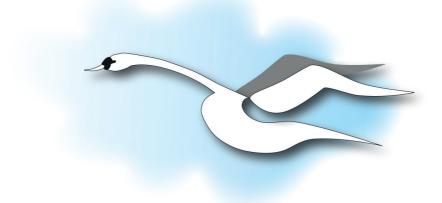


Our pledge to you for ensuring dignity, respect and compassion at end of life

The SWAN Model



The SWAN Model is used to support and guide the care of patients and their loved ones during end of life care, and afterwards.

It is part of our commitment to you and those important to you at this time, and will commence when your individual Plan of Care for Last Days of Life is agreed and in place.

What the SWAN Model means for you:

Signs

- At our hospital we use SWAN signage on doors and curtains to promote awareness of the last days of life.
- You will have access to our 'Butterfly' Volunteers - a group of specially trained people who support dying patients, their families and friends at the end of their life. They offer one to one support, compassionate listening, comfort and companionship, particularly for those patients with few or no visitors. Each visit is unique and personal to your needs and situation.
- You will have access to documentation for sources of support in the community.

Words

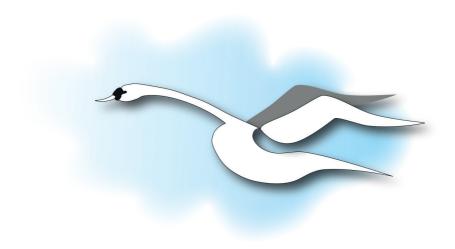
- We will be open, honest and sensitive in our communication with you and those important to you.
- We will offer support to you and those important to you.

Actions

- We will work sensitively with you to identify your individual care needs and will strive to deliver them.
- We will provide access to our Chaplaincy Team - our Chaplains are a multi-faith/ multi-denominational team offering religious, spiritual and pastoral care to all patients, staff and visitors.
- We will 'go the extra mile' to achieve something that is important to you - please share with us your hopes and wishes.

Needs

- We will offer open visiting should this be your wish.
- We will offer free parking if relevant to your immediate relatives or loved ones.
- We will offer food and drink for visitors where applicable including the use of complimentary drinks vouchers.
- We will offer comfort packs for carers where required.



Care and support after death

- We will provide sensitive and compassionate care to those important to you.
- We will signpost those that matter to you to supportive services such as:

Chaplaincy Primary and Community Care Services The Robins Bereavement Support Group Louise Hamilton Centre

- We will provide a bereavement booklet which contains information to guide individuals on what to do following death.
- We will provide identifiable SWAN resources to enable staff to respond compassionately and promptly to the individual needs of the bereaved

Your experience matters to us. We will use your feedback to improve our services and the care we deliver.

Your Feedback We want your visit to be as comfortable as possible - talk to the person in charge if you have any concerns. If the ward/department staff are unable to resolve it, then ask for our Patient Advice and Liaison (PALS) information. Please be assured that raising a concern will not impact on your care.

OUR VOLUES

Collaboration

We work positively with others to achieve shared aims

We act with professionalism and integrity, Accountability delivering what we commit to, embedding learning when things do not go to plan

Respect

We are anti-discriminatory, treating people fairly and creating a sense of belonging

We speak out when things don't feel right, **Empowerment** we are innovative and make changes to support continuous improvement

Support

We are compassionate, listen attentively and are kind to ourselves and each other Before leaving please complete a Friends and Family Test feedback card. Help us transform NHS services and to support patient choice.

IN A The hospital can arrange for TRAN an interpreter or person to an interpreter or person to sign to assist you in communicating effectively with staff during your

stay. Please let us know.

For a large print version of this leaflet, contact PALS 01493 453240

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