



## Empowering Communities to plan for the End of Life

### A training programme for volunteers

**Future Matters** is a community based solution to raising awareness of death and dying and improving end of life care planning.

The four and a half day course equips participants with the knowledge, skills and tools needed to be a Future Matters Volunteer. A Future Matters volunteer raises awareness of the need to plan for end of life within the community and helps people to discuss their wishes and supports them to put plans in place (including advance care plans). Once trained, volunteers run workshops, death cafes and information stalls and deliver presentations to a wide range groups in the community. Volunteers also offer one to one sessions to help individuals put their end of life care plans in place.

The training course was initially developed in 2010 and has been continually updated and improved. It has been commissioned by NHS London, Islington CCG, Kensington Citizen's Advice, St Christopher's Hospice and Croydon CCG. It has been robustly monitored and proven to be successful.



In an average size Clinical Commissioning Group (population size 250,000), the following outcomes can be expected: 500 members of the public reached through 20 awareness raising events and over 100 one-to-one appointments with 60 end of life care plans put in place (including 30 advance care plans).



### Course Outline

There are 8 modules to complete as follows:

Module 1: Introduction to planning for the end of life and the Future Matters volunteer role

Module 2: Putting your house in order Part 1 (Wills, Power of Attorney and planning for future care and support)

Module 3: Introduction to Advance Care Planning

Module 4: Putting your house in order Part 2 (funeral planning and exploring place of care & death)

Module 5: Loss, Grief and Bereavement

Module 6: Future Matters volunteer skills

Module 7: Putting it into practice: in the community

Module 8: Putting it into practice: one to one support

## Testimonials

*"Gentle Dusk's ethos of collaborative partnership working encourages innovation and excellence. As providers of high-quality training and resources around the theme of End of Life Care Planning, they inspire their trainees to take responsibility for driving the project forward and delivering outcomes. Working with Gentle Dusk in this area enabled us to attract new highly-skilled volunteers and to upskill current volunteers to the benefit of both the Future Matters project, and our organisation as a whole. We value their contribution to our service delivery"*

Volunteer Manager, Age UK Islington

*"Gentle Dusk has worked in partnership with St Christopher's Hospice to deliver their 'Future Matters' education to 40 volunteers in Croydon supporting the development of our Creating Conversations project. Evaluation of the learning evidenced that the volunteers had gained confidence through the programme. Gentle Dusk are good partners to work with, the quality of education delivery and materials is high, with good outcomes for the volunteers and our organisation"*

Director of Supportive Care, St Christopher's Hospice

*"What a privilege to be able to discuss death and hear others' views. It's such a personal subject and we all felt confident to share"*

Future Matters Volunteer

## For more information contact

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**Gentle Dusk** is an organisation committed to increasing awareness and understanding of end of life care. The **Future Matters** project is led by former NHS End of Life Care Leads Mireille Hayden and Debbie Young. Passionate about end of life care and committed to improving the quality of life and quality of care of patients, families and carers touched by death and dying.

## About the trainers

**Mireille** is a Chartered Health Psychologist by training and Senior Manager by experience. She has over 15 years of experience in the Health Service. She has worked on the development and commissioning of end of life care services in primary care, acute care, care homes, hospices and third sector organisations. She has extensive experience of training, learning and development and brings a unique energy and enthusiasm to training combining knowledge and techniques from psychology, experience of healthcare services and frontline support in End of Life Care.

**Debbie** is a nurse and health promotion specialist and has over 20 years experience in the NHS at both a clinical and a senior manager level. Debbie has a particular interest in raising public awareness of death, dying & end of life care and has significant experience in running workshops/events in the community to support people to think about and plan for the end of their life. Debbie is an experienced trainer & facilitator and designs and delivers engaging and participatory training courses for a variety of audiences.