

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.

**S**igns **W**ords **A**ction **N**eeds

# 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 VALUES

# Proud of the Paget

### **Collaboration**

We work positively with others to achieve shared aims

### **Accountability**

We act with professionalism and integrity, 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 and pride

### **Empowerment**

We speak out when things don't feel right, 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.



The hospital can arrange for 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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