

Listening service at Butterfly Hospice

This invitation comes from Juliette Coffey where I (Deacon Richard) am a volunteer chaplain. Please respond to her, should you wish to join the course.

Juliette Coffey – Head of Individual and Family Support

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Direct dial: 01494 552750 ext 203

Normal working hours: Monday to Thursday 8.45am – 4.15pm

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Level 2 LISTENING SERVICE COURSE (Free of charge)

Training: Every Monday 11am-1.30pm (Coffee break 12.00-12.30pm)

A course for anyone interested in becoming a community bereavement listener. They will be informed that they will be expected to have an enhanced DBS check before they can become a listener, attend all ten training sessions, pass an assessment week and that they must not have been recently bereaved themselves as they may find some of the training course content triggering and deeply upsetting.

The aim would be to initially recruit 12 volunteers as listeners.

At first Juliette Coffey would be the supervisor as Ann Kenny is at Florence Nightingale Hospice. The volunteers would be community bereavement listeners. This means that our level 4 counselling service will be at work, using counselling rooms in Butterfly House, whilst other less complex cases are listened to over the phone/ via video conferencing support.

Dates of course:

Level 2 Listening Service Training

11am- 1.30pm with half hour coffee break in middle (12.00-12.30pm*)

Date	Course	Room
Mon 6 th September	Level 2 Listening Service Training	Education Room 11am- 1.30pm
Mon 13 th September	Level 2 Listening Service Training	Education Room 11am- 1.30pm
Monday 20 th September	Level 2 Listening Service Training	Education Room 11am- 1.30pm
Monday 27 th September	Level 2 Listening Service Training	Education Room 11am- 1.30pm

Monday 4 th October	Level 2 Listening Service Training	Education Room	11am- 1.30pm
Monday 11 th October	Level 2 Listening Service Training	Education Room	11am – 1.30pm
Monday 18 th October	Level 2 Listening Service Training	Education Room	11am – 1.30pm
THREE WEEK BREAK	THREE WEEK BREAK	THREE WEEK BREAK	
Monday 15 th November	Level 2 Listening Service Training	Education Room	11am – 1.30pm
Monday 22 nd November	Level 2 Listening Service Training	Education Room	11am – 1.30pm
Monday 29 th November	Level 2 Listening Service Training	Education Room	11am – 1.30pm

The ten week training course would look as follows:

Week One:

Communication Skills – Active Listening & Core Conditions

Listening & attending skills

Qualities of a well attuned listener.

Exercises in good listening.

Demonstrations of ineffective listening.

Introduction to basic person centred listening skills – Carl Rogers Four Core Conditions.

Video clip illustrations used to animate the teaching, and underline key points.

Week Two:

Communication Skills – A Lesson from a Master Therapist – Julia Samuel

Attendees will be shown an hour video of an address by a veteran bereavement listener, Julia Samuel.

The workshop will ask each attendee to identify how Samuel demonstrates the Core Conditions.

Discussion will focus around what it is about Samuel that makes her a good listener.

Attendees will be asked to identify her qualities in what they notice about her and share with the group.

Week Three

Grief, Grief Theories & Attachment Theory

Attendees will be introduced to grief theory and look at how approaches have changed in recent decades.

Discussion will focus on what people know already, what learning points have been and at least a quarter of the time for Q&A as for some people the ideas will be very new and maybe even challenging.

Week Four

Prolonged Grief, Traumatic Loss and Loss History

A look at what DSM V and ICD say about complex grief (up to date medical definitions). Identifying who may be 'stuck' at a particular stage in their grief, what to do and which people may need additional level 4 support. The role Butterfly House counsellors have in taking these referrals forward and the uniqueness of our level 4 in house counselling service and developing bereavement support groups (with unique psychoeducative input). This week will help delegates understand the whole offering of Butterfly House so they are well placed to make appropriate referrals and also ambassadors for our work in the Community.

Week Five

Suicidal Risk, Trauma, Wellbeing & Resilience

This session will help attendees begin to recognise risk factors in depression, building on our teaching about complex grief, the previous week. By the end of the session they will be able to see that a depressed person with suicidal ideation is also a risk to other's around them, for example, a young mum, lost in a hole of grief, not attending to young children around. What would a listener do if they saw this? What tools could they help someone build in terms of resilience and inner resources?

This session will also look at the attendees own wellbeing and ability to listen to painful content. How able are they to be able to contain that? If they have unresolved issues perhaps they will need to consider a period of counselling for themselves before committing to this if this feels too much weight or gravitas for them to hold.

Week Six

Diversity & Culture

This week looks at six different approaches to death around grief and ritual as seen from the Buddhist, Christian, Hindu. Muslim. Jewish and Sikh faiths. This week will introduce Butterfly House Spiritual Care Team in the discussions and also introduce the attendees to our passion to fulfill more BAME, LGBTQ+, learning difficulties and homeless outreach work in the community. Perhaps some attendees have helpful contacts for us to grow in this area..

Week Seven

Beginnings, Middles and Endings

Another opportunity this week to invite our chaplain to contribute. This session will think about how we must make beginnings, a middle and an ending in our work. How might we finish work with those we visit?

How will we manage boundaries? What happens at the beginning if a client asks us to come over to change a lightbulb or bring in a bit of shopping?

What happens if they want our phone number or to know where we live? Or to give us a gift.

Week Eight

Impact of Grief on Children

Session will provide a basic knowledge of what children feel and what they can take in at different developmental ages. Attendees will be given a basic tool kit of things they can help those they visit say to children that is kind, inclusive and age appropriate, for example, the under fives don't grasp the sense of permanence of death, that it is forever.

Week Nine

Assessment Week

Six of our more experienced counsellors will come in to be role payers with the twelve attendees, in two sittings to demonstrate the listening skills they have gained. The counsellors will pretend to be recently bereaved people. After the attendees leave they will feed back to Head of Individual & Family Support about their experience of the listener. Some people may need longer than the ten sessions to grasp what they need to be doing so can work individually with Head of Individual & Family Support to get to that place. Head of Individual & Family Support will reserve the right to recommend that some people may want to attend a further Introduction to Counselling course if she has concerns that the person is not ready for community work/ to represent the work of the hospice.

Week Ten

Legislation – GDPR, Safeguarding & Lone Worker Policy

This final week will look at GDPR, safeguarding and lone worker policies. Training sessions already developed by Butterfly House will be utilised.

If listeners are also to complete E-Learning in addition, Juliette please to be advised, which modules required.