To enable healthcare professionals to provide joint and soft tissue injection with the assistance of a Clinical supervisor which they will identify.

**Main Learning Outcomes**

At the end of this course participants will be able to:

- Describe rheumatic conditions which may benefit from joint aspiration or injection.
- Conduct a musculoskeletal examination and assess presenting condition.
- Undertake joint and tissue injection.

## RHEUMATOLOGY

Pathophysiology of Rheumatic Diseases			
Target Audience	Dates	Time	Cost
Multidisciplinary	Oct 4, 5 Oct 25, 26, Nov 19	5 days 09.00 – 16.00	€1,000
Accreditation:	UCD 7.5 clinical credits, Level 9		

### Purpose

To enhance knowledge of rheumatic diseases of healthcare professionals.

### Main Learning Outcomes

At the end of this course participants will be able to:

- Recognise the signs and symptoms of rheumatic disease.
- Discriminate between inflammatory, degenerative & systemic disease.
- Identify appropriate treatment strategies.

Management of Age Related Bone and Joint Disorders			
Target Audience	Dates	Time	Cost
Multidisciplinary	Sep 17, 18, Oct 15, 16 Nov 20	5 days 09.00 – 16.00	€1,000
Accreditation:	UCD 7.5 clinical credits, Level 9		

### Purpose

To enable healthcare professionals to provide care to patients with age-related bone & joint disorders.

### Main Learning Outcomes

At the end of this course participants will be able to:

- Describe the anatomy and physiology of the musculoskeletal system.
- Understand the pathophysiology of age-related bone & joint disorders.
- Outline appropriate management strategies, including prevention, detection and treatment

Healthcare Support Programme FETAC Level 5 Major Award (9 modules)			
Target Audience	Dates	Time	Cost
Healthcare Assistants	1 calendar year starting in Sep. each year.		€1,500
Accreditation:	FETAC Level 5		

### Purpose

To provide knowledge and develop skills participants to work in multidisciplinary care settings as required by HIQA standards for Health Care Assistants working with Older People.

### Main Learning Outcomes

At the end of this course participants will be able to:

- Understand the role of communication in human interaction and use practical skills to enhance relationships.
- Work effectively in diverse care settings, promoting good practice and respect for diversity in life style, religion and culture in care work.
- Care for clients in a safe and hygienic environment.  
Promote and maintain safety and health at work.  
Value their own experience and contribution to the team.  
Provide care for older people in a variety of settings.  
Provide care to people with chronic rheumatic conditions.  
Provide care for the dying person and their family.  
Develop work skills, evaluate employment opportunities and cope with changing care environments.

Care of the Older Person FETAC Level, 5 Minor Award (1 module)			
Target Audience	Dates	Time	Cost
Healthcare Assistants	Nov 20, Nov 27, Dec 4 & Dec 11	4 days 09.00 – 16.30	€350
Accreditation:	FETAC Level 5		

### Purpose

To provide learners with the knowledge and skills to provide care for older people in a variety of settings.

### Main learning outcomes

At the end of this course participants will be able to:

- Understand the concept of person centred care and the ageing process.
- Meet the needs of older people in a variety of care settings.
- Enhance the quality of life for the older person.

## FETAC Level 5 Healthcare

Palliative Care Support FETAC Level 5 Minor Award (1 module)			
Target Audience	Dates	Time	Cost
Healthcare Assistants	Apr 24, May 1, May 8 & May 22	4 days 09.00 – 16.30	€350
Accreditation:	FETAC Level 5		

### Purpose

To equip the learner with knowledge and skills to help care for the dying person and their family in a dignified way and holistic way.

### Main learning outcomes

At the end of this course participants will be able to:

- Provide holistic care for dying persons and their families.
- Enhance the quality of life of the dying person.
- Recognise and respect the uniqueness of each person's approach to death.

# www.olh.ie

Please call us or check the website for further programme information or changes.

## SUMMARY OF COURSES WITH STARTING DATE

	COURSE TITLE	Duration	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
<b>PALLIATIVE CARE</b>	Graduate Diploma / Certificate in Palliative Care	9 months									1			
	European Certificate in Essential Palliative Care	8 weeks				23					24			
	Managing Pain using a Palliative Care Approach	1 day				17						25		
	Syringe Pump Workshop (McKinley T34)	Half day		23					12					
	End of Life: Communication and Care After Death	1 day			27								28	
	Moving Points in Palliative Care Conference	1 day			15									
	Master Class: Advanced Symptom Management	1 day												
	Psychosocial Issues in Palliative Care	1 day					30							
	Palliative Care for the Older Person	1 day		21										
	End of Life: Clinical Decision Making in Older Person Care	1 day										18		
<b>GERONTOLOGY</b>	Graduate Diploma in Gerontology for Healthcare Professionals	9 months									1			
	Dementia Care Comprehensive	5 day					21					15		
	Introduction to Dementia Care	2 day					21					15		
	Communication in Dementia Care	3 day					21					15		
	Behaviours that Challenge in Dementia Care	4 day					21					15		
	Activities in Dementia Care	3 day					21					15		
<b>RHEUMATOLOGY</b>	Graduate Diploma in Rheumatology	9 months									1			
	Musculoskeletal Assessment	Half day	26	9	8		14							
	Rheumatology for Health Care Professionals	6 sessions												
	Principles of Joint and Soft Tissue Injection	5 day												
	Pathophysiology of Rheumatic Diseases	5 day										4		
	Management of Age Related Bone and Joint Disorders	5 day									17			
<b>FETAC</b>	Healthcare Support FETAC Level 5, 8 modules	9 months									1			
	Care of the Older Person FETAC Level 5, 1 module	4 day											20	
	Palliative Care Support FETAC Level 5, 1 module	4 day				24								

## Some Staff Members and Associate Trainers



**Deborah Hayden**  
RGN, RNT, Grad Dip Palliative  
Care, MSc

Nurse Tutor in Palliative  
Care. Adjunct Lecturer UCD  
School of Nursing Midwifery  
and Health Systems



**Gillian McHugh**  
MSc. Clinical Therapies  
(Occupational Therapy)

Senior Occupational  
Therapist & Practice Tutor



**Dr Mark Howard**  
MB, Bch, MRCPI

Lecturer in Palliative  
Medicine. Adjunct Lecturer  
in Palliative Medicine, TCD  
School of Medicine



**Criona O'Donoghue**  
BSc, MPhy (Manips)

Physiotherapy Practice  
Tutor



**Arnel Kidpalos**  
MSc, HDip, BSc, RGN, RNT

Nurse Tutor in Gerontology  
Adjunct Lecturer UCD  
School of Nursing Midwifery  
and Health Systems

**Jackie O'Toole**  
HDip, Dip Cert, RPN

Associate Trainer

Director of Dementia  
Training Ireland



**Prof Philip Larkin**  
Associate Professor of  
Clinical Nursing [Palliative  
Care]  
Director of Clinical  
Academic Partnership  
School of Nursing, Midwifery  
and Health Systems & Our  
Lady's Hospice and Care  
Services



**Eileen Shinnars**  
RGN, RNT, BSc, HDip, MSc

Clinical Facilitator in  
Rheumatology  
Adjunct Lecturer UCD  
School of Nursing Midwifery  
and Health Systems



**Penny Long**  
RGN, Grad Dip Palliative  
Nursing, MSc  
Clinical Facilitator & Practice  
Development Nurse in  
Palliative Care  
Adjunct Lecturer UCD  
School of Nursing Midwifery  
and Health Systems



**Pauline Uidhuibhir**  
RGN, RNT, Grad Dip Palliative  
Care, MSc

Nurse Tutor in Palliative  
Care. Adjunct Lecturer UCD  
School of Nursing Midwifery  
and Health Systems

## Library and Information Service

The Library and Information Service is a specialised resource providing an up-to-date collection of books, journals, electronic resources, reports, multimedia materials and other information in subject areas such as: hospice and palliative care; death and bereavement; care of the older person; rheumatology rehabilitation; complementary and creative art therapies; spiritual care; nursing and medicine; allied and social care; research; and healthcare management.

Specific resources and facilities include:

- Over 3,000 books and 50 specialised journals.
- Access to nursing, medical and allied health electronic databases.
- Theses and reports collection.
- A database of publications undertaken by Our Lady's Hospice and Care Services staff.
- Computer and Internet access.
- Photocopying service.
- A dedicated study area.



### Opening Hours:

Monday – Friday:  
08.30 am – 16.30 pm

Opening hours are subject to change - please contact the library in advance to set up an appointment. Library resources can be used on a reference-only basis.



### Contact Details:

Fiona Lawler  
Librarian  
T 01 4068 703  
F 01 4068 856  
E [library@olh.ie](mailto:library@olh.ie)

## Facilities Information

The Education & Research Centre is a state-of-the-art conference facility situated in the beautiful grounds of Our Lady's Hospice & Care Services in Harold's Cross.



With ample free parking and only 2.5 kilometres from St. Stephens Green in Dublin's City Centre this venue is an ideal choice for conferences, training courses, seminars, exhibitions, workshops and general meetings.

Designed for groups of 2-148 people, the Centre includes a 148-seated tiered auditorium (which is also fully retractable), and a large reception area which can all be



Each event is managed by the dedicated Facility Co-ordinator who will be your main point of contact, and who will guide you throughout the entire planning process of your event.

**For bookings and further information please contact**

Catherine Barker, Facility Co-ordinator

P: +353 (0) 1 498-6212 F: +353 (0) 1 406-8856

M: +353 (0) 87-901-6036

E: [cbarker@olh.ie](mailto:cbarker@olh.ie) W: [www.olh.ie](http://www.olh.ie)

## General Information

### Resources / accreditation / certification

The Education & Research Centre has five classrooms, a lecture hall for 148 people, a library and information service, a reading area and a large reception area.

If you need more information about accreditation of a particular course, please get in touch with us.

Certificates of attendance are provided.

Refreshments & light lunch are provided on short programmes.

### Booking details / fees

- Refer to individual programme for course fee. Group booking rates below.

<b>Sliding Scale for Multiple Bookings Made and Paid in advance.</b>				
	Number of participants	%	€	Total payable
Cost per day for 1	1	100	€100	€100
Cost per day for 2	2	95	€95	€190
Cost per day for 3	3	90	€90	€270
Cost per day for 4	4	85	€85	€340
Cost per day for 5	5	80	€80	€400
Cost per day for 6	6	75	€75	€450
Cost per day for 7	7	70	€70	€490
Cost per day for 8	8	65	€65	€520
Cost per day for 9	9	60	€60	€540
Cost per day for 10	10	55	€55	€550

### Payment Options

- Payments should be made in euros. Make Cheque / PO payable to:  
**Our Lady's Hospice & Care Services, Education Account**
- Organisations may request to be invoiced by completing details on the registration form. Once invoiced, cancellation policy applies and payment should be received prior to attendance.

### Cancellation / Substitution fetac

Cancellation of courses run in our centre with:

- more than 30 days notice: Full refund minus €20.00 administration fee.
- 15 - 30 days notice : 20% of the tuition fee is forfeited,
- 3 - 14 days notice: 50% of the tuition fee is forfeited
- Less than 3 days or no show : 100% of the tuition fee is forfeited.

Advance notification by phone or email is required if a substitute is attending in place of the person that registered.

In the event of OLH&CS cancelling a programme full refund will be given.

**Buses** 16, 16A, 49A, 54A, 9

**Luas** Charlemont stop on the Green line is within 20 minutes walk.

**Trains** Heuston Station 15 minutes.  
Connolly Station 30 minutes.

**Dublin Airport** is approximately 45 minutes drive away.

**Parking** Free parking available



**Eleanor Blake**  
Programme Co-ordinator / Administration  
E eblake@olh.ie  
T 00353 (0) 1 4068 806



**Jacinta Ryan**  
Administration  
E jryan@olh.ie  
T 00353 (0) 1 4068 810

## Registration Form

### Personal Details

Full Name \_\_\_\_\_  
(Block letters & as it will appear on Certificate of Attendance)

Postal Address \_\_\_\_\_  
\_\_\_\_\_

Tel day \_\_\_\_\_ Mobile \_\_\_\_\_

Email (block letters) \_\_\_\_\_

Profession & Job Title \_\_\_\_\_

Address \_\_\_\_\_

### Course Choice

1) Title of Course \_\_\_\_\_

Date \_\_\_\_\_ Fee \_\_\_\_\_

2) Title of Course \_\_\_\_\_

Date \_\_\_\_\_ Fee \_\_\_\_\_

3) Title of Course \_\_\_\_\_

Date \_\_\_\_\_ Fee \_\_\_\_\_

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

### Payment Methods

Enclosing a cheque / money order to cover full course fee/s of € \_\_\_\_\_ payable to **Our Lady's Hospice & Care Services, Education Account.**

I have been approved to attend the above course/s. Please Invoice the following organization for the full cost of € \_\_\_\_\_ .

Contact Person: \_\_\_\_\_

Name of organization \_\_\_\_\_

Address: \_\_\_\_\_

Tel No \_\_\_\_\_

**Please return registration form to:** Education & Research Centre, Our Lady's Hospice & Care Services, Harold's Cross, Dublin 6w Fax 01-4068 856

Education, research and training provide the bedrock of a quality service to patients and their families, with professional care and practice soundly evidence-based on the latest national and international research. New insights, knowledge, developments and procedures do not happen passively. Staff training, education, development opportunities and insightful research projects deliver significant dividends in relation to service quality.



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